

NAR Member Policies

NAR Member Code of Conduct

This NAR Member Code of Conduct applies to all (1) NAR-related activities, meetings, and events, whether held in public or private facilities (including those sponsored by organizations other than NAR and held in conjunction with NAR activities, meetings, or events), and (2) NAR member communications, whether written or verbal, related to NAR business or with NAR staff.

NAR Commitment

NAR is committed to providing a productive and welcoming environment that is free from discrimination, harassment, and retaliation. Members are expected to act with courtesy and mutual respect toward each other, NAR staff, service providers, speakers, and event participants and to comply with the Member Code of Conduct.

Discrimination

NAR prohibits discrimination based on an individual's race, color, religion, sex, gender, pregnancy, sexual orientation, gender identity and/or expression, age (40 and over), national origin, ancestry, physical or mental disability, genetic information, marital status, military or veteran status, political affiliation, personal appearance, and any other characteristic protected by applicable law.

Harassment

NAR prohibits the harassment of its members, NAR staff, service providers, speakers, and event participants, based on an individual's race, color, religion, sex, gender, pregnancy, sexual orientation, gender identity and/or expression, age (40 and over), national origin, ancestry, physical or mental disability, genetic information, marital status, military or veteran status, political affiliation, personal appearance, and any other characteristic protected by applicable law. Prohibited harassment includes all unwelcome behavior based on a protected characteristic where the purpose or effect of the behavior is to create a hostile, abusive or intimidating environment, or where the behavior otherwise adversely affects an individual's ability to participate in or at NAR-related activities, or adversely affects an NAR staff member's employment in violation of this Code. Prohibited harassment may take various forms, including, but not limited to, the following examples:

- Verbal conduct, such as epithets, derogatory comments, slurs, or jokes, or unwanted sexual advances, solicitations, or comments.
- Visual conduct, such as derogatory or sexually oriented posters, cartoons, drawings, or gestures.
- Physical conduct, such as assault, impeding, or blocking movement.
- Via technology or computers, including to transmit, communicate or receive derogatory, inappropriate pornographic, sexually suggestive, or explicit pictures, cartoons, messages, jokes, or material.
- Threats and demands.

- Requests for sexual favors, such as unwanted sexual advances, which condition a benefit upon an exchange of sexual favors.
- Violence or threats of violence.

Harassment includes inappropriate conduct, comment, display, action, or gesture based on another person's sex, color, race, religion, national origin, age, disability, sexual orientation, gender identity, and any other protected characteristic.

Examples of harassment include, but are not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and the display or circulation of written or graphic material that denigrates or shows hostility toward an individual or group based on a protected characteristic.

Sexual Harassment

Sexual harassment is one form of prohibited harassment. Sexual harassment includes but is not limited to 1) unwelcome sexual advances and other unwelcome verbal, visual or physical conduct of a sexual nature, or 2) requests for sexual favors or conduct of a sexual nature when (a) submission to or rejection of such advances, requests, or conduct is made either explicitly or implicitly a term or condition of membership, a benefit associated with membership, or employment; (b) an individual's submission to or rejection of such conduct is used as a basis for a decision affecting that individual; or (c) the purpose or the effect of such conduct is to substantially interfere with the affected individual's membership or employment or to create an intimidating, hostile or offensive work environment; or 3) sexual misconduct, which means any behavior of a sexual nature which also involves coercion, abuse of authority, or misuse of an individual's leadership position.

Harassing conduct, including sexually harassing conduct, can be committed by a person of either the same sex or gender, or the opposite sex or gender (or any other protected category) of the person subjected to the harassment. A person may be the victim of harassment even though the offensive conduct has not been directed at the person alleging harassment, regardless of the sex, gender, gender identity, gender expression, sexual orientation or other class status of the perpetrator. Additionally, sexually harassing conduct need not be intentional or motivated by sexual desire.

