



Policy Manual

Keller Williams Realty Chattahoochee North
Keller Williams Realty Consultants
Keller Williams Realty North Atlanta

All references in this policy to **GLG refer to Georgia Legacy Group**. The Market Centers under Georgia Legacy Group are:

- Keller Williams Realty Chattahoochee North
- Keller Williams Realty Consultants
- Keller Williams Realty North Atlanta

All references to **MC refers to the 3 Market Centers** and the three (3) Market Centers referenced are:

- Keller Williams Realty Chattahoochee North
- Keller Williams Realty Consultants
- Keller Williams Realty North Atlanta

All references to **TL refers to Team Leader**. Each MC has a Team Leader.

Administrative Checklist.....	5
Administrative Staff Holidays.....	5
Advertising.....	5
Advertising Licensee.....	7
Agent Leadership Council (ALC).....	7
Agency Policy.....	7
Agent on Duty / Opportunity Desk.....	8
Alliance Partners.....	8
Associate Auto Insurance.....	8
Associate Business Coverage.....	8
Associate Selling or Buying Own Home.....	8
Personal Primary Residence.....	8
Investment Properties.....	9
Associate Monthly Bills – Agent Expenses.....	9
Associate’s Personal Items and Equipment Insurance.....	9
Associate License Responsibility.....	9
Bonus and Referral Fees.....	10
Bank Fees.....	10
Board Membership.....	10
Brokerage Agreements.....	10
Business Meeting (Team Meetings – Sales Meetings).....	10
Code of Ethics – National Association of REALTORS.....	10
Commercial Real Estate Associate Requirements.....	11
Commission Schedule.....	11
Commission Splits.....	11
Anniversary Date/Fiscal Year:.....	11
Commission Split:.....	11
Company Store.....	12
Complaints/Disputes Involving Other Associates.....	12
Conduct.....	12
Sexual Harassment.....	12
Alcohol consumption policy.....	12
Social Media Policy.....	12
Conduct in the Market Center.....	12
Dress Policy.....	13
Contracts.....	13
Cyber-Security Policy.....	13
Command/DocuSign.....	13

Do Not Call List.....	13
Earnest Money (EM).....	13
Equipment/Software.....	14
Errors and Omissions (E&O).....	14
Income Taxes.....	14
Late Documentation Fees.....	14
Listings.....	14
Market Center Hours.....	15
Market Center Tidiness.....	15
Pay at Close.....	15
Power of Attorney.....	15
Property Management.....	15
Real Estate Related Businesses.....	15
Referrals – Incoming and outgoing.....	15
Rental Properties (owned by GLG Associate).....	15
Retainer Fees (also known as Transaction Fees).....	16
Team Policy – all team members must sign GAR form Agreement for Licensee Use of a Real Estate Assistant (licensed or unlicensed).....	16
Forming a Team or Group within the Market Center.....	16
All Teams / Groups:.....	16
New Teams/Groups forming within the Market Center:.....	16
Teams/Groups coming to the Market Center or New Agents coming to the Market Center to form a Team:.....	17
General Team Guidelines.....	17
Licensed Admin working on Agent Sales Teams.....	17

Administrative Checklist

The Checklist for Administrative Procedures is in the Forms section of this Policy Manual. These checklists are under the Exhibit section of this policy.

- Agent Procedure Checklist - Contracts
- Agent Procedure Checklist - Earnest Money
- Agent Procedure Checklist - Listings
- Agent Procedure Checklist - Pay at Close
- Agent Procedure Checklist - Buyer Side

Administrative Staff Holidays

GLG gives staff 10 (ten) holidays a year, which include:

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day

Advertising

ALL advertising by associates must be under the direct supervision of the broker and in the name of the Market Center. Associates must have approval of the MC with all their advertising. All advertising includes but not limited to business cards, yard signs, social media, internet advertising and any other form of advertising where the agent is promoting themselves or a specific property.

Any advertising that is misleading or inaccurate in any material fact or in any way misrepresented any real estate is prohibited.

Associates shall not advertise any real estate for sale, rent, or lease unless the associate has first secured the written permission of the owner or the owner's authorized agent.

