

OFFICE MANUAL, POLICIES & PROCEDURES

WELCOME!

On behalf of everyone at Exodus Real Estate, I welcome you and wish you every success here.

The terms and procedures in this manual are incorporated by reference, into the Independent Contractors Agreement executed by all Associates and the Company.

As principal Broker I will provide assistance to you whenever necessary. You are encouraged to seek advice, counsel and opinions on all aspects of the real estate transaction and on your marketing strategies and tactics.

I hope that your experience with us will be rewarding. If you have any questions or concerns at any point, please do not hesitate to contact me directly.

Regards,

Samantha Lamptey



Principal Broker – Exodus Real Estate

A WORD ABOUT THESE POLICIES

The purpose of this manual is to establish a uniform system of daily conduct by and between us when dealing with each other, other members of the company, our clients, and members of the public. You are responsible to read and review this manual and to comply with its policies and procedures. If you have any questions, please do not hesitate to contact me.

The Policies and Procedures in this manual may be changed from time to time at the Company's discretion as the Company grows, and as local business conditions and local, state, or federal regulations require.

Staff and associates are encouraged to confer with management whenever any questions arise pertaining to the policies and/or procedures in this manual.

Exodus Real Estate wants to build and maintain an ethical real estate firm with the best reputation possible in the eyes of the community and other REALTORS®. We insist on honesty, integrity, reliability and excellent service for our clients and customers.

Exodus Real Estate wants to provide an opportunity for associates and staff to be successful in a collaborative business environment. We are always open to suggestions and ideas that will make our office an enjoyable place to work.

Agent's Initial: _____ Broker's Initial: _____

EXODUS REAL ESTATE GOALS:

- Excel at consistently exceeding our clients' expectations for courteous service and professional delivery of our expertise in the buying, selling or leasing of real estate.
- Provide our associates with the training, administrative assistance, advanced technology, and marketing tools necessary to fulfill their financial expectations and professional goals.
- Maintain the highest standards of professionalism and ethical business practices in our dealing with the public and with our fellow REALTORS[®], while trying to establish a competitive advantage in the real estate market in order to be more profitable and successful in business.

When you review these policies, please keep in mind that they should be regarded as guidelines only, which in a business like ours will require change from time to time. Exodus Real Estate retains the right to make decisions involving policy changes as needed in order to conduct its work in a manner that is beneficial to its employees, customers and Exodus Real Estate. This office policy manual replaces any and all prior handbooks, policies, procedures and practices of Exodus Real Estate. Certain items in this manual apply only to agents and do not apply to other Exodus Real Estate employees.

The Principal Broker has an independent contractor relationship with its agents. Agents are not employees of Exodus Real Estate and are therefore not entitled to nor offered any employee benefits.

However, agents must always abide by the office policies and must strictly adhere to the professional and ethical standards in the most current version of the National Association of REALTORS[®] Code of Ethics and Real Estate Commission. Failure to comply with Exodus Real Estate policies or procedures or the REALTORS[®] Code of Ethics and laws by Real Estate Commission may result in the end of our contractual relationship.

By signing at the end of this document, you are acknowledging that you have read and understood the Exodus Real Estate office manual, that you have been provided a meaningful opportunity and policies you will also be attesting that you have reviewed and read again, the REALTORS[®] Code of Ethics found on the National Association of Realtors web site.

Nothing in this manual of office policies is intended to alter or amend the terms and conditions of the Independent Contractor Agreement. Specifically, nothing in these office policies is intended to alter the right of either party to terminate the independent contractor agreement, with or without cause, with advance notice to the principal or managing broker as set forth in the Independent Contractor Agreement. Neither the policies contained in this manual, nor any other written or verbal communication by the principal or managing broker, are intended to create a contract of employment or a warranty of benefits. The policies contained herein may be added to, deleted or changed by Exodus Real Estate in its sole discretion, except that principal or managing broker will not modify the policy regarding the parties' independent contractor relationship under any circumstances. No officer, employee, or other representative of Exodus Real Estate is authorized to enter into an agreement – express or implied – with any agent for employment.

Agent's Initial: _____ Broker's Initial: _____

EXODUS REAL ESTATE AND MANAGEMENT:

We state our vision clearly

To re-envision real estate with our innovative approach to sales, marketing, technology and training and also to be the most instantly recognizable real estate brand and the much-vaunted industry leader in North America and worldwide.

Our mission is direct

To provide the absolute best real estate services to our clients and an excellent support system that significantly enhances the growth and profitability of our business network of independent affiliates and agents.

POLICIES AND PROCEDURES

OFFICE HOURS

The offices of Exodus Real Estate will be open Monday through Saturday as follows: 9:00 a.m. until 5:00 p.m. Sunday office hours are closed. This schedule does not preclude agents from conducting real estate business prior to opening, or after closing the office for the day.

DRESS CODE

It is important to Exodus Real Estate and for your personal business to maintain an image of professionalism to clients, customers and competing associates. One mark of professionalism has always been appearance. Being neatly dressed and well-groomed not only instills your clients/customers confidence in your ability to conduct business on their behalf, but also instills confidence in yourself.

Exodus Real Estate Sales Associates are expected to present a professional image. Whenever an associate and/or staff member expects to be conducting real estate business, including but not limited to showings and open houses, they should be dressed appropriately.

Notwithstanding the foregoing, Exodus Real Estate recognizes the importance of individually held religious beliefs to persons within its workforce. Exodus Real Estate will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire should be referred to the Principal Broker.

All desks should be kept as clear of clutter as possible and left in an orderly state at night. There should never be any checks or money left on tops of desks or in desk drawers. All monies are to be immediately forwarded to the principal broker or the bookkeeper.

SMOKING POLICY

Exodus Real Estate adheres to a smoke-free office policy. In a smoke-free office, smokers are required to refrain from smoking in any part of the office complex. Smokers are required to smoke outside of the buildings, either on the side or in the rear, not in front of the building.

Smoking poses a health risk to both smokers and nonsmokers. This policy is designed to foster the health and safety of all employees, agents, clients, and others in Exodus Real Estate workplace. The success of this policy will depend upon the thoughtfulness, consideration and cooperation of both smokers and nonsmokers. Each agent is responsible for adhering to this policy.

All Exodus Real Estate employees, agents, customers, and visitors are expected to comply with the smoking regulations detailed in this policy to maintain a non-smoking work environment in compliance with state laws.

Smoking is only permitted in the designated outside smoking areas. Smokers are responsible for ensuring that the smoking designated area is left clean and orderly.

Smoking is prohibited inside all company buildings, and client or customer properties. If employees or brokers use personal vehicles to conduct business, no smoking is permitted inside the vehicle while on Exodus Real Estate related business.

An agent who sees a violation of this policy may advise the smoker of Exodus Real Estate smoking

Agent's Initial: _____ Broker's Initial: _____

policy. If the smoking continues, the agent should inform the broker/owner who will then be responsible for discussing the situation with the violator. Further violations should be referred to the Principal Broker. Violations of this policy may lead to disciplinary action up to and including termination of the agency relationship.

PARKING

All Agents and Employees must park in areas designated by each office to be used for staff parking.

SAFE DRIVING

New Jersey has strict laws regarding "Distracted Driving" which specifically includes but is not limited to; texting, use of cell phones, iPods, and other devices. Exodus Real Estate recommends that you use your cell phone only when your car is stopped safely on the side of the road.

You are expected to keep your automobile in a clean, properly maintained, and safe operating condition at all times. Remember: You are responsible for damage or injury caused while driving. Exodus Real Estate recommends that in addition to your primary insurance coverage in minimum amounts of \$250,000/\$500,000, that you obtain excess liability coverage to be written over the underlying policy.

It is your obligation to drive in a safe, responsible, and alert manner. This is especially true if you have clients in your car.

ALCOHOL AND DRUGS

Possession, use, sale or being under the influence of alcohol or drugs on Exodus Real Estate premises or while conducting Exodus Real Estate business is strictly prohibited.

SAFETY

To assist in providing a safe and healthy working environment for employees, agents, customers and visitors, Exodus Real Estate has established a workplace safety program. Exodus Real Estate provides information to agents about workplace safety and health issues through regular internal communication such as meetings, bulletin board postings, memoranda, or other written communication. Some of the best safety improvement ideas come from individuals in the workplace. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with the principal or managing broker. Reports and concerns about safety in the Firm's workplace may be made anonymously. All reports can be made without fear of reprisal.

Each agent is expected to obey safety rules and to exercise caution in all work activities. Agents must immediately report any unsafe condition to the appropriate supervisor. Agents who violate safety standards, who cause hazardous or dangerous situations, or who fail to report, or where appropriate, remedy such situation, may be subject to termination of the contractual relationship.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, agents should immediately notify the Principal Broker.

OFFICE ETIQUETTE

Agent's Initial: _____ Broker's Initial: _____

From time-to-time associates and staff members have asked management to provide reminders of the importance of professional behavior in the workplace. It is inappropriate for professionals to be seen spreading a negative attitude after a failed transaction or a bad day.

The following are key areas of importance:

1. Offering a negative attitude is not only a poor reflection of the individual's character but can have a significant impact on otherwise positive and productive people within the office and is an attack on the team concept itself.
2. Special care must be exercised to limit the subject matter and choice of words in intra office discussions and conversations, as others are likely to be affected.
3. Inappropriate humor, including sexual or racial remarks, is simply not part of our professional workplace.
4. Complaints or criticisms regarding other sales associates or administrative staff members are never offered publicly in the office.

OFFICE MEETINGS

Exodus Real Estate generally holds regularly scheduled monthly sales meetings for the entire company (or as management deems it necessary). Individual office meetings are held at the discretion of the principal broker. Typically, sales meetings when scheduled are held on Thursday evening at 7p.m. unless otherwise notified. All Sales Agents are expected to attend company and office meetings.

VACATIONS AND OTHER ABSENCES

Agents and associates of Exodus Real Estate are independent contractors and not employees. As independent contractor, agents and associates are entitled to schedule vacations and other time away from work without prior approval. However, you must advise the Principal Broker in writing regarding your plans for time away from work and how your pending transactions and other professional obligations will be covered and handled during your absence.

AGENTS

Exodus Real Estate endeavors to make its Agents and Associates very successful and therefore expects real estate to be its Agent's primary source of income. They are expected to participate in all company functions and projects. They are in the office on a regular basis for the purpose of conducting company business. They are contributing to the company's inventory on a regular basis with marketable listings and frequent settlements. Full-time status does not necessarily mean that the agent will occupy office space. Office space is available at the broker's discretion.

Agents are expected to call in for messages on a regular basis and provide staff with their schedule when not in the office.

Agent's Initial: _____ Broker's Initial: _____

FAIR HOUSING

Exodus Real Estate has a **ZERO** tolerance policy to violations of the Fair Housing laws and expressly prohibits any client, customer, agent, or employee from discriminating in the provision of any of the company's services based on age, sex, race, color, religion, physical or mental disability, familial status, marital status, national origin, genetic information, sexual orientation or any other protected category.

