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St. Petersburg, FL 33701

OFFICE MANUAL, POLICIES & PROCEDURES

WELCOME!

On behalf of everyone at Dalton Wade, Inc. (Dalton Wade Real Estate Group), 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 Principle Broker I will provide assistance to you whenever necessary. You are encouraged to seek advice, counsel and opinions on all aspects of the transaction and on your marketing strategies and tactics.

I hope that your experience will be challenging, enjoyable and rewarding. If you have any questions or concerns at any point, please do not hesitate to ask me. Again, welcome!

Sincerely,

Phil Wade
Principal Broker - Dalton Wade, Inc.
600 1st Avenue North Suite 303 A
St. Petersburg FL 33701
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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 ask me.

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. Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group. This office policy manual replaces any and all prior handbooks, policies, procedures and practices of Dalton Wade Real Estate Group. Certain items in this manual apply only to agents and do not apply to Dalton Wade Real Estate Group employees.

The Principle Broker has an independent contractor relationship with its agents. Agents are not employees of Dalton Wade Real Estate Group, and are not entitled to any employee benefits. However, agents must 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. Failure to comply with Dalton Wade Real Estate Group policies or procedures or the REALTORS® Code of Ethics may result in the end of our contractual relationship.

As part of signing at the end of this document that you have read and understand Dalton Wade Real Estate Group's office manual 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 these office policies is intended to alter or amend the terms and conditions of the Independent Contractor Agreement. In particular, 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 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 Dalton Wade Real Estate Group in its sole discretion, except that principal or managing broker will not modify the policy regarding the parties' independent contractor relationship in any case. No officer, employee, or other representative of Dalton Wade Real Estate Group is authorized to enter into an agreement – express or implied – with any agent for employment.

AGENCY

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 Transactional Broker or offer no agency relationship. Whomever 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 Chapter 475 of the Florida Statutes and interpreted by FREC.

There have been frequent changes in the agency disclosure requirements. Dalton Wade Real Estate Group policy is that all Associates must fully comply with FREC's 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 FAR approved Broker Relationship Disclosure and/or the Notice of Non-Representation form.

FAIR HOUSING

Dalton Wade Real Estate Group has **ZERO** tolerance for violations of the Fair Housing laws and prohibits any client, customer, agent or employee from discriminating in the provision of any of the company's services on the basis of 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 to 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.

Any violation of fair housing laws or this policy must be reported to the immediately. 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 Dalton Wade Real Estate Group for violations of this policy.

HARASSMENT POLICY

Introduction

It is the policy of Dalton Wade Real Estate Group 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. Dalton Wade Real Estate Group 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. Dalton Wade Real Estate Group 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.

Dalton Wade Real Estate Group takes allegations of violations of this policy seriously, and will respond promptly to complaints of harassment. Where we determine that inappropriate conduct has occurred, Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group for violations of this policy.

Definition of Sexual Harassment

We believe that all of our employees, customers and clients have the right to a work and business environment free from all forms of unlawful discrimination and harassment. Dalton Wade Real Estate Group 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

Dalton Wade Real Estate Group will not tolerate unlawful harassment of any employee or client or customer by anyone employed or affiliated by Dalton Wade Real Estate Group at any level. Dalton Wade Real Estate Group 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 activity;
- 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 as a result of a negative 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 Dalton Wade Real Estate Group, 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 Dalton Wade Real Estate Group 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, retaliation against an individual who has 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 Dalton Wade Real Estate Group is exempt from its policies prohibiting harassment or discrimination.

- Any concerns should be immediately reported to the principal, 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. Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group's assurance that it will not tolerate any retaliation against him or her as a result of 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.

LEGAL COMPLIANCE

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

SHOWING PROTOCOL

It is Dalton Wade Real Estate Group Policy that in all cases a real estate agent needs to be present for any and all showings. **No Exceptions What So Ever!** This can be a Dalton Wade Real Estate Group Agent or an agent from another Firm.

Your Listings

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

If a buyer's agent is showing the property you do need to attend the showing but **MUST** confirm the showing is ok with the home owner. If the property is vacant and the property owner has confirmed that "Go and Show" showings are ok then home owner confirmation for each showing is not required (but you should still let the property owner know a showing is occurring).

Direct showings (a direct showing is a showing that you perform) of one your listings where the buyer has contacted you directly to see your listing. Again, as above, you need to confirm the showing with the home seller.