A licensee shall not advertise to sell, buy, exchange, rent or lease real estate when such advertising is directed to or referred to persons of a particular race, color, religion, sex, handicap, familial status or national origin. The contents of any advertisement must be confined to information relative to the real estate itself, and any advertisement that is directed at or referred to persons of any particular race, color, religion, sex, handicap, familial status, or national origin is prohibited.

Any advertising on the Internet by a licensee of real estate for sale, rent, lease, or exchange shall disclose the name and telephone number of the licensee's firm on every viewable web page of a website except as herein otherwise provided.

- (a) When advertising in electronic messages of limited information or characters, a license shall provide a direct link to a display that is in compliance with this rule.
- (b) When advertising real estate for sale, rent, lease or exchange on an internet website not owned or controlled by the licensee or firm with which the licensee is affiliated and that website's terms of use limit the licensee's ability to comply with this paragraph, the advertising shall provide a direct link to a display that is in compliance with this Rule on every viewable webpage of the website.
- (c) Information on a website maintained by a licensee that is outdated shall be updated or removed from the website within thirty (30) days of the information becoming outdated.
- (d) If a licensee's website is maintained by an authorized third party (other than its firm or its franchisor's webmaster), the licensee shall provide to the third party, a timely written notice, by mail, fax, or electronic means, of any updates to outdated information or information to be removed from the website, so that such updates or information removal may be accomplished in accordance with this Rule. A licensee who provides such timely notice shall not be in violation of this Rule if the third party fails to effect an information change as notified.
- (e) The requirements of this Rule apply to advertising and information on a website that is within the licensee's ownership or direct control. No licensee shall be responsible for any information taken from the licensee's website, or other advertising, if placed on a website, or in other advertising outside the licensee's ownership and/or direct control and without the licensee's consent.

In any advertising specific real estate for sale or rent, the associate must include the name of the MC and the main phone number. The name of the MC and the phone number must be in equal or greater size, prominence and frequency than the phone number and name of the associate. Examples of specific advertising are “for sale” signs, Open House flyers, home flyers and any media that has a specific home for sale included.

In general advertising, such as business cards, associate brochures or billboards, the only requirement is the name of the MC as recorded with GREC.

Advertising Licensee

Associates are prohibited from advertising under the licensee's own name to buy any property or to sell, rent or lease any property. All advertising must be under the direct supervision of the Market Center and in the name of the MC.

If Licensee is principal (buyer or seller), Licensee must notify MC in writing of their desire to buy or sell.

Agent Leadership Council (ALC)

Each GLG Market Center has an ALC. The ALC is the highest honor that can be bestowed upon an agent. ALC members have the opportunity to lead committees and master the art of achieving results through others. ALC members are associates from the top 20 percent of the Market Center (MC) based on closed production from the previous year. The Team Leader is the Chairperson. The Operating Principal (OP) for the MC can be a voting member of the ALC.

The Team Leader will determine the maximum size of the ALC for the next year no later than November 30th of each year based on the number of eligible associates from the top 20 percent of the Market Center. New ALC's will be formed annually by November 30th and the first meeting of each New Year will be held by January 15th.

Standing Committees for the ALC are: Financial, Growth, Career Development, Technology, and Culture. Each Market Center may also establish other committees to support their market center.

Agency Policy

GLG will represent buyers, sellers, landlords and tenants as clients in an agency capacity, or work with them as customers (in which case we will only perform ministerial acts on their behalf). The Georgia Real Estate Commission allows all forms of agency. The GLG also allows all forms of agency.

Seller Agency/Landlord Agency – Brokerage relationship where broker is representing the seller in selling his/her property

Buyer Agency/Tenant Agency- Brokerage relationship where broker represents the buyer in locating and assisting the buyer in negotiating for the purchase of a property suitable to the buyer. All GLG associates are required to secure a signed buyer brokerage agreement no later than prior to a written contract to purchase.

Designated Agency – In any transaction in which different associates within the same MC are representing the buyer and seller, Broker hereby assigns each licensee to represent their respective clients in a designated agency capacity. In the event that a sales associate in the same market center represents the seller and another associate in the same market center is representing the buyer, the GLG allows each agent to exclusively represent his or her respective clients. The buyer's agent owes the same duties to the buyer as if the agent was acting only as a buyer's agent. The seller's agent owes the same duties to the seller as if the agent was acting only as the seller's agent.