Prohibited practices may include, but are not limited to the following behaviors:

1. Refusing to show, sell or rent based on a person being a member of a protected class.
2. Different treatment/disparate treatment of persons of a protected class.
3. Steering or guiding potential homebuyers to selected areas based on where you think they need to live.
4. Discriminatory advertising that "expresses" a preference for buyers of a particular protected category.
5. Harassment (i.e., coercion, intimidation, threats, or interference with a person's fair housing rights or because a party is abiding by fair housing law).
6. Applying more burdensome criteria to applicants of protected classes.
7. "Blockbusting", which is defined as any illegal, discriminatory practice whereby an agent induces a property owner to list his or her property by representing that the neighborhood may change as a result of race, color, sex, religion, sexual orientation, marital status, national origin, genetic information, disability or any other protected category.
8. "Wholesaling", or the act of obtaining an equitable interest in a contract to sell real estate between a seller and a third-party purchaser, while not per se illegal in the State of New Jersey, is still considered predatory conduct in this State and more so at Exodus Real Estate. At Exodus Real Estate, we consider any conduct that runs counter to the Broker and/or agent's fiduciary obligation to our clients to act in the client's best interests to be unethical and predatory. Brokers, agents, associates, and employees are expected to completely avoid wholesaling and/or assigning of contracts to sell or purchase real estate. Any brokers, agents, associates, or employees discovered to have engaged in wholesaling and/or assignment shall be immediately discharged and terminated.

POLICY AGAINST HARASSMENT AND DISCRIMINATION

It is the policy of Exodus Real Estate that all employees, customers, and clients be free of discrimination and harassment on the basis of an individual's race, color, sex, pregnancy, sexual orientation, national origin, genetic information, religion, marital status, veteran status, physical or mental disability, age or any other protected category under federal or state law. Exodus Real Estate will not tolerate sexual or other unlawful discrimination or harassment in the workplace or in other settings in which employees, customers and clients may find themselves in connection with their employment or agent-related business. Exodus Real Estate also will not tolerate any retaliation against anyone complaining of harassment or anyone who has cooperated in an investigation of harassment in accordance with this policy.

Exodus Real Estate takes seriously allegations of violations of this policy seriously and will respond promptly to complaints of harassment. Where we determine that inappropriate conduct has occurred, Exodus Real Estate will act promptly to eliminate the conduct and take any necessary corrective action, including disciplinary action where appropriate.

While this policy sets forth our goals of promoting a workplace that is free of unlawful harassment, the policy is not designed or intended to limit the broker/owner to discipline or take other remedial action for any workplace conduct that we deem unacceptable, regardless of whether the conduct satisfies the legal definition of harassment. Agents are prohibited from engaging in any conduct in violation of this policy and are subject to removal from their duties or activities with Exodus Real Estate for violations of this policy.

SEXUAL HARRASSMENT

It is important to note that Exodus Real Estate will always adhere to all federal, state, and local laws regarding the issue of sexual harassment. Sexual harassment, by its very definition creates a hostile work environment. This type of harassment occurs when a person is subjected to unwelcome sexual advances and behavior, whether verbal, non-verbal, or physical, that is personally offensive, fails to respect the rights of others and interferes with the effectiveness of an individual's work. The following are examples of different forms of unwelcome sexual behavior which can constitute sexual harassment.

Verbal: Sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, threats, suggestive or insulting sounds, i.e. whistling, etc.

Non-Verbal: Sexually suggestive objects, pictures, graphic commentaries, whistling, obscene gestures.

Physical: Unwelcome physical contact, including touching, pinching, brushing the body, coerced sexual intercourse, assault, battery.

Accordingly, the above behaviors are unacceptable in the workplace or off-premises about the treatment of any member of this firm. Violation of these policies shall be grounds for immediate dismissal of any staff member or associate.

Definition of Sexual Harassment

We believe that all of our agents, employees, customers and clients have the right to a work and business environment free from all forms of unlawful discrimination and harassment. Exodus Real Estate will not tolerate the harassment of any employee, customer, client or other covered third party on any legally protected basis, including sex. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, physical, and nonphysical conduct of a sexual nature when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's performance at work, or creates an intimidating, hostile, or offensive work environment.

Under this definition, direct or implied requests by someone in a supervisory position for sexual favors in exchange for actual or promised job benefits such as favorable performance reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and, in addition to the above examples, other unwelcome sexually oriented conduct, whether it is intended or not, that has the effect of creating a workplace that is hostile, offensive, intimidating, or humiliating to male or female employees, customers and clients may also constitute sexual harassment. Sexual harassment also includes non-sexual comments and conduct that are directed at an individual because of his or her gender or otherwise motivated by gender discrimination.

Examples of Prohibited Conduct

Exodus Real Estate will not tolerate unlawful harassment of any employee or client or customer by anyone employed or affiliated by Exodus Real Estate at any level. Exodus Real Estate specifically prohibits harassment for any discriminatory reason. Derogatory racial, ethnic, religious, age, sexual orientation, sexual or other inappropriate remarks, slurs, or jokes will not be tolerated.

Each employee and Agent must exercise his or her own good judgment to avoid engaging in conduct that may be perceived by others as harassment. Forms of prohibited harassment include, but are not limited to:

- Verbal: sexual innuendoes, epithets based on legally protected categories, derogatory slurs, off-color jokes, unwelcome sexual advances, threats, suggestive or insulting sounds, sexual jokes, written or oral references to sexual conduct, gossip or discussion about one's sex life, comments about an individual's body, comments about an individual's activities.
- Visual/Non-Verbal: derogatory or sexually suggestive posters, cartoons or drawings; suggestive objects or pictures; email messages with sexual references or other references to protected categories; viewing inappropriate internet sites; graphic commentaries; leering; or obscene gestures.
- Physical: unwanted physical contact including touching, brushing up against someone; interference with an individual's normal work movement; assault; and
- Retaliation: making or threatening reprisals because of a negative reaction or response to harassment.

Scope of Prohibitions

Harassment includes a wide range of behaviors, from the actual coercion of sexual relations to unwelcome offensive comments, jokes, innuendoes and other inappropriate statements and unwelcome emphasizing of an individual's legally protected characteristics. It is not possible to list all of the additional circumstances and behaviors that may constitute harassment. However, the descriptions provided in this policy serve as some examples of conduct that, if unwelcome, may constitute harassment depending on the circumstances, including the severity of the conduct and its pervasiveness.

This policy prohibits all of the activities discussed above, by all employees and agents of Exodus Real Estate, regardless of the position within the company. Harassment by clients, customers or other non-employees, including agents from other companies, who are on company premises or who come in contact with Exodus Real Estate employees is also prohibited.

Consequences for Violating this Policy.

Harassment may be indirect or even unintentional. Violations of this policy, whether intended or not, will not be permitted. If it is determined that one of our employees or agents has engaged in inappropriate conduct, we will take such action as is appropriate under the circumstances. Such action may range from counseling to immediate termination of employment, affiliation or contract, and may include other forms of disciplinary action, as we deem appropriate under the circumstances.

Retaliation is Prohibited

All employees and agents should take special note that, as stated above, any retaliation against any individual or persons who have complained about harassment under this policy or participated in an investigation of harassment will not be tolerated and will be treated as another form of harassment in accordance with this policy. All incidents of retaliation must be immediately reported in accordance with the reporting procedures described below.

Reporting Procedure for Discrimination and Harassment

If you observe unlawful discrimination or harassment, you must follow this reporting procedure to notify us of the problem so that we can promptly and thoroughly investigate this matter and take appropriate action. Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the problem. No employee or agent of Exodus Real Estate is exempt from its policies prohibiting harassment or discrimination.

- Any concerns should be immediately reported to the principal broker, managing broker or broker/owner.
- We will investigate reported incidents promptly and in a fair and discreet manner.
- All complaints will be considered confidential, and disclosure will be limited to those with a need to know in order to investigate the complaint and/or take corrective action.
- The investigation will include a private interview with the person filing the complaint and, where appropriate, the witnesses. We will also conduct a private interview with the person alleged to have committed harassment. In circumstances where it is appropriate to do so, we will inform the person who filed the complaint and the person alleged to have committed the conduct of the results of the investigation.

If we determine that inappropriate conduct has occurred, we will act promptly to eliminate the offending conduct and where appropriate, to impose disciplinary action, up to and including immediate termination of employment, affiliation, or contract. Exodus Real Estate will also take other corrective or remedial actions, when appropriate.

We encourage reporting of complaints so that we may appropriately address and correct any problems. An employee or agent who participates in good faith in any investigation under this policy has Exodus Real Estate's assurance that the Company will not tolerate any retaliation against him or her because of him/her bringing the complaint or otherwise participating in the process. All employees and agents are expected to be truthful, forthcoming, and cooperative in connection with a complaint investigation.

Agent's Initial: _____ Broker's Initial: _____

Any violation and/or suspected violations of fair housing laws or this expressed policy must be immediately reported to the Principal Broker. Independent contractors are prohibited from engaging in any conduct in violation of this policy and are subject to removal from their duties or activities with Exodus Real Estate for violations of this policy.

AGENCY

Exodus Real Estate is a full-service real estate broker, providing seller representation, buyer representation, landlord representation and disclosed dual agency for in-house transactions. A Sales Associate may be designated as a seller's agent, a buyer's agent, and a dual agent. All Associates shall adhere to the rules and regulations of the New Jersey Real Estate Commission regarding agency law.

Responsibilities - Buyers and Sellers are often confused about whom a real estate agent represents in a transaction.

A Broker or Sales Associate may be employed by the Seller, the Buyer, act as a disclosed dual agent, act as a Transactional Broker or offer no agency relationship. Regardless of who we represent in a transaction, we must strictly observe our fiduciary responsibilities to our principal(s). We take this matter seriously and so must our Associates.

We must always remember who has employed us and we must always keep our fiduciary responsibilities clear.

Disclosure - Associates must fully comply with the agency disclosure requirements defined by N.J.S.A. 45:15-1 and interpreted by NJ REC.

There have been frequent changes in the agency disclosure requirements. Exodus Real Estate policy is that all Associates must fully comply with NJ REC most current interpretation of the law. Associates must provide the required agency disclosure documentation as part of the transaction file.

Forms - Associates must use the NJAR approved Broker Relationship Disclosure and/or the Notice of Non-Representation form.

OPPORTUNITY TIME

"Opportunity Time" is at the Principal Broker's discretion only. Opportunity Time is for Agents and Associates who are familiar with office listings and contribute to office listing inventory. "Opportunity time" is the designated time, during the day, when agents are on duty to receive inquiries from sale and listing prospects. "Opportunity time" is voluntary. Each Agent who volunteers will be assigned a designated time to be on duty in the office.

The principal broker is responsible directing policy regarding "Opportunity Time," but in all cases the Agents are responsible for the following:

Agent's Initial: _____ Broker's Initial: _____

1. The primary Agent is responsible for taking all telephone and walk-in inquiries on buying and selling real estate.
2. Taking inquiries from other REALTORS® about company listings, when the Listing Agent is not available to take the call,
3. Assist with front desk duties if asked by management when the Secretary is not in, or not available.
4. Be knowledgeable about office listings being advertised during the current and previous week.