During a direct showing you need to ensure all lights are turned off and that the property is 100% secured (every door locked).

Buyer Agency

You must accompany your buyer on every showing, **NO EXCEPTIONS.** You are not to give your buyer the lock box code to the property. You 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 you are running early or late for a showing please notify the listing service or listing agent of when you will be arriving and reconfirm that the time is still acceptable.

Please remember you are in some ones home and the utmost care must be taken at all times.

CONDUCTING AN OPEN HOUSE

Please dress appropriately and in accordance with the Dalton Wade Real Estate Group Dress Code (See Dress Code section of office manual).

When conducting an open house of your listing or another Dalton Wade Real Estate Group 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 hand outs available and a sign in sheet to log in visitors. Try to log in visitor as they arrive. It is best if you do not let the attendee sign in, but you conducting the open house ask for their name (first name is ok), email address and phone number (optional) and you write down their information (this will prevent you from not being able to read their hand writing)

Then let the attendee view the property and give them space to do so. As 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 finished please secure the property and provide feedback as to how the open house went (number of attendees etc. for the listing agent or home owner).

EXPENSES

As an independent contractor you are responsible for all your own expenses including but not limited to: For Sale Signs, Open House Signs, Business Cards, advertising to promote your listing, advertising to obtain buyer and seller clients, MLS Dues, Local, State and National Realtor Dues and any other fee, expense or cost to run your business.

RESPA COMPLIANCE

As an agent affiliated with Dalton Wade Real Estate Group you are required to comply fully with the Real Estate Settlement Procedures Act (“RESPA”) at all times.

Generally speaking, 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 Dalton Wade Real Estate Group you are not permitted to 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 you normally would incur as part of your real estate activities. Likewise, you cannot provide any gifts, bonuses or incentives to any settlement service providers as well.

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

If you ever are 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.

ANTITRUST

Dalton Wade Real Estate Group will not tolerate any conduct that would expose it 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 give you a basic guideline of the key issues normally affecting real estate agents with respect to antitrust law, the following information is provided. The two main areas where real estate brokerage activities may impact antitrust law are in the area of 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 you 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 Dalton Wade Real Estate Group 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.
- 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 Dalton Wade Real Estate Group to cooperating brokers is to be determined by the level of service you can expect a cooperating office to perform, and the amount of compensation necessary to induce cooperation under prevailing market conditions and through discussions with your listing client. Commission splits are established unilaterally by compensation, or “commission split”, offered by Dalton Wade Real Estate Group, 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 contact the Principle Broker immediately.

LEAD PAINT DISCLOSURE FORM

If you are involved in a potential sale or lease of a residential property built prior to 1978, it is a requirement that the Disclosure of Information on Lead Based Paint and/or Lead Based Paint Hazards form needs to be fully completed by all parties to the transaction. This form needs to be completed prior to or simultaneously with the execution of the purchase and sale agreement. The current forms are in FORM SIMPLICITY on The MLS website and you should only use those forms.

Additionally, you 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 completely filled out by the buyer and seller. Regardless of whether you are on the buyer's side or a seller's side of the transaction, it is your responsibility as real estate agents 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 Principle Broker immediately. Penalties for non-compliance can be severe, so strict compliance with these requirements is mandatory.

Federal law requires contractors that disturb lead-based paint must be certified and follow specific work practices to prevent lead contamination.

PROPERTY DISCLOSURE OBLIGATIONS

Required disclosure as set forth by FREC, Dalton Wade Real Estate Group 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 fully and diligently represent our clients. Florida law requires that we disclose **all known** defects concerning the property about which we are actually aware. Florida law does not impose upon agents a duty to investigate issues. However, you may not be willfully blind to a potential problem on the property. If you have a doubt or concern about whether

information should be disclosed to the other side, you should speak with the Principle Broker to obtain guidance on the issue.

Dalton Wade Real Estate Group policy is that information about the property should be disclosed, by the seller on the Seller Disclosure form. The **seller, not you**, 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 Principle Broker who will then decide whether you 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. Do not make verbal disclosures yourself or suggest that you are the source of information about the property. You must specifically identify the source of the information so that the recipient of the information understands that you are relaying the information only.

