

Volunteer Code of Conduct

In all activities of the Residential Real Estate Council, Council's volunteers shall:

1. Use only legal and ethical means in all activities of the Council.
2. Treat colleagues with respect, fairness and good faith.
3. Take responsibility for one's conduct.
4. Support and promote the Council's objectives in ways that are consistent with the Council's interest.
5. Serve impartially, provide no special privilege or receive any personal compensation in relations to the duties of their volunteer position, except with full disclosure and with the knowledge and consent of the Board of Directors.
6. Respect diversity and refuse to tolerate any forms of discrimination based on age; gender; race; ethnicity; national origin; religion; sexual orientation; gender identity; disability; health conditions; or marital, domestic, or parental status.
7. Keep the confidentiality of privileged information entrusted or known to Council Volunteers by virtue of their office or position.
8. Support RRC's Vision and Mission and agree to uphold this Code of Conduct and the governing documents of RRC.

Volunteer Code of Conduct

Narrative Description

1. Use only legal and ethical means in all activities of the Council.

We demonstrate the highest standards of business conduct using good judgement. We comply with the letter of the Law.

2. Treat colleagues with respect, fairness and good faith.

We treat colleagues with respect and dignity. We acknowledge that our actions or inaction influence a person's impression of the Council.

3. Take responsibility for one's conduct.

As professionals we must accept responsibility for our own behavior and the consequences of that behavior.

4. Support and promote the Council's objectives in ways that are consistent with the Council's interest.

We contribute to the Council achieving its goals and objectives. We advocate openly and within the established forums for discussion in order to guide positive decision-making and results. We communicate responsibly and use good judgment in use of social media and other online activity. Whether online or in public engagements, we are alert to situations where we may be perceived as speaking for RRC. We are supportive of Council actions and avoid speaking out against them.

5. Serve impartially, provide no special privilege or receive any personal compensation in relations to the duties of their volunteer position, except with full disclosure and with the knowledge and consent of the Board of Directors.

We avoid conflicts of interest. A conflict of interest may unconsciously influence even the most ethical person and the appearance of a conflict may cause a person's acts or integrity to be questioned.

6. Respect diversity and refuse to tolerate any forms of discrimination based on age; gender; race; ethnicity; national origin; religion; sexual orientation; gender identity; disability; health conditions; or marital, domestic, or parental status.

Volunteer Code of Conduct

Narrative Description

We promote an environment that is inclusive of all people and promotes diversity. Disrespectful behavior or harassment of any kind are not tolerated. Disrespectful behavior can take many forms. It consists of behaviors that create intimidating, hostile or offensive environments. It may be something someone says or does in person. It could also be done remotely by email, a posting on social media, or text or instant message.

- 7. Keep the confidentiality of privileged information entrusted or known to Council Volunteers by virtue of their office or position.**

Some information shared or discussions held in meetings, conference calls, online forums, and in any other similar manner may be sensitive and identified as confidential. Such information and discussion should not be shared with anyone outside of the members of the committee, task force, workgroup, PAG or board of directors.

- 8. Support RRC's Vision and Mission and agree to uphold the Volunteer Code of Conduct and the governing documents of RRC.**

Review the Council's Vision and Mission and comply with the Bylaws, Rules and Regulations and Policies and Procedures.

Volunteer Code of Conduct

Complaint Submission and Review Process

Submission:

1. Anyone who believes that an RRC volunteer has violated the Volunteer Code of Conduct may file a complaint against that individual. In addition, the Code of Conduct Committee (CCC) itself can initiate a complaint based on information it received.
2. Complaints must be filed by filling a complaint form available upon request from the Council's customer service.
3. The completed complaint form must include information and facts on which the complaint is based and any other evidence that corroborates and supports the allegations.
4. The complaint form must include contact information, must be signed and mailed/emailed to the address provided on the form.
5. The Code of Conduct Committee does not accept anonymous complaints

Review:

1. Once a complaint is received and is determined to be within the jurisdiction of the CCC, the volunteer named in the complaint will receive a notification letter along with a copy of the complaint.
2. The volunteer named in the complaint will have 15 days after receipt of the notification letter to submit a written response to the complaint.
3. If additional information is needed from either the individual who submitted the complaint or the volunteer named in complaint, the CEO will reach out to them via a conference call.
4. The CCC will review all information gathered and if it determined that a violation occurred, it will specify which Code of Conduct was violated and will propose sanctions, such as: reprimand, appropriate education, probation, or membership suspension or expulsion. At its discretion, the CCC may request a hearing.

Volunteer Code of Conduct Acknowledgement

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7. Keep the confidentiality of privileged information entrusted or known to Council Volunteers by virtue of their office or position.
8. Support RRC's Mission and agree to uphold this Code of Conduct and the governing documents of RRC.

By signing below, I acknowledge reading and understanding the Volunteer Code of Conduct and I agree to act in accordance with its principles.

Name _____
Title _____
Signature _____
Date _____