Agents may switch their designated time to accommodate schedule changes, but the Agent scheduled originally for that time is responsible to ensure that their “opportunity time” is covered. No appointments are to be scheduled for the time an Agent is on duty unless that Agent has someone to cover for them. “Opportunity time” is very important to each Agent’s business and to the company. Everyone’s co-operation is necessary for all to be successful in this business.

Any inquiries received by an Agent on “opportunity time” should be followed up by that Agent unless the prospect asked for a specific person. If it is discovered that the prospect is working with another Agent, the prospect will be turned over to the original Agent. **REMEMBER TO ASK:** “Are you working with another Agent?”

INTERNET SALES INQUIRIES

Inquiries on specific company listings will be forwarded to the Listing Agent per the Exodus Real Estate’s current lead-routing program rules. All other inquiries will be distributed at the sole discretion of the Principal Broker.

OUTGOING REFERRALS

Exodus Real Estate is a full-service real estate brokerage. When referring a client to another brokerage, Agents are encouraged to use a company that is affiliated with Exodus Real Estate. The typical referral fee to be charged is 25%. Any referral fee less than 25% must be approved by the Broker.

INCOMING REFERRALS

All incoming referrals will be disbursed at the discretion of the Broker/Manager. Any referrals, which are sent to our firm due to farming or canvassing by a particular Agent, will be given to that Agent to handle.

CONTRACTS

All contracts written are to be approved by the Principal Broker before ratification, whenever feasible. All contracts should be typed whenever possible. Make sure all attachments and addenda are included, i.e., Property Disclosures, etc.

Once ratified, the Sales Agent should fill out the Checklist form and submit the contract to the Broker along with any deposit monies as soon as possible, but no later than 2 days, so we are following MLS and New Jersey Real Estate Commission guidelines.

Agent’s Initial: _____ Broker’s Initial: _____

TRANSACTION MANAGEMENT

All sales contracts shall be kept in an online Transaction Management system of Broker's choice, SkySlope. Agents shall be responsible for uploading any necessary documents that pertain to the transaction as the Principal Broker directs. Settlement checks shall not be issued until the Agent has completed any necessary tasks that the Principal Broker has prescribed for the Transaction Management system.

ESCROW DEPOSITS

The ideal deposit with Agreement of Purchase is \$1,000 with the full 10% of sales price due at acceptance of an offer. Deposits received within fifteen (15) days of the scheduled settlement must be in certified funds only.

A copy of all checks should be kept in the office file. When a deposit check is given to the Listing Agent, the Agent shall forward the check to the title company or attorney office holding escrow. A photocopy the check with the title company or attorney's signature on the photocopy is required. Deposit checks are forwarded when the contract is ratified. If offers are rejected, the deposit check can be returned uncashed to the buyer.

When a check is returned to a buyer, the buyer must sign a check release form. When returning a check by mail, make a note of the return in an enclosed letter to the buyer. When returning a deposit to another Agent, have the agent sign a receipt for the deposit.

REQUESTING CHECKS FROM ESCROW

When requesting a check to be released from escrow, please give the escrow agent a minimum of three (3) banking days to release the check. If the check was deposited within the last fifteen (15) days, it may have to wait to clear before escrow agent can issue a check for closing. For a settlement, if it is an in-house sale, the Selling Agent should request the check. If the check is being requested for an escrow release, then a signed release from both the Buyer(s) and Seller(s) must be included.

PRESENTING OFFERS TO SELLERS

1. Offers are to be presented by the Listing Agent. If the Listing Agent is out of the area, the offer will be presented by the Principal Broker, or by an Agent designated by the Principal Broker after consultation with the Sales Agent. The Listing Agent will be notified of the offer as soon as possible.
2. Multiple Offers – when the Listing Agent has multiple offers to present to the Seller, they should consult the Broker for advice. If the Listing Agent has written one of the multiple offers, then the Broker must present the offers to the Seller.
3. All offers are to be presented immediately in person, if the Seller is local, by telephone if the Seller is out of the area, followed by fax or electronic transmittal

when possible. Record the time and date the offer was received, and the times and dates attempts were made to contact Seller.

4. Seller must receive a copy of all offers, hand-delivered, if possible, by fax, electronically or mail if hand delivery is not possible. (When client is out of the area.)
5. All counters, changes and/or agreements must be in writing and must be initialed and dated by all principal parties to the offer.
6. After contracts are ratified, Agents must keep the office files updated and should have copies of all contracts, addendum, a copy of the deposit check, and all documents and communications pertinent to the transaction.
7. After a contract has been ratified and the sale fails to settle, the deposit must remain in escrow until buyer and seller sign a release form directing who receives the deposit.

When a contract has been ratified, the Sales Agent is responsible for the following:

1. Record sale on the Sales Board.
2. Place contract folder and all copies in broker/manager's mailbox.
3. Ensure that all dates and terms in the contract have been satisfied per the terms of the contract.
4. Complete all required tasks assigned through the Transaction Management (Sky Slope) program.
5. Keep in contact with all parties to the contract and respond in a timely manner.
6. Attend final settlement and deliver final settlement documents and commission checks to the Broker.

GENERAL LISTING PROCEDURES:

Listings taken by Agents shall be Exclusive Right-To-Sell listing agreements. Any Exclusive Agency agreements must be approved by the Principal Broker. Once a listing has been procured, the Sales Agent is responsible for the following:

1. Ensure that all required disclosures have been completed and signed by the Seller. The Agent shall NOT fill-out any disclosures, nor suggest any answers to any disclosure questions. The Agent may describe what a question may mean, but in no way shall aid and assist the seller in completing any disclosure forms.
2. Make sure all other required documents are completed and signed by the Seller.
3. Give listing folder and all relevant documents to the front desk.
4. Enter the property in the appropriate MLS system per the MLS rules.

SHOWING PROTOCOL

It is Exodus Real Estate Policy that in all cases a real estate agent must be present for

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each and every showing. **NO EXCEPTIONS WHATSOEVER.** The agent present can either be Exodus Real Estate Agent or an agent affiliated with another Firm.

As listing agent and as part of the listing agreement with the home seller, Agent will have reviewed with the seller, our showing protocol. Agent must have the seller check the box on the listing agreement that allows a lock box to be placed on the property.

If Agent or Associate is the buyer's agent showing, then Agent must attend the showing but **MUST** confirm that the showing is cleared with the homeowner. If the property is vacant and the property owner has confirmed that "Go and Show" showings are permitted, then homeowner's confirmation for each showing is not required (but Agent should still let the property owner know that a showing is occurring).

Direct showings (a direct showing is a showing that Agent performs) of one Agent's listings where the buyer has contacted Agent directly to see Agent's listing. Again, as above, Agent needs to confirm the showing with the home seller.

After a direct showing, Agent must ensure that all lights are turned off and that the property is 100% secured (every door locked).

Buyer Agency

An Agent must accompany the Buyer on every showing, **NO EXCEPTIONS.** The Showing Agent must never provide the Buyer with the lock box code to the property. The Showing Agent must secure the property upon leaving the showing by ensuring all lights are turned off and that the property is 100% secured (every door locked).

If the Showing Agent is running early or late for a showing, then the listing service or listing agent should be alerted of when you will be arriving and reconfirm that the time is still acceptable to the owner/resident. (Please remember that you are in someone else's home and the utmost care and respect must be displayed at all times).

Agent must dress appropriately for showings and in accordance with the Exodus Real Estate Dress Code (See Dress Code section of this office manual).

When conducting an open house of Agent's listing or another Exodus Real Estate agent's listing, please arrive 15-30 minutes prior to the start of the open house.

Strategically place open house signs in front of the home. Have property handouts available and a sign in sheet to log in visitors. Visitors should be logged in as they arrive. It is best practice not to let the attendee sign in, but the Agent conducting the open house must endeavor to ask for the attendee's name (first name is ok), email address and phone number (optional) and write down their information (this will avoid situations where Agent will not be able to read the attendee's handwriting).

Attendee should be permitted to view the property and given the opportunity to do so. As

Agent's Initial: _____ Broker's Initial: _____

the visitor is wrapping up please circle back to them and see if they have questions or feedback. If they seem to have minimal or no interest in the property certainly feel free to follow up with them after the open house to assist them in finding another home.

If there is interest and it is not your listing, you can refer them to the listing agent or assist them as buyer agent (please explain to them the pluses and minuses of each situation).

When the open house is over, Agent shall secure the property and provide feedback as soon as possible to the listing agent or homeowner about level of interest, number of attendees, demographic of attendees, etc.).

EXPENSES

As independent contractors, each Agent is responsible for all expenses related to a listing including but not limited to, "For Sale" Signs, "Open House" Signs, Business Cards, advertising to promote a listing, advertising to obtain buyer and seller clients, MLS Dues, Local, State and National Realtor Dues and any other fee, expense or cost expended for business reasons.

RESPA COMPLIANCE

All Agents affiliated with Exodus Real Estate are required to comply fully with the Real Estate Settlement Procedures Act ("RESPA") at all times.

Generally, RESPA prohibits kickbacks, referral fees, receiving unearned fees or receiving a "thing of value" for the referral of business related to a real estate transaction. RESPA also prohibits the splitting of any settlement charge except for paying for actual services rendered at fair market value. In addition to being an anti-kickback act, RESPA is a disclosure act as well. This does not mean, however, that a kickback or unearned fee that is disclosed is legal. A RESPA violation can occur whenever there is a thing of value that is to be given in exchange for a settlement service referral. The agreement can be implied from the circumstances or from historical patterns and practices. Thus, an oral agreement to provide a referral fee to a settlement provider is a violation of RESPA just as a written agreement to do so would be. As a member of Exodus Real Estate, Agents are prohibited from accept any form of an incentive from any person affiliated with any settlement service. This would include the settlement service provider agreeing to pay costs that Agents would normally incur as part of real estate marketing activities. Similarly, Agent cannot provide any gifts, bonuses, or incentives to any settlement service providers as well.

It is particularly important to contact the Principal Broker if Agents have, or are considering having, any affiliated business arrangements, as such arrangements raise issues with respect to RESPA compliance.

If Agents are ever in doubt or have a question regarding whether proposed conduct might violate RESPA, you are required to immediately contact the Principal Broker to discuss this issue.

Agent's Initial: _____ Broker's Initial: _____

ANTITRUST

Exodus Real Estate will not tolerate any conduct that would expose the Firm to potential antitrust liability. Agents must participate in antitrust education to fully understand the principles of antitrust law. Courses are often available at your Board of REALTORS®.

This manual is no substitute for proper antitrust education. However, to provide Agents with a basic guideline of the key issues normally affecting real estate agents with respect to antitrust law, the following information is provided. The two (2) main areas in which

real estate brokerage activities may violate antitrust law are in price or commission fixing and boycotts.