The following are examples, but do not represent an inclusive list of conduct that may constitute prohibited sexual harassment:

- Unwelcome sexual flirtations or propositions.
- Unwanted physical touching or closeness, such as massaging a person's back, neck or shoulders, hugging, kissing, patting, pinching, fondling, or touching/pulling an individual's clothing or hair.
- Physical gestures that imply a sexual act or sexual anatomy, touching oneself in a sexual nature.
- Brushing up against another person, standing too close, or lingering.
- Using vulgar words of a sexual nature, describing body parts, or sexual acts.
- Discussions or inquiries about sexual fantasy, preferences, history, or sex life about self or others.

- Displaying sexually suggestive or demeaning objects, pictures or cartoons, or other materials on a personal or company-owned device shared in the workplace.
- Giving personal gifts that imply an intimate relationship.
- Repeated invitations and/or pressuring/coercion for dates or sexual favors; harassing phone calls, emails, texts, social media posts, or other communication.
- Any suggestion that an individual's committee assignment, leadership position, job security, project assignment, or the terms or conditions of employment depend at all on the submission to or rejection of requests for sexual favors or relations.

How to Report Incidents of Harassment or Inappropriate Behavior

Any person who believes they experienced or witnessed discrimination, harassment, retaliation, or any other inappropriate behavior in violation of this Code should promptly report the incident to one of the following individuals: the NAR General Counsel, Senior Vice President of Talent Development Resources, or Chief Executive Officer.

Leadership Team members must promptly report to NAR any possible violation of this Code they observe or become aware of, and failure to do so will generally be deemed to be a violation of this Code.

Investigation and Discipline

Upon receipt of a report of possible discrimination, harassment, retaliation, or any other inappropriate behavior in violation of this Code, NAR will promptly conduct an investigation at the direction of NAR's General Counsel. Members have a duty to cooperate with and participate in an investigation into any reported violation of this Code when asked by NAR, to do so in good faith, and to provide complete and truthful information to NAR. During the investigation, NAR will involve only those deemed necessary to the investigation, and disclosures will only be made on an as-needed basis.

If it is determined that the investigation substantiates that a violation of this Code has occurred, NAR's President, President-Elect, and First Vice President will be briefed on the investigation and in consultation with NAR's General Counsel, will determine any disciplinary action. If one or more of the foregoing officers are named in the complaint, NAR's General Counsel will identify a substitute to be selected from the Leadership Team or, if necessary, the Executive Committee.

NAR reserves the right to take any necessary and appropriate action against a member who engages in any form of discrimination, harassment, retaliation, or inappropriate behavior in violation of this Code. Such actions may include, but are not limited to, prohibition from attendance at future NAR meetings or events, suspension from NAR-related travel, removal from a leadership or committee appointment, referral of a request for removal of an officer to the Credentials and Campaign Rules Committee, expulsion from membership, or any other action deemed appropriate by NAR.

NAR strictly prohibits all individuals from retaliating against any person who in good faith reports, or participates in the investigation of, possible discrimination, harassment, retaliation, or other inappropriate behavior in violation of this Code.

To the greatest extent allowed by law, NAR is not and will not be held responsible for any member's alleged violation of this Code or otherwise inappropriate or unlawful act.

Personal Relationships at NAR

To minimize the risk of conflicts of interest, including even the appearance of a conflict of interest, and to promote fairness, NAR maintains this policy regarding romantic, dating, sexual, intimate, or familial relationships ("Personal Relationships").

While NAR does not prohibit voluntary, consensual, and respectful Personal Relationships between members and NAR's employees, vendors, contractors, business partners, or other third parties with whom NAR's members or employees conduct business in the course of their involvement with NAR, members are expected to comport themselves professionally at all times and Personal Relationships must not interfere, or have the potential to interfere, with the member's or third-party's ability to conduct NAR business, or any NAR employee's ability to perform their job. Any Personal Relationship that jeopardizes, or has the potential to jeopardize, the member's or third-party's ability to conduct NAR business, or an NAR employee's ability to perform their job, is prohibited.

