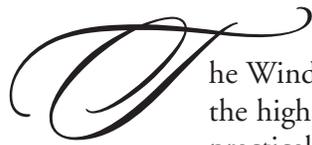


Standards of Practice



The Windermere Standards of Practice embody the Company's commitment to the highest standard of service to clients. These are not abstract ideals; they are practical standards for the conduct of your business.

1. **Seller and Buyer interests always come before self-interest.**
2. **Respect the limits of your own expertise.** Before doing business outside your usual market area or area of expertise, always ask, "What is best for this Buyer/Seller?" and act accordingly. (Follow "Guidelines for Doing Business Outside Your Usual Market.")
3. **Keep yourself fully informed as to the legal changes governing our business.**
4. **Respect Fair Housing Laws** and provide equal professional service regardless of race, color, religion, sex or sexual orientation, familial status, handicap or national origin.
5. **Respect Buyer's and Seller's freedom to choose.** Agents earn the privilege of representing Buyers or Sellers by providing quality service and by establishing and maintaining strong working relationships.
 - a. Educate Buyers and Sellers as fully as possible about agency relationships and how our business works. Professional working relationships are those which clients have chosen freely after being fully informed. Do not assume that potential clients understand how to work with an agent or the problems they can create by working with more than one; ask direct questions about possible relationships with other agents.
 - b. In the absence of a written agency agreement with Seller or Buyer, the client's choice of agent shall be respected.
 - c. It is in the interest of all agents to actively encourage and support client loyalty to agents.
 - d. Respect legitimate requests by Buyers or Sellers for termination of a working relationship, whether or not a written agreement exists.
6. **Understand and observe the duties, obligations, privileges and limitations of your client relationships and those of other agents.**
 - a. Respect all contractual relationships—listing agreements, purchase and sale agreements, buyer agency agreements—and do not interfere with them directly or indirectly.
 - b. Communicate promptly and fully with all clients and potential clients, and with other agents.
 - c. When representing a Seller, always involve your manager in the review process when multiple offers include one prepared by you.

Standards of Practice



(continued)

7. **Treat all agents as equal colleagues.**
 - a. Personal marketing materials should be positive in character, competing on your strengths, not on another's weakness. Competitive claims should be factual and accurate.
 - b. Communicate. Mistakes and misunderstandings occur. When they do:
 - i. Recognize that all stories have two sides.
 - ii. Communicate with the other agent(s) involved as quickly as possible.
 - iii. Seek management assistance if you and the other agent(s) cannot resolve a dispute quickly.
 - iv. Discuss disputes only with those directly involved.
 - v. Avoid involving Buyers or Sellers in any dispute.
8. **Respect Windermere's marketing materials, logo and sign standards and follow all guidelines for personal Web sites.** Doing so protects and enhances the image of every Windermere agent and the Company.
9. **Actively encourage full compliance with the spirit of Windermere Standards of Practice by:**
 - a. Leading by example.
 - b. Taking responsibility to maintain the Standards of Practice by involving your manager and cooperating in an open exploration of any alleged violations in a respectful manner.
 - c. When concrete evidence suggests wrongdoing without remorse, apology or restitution, pursue the issue using Windermere's Grievance Procedure in a timely manner.

I endorse and agree to abide by the license laws in the states in which I hold an active license, the REALTORS® Code of Ethics, these Standards of Practice and Windermere's conflict resolution procedures.

Sales Associate

Date

Broker

Date