Antitrust law precludes agents from agreeing to fix their prices which would have the purpose or effect of eliminating or restricting competition. This means that two or more real estate firms may not agree on what commission rate they will charge each other. Such conduct would be a per se violation of the antitrust laws. This rule applies to principal and managing brokers as well as salespeople. In particular, salespeople must avoid any actions which would suggest or imply a desire to fix prices. Similarly, agents may not agree to fix commission splits for the same reason. A firm must unilaterally and independently select what their cooperative compensation policies shall be. Antitrust law also restricts the ability to reach agreement relative to the other terms or conditions of the brokerage agreements with customers. For example, it would be problematic to reach an agreement with other competitors as to a standard length of time for a listing or buyer representation agreement.

The other aspect of antitrust law that impacts real estate brokerage activities is the prohibition on group boycotts. Group boycotting is typically a per se violation of antitrust laws. This concept refers to a concerted refusal to deal with a particular party.

An example of such conduct would be an agreement among brokerage firms not to deal with a brokerage firm employing a different business model.

The National Association of REALTORS® provides extensive information and guidance on antitrust law and Agents are encouraged to use the realtor.org website for additional information to assist you in remaining in compliance with the antitrust laws.

The following are general principles that should be adhered to:

- Commission rates to be based upon the cost of services provided, the value of the services to clients, and competitive market conditions. Commission rates are not determined by agreement with, or recommendation or suggestion from, any person not a party to a listing agreement.
- Sales Associates & Broker Associates affiliated with the Exodus Real Estate shall not participate in any discussion concerning the commission rates charged by the Firm with any person affiliated with, or employed by, any other real estate Firm.

Agent's Initial: _____ Broker's Initial: _____

- When soliciting a listing, or negotiating a listing agreement, no salesperson affiliated with the Firm shall make any reference to a “**prevailing**” commission in the community, the “**going rate**”, or any other words or phrases which may suggest that commission rates are uniform or “**standard**” in the market area.
- The amount of cooperative compensation, or “commission split”, offered by Exodus Real Estate to cooperating brokers is to be determined by the level of service the Agent can expect a cooperating office to perform, and the amount of compensation necessary to induce cooperation under prevailing market conditions and through discussions with the listing client. Commission splits are

established unilaterally by compensation, or “commission split”, offered by Exodus Real Estate, and are not intended, and may not be used, to induce or compel any other real estate Firm in the marketing area to raise or lower the commission they charge to their client

- When a salesperson is unsure about the proper way to respond to the concerns of an actual or potential client or customer, he/she should immediately contact the Principal Broker.

LEAD PAINT DISCLOSURE FORM

When an Agent is involved in a potential sale or lease of a residential property built prior to 1978, it is required by law that the Disclosure of Information on Lead Based Paint and/or Lead Based Paint Hazards form must be provided and fully completed by all parties to the transaction. The form needs to be completed prior to or simultaneously with the execution of the purchase and sale agreement. The current forms are in ZIP FORM on The MLS website, and every Agent is required to only use those forms.

Additionally, Agents should only use the form if the property was built prior to 1978 or has components in the existing structure that were built and existing in the structure prior to 1978. An example of this would be a building that was substantially rehabilitated but that contained certain components that predated 1978. The federal government takes the position that it is a violation of federal law to have the form executed for properties that are newer than 1978.

The form needs to be fully completed by the buyer and seller. Regardless of whether the Agent is on the buyer's side or a seller's side of the transaction, it is the Agent's responsibility as real estate agent to ensure full compliance with the completion of the disclosure form. All the boxes need to be checked, including the box where the purchaser indicated it has received copies of all information listed above, even if no actual information has been provided by the seller because the seller does not have any reports or records. The seller, the purchaser and the agents also need to initial, sign and date the form.

This form must be kept in the transaction file and fully completed. If you have any questions or concerns about how to complete the form or whether the form is applicable, please contact the Principal Broker immediately. Penalties for non-compliance can be severe, so strict compliance with these requirements is mandatory.

Federal law requires contractors who disturb lead-based paint to be licensed and follow specific work practices to prevent lead contamination.

PROPERTY DISCLOSURE OBLIGATIONS

Required disclosure as set forth by NJ REC, Exodus Real Estate policy is to disclose the maximum amount of information possible to the respective parties to a potential real estate transaction, consistent with our obligations to represent our clients fully and diligently. New Jersey law requires that we disclose **all known** defects concerning the property about which Agents have actual knowledge and/or becomes aware of. New Jersey law does not impose any obligation or obligation upon Agents to investigate issues. However, agents may not be willfully blind to a potential problem on the property. If Agent has a doubt or concern about whether information should be disclosed to the other side, Agent should speak with the Principal Broker to obtain guidance on the issue.

Exodus Real Estate policy is that information about the property should be disclosed, by the seller on the Seller Disclosure form. The **seller, not Agent**, needs to fully complete the Seller Disclosure form. If there are blanks or gaps, counsel the seller to put down all material information about the property or mark the item as "unknown". If a seller does not wish to complete the Seller Disclosure form, immediately inform the Principal Broker who will then decide whether Agent will be allowed to continue listing the property. If new information comes to light later during the listing period, purchase negotiations, home inspection, or while a sale may be pending, it is the Firm's policy to have the seller update the Seller Disclosure form and create a new amended Seller Disclosure form. Agents are not to make verbal disclosures or suggest that they are the source of information about the property. Agents must specifically identify the source of the information so that the recipient of the information understands that the Agent is relaying the information only.

If Agent is aware of conditions surrounding the property but not actually on the property itself that Agent reasonably believes might influence a buyer's decision to purchase the property, contact the Principal Broker to discuss whether that information should be disclosed to a prospective purchaser. Again, Exodus Real Estate's policy is to err on the side of disclosure as that policy best protects you, this Firm and its clients AGENCY DISCLOSURE.

TELEPHONE, FAX AND ELECTRONIC MAIL SOLICITATION

The Telephone Consumer Protection Act Do-Not-Call provision became effective May 11, 2003. Subsequent amendments extend its powers to unsolicited faxes, mobile wireless devices, and commercial e-mails. The restrictions apply to the marketing activities of real estate agents for both interstate and intrastate solicitations and advertisements.

All agents who are sending unsolicited faxes or emails are responsible for screening their prospects against the Do-Not-Call list. Agents who contact an individual who requests not to receive future communications must record the name, telephone number called and date and time of the call. This information must be immediately reported to the principal or managing broker for inclusion in the office specific Do-Not-Call list.

Because of the Federal Do-Not-Call requirements, Agents are not authorized to contact a prospective client by telephone unless: (1) that prospective client has contacted the Exodus Real Estate within the last three months, and the Agent is returning the call; (2) The Agent or someone else in the Firm has had a signed representation agreement with that person within the last eighteen (18) months; (3) a FSBO sign includes their telephone number and does not say “no agents”; or (4) the Agent is calling based on information from a referral source and the referral source has obtained permission for Agent to call. If none of those exceptions apply, Agents are not to contact a consumer by telephone without the advance consent of the principal or managing broker and without reviewing a current copy of the Do-Not-Call List. The Do-Not-Call List should not be more than fourteen (14) days old. If at any time, a person asks an Agent to end a call with them, please do so politely and immediately. Agents must never call before 8:00 a.m. or after 9:00 p.m. depending on time zone.

Similarly, with respect to email solicitations, Agents must comply with the Can Spam requirements set forth by the Federal Trade Commission. The emails must contain Agent’s return email address and the postal address of Exodus Real Estate. The email must also contain a conspicuous notice that the recipients may opt out or decline to receive any future messages and Agents must have in place an ability to track and remove recipients from the message group for at least thirty days after Agents have sent out the mail. Finally, Agents must have a clear, conspicuous notice that the message is an advertisement or solicitation.

Finally, unsolicited facsimile solicitations should not be sent at all. Because of these rules, Agents are not allowed to send out any bulk electronic mail or fax solicitations without reviewing the content first with the Principal Broker.

FORMS

Unless Exodus Real Estate provides Agent with specific forms for use in their practice, Agents are required to utilize the forms that exist in the forms library provided by **The MLS via Zip Form**. If there is a question regarding the appropriate use of a form, Agent should contact the Principal Broker for clarification or submit an inquiry to the Legal Resource Line. Agents are authorized to fill in the blanks in the spaces on the Zip Form forms where factual information is requested. However, at no time are Agents authorized to delete any portion of the standard typed language or add additional language to the standard typed language. Such action could be construed as the unauthorized practice of law. Again, such action could be construed as the unauthorized practice of law. If any Agent has a concern about a proposed addition to a form, then they must consult with the Principal Broker for direction.

ESCROW ACCOUNT POLICY

Exodus Real Estate does not maintain escrow services, but all agents must comply with New Jersey Real Estate Law about timely depositing of funds with Escrow/Title Agents.

If an Agent believes that there has been a violation of this policy then the violation should be reported to the Principal Broker immediately.

SOCIAL NETWORKING AND BLOG POSTINGS

Postings on social networking sites such as, but not limited to, Twitter, Facebook, and LinkedIn, as well as on blogs have become increasingly common. Exodus Real Estate neither encourages nor discourages any of its agents from posting on social networking sites or blogging. However, agents should be aware that these postings are public; even if access to them is restricted they may be forwarded out of the restricted group by those who have rightful access and live on virtually forever. Even if a posting is taken down it never truly disappears but rather continues to exist somewhere in cyberspace. As a result, agents need to be mindful that internet postings (whether images or comments), even though done on your own time and using personal equipment, can cause damage to not only the Agent's own reputation and interests but also the reputation and interests Exodus Real Estate, employees of Exodus Real Estate, the broker/owner, clients, and the customers.

Should Agent choose to blog or participate in any social networking site on Agent's own time, using Agent's own resources and equipment, Agent is required to follow these guidelines:

1. Agent must never disclose any confidential information of Exodus Real Estate or any information whatsoever about our employees or clients.
2. Agent's postings must not violate any laws or policies of Exodus Real Estate, including but not limited to harassment, or confidentiality of Exodus Real Estate employees or clients.
3. Agent's postings must comply with the REALTOR® Code of Ethics and the statutes and regulations governing advertising by real estate licensees. Current license law requires Agent to comply with all advertising requirements when Agents post information on such sites. This means that posts must include all the information required to be provided when Agents produce traditional advertising.
4. Agent's postings should be respectful to the company, Exodus Real Estate employees, clients, and competitors.
5. For non-real estate transactions, Agents need to ensure that the views, opinions, ideas or information that Agent expresses are his/hers and are not in any way attributable to Exodus Real Estate.

Agents should report violations of this policy to the Principal Broker. It is the responsibility of all agents and employees to help Exodus Real Estate ensure compliance with the policy. Violation of any aspect of this policy is subject to disciplinary action, up to and including termination of the agency relationship, regardless of whether such conduct occurred away from work or on non-work time.

Agent's Initial: _____ Broker's Initial: _____

COMMISSION RATES

Exodus Real Estate normally charges a commission of 6% of the sales price, except for mobile homes on leased ground, where the commission is 10%, with a minimum commission of \$3,000.

All commissions are negotiable, but Sales Agents do NOT have the authority to reduce, or deduct costs from Exodus Real Estate's portion of the commission. Any reduction of commission will be decided by the Principal Broker. The Principal Broker hereby reserves the right and has the authority to deduct commissions paid to Agents where a negotiated commission has not been approved by Broker.