Any member in a leadership position representing NAR or its members, including but not limited to NAR officers, committee chairs and vice chairs, ("Leader") must immediately disclose to NAR's General Counsel any Personal Relationship with any NAR employee, vendor, contractor, business partner, or other third party, with whom the Leader interacts or conducts business. Any Leader who questions whether a Personal Relationship may exist or whether it must be reported pursuant to this policy should err on the side of reporting the relationship. While NAR may take reasonable efforts within its control to remove an actual or potential conflict of interest that results from a Personal Relationship, NAR may not be able to effectively do so in all cases. These matters will be handled on a case-by-case basis.

Any violation of this policy, including the failure of any Leader to promptly report any Personal Relationship consistent with the spirit and intent of this policy will be investigated at the direction of NAR's General Counsel. If it is determined that the investigation substantiates that a violation of this Policy has occurred, NAR's President, President-Elect, and First Vice President, in consultation with NAR's General Counsel, will determine any disciplinary action. If one or more of the foregoing officers are named in the investigation, NAR's General Counsel will identify a substitute to be selected from the Leadership Team or, if necessary, the Executive Committee. NAR reserves the right to take any necessary and appropriate action in response to the violation, which may include, but is not limited to, removal from the leadership position, removal from a work group or project, or any other action deemed appropriate and necessary by NAR.

Gifts and Favors Policy (Members)

Giving gifts of material value and granting or requesting significant personal or professional favors, can quickly create a conflict of interest, or the appearance of a conflict of interest, between NAR's members and its employees.

While the intent of the individual giving the gift or doing a favor may be thoughtful and genuine, the recipient of the gift or favor may misinterpret the meaning behind, or expectations that accompany, the gift or favor. The recipient also may feel pressure to treat the person who gave the gift or did the favor

differently or better than others, which may cause additional problems. Finally, individuals who do not receive gifts or favors may feel excluded, less valued, or unequal in treatment.

Members may give nominal gifts to, or grant favors for, NAR's employees with whom the member may interact in the course of doing business with NAR, on an occasional basis, including but not limited to:

- Non-cash gifts given on an infrequent basis consistent with a special occasion (e.g., wedding, baby shower, holiday, etc.).
- Reasonable tokens of appreciation in recognition of employee work, for example following speeches, presentations, or assistance in connection with or at conferences, meetings, or other events, and given within a reasonable time following the event.
- Food or refreshments provided for groups of employees equally in the office or at events.
- Gifts provided to all employees by the President or other member of NAR at or in connection with an NAR event, such as NAR-branded merchandise.

Examples of gifts or favors members must not give or grant include, but are not limited to:

- Cash, including money sent through money transfer apps, such as Venmo, Zelle, or PayPal.
- Gift cards, gift certificates, or any other similar gift greater than \$100 in value.
- Special entertainment or travel opportunities not typically provided to other employees.
- Accommodations at your or another's private home (in lieu of staying at a hotel, for example) in connection with NAR-business.
- Gifts or favors that imply, or may be reasonably interpreted to signify, a close personal, romantic, dating, sexual, or intimate relationship.
- Gifts or favors that may, or actually do, interfere with conducting business on behalf of NAR.

Regardless of value or significance, absolutely no one is required to accept any gift or any offer of a favor from any member, at any time. Moreover, members must not pressure, cajole, insist, or force anyone (directly or indirectly) to accept any gift or any offer of a favor. Likewise, no one may be expected to give members gifts, provide special treatment, or do favors for anyone in exchange for or in response to any favor of any kind or any gift of any value.

All individuals must contact NAR's General Counsel immediately if:

- The member has any question, or reasonably should have a question, about whether a gift is material, or any gift or favor is acceptable under any circumstances.
- The member wants NAR to grant an exception to this policy for legitimate business or personal reasons.

Failure to comply with this policy, including the spirit and intent of this policy set forth above, will be investigated at the direction of NAR's General Counsel. If it is determined that the investigation substantiates that a violation of this Policy has occurred, NAR's President, President-Elect, and First Vice President, in consultation with NAR's General Counsel, will determine any disciplinary action. If one or more of the foregoing officers are named in the investigation, NAR's General Counsel will identify a substitute to be selected from the Leadership Team or, if necessary, the Executive Committee. NAR reserves the right to take any necessary and appropriate action in response to the violation, which may include, but is not limited to, removal from a leadership position, removal from a work group or project, or any other action deemed appropriate and necessary by NAR.