Dual Agency – GLG allows dual agency only with written permission from the Broker. Even though it is allowed, it is discouraged. Full disclosure of Dual Agency is included in all GAR brokerage agreements and the GAR Purchase and Sale Agreements. This disclosure is required.

Agent on Duty / Opportunity Desk

Each MC has an Agent on Duty policy and outline. Please find information relating to the MC Agent on Duty in the Exhibits portion of this policy.

Alliance Partners

Each GLG MC has Alliance Partners. All associates are encouraged to use these partners in each MC. However, associates are not required to use these partners. The GLG reserves the right to add or remove Alliance Partners at any time.

GLG Market Centers also have other vendor partners within the individual MC. These other vendor partners can be found on each Market Center Intranet. Much like the Alliance Partners, associates are encouraged to use these vendors although it is not required.

Associate Auto Insurance

GLG associates are required to maintain specific coverage on their auto insurance and to list their specific MC as an additional insured on their policies. Associates are required to contact their insurance provider immediately to have them provide the proper documentation to their MC.

Associate Business Coverage

All associates are required to arrange for their business to be covered in the event they are on vacation or otherwise unavailable to clients. It is also the associate's responsibility to make the front desk aware of the arrangements so that the MC can properly route inquiries during that time.

Associate Selling or Buying Own Home

Personal Primary Residence

1. An associate purchasing a personal home that they WILL occupy will NOT pay Company Dollar to the Market Center. The associate WILL be required to pay Royalty IF taking a Commission. The FMLS fee can be waived by filling out the Agent Owner Letter and submitting it to the office. FMLS allows this form on both the purchase and sale of the agent's home IF OWNER OCCUPIED. The associate will be required to pay a \$500 administrative fee to the MC for any personal primary residence sale.
2. An associate listing their personal home and taking a commission will NOT pay Company Dollar to the MC, but WILL be required to pay ROYALTY (if not capped). The FMLS fee can be waived by filling out the Agent Owner Letter and submitting it to the office. FMLS allows this form on both the purchase and sale of the agent's home. An agent Listing their personal home and NOT taking a Commission will NOT pay Company Dollar or Royalty. The associate will be required to pay a \$500 administrative fee to the MC for any personal primary residence sale.
3. Associates will be allowed up to 2 (two) personal property transactions per year without paying Company Dollar.

Investment Properties

4. An associate purchasing a rental or investment property that they will not occupy but NOT receiving a commission; the amount of commission to be paid to the office (if not capped) is \$500. If the associate is receiving a commission (which is usually the case on the buying side), the associate pays the standard split (if not capped), which is Royalty and Company Dollar.
5. An associate purchasing a rental or investment property or assisting an immediate family member's home that IS receiving a commission (if not capped) will PAY the standard split to the market center, including Royalty and Company Dollar.

Associate Monthly Bills – Agent Expenses

Associate bills are distributed the 10th of the month and are due on the 25th. If the Market Center Administrator has not received payment from the associate by the 25th of the month, the associate's credit card on file will be charged. If, for any reason, the associate fails to pay by check or credit card on file is declined, a \$50 late fee will be added to the associate's bill after 5 days.

Keller Williams Realty International policy forbids the Market Center from carrying accounts receivable for one month to the next so we cannot allow exceptions to this rule. Furthermore, Keller Williams Realty International requires Market Centers to de-hire associates who do not comply.

The monthly expenses for the Market Center is included in the Exhibit portion of this policy.

Each associate is responsible for any expenses that they incur such as Supra Lockboxes, Supra Key, Signs, Marketing and any other expenses needed for their business.

Associate's Personal Items and Equipment Insurance

The Market Center is not responsible for associates' personal items (including but not limited to computers, monitors, printers) in the associate private offices in the event of theft or damage. All associates are encouraged to get personal insurance for any items in their offices.