SUBDIVISIONS AND PROJECTS

In the event a Sales Associate has a lead on a subdivision of homes, lots, condominiums, mobile home park/lots or a commercial project, which sale Sales Associate feels may be listed by Exodus Real Estate, the Sales Agent must include the Broker/Manager in the negotiations with the Owner. Exodus Real Estate has a track record for developing mutually beneficial marketing programs for investors, developers and builders. Each situation is unique, and each project requires a tailormade marketing plan. Trust your Broker to develop marketing plan

ADVERTISING AND MARKETING

The term "*media*" is interpreted to mean **any** form of promotion, including but not limited to print, electronic, billboard, signs, the internet, social networking and or any other form of display.

Exodus Real Estate has a unique marketing strategy that coordinates all advertising and maintains an advertising file on all active listings. All advertisements and collateral marketing materials must include the name of the Firm and its logo with correct Exodus Real Estate colors, conspicuously, and either the principal broker or agent's name and number. It is the responsibility of the Listing Agent to place ads for their listings and to notify the Principal Broker when they want a specific property advertised in a specific publication. If an Agent needs assistance in preparing an ad for a listing, the Principal Broker will be delighted to help. However, it should be understood that Exodus Real Estate's ads will be the Principal Broker's top priority.

It should also be noted that Exodus Real Estate has strict guidelines regarding the use of the firm's name, seal, and logo. All ads and marketing materials should be submitted to the Principal Broker for approval and must adhere to the requirements of Exodus Real Estate as well as the New Jersey Real Estate Commission and the Board of REALTORS. All other external communications (newsletters, brochures, postcards, special letters, etc.) must be reviewed by the Principal Broker prior to release/mailing.

SIGNS

A sign on a property is the best advertising a listing will get. Always make sure that the sign on a listing is visible from a distance and is in good condition. One of the measures the public uses to judge a company is the condition of a sign on a listing. Another prospective seller in a neighborhood

may measure an Agent's professionalism and service by how the sign is maintained on their neighbor's property when considering which company will list their property. When placing a sign on the property, try and place it so it can be seen by prospects approaching from either direction.

Prior to placing a sign on a listing or entering the listing into the MLS, the Listing Agent must record the new listing on the new listing board and submit the listing file to the front desk. This is a must, because most inquiries are received when the sign is first placed on the property and the office needs to be aware of the listing.

It is the Listing Agent's responsibility to ensure the sign is clean, and to return it to the office after settlement or when the listing is terminated. All signs belonging to Exodus Real Estate are to be returned to the office or sign storage shed.

LOCKBOXES

Whenever possible, a listing should be on lock box.

Exodus Real Estate has a limited number of lock boxes, which Agents may use on a "first-come, first-serve" basis. All Company lock boxes must be signed in and out with the Principal Broker. Agents shall be responsible for returning lockboxes to the front desk and will be charged for lost lockboxes.

KEYS

The key to a sale may be the key itself. One of the most important facets of merchandising our listings is to be able to show the prospective Buyer a property WHEN the Buyers want to see it. Many out-of-town prospects are in the area only one or two days and must see a property at a specific time or they may not be able to see it at all. Also, many prospects, when unable to see a property at the time of their choosing, will move on to other properties - thus limiting the possibilities for a sale of a particular property. In addition, lockboxes can malfunction, making it impossible to retrieve a key. For these reasons, we cannot afford to be hindered by the inability to locate keys at any time. The Listing Agent will be responsible for making sure that the front desk has at least 1 set of keys THAT WORK and are properly tagged. If the property is both a rental and a sale, separate keys should be made for the sales drawer rather than using the rental keys reserved for tenants. All Agents are responsible for signing out keys and returning them as soon as possible.

Encourage Sellers to allow the use of a lockbox on the property. Lock boxes make it much easier for Agents to show the property and permit greater exposure for the Seller. We feel that our lockbox system is a secure one and we need to explain the procedure thoroughly to our Sellers and obtain their signatures on the authorization form prior to installing a lockbox.

PHOTOGRAPHS/VIRTUAL TOURS

Exodus Real Estate's policy is that all listings shall receive professional photography, with the expense covered by the Agent. Agents can opt to pay for upgraded services. Agents are required to arrange for a photography portfolio with any new listing. Agents must provide free virtual tours for their sales listings. Each sales property should have a virtual tour unless the property is under construction or in need of extensive repair. Agents must have individual accounts where they can enhance their tours.

FARMING

Agents are encouraged to "farm" neighborhoods and communities that they are familiar with. Agents shall not have "exclusive" rights to any neighborhood, community, or area. The company will not

Agent's Initial: _____ Broker's Initial: _____

provide Agents with the supplies and postage for farming; however, the company reserves the right to assist the Agent with expenses if the Principal Broker feels that the expenses for the farming are excessive.

LEGAL NOTICES

If a Sales Associate receives notice that there may be pending legal action regarding a particular transaction and/or any notice regarding any action undertaken by the Sales Associate, the Sales Associate shall IMMEDIATELY notify the Principal Broker. From that point, the Broker shall supervise the situation and the Agent or Associate shall not discuss the matter with any other person or entity, nor provide any documentation to any other person or entity without the Broker's approval.

LEGAL COMPLIANCE

In addition to any obligations set forth in this Manual, you are required to comply with all Federal and New Jersey laws, including but not limited to RESPA and all regulations, rules and orders from the New Jersey Real Estate Commission (NJ REC) and the current REALTOR® Code of Ethics. If you have any questions or concerns, you should promptly consult the Principal Broker.

Agents are responsible for maintaining strict compliance with license law for all of the states in which they are operating. Examples of compliance include but are not limited to: meeting ongoing education requirements, maintaining license renewal, and having a working knowledge of all regulations and staying abreast of changes to the current rules and regulations which can be obtained from NJ REC via their website. Agents may be required to participate in special training workshops or meetings to fully understand the specific duties of new regulations or changes in license law.

COMMISSIONS / SALES ASSOCIATES **COMMISSION SCHEDULE**

Please refer to independent contractor agreement.

All commission levels shall be determined by the Broker/Manager and shall be kept strictly confidential.

DISBURSEMENT OF COMMISSIONS

Commissions are paid on net dollars received by Exodus Real Estate on a transaction after any expenses incurred by the Company in receiving payment or collection of the commissions are first deducted.

Co-op Brokers share court costs, any other fee or other related costs incurred to collect a commission and these costs shall be deducted from the gross commission.

Exodus Real Estate reserves the right to impound in its escrow account any commission received where there is evidence of pending legal actions or costs to be incurred to prosecute, defend, or settle a dispute and further reserves the right to meet any expenses incurred to defend the commission directly from the funds held.

COMMISSION CHECKS

Commission checks will be distributed to Agents in a timely matter. In order to receive your check, the Agent is to deliver to the Principal Broker the following items:

Agent's Initial: _____ Broker's Initial: _____

1. Check from settlement.
2. Sales Folder with signed settlement sheet
3. Lockbox turned in (if applicable).
4. Sign (if applicable)

TERMINATING AGENTS

In the event an Agent voluntarily or involuntarily terminates affiliation with Exodus Real Estate, all earned commissions shall be paid, after the termination date. This shall include bonuses and referrals.

SELLING BONUSES AND BUILDER REFERRALS

If an Associate or Agent collects a “selling bonus” from the sale of a cooperating broker’s listing or Exodus Real Estate’s property or a builder’s direct sales incentive, over and above the usual commission for such a transaction, those additional fees will be shared by Exodus Real Estate.

REQUIREMENT TO LIST AND SELL THROUGH EXODUS REAL ESTATE

All Agents and Employees of Exodus Real Estate shall list properties they own, or properties purchased through Exodus Real Estate. Each licensed Agent, whether selling or purchasing a personal property is required to disclose to all parties that they are a licensed REALTOR in the State of New Jersey. This is intended to include properties in Corporations, Limited Partnerships or other forms or entities.

EXPENSES - COMPANY/AGENT

Company is Responsible for:

Office Space (full-time agents)
Desk
General Office Supplies
Yard Signs
Copy & fax machines

Brokerage Supervision
Administrative Support
In-House Training
Sales and Materials Training
General Advertising

Agent’s Initial: _____ Broker’s Initial: _____

Agent is Responsible for:

Pens & Pencils
Notebooks & Yellow Pads
Business Mail Postage
Farming Postage Calculators
Personal Assistants
Special Supplies (color paper, etc.) Errors & Omissions Insurance MLS/Lockbox Fees & REALTOR Dues
Business Cards (first order complimentary)
Personal Computers & Supplies Personal Promotion & Advertising Name
Riders & Specialty Signs Auto Expenses
Express Mail
Licenses & Permits (see below) Continuing Education

Agents are also responsible for obtaining and paying for any business license required by any municipality.

MONTHLY FEES

All Sales Agents are not subject to pay any monthly fees. Broker reserves the right to change the Monthly Fee and/or agent expense structure at any time without notice.

COOPERATION WITH OTHER AGENTS

Cooperation will be offered to all licensed brokers and their agents. Compensation will be determined by the Principal Broker and published in the MLS and agreed to by seller client.

All agents are required to comply with Article 3 of the REALTOR® Code of Ethics and the Standards of Practice set forth in Article 3. This means that Agents should cooperate with other agents unless cooperation is not in the best interest of the client. If the seller client rejects cooperation with, and compensation to, other brokers, their rejection must be in writing.

Exodus Real Estate's policy is that any change in compensation or agreement to change cooperative compensation may be negotiated or entered into by an agent but must have written approval from the client.

To the extent Agents encounter any issues with respect to cooperation between agents, the issue must be brought to the immediate attention of the Principal Broker so that the Principal Broker can help resolve the situation

PERSONAL ASSISTANTS

Exodus Real Estate will permit agents to take on the services of an unlicensed or licensed personal assistants only with written consent by the Principal Broker. Agents will be responsible and liable for the supervision of their personal assistants with respect to all compliance issues including Exodus Real Estate policies and procedures.

If an agent chooses to employ a personal assistant, then Agent, as an independent contractor, is permitted to do so but must adhere strictly to the guidance published by NJ REC regarding what activities may be undertaken by an unlicensed or licensed personal assistant. Unless Exodus Real Estate directly enters into an independent contractor or employment agreement with the personal assistant, Exodus Real Estate shall have no obligations to and shall provide no benefits to the personal assistant. In keeping with NJ license law, a licensed personal assistant will be required to hang their license with Exodus Real Estate and if the compensation agreement for the licensed personal assistant is based on commissions, they must be paid directly by Exodus Real Estate. Additionally, Exodus Real Estate requires a licensed personal assistant to maintain membership in good standing with a Board of REALTORS®.

Agents are required to have a written agreement with their personal assistants which should expressly outline the nature of the relationship and each party's duties and responsibilities. Exodus Real Estate shall be given a copy of the agreement for its approval and records prior to its effective date.

To the extent the law requires Workers Compensation insurance for the assistant; it shall be the sole responsibility of the Agent to provide it. Agents should consult and discuss their duties and obligations with a Workers Compensation insurance representative.