NAR Leadership Pledge

I understand that as a current or incoming member of the National Association of REALTORS® Leadership Team, a Regional Vice President, or a Committee Liaison, REALTOR® Party Director, REALTOR® Party Fundraising Trustees Chair, RPAC Major Investor Council Chair, RPAC Participation Council Chair (“NAR Leader”), I am responsible for representing the best interests of America’s largest trade association which is dedicated to preserving, protecting, and advancing the right to real property for all. I understand my actions and words are not just my own, but are an important reflection on the greater NAR brand, our members, and our industry. I accept and agree that I must abide by the highest ethics, behaviors, and standards to steward and protect the reputation of NAR and REALTORS®.

I accordingly pledge:

- To be a constant advocate for NAR, our members, and all we do to champion home buyers, sellers, and the communities in which we work.
- To always be truthful and respectful in what I say and represent about NAR.
- To avoid making any public statements that are contrary to NAR’s objectives or that may reflect badly upon NAR.
- To maintain the confidentiality of all leadership correspondence and discussions.
- To promote membership in NAR and active participation among all members.
- To advance a welcoming and inclusive environment in all facets of my personal and professional life, free from discrimination, harassment, and retaliation.
- To always be respectful and truthful in what I say and represent about other-NAR Leaders, NAR’s members and employees, and the third parties with whom I work or interact on behalf of NAR.
- To treat all NAR Leaders, NAR members, NAR employees, and the third parties with whom I work or interact on behalf of NAR, professionally, with dignity and respect, and in recognition of their roles as colleagues, leaders, experts, guides, suppliers, consultants, and business partners.
- To refrain from saying anything disparaging to or about other NAR Leaders, NAR members, NAR employees, or the third parties with whom I work or interact on behalf of NAR.
- To address all concerns regarding NAR Leaders, NAR members, NAR employees, or the third parties with whom I work or interact on behalf of NAR, directly with NAR’s Chief Executive Officer or General Counsel, or an appropriate Group Leader of NAR.
- To abide by NAR’s guidelines and policies, including but not limited to:
 - REALTORS® Code of Ethics and Standards of Practice
 - Officers’ Administration and Policy Manual
 - Member Code of Conduct and Anti-Harassment Policy
 - Social Media Guidelines
 - Nepotism Policy
 - Ownership Disclosure Policy
 - Conflict of Interest Policy
 - Communication Policies

- Campaign Endorsement & Prohibition Policy
- NAR Employee Handbook policies pertaining to member interaction

I understand that everything I say and do as a volunteer leader of NAR represents NAR and our members. I will always strive to model the very best in who REALTORS® are and to communicate and behave at all times – within and outside of NAR settings – with professionalism and respect.

If I ever fall short of meeting these commitments, I expect and encourage members of the Leadership Team to bring such shortcomings to my attention directly or to the attention of the NAR's General Counsel for action. Upon receipt of a Leadership Team member's failure to uphold this Pledge, NAR's General Counsel will assemble a panel of the three Past Presidents serving on the Campaign Credentials Rules Committee (CCRC) who are not current members of the Leadership Team to review the matter, and in consultation with NAR's General Counsel, will determine any disciplinary action. No member from the panel will be related to or from a state where any individual involved in the matter is located, to the extent possible and known at the time. If a Past President on CCRC does not meet that criteria, then the General Counsel will appoint a member of the Executive Committee to serve as panelist in place of the Past President. Disciplinary action may include, but is not limited to, a written apology, suspension from NAR-related travel and speaking engagements, suspension from attendance at NAR events, referral of a request for removal of an officer to the Credentials and Campaign Rules Committee, or any other action deemed appropriate by NAR. The action determined by the Past President panel is final and not appealable. If the Past President panel finds a violation of the Pledge has occurred, the action determined by the Past President panel will be shared with the Leadership Team.