If you are aware of conditions surrounding the property but not actually on the property itself that you believe reasonably might influence a buyer’s decision to purchase the property, contact the Principle Broker to discuss whether that information should be disclosed to a prospective purchaser. Again, Dalton Wade Real Estate Group 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-mail. 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, you are not authorized to contact a prospective client by telephone unless: (1) that prospective client has contacted the Firm within the last three months and you are returning the call; (2) you 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) you are calling based on information from a referral source and the referral source has obtained permission for you to call. If none of those exceptions apply, you 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 you to end a call with them, please do so politely and immediately. Never call before 8:00 a.m. or after 9:00 p.m. (consider the time zone).

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

Finally, do not send unsolicited facsimile solicitations.

Because of these rules, you are not allowed to send out any bulk electronic mail or fax solicitations without reviewing the content first with the Principal Broker.

ADVERTISING

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.

All advertisements and collateral marketing materials must include the name of the Firm and its logo with correct PMS colors, conspicuously, and either the principal broker or agent’s name and number.

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 has become increasingly common. Dalton Wade Real Estate Group 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 your own reputation and interests but also the reputation and interests Dalton Wade Real Estate Group, employees of Dalton Wade Real Estate Group, the broker/owner, clients, and the public we service.

Should you choose to blog or participate in any social networking site on your own time, using your own resources and equipment, you are required to follow these guidelines:

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

Agents should report violations of this policy to the Principal Broker. It is the responsibility of all agents and employees to help Dalton Wade Real Estate Group 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.

ESCROW ACCOUNT POLICY

Dalton Wade Real Estate Group does not maintain escrow services but all agents must comply with Florida Real Estate Law about timely depositing of funds with Escrow/Title Agents.

If you believe there has been a violation of this policy please contact the Principal Broker immediately.

FORMS

Unless Dalton Wade Real Estate Group provides you with specific forms for use in your practice, you are to utilize the forms that exist in the forms library provided by **The MLS via Form Simplicity**. If there is a question regarding the appropriate use of a form, you

should contact the Principal Broker for clarification or submit an inquiry to the Legal Resource Line.

As an agent, you are authorized to fill in the blanks in the spaces on the Form Simplicity forms where factual information is requested. However, at no time are you 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 you have concerns about what you propose to add to a form, please consult with the Principal Broker.

PERSONAL ASSISTANTS

Dalton Wade Real Estate Group will allow agents to take on the services of an unlicensed or licensed personal assistant only with written consent by the Principle Broker. Agents will be responsible for the supervision of their personal assistants with respect to all compliance issues including Dalton Wade Real Estate Group policies and procedures.

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

You are required to have a written agreement with your personal assistant that expresses the nature of the relationship and each party's duties and responsibilities. Dalton Wade Real Estate Group 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 your sole responsibility to provide it. Agents should discuss this situation with a Workers Compensation insurance representative.

CONFIDENTIALITY POLICY

All agents are expected to use extreme caution to ensure Dalton Wade Real Estate Group confidential information and the confidential information of our clients remains confidential, and does not become available to anyone inside or outside of Dalton Wade Real Estate Group who is not entitled to know it.

Definition of Confidential Information

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

- Non-public information about our clients, including motivation and all financial information.
- Our marketing plans and strategies;
- Our costs, funding, and the methods we use to determine the price of listings, etc.;
- Our internal initiatives, strategies, processes, and methods; and
- Confidential information which agents may obtain concerning our 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 Dalton Wade Real Estate Group. Confidential information as described in this policy is the exclusive property of Dalton Wade Real Estate Group 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.

Maintain Confidentiality at All Times 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 Dalton Wade 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 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.
- If you are permitted to travel with confidential information, whether bringing the information home or on business travel, be mindful at all times about protecting the information. Do not leave confidential documents face up or otherwise in view in your vehicle. Keep sensitive information in a briefcase, closed folder, or use similar means to protect it. Keep your vehicle locked when you are not in it. Keep your briefcase, folders, personal digital assistants, etc. with you at all times when traveling. Do not leave anything containing confidential information unattended. Be careful to preserve confidentiality if you choose to create or review confidential documents while traveling. It is very easy for other passengers to view your work, so make good decisions about whether you should take documents out on a plane, train, etc., and whether you should work on your laptop in such public settings. Similarly, if working at home, keep any confidential information in your home office or other private setting, and not in view of your family members or visitors to your home.

Confidential Information In Electronic Form Must Also be Protected

Steps must also be taken to maintain confidentiality when sending or receiving information electronically, and when storing information on the computer.