CONFLICT RESOLUTION AND REPORTING REQUIREMENTS

The chief method by which conflicts inside and outside the Exodus Real Estate will be resolved is via the Principal Broker. As an agent affiliated with Exodus Real Estate, you must promptly report any issue or dispute that may arise. These disputes include, but are not limited to the following:

- Any discrimination or other violations of federal or state fair housing laws that you observe.
- Any verbal or written complaints that you receive from a party to a transaction in which you are involved.
- Receipt of a Subpoena or legal process involving your conduct as a real estate agent.
- Any automobile accidents or other personal injuries that you experience or observe while you are working in your professional capacity.

Real Estate is a competitive business. Situations will arise which create conflicts of interest between Sales Agents.

The Company recommends that the Agents work out these types of situations between themselves in order to avoid any misunderstanding and ill feelings should one of these occasions occur.

If a fair solution can't be obtained, then a decision will be rendered by the Manager/Broker. A meeting with the two Agents involved will be arranged. All facts will be reviewed to ensure that a fair and equitable solution can be obtained. The Manager/Broker decision will be final.

PERSONAL ASSISTANTS

Personal Assistants, whether licensed or unlicensed, and are being paid an hourly wage or annual salary, must be placed on the company's payroll, and will be subject to any and all benefits that the company provides. The agent will be charged for the assistant's salary, plus payroll taxes and any benefits that the assistant is entitled to.

Licensed Assistant's that are compensated solely by commissions will be treated as independent contractors. A licensed Personal Assistant is in fact a licensed Associate and is required to abide by all the obligations under the law, regulations, and Code of Ethics. As a licensed Associate, they must be under the guidance and control of a Broker of Record at a designated location (office or branch office). Any activity pertaining to the selling or leasing of real estate must be under the supervision of the Broker.

Therefore, when a licensed Independent Contractor becomes an Assistant to another licensed Independent Contractor, both are equally accountable to the Broker. In their capacity as licensed Independent Contractors, they are equally responsible for their actions. In their relationship, the Assistant is under the direction of the Agent, which means one can give the other directions as to when, where and how some tasks are to be done. What it does not mean is that one can excuse the other or blame the other for an omission or violation of law, regulation, ethics, or Company policy.

Because the Assistant is licensed, the Assistant cannot hide behind the licensed Agent if the Assistant violates a real estate law, regulation, or the Code of Ethics. Again, the Assistant is an Independent Contractor licensed under the Broker and therefore makes the Broker responsible for the Assistant's actions.

Exodus Real Estate's policy for licensed Assistants will be as follows:

1. Licensed Assistants will be considered Independent Contractors.
2. Licensed Assistants will not be assigned floor time but may cover another Independent Contractors floor time when needed.
3. All matters of compensation for tasks performed for an Associate by a licensed Assistant is between the Assistant and the Associate.
4. Licensed Associates are Independent Contractors with Exodus Real Estate and must sign an "Independent Contractor's Agreement" and abide by same.
5. Any commissions earned by a licensed Assistant will be paid by the Company through regular Independent Contractor disbursement procedures.

Agent's Initial: _____ Broker's Initial: _____

ELECTRONIC MAIL AND INTERNET POLICY

These rules shall apply to all staff and agents using any type of computer or electronic device that is connected to the company network, as well as anyone using a company electronic mail address. The following rules shall also apply to any use of the company's fax machines, copiers, voicemail, and any other communications medium.

1. The email and Internet system/network is to be used for business purposes only.
2. The email and Internet system/network is for authorized users only.
3. The email and Internet system/network is the property of Exodus Real Estate., and user should not expect privacy.
4. The use of other user's login/password info is prohibited.
5. Personal use of the email and Internet system/network for commercial or illegal activity and gambling is prohibited.
6. The email and Internet system/network may not be used for religious or political causes.
7. The email and Internet system/network may not be used to download or transmit material that is offensive, obscene, vulgar, or threatening; material that deals with sexual implications, race, sexual orientation, age discrimination, national origin, or disability and any other protected class in the State of New Jersey; or any transmission that may be considered objectionable by the recipient.
8. The email and Internet system/network may not be used to send or receive copyrighted materials, proprietary information, or any similar materials without authorization.
9. Exodus Real Estate, LLC. reserves the right to access all email and Internet messages sent or received by any user without the permission of the user.
10. Any user who becomes aware of violation of the E-Mail and Internet Policy has an obligation to report such violations to his or her supervisor.
11. Game playing and "streaming" are prohibited.
12. Violators of the Electronic Mail and Internet Policy are subject to disciplinary action up to and including termination.

SOCIAL MEDIA POLICY

Use of Third-Party Social Media Sites (Facebook, YouTube, Twitter, etc.)

There are hundreds of providers of social media services in which real estate agents may participate. The purpose of this policy is to provide guidelines intended to provide both agents and Exodus Real Estate with risk management of legal liability and to protect the brokerage's reputation and good will in the community. Like with blogging, the scope of this policy is intended to relate to use of social media in connection with the real estate business, but regardless of the social media service being used, when related to the real estate business the Agent should observe these guidelines.

Agents are required to read and be familiar with the policies and requirements of any site on which they participate and to comply with the requirements of that site. Agents should know the privacy practices and policies of the sites. Where options are provided, the Agent shall select an option which provides a level of protection to Users of Agent's social media site consistent with the level of protection afforded by the brokerage at the brokerage's web site.

Agent's Initial: _____ Broker's Initial: _____

Agent's Initial: _____ Broker's Initial: _____

Agents should remain aware that items posted on social media sites may be forwarded or used for purposes other than originally intended. Agents should be aware of this when making decisions as to what to include on their social media sites.

Posting of Professional Contacts/Qualifications (e.g., LinkedIn)

1. Agent is responsible for assuring that any listing of qualifications, credentials or training contained on the site is current, accurate and not misleading. Any changes to the foregoing shall be promptly revised on the site.
2. Agent shall not falsely claim association with any person or group
3. Notwithstanding any provision herein, Agent remains responsible for complying with the license laws and regulations governing the conduct of licensees and all applicable local, state and federal laws.
4. Agent is responsible for assuring that the content conforms to the standards established in the Code of Ethics

Posting of text (e.g., Facebook, Instagram, Youtube, Twitter, Tiktok)

1. All text shall be the Agent's own and not plagiarized or copied from another party without that party's permission. This shall not prohibit the use of reasonable quotations from the writings of others or writing for which the Agent has received permission to use or using writings consistent with the practices of the site (e.g., retweeting). No content which infringes the rights of any third party may be used.
2. Agent shall assure that writings do not contain unauthorized disclosures of confidential information of clients, customers, or REALTOR®
3. Agent is responsible for assuring that the use of the site is consistent with the Code of Ethics, local, state, and federal laws and all applicable real estate license laws and regulations, including where necessary identifying Agent.

Posting of comments to social media pages of others

1. Any statement regarding the brokerage shall clearly disclose the Agent's relationship to the brokerage
2. The Agent shall disclose his/her status as a real estate professional as a part of any real estate related statement
3. Agent may/may not accept compensation for placing a comment on a site
4. Agent is responsible for assuring that the use of the site is consistent with the Code of Ethics, local, state, and federal laws and all applicable real estate license laws and regulations, including where necessary identifying Agent.

Posting of photos (e.g., Instagram, Flickr)

1. Agent is responsible for assuring that that Agent is authorized to use any photo posted to the site (to avoid copyright issues)
2. Agent shall secure permission to post for marketing purposes the image of another person on the site
3. If an image has been materially altered in any way by Agent, the fact that the image is altered shall be disclosed
4. Agent is responsible for assuring that the use of the site is consistent with the Code of Ethics, local, state, and federal laws and all applicable real estate license laws and regulations, including where necessary identifying Agent.

Posting of audio/video (e.g., YouTube)

1. Agent is responsible for ensuring that Agent is authorized to use any audio/video posted to the site (to avoid copyright issues)
2. Agent shall secure permission to post for marketing purposes the image of another person on the site
3. If an image has been altered in any way by Agent, the fact that the image is altered shall be expressly disclosed
4. Agent is responsible for assuring that the use of the site is consistent with the Code of Ethics and all applicable real estate license laws and regulations, including where necessary identifying Agent.

CONFIDENTIALITY POLICY

All agents are expected to use good judgment and extreme caution to ensure Exodus Real Estate's confidential information and the confidential information of clients remains confidential, and does not become available to anyone inside or outside of Exodus Real Estate who is not entitled to possess it.

Definition of Confidential Information

Due to the nature of the real estate business, agents have access to a broad range of confidential information that must be strictly protected. By way of example and not limitation, confidential information includes:

- Non-public information about clients, including motivation and all financial information;
- Exodus Real Estate's marketing plans and strategies;
- Our costs, funding, and the methods that Exodus Real Estate uses to determine the price of listings, etc.;

- Exodus Real Estate's internal initiatives, strategies, processes, and methods; and
- Confidential information which agents may obtain concerning Exodus Real Estate's employees, including personnel files, personnel evaluations and the like.

General Restrictions

Confidential information may not be used or disclosed by agents unless such use or disclosure is required by their job responsibilities on behalf of Exodus Real Estate. Confidential information as described in this policy is the exclusive property of Exodus Real Estate with all proprietary rights and under no circumstances whatsoever shall agents have any rights to use, disclose, or publish to others such confidential information during or after their affiliation with the Firm.

Always maintain Confidentiality and Take Precautions in Public Spaces

To maintain all confidential information in strict confidence, all agents must avoid:

- Discussing confidential information with anyone other than those who have an authorized, legitimate need to know to carry out their job responsibilities.
- Disclosing confidential information to unauthorized Exodus Real Estate Group personnel.
- Discussing specific transactions, or any other confidential information in a public place where you may be overheard. Be sure to lower your voice or move to a private area when speaking on a cell phone for business and similarly being mindful so that business conversations cannot be overheard in restaurants, etc.
- Talking unnecessarily about confidential information anywhere, including in your own office or home.

Physically Maintain Confidential Information in a Manner Designed to Preserve Confidentiality

Information must be maintained in the office (and elsewhere if you are permitted to bring work home or to other locations) in a manner to protect confidentiality.

Desks, credenzas, and other workspaces should be cleared at the end of each day. Anything remaining on the desk that contains confidential information should be in a folder or envelope or otherwise similarly protected from direct view.

All files should be maintained in a secure location. The only files that should be removed from the secure location are files under your direct supervision, needed for a current task.

When an agent is permitted to travel with confidential information, whether bringing the information home or on business travel, Agent must always be mindful at all times about protecting the information. Confidential documents must not be placed face up or otherwise in plain view in any vehicle. Sensitive information must be kept in a briefcase, closed folder, or other similar means to protect it. Vehicles must always be locked when Agent is not in it. During travel, briefcases, folders, personal digital assistants, etc., must be on the Agent's person at all times. Anything containing confidential information should be within Agent's reach and view and must be attended. Care must be taken to preserve confidentiality if Agent chooses to create or review confidential documents while traveling. It is very easy for other passengers to view Agent's work, so good decisions must be made as to whether Agent should take documents out on a plane, train, etc., and whether Agent should work on their laptop in such public settings. Similarly, when working at home, Agent must keep any confidential information in a home office or other private setting, and not in view of family members or visitors to Agent's home.