Associate License Responsibility

Associates are responsible for keeping their license active with the Georgia Real Estate Commission (GREC). Newly licensed associates are required to take a Post License Course within their first year of real estate. Associates who fail to take this course are in jeopardy of losing their license. The GREC requires licenses to maintain their license by completing 36 hours every four years of continuing education with 3 hours being License Law. It is the associate's responsibility to renew their license timely. MCs will not pay commissions to associates who do not have an active license.

Bonus and Referral Fees

All bonuses and referral fees paid on a transaction are subject to the associate's cap.

Bank Fees

A \$35.00 fee will be assessed to any associate whose check or whose client's check is returned by the bank. This policy also applies to any stop-payment order issued on an associate's or his/her client's check. All wiring charges and fees will be the responsibility of the associate.

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Board Membership

All GLG associates are required to join a local Board (Association) of REALTORS®. Each GLG Market Center is a member of multiple Boards. The specific REALTOR® Boards is Exhibit "C". The associate only has to join one. Upon paying local dues to a Board, this also pays the Georgia Association of REALTORS® and the associate's National Association of REALTORS® dues. All Boards of REALTORS® charge an annual membership fee. This fee is the responsibility of the associate and is to be paid directly to their respective board. Any associate who does not pay this annual fee, will be subject to dismissal.

Licensed assistants are required to join a Board of REALTORS®. In situations like Husband and Wife Teams, where both are licensed associates, both are required to join a Board of REALTORS®.

Brokerage Agreements

GLG associates may sign listing agreements and buyer brokerage agreements as the selling broker or the listing broker. All agreements must be turned into the MC immediately after the buyer or seller has signed. The MC must have copies of all related documents to these agreements. These copies must be in the Command file of the MC, which is the office filing system. All brokerage agreements must be respected.

It is mandatory that all associates include as an exhibit a DISCLOSURE OF MARKETING SERVICES AGREEMENT with all purchase and sale agreements. This Disclosure is included in the Exhibits portion of this Policy.

The GLG commission for transactions is 6% for listings and 3% for buyers.

Business Meeting (Team Meetings – Sales Meetings)

The Market Center will have one Team Meeting each week. It is the benefit of everyone to attend these meetings and be on time. GLG and the MC encourage all associates to attend. This weekly meeting will be informative and include brokerage issues, new policies and updates for the Market Center.

Code of Ethics – National Association of REALTORS

All GLG associates are required to be members of the National Association of REALTORS® (paying local dues to the Board of REALTORS® includes dues to NAR®). Associates are subject to termination if dues to their choice of local association are not paid.

NAR® requires all members to complete a Board-approved Ethics course every three (3) years. All associates are expected to adhere to the NAR® Code of Ethics and requirements for membership.

Commercial Real Estate Associate Requirements

Licensees desiring to be involved in commercial real estate whether representing buyer or seller are required to:

- (1) join KW Commercial
- (2) join CoStar and pay for membership for full year
- (3) join a Commercial Board of REALTORS

No Associates may advertise or use the KW Commercial logo without first adhering to the requirements above.

Associates who want to work with buyer or seller in a commercial deal but do not want to adhere with GLG requirements may refer the buyer or seller to a Commercial agent who is qualified and receive a referral fee that is agreed between the two associates.

Commission Schedule

The “Cap Structure” is attached to the Independent Contractor Agreement.

Commission Splits

Anniversary Date/Fiscal Year

When an associate joins GLG Market Centers, his/her anniversary date, for the purposes of calculating his/her eligibility for 100% commission, is the first day of the month following the date he/she joins the market center. Our system automatically calculates the eligibility for 100% commission. It uses this date as the anniversary date. For example, if an associate joins on March 10th, his/her anniversary date would be April 1st.

Commission Split

The associate is paid a specified commission split until the Market Center’s portion of the closed commissions generated by that associate has reached \$18,000 (\$15,000 in company dollar and \$3,000 in franchise royalty) during the associate’s fiscal (anniversary) years with Keller Williams Realty. The associate then advances to 100% commission on all transactions closed for the balance of the associate’s fiscal year.

All income received through an associate’s real estate business (except personal transactions) is included in the commissions calculated at this split.