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 particular information to be sent or received over email should be directed to the broker/owner.

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, desk top, 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 regards 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 contained 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 Dalton Wade Real Estate Group, 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.

CONFLICTS OF INTEREST

If you or a family member have a personal interest in either selling or purchasing a property, you must disclose this interest in writing to all parties involved in the transaction.

For any other potential conflict of interest, you are required to bring the issue to the immediate attention of the Principal Broker.

COOPERATION WITH OTHER AGENTS

Cooperation will be offered to all licensed brokers and their agents. Compensation will be determined by the Principle 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, in particular, the Standards of Practice set forth in Article 3. This means that you should cooperate with other agents unless cooperation is not in the best interest of your client. If the seller client rejects cooperation with, and compensation to, other brokers, their rejection must be in writing.

Dalton Wade Real Estate Group'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 you encounter any issues with respect to cooperation between agents, please bring the issue to the immediate attention of the Principal Broker so that the Principal Broker can help resolve the situation.

DRESS CODE

Dalton Wade Real Estate Group strives to maintain a workplace environment that is well functioning and free from unnecessary distractions and annoyances. As part of that effort, the company requires agents maintain a neat and clean appearance that is appropriate for the workplace setting and when showing properties to clients.

Procedures

All Dalton Wade Real Estate Group agents are expected to present a professional, business like image to clients, visitors, customers and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement.

Specific Requirements

Agents are still expected to present a neat appearance at all times and are not permitted to wear ripped, frayed or disheveled clothing, athletic wear, jeans or shorts. Likewise, tight, revealing or otherwise workplace-inappropriate dress is not permitted

Reasonable Accommodation of Religious Beliefs

Dalton Wade Real Estate Group recognizes the importance of individually held religious beliefs to persons within its workforce. Dalton Wade Real Estate Group 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 Principle Broker.

VACATIONS AND OTHER ABSENCES

As an independent contractor, you are entitled to schedule vacations and other time away from work without prior approval. However, you must advise the Principle Broker in writing regarding your plans for time away from work and how your pending transactions and other professional obligations will be handled in your absence.

SAFE DRIVING

Florida has strict laws regarding “Distracted Driving” which specifically includes but is not limited to; texting, use of cell phones, i-pods and other devices. Dalton Wade Real Estate Group 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. Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group premises or while conducting Dalton Wade Real Estate Group business is prohibited.

SAFETY

To assist in providing a safe and healthy working environment for employees, agents, customers and visitors, Dalton Wade Real Estate Group has established a workplace safety program. Dalton Wade Real Estate Group provides information to agents about workplace safety and health issues through regular internal communication such as meetings, bulletin board postings, memos 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.

In addition, agents are encouraged to obtain a copy of safety recommendations and guidelines as published by NAR from their local board for prudent practices while showing properties.

SMOKING POLICY

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 Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group related business.

An agent who sees a violation of this policy may advise the smoker of Dalton Wade Real Estate Group smoking 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.

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

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

Voicemail, Internet, E-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 Dalton Wade Real Estate Group. 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 Dalton Wade Real Estate Group. Dalton Wade Real Estate Group 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 absolutely clear,

all existing Dalton Wade Real Estate Group office policies and governing laws and regulations apply to your 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 Dalton Wade Real Estate Group property. The messages sent, retrieved, deleted and/or stored via the company systems are at all times the property of Dalton Wade Real Estate Group.

All agents should be aware that Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group IT resources, and should instead expect that their e-mail messages, voicemail messages, computer and Internet use, and other use of Dalton Wade Real Estate Group 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:

- 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 Dalton Wade Real Estate Group e-mail, voicemail, the Internet, or other IT resources for personal gain, political, religious, or charitable campaigning, soliciting for non- Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group harassment policy.
- Frequenting websites on the Internet unrelated to your agent responsibilities and/or Dalton Wade Real Estate Group business.
- Having or using network passwords on Dalton Wade Real Estate Group computer which are not known to Dalton Wade Real Estate Group.

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

Unauthorized Access:

Unauthorized access of Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group representative. Dalton Wade Real Estate Group computers and information technology is for business use by Dalton Wade Real Estate Group personnel and authorized agents. Non-employees may not use Dalton Wade Real Estate Group IT resources without permission from the Principal Broker.