Confidential Information in Electronic Form Must Also be Protected

Agent must also take steps to maintain confidentiality when sending or receiving information electronically, and when storing information on computers and other media.

When sending e-mail messages concerning confidential and/or proprietary information, agents must exercise significant caution. Questions regarding what level of security is needed for the specific information to be sent or received over email should be directed to the Principal Broker.

Agents must also exercise caution in saving information while working on their computers. For example, confidential or proprietary information should be stored on our network, which provides safeguards for protecting information, and should not be stored on a local hard drive, desktop, disk, or portable drive. Highly confidential information may need to be password protected or other measures may need to be taken to safeguard it from unauthorized internal or external access.

Reasonable precautions must also be taken in regard to the physical security of the broker's information technology that may contain confidential information. Disks, drives, and other devices containing sensitive information should be stored in a locked drawer wherever possible.

Visitor Access Must Also be Limited to Avoid Providing Access to Confidential Information

To protect confidentiality and avoid access to confidential information that could be viewed or overheard in our offices, visitors, including agent's families and friends, should visit in the reception/lobby areas or in conference rooms and not in individual offices or workspaces. All visitors should enter the offices at the reception/lobby areas and sign in at the reception desk.

Procedures Upon Separation from Agency Relationship to Protect Confidential Information

Upon separation from affiliation with Exodus Real Estate, agents must deliver to the Principal Broker any and all confidential information in their possession, including all copies of all available forms. All confidential information must be returned regardless of whether the information was made or compiled by the agent or furnished to the agent during his or her affiliation.

USE OF FIRM-OWNED PROPERTY, INCLUDING COMPUTERS AND OTHER COMMUNICATIONS EQUIPMENT

E-mail, Voicemail, Internet and Computer Network, Software, and Hardware:

Voicemail, Internet, electronic mail and all other computer and communications resources (all collectively referred to in this policy as "IT resources") are business tools, provided to you at significant cost to Exodus Real Estate. Thus, the expectation is that you will use the IT resources for business-related purposes and not for personal purposes unless specifically authorized by the broker. Some examples of business-related purposes include but are not limited to: communicating with clients and researching information for the benefit of Exodus Real Estate. Exodus Real Estate requires that you conduct yourself honestly and appropriately on the Internet and in using other IT resources and respect copyrights, software licensing rules, property rights and privacy of others, just as you would in any other business dealing. To be clear, all existing Exodus Real Estate office policies and governing laws and regulations apply to Agent's conduct in using all IT resources, especially (but not exclusively) those that deal with intellectual property resources, sexual and other harassment, data security and confidentiality. Also, the systems as provided to you are Exodus Real Estate property. The messages sent, retrieved, deleted and/or stored via the company systems are at all times the property of Exodus Real Estate.

All agents should be aware that Exodus Real Estate has the right, but not the obligation, to monitor all agents' use of any Firm resources. For this reason, agents cannot and should not expect privacy in their use of Exodus Real Estate IT resources, and should instead expect that their e-mail messages, voicemail messages, computer and Internet use, and other use of Exodus Real Estate IT resources is not confidential and may be monitored/reviewed.

Inappropriate Use of IT Equipment:

Inappropriate use of the IT resources is prohibited and subject to termination of the agency relationship. Examples of inappropriate use include, but are not limited to, the following:

Agent's Initial: _____ Broker's Initial: _____

- The creation, display, viewing, or sending of any kind of sexually explicit image or document on any Firm system is a violation of our policy on sexual harassment. In addition, sexually explicit material may not be stored, distributed, edited, or recorded using the Firm's network, voicemail or computing resources.
- The use of Exodus Real Estate e-mail, voicemail, the Internet, or other IT resources for personal gain, political, religious, or charitable campaigning, soliciting for non- Exodus Real Estate outside organizations or commercial ventures, selling Internet or other carrier access time, unless authorized by the Principal Broker.
- The creation and/or forwarding of any disruptive or potentially offensive messages and/or pictures which may cause offense to any person or group, including those protected by Exodus Real Estate harassment policy.
- Frequenting websites on the Internet unrelated to your agent responsibilities and/or Exodus Real Estate business.
- Having or using network passwords on Exodus Real Estate computer which are not known to Exodus Real Estate.

The ultimate responsibility for assuring correct use of Exodus Real Estate e- mail and Internet systems and other IT resources belongs with every user.

Unauthorized Access:

Unauthorized access of Exodus Real Estate IT resources is prohibited. Agents are not permitted to use a code, access a file, or retrieve any stored communication unless authorized to do so or unless they have received prior clearance from an authorized Exodus Real Estate representative. Exodus Real Estate computers and information technology is for business use by Exodus Real Estate personnel and authorized agents. Non-employees may not use Exodus Real Estate IT resources without permission from the Principal Broker.

Use of a Exodus Real Estate employee's or agent's account, user name, or password, or accessing another's files without their consent (by anyone other than authorized representatives of the principal or managing broker) is strictly prohibited. Obtaining, or trying to obtain, other users' passwords, or using programs that compromise security in any way is prohibited.

Passwords are required for many of the applications of Exodus Real Estate information technology, and users may be required to change passwords periodically for security purposes. All passcodes and passwords are the property of Exodus Real Estate. No agent may use a passcode, password, or voice mail access code that has not been issued to that agent by Exodus Real Estate or that is unknown to the Firm.

Users of Exodus Real Estate computers, network, and other IT resources must take reasonable precautions to prevent unauthorized access to Exodus Real Estate IT resources. Passwords should not be divulged to unauthorized persons and should not be written down or sent over the Internet, Intranet, e-mail, dial-up modem, or any other communication line.

Snooping:

Probing or “snooping” into Exodus Real Estate information technology is prohibited. Accessing Exodus Real Estate files or any other files on the network or the system that Agent did not create is prohibited unless Agent has prior authorization from Principal Broker or another appropriate management representative. Observations of probing or “snooping” should be reported to the IT Department.

Sabotage:

Destruction, theft, alteration, or any other form of sabotage of Exodus Real Estate information technology and/or IT resources, including, but not limited to, computers, programs, networks, websites, files, and data is prohibited and will be investigated and prosecuted to the fullest extent of the law.

Hacking:

Hacking, the breaking into and corrupting of information technology belonging to Exodus Real Estate, is prohibited. Hacking into third party computer systems using Exodus Real Estate IT resources is prohibited and may be reported to law enforcement authorities. Vulnerability in Exodus Real Estate IT resources should be reported to the Principal Broker.

Viruses:

Use of virus, worm, or Trojan horse programs is prohibited. If a virus, worm or Trojan horse is identified, it should be immediately reported to the Principal Broker.

Confidential Information:

All Exodus Real Estate data and information (including customer information) is considered confidential unless Exodus Real Estate has granted permission for a user to access it. Specific examples of confidential information including, but is not limited to, personnel and payroll records of present or past employees, information concerning transactions with clients, financial records of the company, records of purchases from vendors and suppliers, and any other information regarding the business affairs or operating practices or procedures of the company. Accessing or attempting to access confidential data is strictly prohibited.

Confidential information should be used only for its intended purpose. Agents' responsibility for confidentiality continues outside of work, therefore agents should use special care when using home computers and other portable devices.

When sending **e-mail messages** concerning confidential and/or proprietary information, agents are expected to exercise significant caution because of the ability of others to "crack" the system. Questions regarding what level of security is needed for particular information should be directed to the Principal Broker.

Safeguarding The Physical Security of Communications System:

Reasonable precautions and safeguards should be utilized to protect the physical security of Exodus Real Estate's IT resources. Disks, drives, and other devices containing sensitive information should be stored in a locked drawer, wherever possible. Computers should be turned off when not in use for an extended period or when an agent is out of his/her office.

All software installed on workstations, whether for business or personal use, must be approved by the principal or managing broker. In no way should personal computer hardware (thumb drives, MP3 players, etc.) be installed at the Firm unless authorized by the Principal Broker.

Agents should not install Firm software on home computers without the prior approval of the principal or managing broker.

Agents are not allowed to introduce to the Exodus Real Estates' network, Internet, computers, or other IT resources any media from external sources, such as CDs, disks, zip drives, personal digital assistants (including, but not limited to, smart phones and watches, tablets, and palm pilots), USB portable drives, and other removable drive devices. Agents also may not copy, transmit, otherwise remove any information from our network, Internet, computers, or other IT resources to CDs, disks, zip drives, personal digital assistants, USB portable drives, or other removable drive devices without prior authorization from the Principal Broker.

Agents may not download anything from the Internet to the Firm's computer without prior authorization. This includes, but is not limited to, screensavers, music, e-mail stationary, and other images.

Copyright Infringement/Unauthorized Copying:

The Firm strictly prohibits the illegal duplication of software. Copyright laws are clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the users' right to make a backup copy for archival purposes (Section 117).

Even the users of unlawful copies suffer from their own illegal actions. They receive no documentation, no customer support, and no information about product updates. According to the U.S. Copyright Law, illegal reproduction of software can be subject to civil damages and criminal penalties.

POLICY AGAINST WHOLESALING AND ASSIGNMENT OF CONTRACTS.

“Wholesaling,” or the act of obtaining an equitable interest in a contract to sell real estate between a seller and a third-party purchaser, while not *per se* illegal in the State of New Jersey, is still considered predatory conduct in this state and more so at Exodus Real Estate. At Exodus Real Estate, any conduct that runs counter to the broker and/or agent’s fiduciary obligations to the client to act in the client’s best interests is considered to be unethical and predatory.

Agents and associates at Exodus Real Estate are expected to completely avoid wholesaling and/or assigning of contracts to sell or purchase real estate and are expressly prohibited from engaging in wholesaling and assigning of contracts to sell or purchase real estate. Any agents or associates discovered to have engaged in wholesaling and/or assignment transactions shall be immediately discharged and terminated.

TERMINATION OF AFFILIATION

If Agent/Associate or Exodus Real Estate decide to end their association, Agent will be expected to immediately turn in all Exodus Real Estate property, including signs, office policy manuals, equipment, reference material, office keys, and other proprietary material, transactional files, records, and information pertaining to listings, offers, negotiations, purchase and sales agreements or other contracts, as well as any other office files. Upon termination of affiliation or demand from the Principal Broker, Agent shall immediately surrender and return all computer or other information systems related materials in Agent’s possession or control. Agent should endeavor to meet with the Principal Broker for the final separation process, summary review of open transactions, credits and expenses and reassignment of active clients.

The Principal Broker’s supervisory responsibility shall terminate upon the returning of the agent’s license to the real estate commission.

Any listing or buyer representation agreements that were entered into while an agent of the Exodus Real Estate shall remain the property of the Exodus Real Estate unless other terms are agreed to in your separation agreement.

INDEMNITY AND HOLD HARMLESS

As previously stated, agents and associates at Exodus Real Estate are independent contractors. Thus, agents shall defend, and forever hold harmless and defend Exodus Real Estate and its Principal Broker against any and all claims, liabilities, damages or judgments, including from reasonable attorneys’ fees, asserted against, imposed upon and/or incurred by agents that arise from the acts and/or omissions, and negligence of agent or other persons within the agent’s control, in the discharge of agent’s duties and responsibilities and also during the conduct of Agent’s own personal or business activities.

Agent’s Initial: _____ Broker’s Initial: _____

EXODUS REAL ESTATE EQUAL HOUSING OPPORTUNITY POLICY

Policy Statement

Exodus Real Estate has the legal, ethical and moral responsibility to do everything in its power to prevent any associate or employee from committing any act or making any statement which could be perceived in any way as discriminatory. Exodus Real Estate management must make certain that all associates and employees know and understand our policy regarding listing property, showing homes, negotiating offers, and serving the needs of Buyers, Sellers, Landlords and Tenants without discriminatory effect, in order to prevent illegal acts from taking place. These policies are set forth to ensure that Exodus Real Estate and all its associates comply with both the letter and the spirit of the Fair Housing laws.

THESE POLICIES ARE NOT RECOMMENDATIONS. They must be followed by everyone associated with Exodus Real Estate. The courts in New Jersey have consistently ruled that a broker may be responsible for the acts of its Sales & Rental Associates in fair housing matters; therefore, Exodus Real Estate may not be in a position to defend any Sales or Rental Associate charged in a fair housing matter where these policies and procedures have not been followed. Any Sales or Rental Associate or employee who agrees to act on behalf of a seller or landlord in obtaining a renter or purchaser is subject to all policies pertaining to Fair Housing.

VIOLATIONS OF THIS POLICY MAY REQUIRE DISCIPLINARY ACTION, RE-EDUCATION OR BOTH. POLICY INCLUDES BUT IS NOT LIMITED TO THE FOLLOWING:

1. During the conduct of our business, no Agent or Employee shall make any statement or perform any act which could have the effect of:
 - Implying that the presence or anticipated presence in a neighborhood of persons of any RACE, COLOR, NATIONAL ORIGIN, RELIGION, CREED, SEX, MARITAL STATUS, FAMILIAL STATUS, AGE, SEXUAL ORIENTATION, GENDER IDENTITY, SOURCE OF INCOME and/or HANDICAP/DISABILITY will or may have results such as:
 - Lowering the property values
 - Changing the composition of the block or neighborhood
 - Making the area less safe
 - Contributing to a decline in the quality of the schools
 - Implying that persons of a particular RACE, COLOR, NATIONAL ORIGIN, RELIGION, CREED, SEX, MARITAL STATUS, FAMILIAL STATUS, AGE, SEXUAL ORIENTATION, GENDER IDENTITY, SOURCE OF INCOME and/or HANDICAP/DISABILITY will be less able to obtain financing on a property.

Agent's Initial: _____ Broker's Initial: _____

- Implying that we, as licensees of Exodus Real Estate adhere to RACE, COLOR, NATIONAL ORIGIN, RELIGION, CREED, SEX, MARITAL STATUS, FAMILIAL STATUS, AGE, SEXUAL ORIENTATION, GENDER IDENTITY, SOURCE OF INCOME and/or HANDICAP/DISABILITY stereotypes which might result in different treatment in dealing with minority groups in the sale or purchase of housing, including telling racial/ethnic jokes and/or making derogatory remarks to one another, to agents or employees of another company, to a buyer/tenant or seller/landlord, or to anyone who might become a buyer/tenant or seller/landlord, or who might be in a position to report our remarks to others.

NOTE: While remarks may be made and jokes told with no discriminatory intent on the part of the speaker, the effect of such statements on a listener may indicate a willingness on our part to discriminate. It should be emphasized that when we hear such remarks and statement and remain silent, silence is interpreted as assent.

Any associate or employee who hears such remarks must recognize the danger to our collective livelihood in allowing them to pass unnoticed. The license of the person who made the remarks, as well as the licenses of those who hear or know about them and do nothing, may be in jeopardy.

Each of us has a responsibility to help those who may be in violation and not realize it. For your own protection as well, it is suggested that upon hearing or learning of questionable statements or incidents, the associate or employee should disassociate himself or herself from the sentiment expressed and seek assistance directly from the Manager/Broker

2. Fair housing law must be discussed with a Seller or Landlord at the time of the listing. The fair housing brochure must be reviewed and unequivocal commitment to abide by the law obtained.
3. Any Seller/Landlord who refuses to abide by the law and whose listing was, therefore, refused by the Agent shall be reported immediately to the Broker.
4. Any Seller/Landlord who makes a home unavailable for showing on account of RACE, COLOR, NATIONAL ORIGIN, RELIGION, CREED, SEX, MARITAL STATUS, FAMILIAL STATUS, AGE, SEXUAL ORIENTATION, GENDER IDENTITY, SOURCE OF INCOME and/or HANDICAP/DISABILITY shall be reported immediately to the Broker.
5. Any apparent or suspected discriminatory act or statement on the part of a Seller/Landlord in rejecting or countering an offer shall be reported immediately. Proper guidance in what to relay back to the buyer/tenant must be obtained from the Broker prior to delivery of the rejection or counteroffer.
6. Consistent qualifying techniques must be used with all Buyers/Tenants and adequate records must be maintained by Agents to demonstrate that all Buyers/Tenants are asked the same

Agent's Initial: _____ Broker's Initial: _____

questions and given equal treatment. Documentation includes prospect information, prospect needs and wants, services requested and how the prospect was financially qualified.

7. The Broker has available the brochure *What Everyone Should Know About Equal Housing Opportunity*.
8. No Agent or Employee shall make any representation, either directly or by innuendo, that a neighborhood will be difficult/easy to sell because of the presence or absence of persons of a particular RACE, COLOR, NATIONAL ORIGIN, RELIGION, CREED, SEX, MARITAL STATUS, FAMILIAL STATUS, AGE, SEXUAL ORIENTATION, GENDER IDENTITY, SOURCE OF INCOME and/or HANDICAP/DISABILITY – that is safe, that schools are better or not as good, that property values are increasing or decreasing.
9. No Sales/Rental Associate shall refuse to list or show a property in a market area served by Exodus Real Estate because of the presence/absence of a particular RACE, COLOR, NATIONAL ORIGIN, RELIGION, CREED, SEX, MARITAL STATUS, FAMILIAL STATUS, AGE, SEXUAL ORIENTATION, GENDER IDENTITY, SOURCE OF INCOME and/or HANDICAP/DISABILITY.
10. All Agents or Employees shall provide equal service without regard to Buyer's/Tenant's or Seller's/Landlord's RACE, COLOR, NATIONAL ORIGIN, RELIGION, CREED, SEX, MARITAL STATUS, FAMILIAL STATUS, AGE, SEXUAL ORIENTATION, GENDER IDENTITY, SOURCE OF INCOME and/or HANDICAP/DISABILITY.

Areas of service when inconsistent treatment might be given may include, but are not limited to, the following:

- a. Greeting when entering or calling the office
 - b. Acts of courtesy and hospitality
 - c. Initial meeting to discuss needs
 - d. Qualifying and financing information asked and given
 - e. Personal information required
 - f. Availability and quality of properties shown
 - g. Follow-up procedures
 - h. Method of determining which properties to show
11. Agents will offer to show all properties available in a market area within a Buyer's/Tenant's price range and objective criteria, to make it clear to the minority Buyer/Tenant that we will show homes in non-minority areas and to make it clear to the non-minority Buyer/Tenant that we will show homes in integrated or minority neighborhoods.
 12. Any harassment of Sales/Rental Associates, employees, buyers/tenants, or sellers/landlords by anyone in carrying out our obligations under the law shall be reported immediately to the appropriate manager/broker.

Agent's Initial: _____ Broker's Initial: _____

13. No Sales/Rental Associate or employee shall volunteer any information concerning the RACE, COLOR, NATIONAL ORIGIN, RELIGION, CREED, SEX, MARITAL STATUS, FAMILIAL STATUS, AGE, SEXUAL ORIENTATION, GENDER IDENTITY, SOURCE OF INCOME and/or HANDICAP/DISABILITY of residents or prospective residents of any building, neighborhood, community, or geographical area.
14. Sales/Rental Associates and employees agree to abide by management policies limiting solicitations, mailings, telephone and/or personal contacts in areas, neighborhoods, or developments which management has determined to be sensitive in order to avoid the appearance of panic selling or blockbusting.
15. Advertisements and marketing materials must not imply preference, limitation, or discrimination on the basis of RACE, COLOR, NATIONAL ORIGIN, RELIGION, CREED, SEX, MARITAL STATUS, FAMILIAL STATUS, AGE, SEXUAL ORIENTATION, GENDER IDENTITY, SOURCE OF INCOME and/or HANDICAP/DISABILITY. As a rule, all wording in property ads and marketing materials should relate to the property being offered, not to people. It should not, in any way, describe who should or should not live in a particular home.

In addition, the equal housing logo must appear in all advertising that is larger than 4 column inches. The size of the logo should be proportionate to the size of the advertisement and should always be large enough so that the type is clearly legible.

PROGRAM FOR COMPLIANCE

Exodus Real Estate has adopted procedures for correcting inappropriate acts and statements. While the intent of acts or statements may not be discriminatory, the effect may be, and in order to determine whether or not disciplinary action is required, the following steps are to be followed:

1. **REPORT TO THE SALES MANAGER** – Sales/Rental Associates and employees who know of questionable acts or statements should report to the Manager/Broker who will investigate the nature of the situation. If necessary, he or she will consult with legal counsel or others to gain further guidance. In the event that the associate or employee is unable to reach the Manager/Broker, an officer of the company should be notified.
2. **REMEDATION** - Based upon investigation, the Manager/Broker will determine further action. Depending upon the severity of the act or statement, actions may include, but will not be limited to the following:
 - a. Verbal warning
 - b. Letter of censure to individual's file
 - c. Re-education program
 - d. Suspension of listing and selling activity
 - e. Dismissal

Any action taken will be documented in writing.

Agent's Initial: _____ Broker's Initial: _____

ACKNOWLEDGEMENTS

The Sales Associate hereby acknowledges that he/she has read and fully understands the policies and procedures manual of Exodus Real Estate.

The Sales Associate hereby agrees to be bound by these policies and procedures that failure to abide by them would be a violation of the Company's policies and would be cause for termination of the relationship.

Sales Associates and Brokers shall not engage in activities that violate or contradict the policies and procedures of Exo.

Salesperson shall not be treated as an employee with respect to the services performed hereunder for Federal tax purposes, as outlined in the Independent Contractor's Agreement.

Exodus Real Estate's Equal Housing Opportunity Policy is attached to this document, and the Sales Associate hereby acknowledges that he/she has read the policy.

The effective date of this Policy & Procedure manual is: January 31, 2023

Agent _____ Date _____

For: Exodus Real Estate

Broker _____ Date _____

Agent's Initial: _____ Broker's Initial: _____

Agent's Initial: _____ Broker's Initial: _____

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