Use of a Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group information technology, and users may be required to change passwords periodically for security purposes. All passcodes and passwords are the property of Dalton Wade Real Estate Group. No agent may use a passcode, password, or voice mail access code that has not been issued to that agent by Dalton Wade Real Estate Group or that is unknown to the Firm. Users of Dalton Wade Real Estate Group computers, network, and other IT resources must take reasonable precautions to prevent unauthorized access to Dalton Wade Real Estate Group 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 Dalton Wade Real Estate Group information technology is prohibited. Accessing Dalton Wade Real Estate Group files or any other files on the network or the system that you did not create is prohibited unless you have prior authorization from your manager 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 Dalton Wade Real Estate Group information technology and/or IT resources, including, but not limited to, computers, programs, networks, web-sites, 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, is prohibited. Hacking into third party computer systems using Dalton Wade Real Estate Group IT

resources is prohibited, and may be reported to the local authorities. Vulnerability in Dalton Wade Real Estate Group IT resources should be reported to the Principle 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 Dalton Wade Real Estate Group data and information (including customer information) is considered confidential unless Dalton Wade Real Estate Group has granted permission for a user to use it. Specific examples of confidential information includes, 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 should be taken in regards to the physical security of Dalton Wade Real Estate Group IT resources. Disks, drives, and other devices containing sensitive information should be contained 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, etal) 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 Firm network, Internet, computers, or other IT resources media from any external sources, including, but not limited to, CDs, disks, zip

drives, personal digital assistants (including, but not limited to, BlackBerries and palm pilots), USB portable drives, and other removable drive devices. Agents also may not copy, transmit, or 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.

CONFLICT RESOLUTION AND REPORTING REQUIREMENTS

The chief method by which conflicts inside and outside the Dalton Wade Real Estate Group will be resolved via the Principal Broker. As an agent affiliated with Dalton Wade Real Estate Group, 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.
- Any communications from FREC concerning your conduct.
- Failure of an escrow check to clear.
- Any disputes between you and other agents regardless of whether those agents work for Dalton Wade Real Estate Group or another firm.
- Any harassment that you experience or observe either within the office or outside the office in the course of your professional capacity.

- Any conduct that you perceive creates a hostile, intimidating or offensive work environment.

This is not an exhaustive list and there could be other issues or problems that arise during the course of your affiliation with Dalton Wade Real Estate Group. When in doubt, please bring the matter to the immediate attention of the Principal Broker.

TERMINATION OF AFFILIATION

In the event that you or Dalton Wade Real Estate Group decides to end your association, you will be expected to immediately turn in all Dalton Wade Real Estate Group 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, you shall also immediately surrender and return all computer or other information systems relating material in your possession or control. You should meet with the Principle Broker for the final separation process, summary review of open transactions, credits and expenses and reassignment of active clients.

The Principle 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 Dalton Wade Real Estate Group shall remain the property of the Dalton Wade Real Estate Group unless other terms are agreed to in your separation agreement.

RECEIPT AND ACKNOWLEDGMENT OF OFFICE POLICIES AND PROCEDURES MANUAL

The office manual is an important document intended to help you become acquainted with Dalton Wade Real Estate Group. This Manual will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the Manual.

- I have received a copy and understand that it is my obligation to read the Office Policies and Procedures Manual. I understand that the policies described in the Manual are subject to change at Dalton Wade Real Estate Group's sole discretion at any time. It will be my responsibility to update my personal copy as additions or revisions are provided to me. I understand that this Manual supersedes and replaces all other previous manuals and personnel policies for the Firm.

- I understand that I am an independent contractor, subject to an express written contract and that I am not an employee of Dalton Wade Real Estate Group. My association with Dalton Wade Real Estate Group may be terminated at any time for any reason not prohibited by law, with written notice by me or the Principal Broker.
- I am aware that this Manual does not create an express or implied contract for any rights or benefits, and that the Manual is intended as a set of guidelines only. I will consult with the Principal Broker regarding any questions I may have regarding any of Dalton Wade Real Estate Group policies.
- I am aware that during the course of my affiliation with Dalton Wade Real Estate Group, confidential information may be made available to me. I understand that this confidential information must not be given out or used outside of Dalton Wade Real Estate Group with non-Dalton Wade Real Estate Group employees or agents, except as required by law or in accordance with the governing rules of ethics.
- I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Office Policies and Procedures Manual.

Agent's Name (**please print**)

Date: _____

Agent's Signature