An associate reverts back to his/her standard commission split on the Anniversary Date of his/her fiscal year.

Company Store

Each MC provides a company store with items for associates to purchase. A list of the items and the cost is in the Exhibit section of this policy. Items may include: closing pouches, stationery, envelopes, FMLS maps, etc

Complaints/Disputes Involving Other Associates

Associates who have complaints/disputes against others in GLG MCs should immediately direct them to their Team Leader in writing. All complaints relating to commission disputes and/or Team member disputes should also be directed to the Team Leader. These complaints should never be discussed with other associates or clients.

Conduct

All GLG associates represent Keller Williams Realty and must present themselves in a professional manner. Associates should conduct themselves properly in public, keep their cars clean, drive courteously, and maintain a well-groomed appearance.

Sexual Harassment

GLG prohibits any form of sexual or other forms of harassment. All complaints are to go to the Operating Principal and will be treated fairly and confidentially to the extent possible. A thorough, prompt, and impartial investigation will be assured. In the event a harassment has been determined, the Operating Principal will take immediate and appropriate corrective action.

Alcohol consumption policy

We believe that it is unwise to consume alcohol when working. Therefore, it is a guideline of our company that no member of the organization use alcoholic beverages during business hours. No member of our firm should come to the MC during business hours or after hours with alcohol on his/her breath or to an extent under the influence of alcohol.

Social Media Policy

When engaging in your personal social media, associates should be respectful and not publish or post any discriminatory remarks, harassment, or threats of violence.

Conduct in the Market Center

Everyone is to be well-behaved in the Market Center at all times. Business is being conducted and a business-like attitude must be taken. Everyone must have respect for each other in their daily personal dealings. There should be no vulgar language, cursing, or yelling.

Dress Policy

Appearance is the single most important impression factor you have control over. It is important to be well groomed. We are in a professional business, and your manner and appearance should reflect this at all times.

Contracts

GLG associates are allowed to sign Purchase and Sale Agreements as the Affiliated Selling Broker or Affiliated Listing Broker. All Contracts (Purchase and Sale Agreements) must be turned into the MC immediately. Regardless of if the contract becomes binding, the MC must maintain a copy of all contracts written. The MC files are located in DocuSign and must be uploaded into Command.

Cyber-Security Policy

GLG prohibits associates from being an intermediary between the closing attorney and the buyer/seller for sending wiring instructions. All wiring instructions for a closing must be sent directly from the closing attorney to the buyer and/or seller. Associates are required to explain to buyers and sellers the necessity of verifying wiring instructions before money is sent and the risk of fraud.

Command/DocuSign

KW uses a product called Command, which is the Market Center file cabinet and all transactions (listings, sales and contracts) and all corresponding files, documents and materials should be uploaded in the Market Center files.

Do Not Call List

All associates are to adhere to the DO NOT CALL list. The list will be posted by the Market Center on a monthly basis in the Documents section on the Intranet. Also a monthly email will be sent to associates when the DO NOT CALL list is updated. Associates can save the list monthly on their computers if desired. Also, periodically, Market Centers will receive communication of a specific person(s) requesting NOT to be called. This communication will be sent to associates via email. Associates are asked to comply with any communication regarding anyone requesting not to be called.

Earnest Money (EM)

Earnest money must be turned into MC immediately upon receipt. Each GLG MC has specific instructions about handling EM. There are envelopes in the MC available for associates to use for their EM check identifying the address and where the EM should be **held or deposited**. If EM is held, it is the responsibility of the associate to notify the MCA to deposit immediately when the offer has become binding.

In the event an EM check is returned for insufficient funds, the MCA will contact the associate and it is the associate's responsibility to contact the co-operating agent and let them know immediately.

Always remember when referring to EM, time is of the essence.

When EM is larger than the Keller Williams commission to be paid at closing, the agent must inform the MCA at least 3 days prior to the closing. The MCA will cut a check and the associate must pick up and carry to the closing.

If the EM must be wired, the associate will be responsible for any wire fees.

Earnest money must be in the form of a check, money order (cash) or wire transfer. Wire Transfer instructions must be received directly from the MC MCA. Money order is the ONLY form of cash acceptable.

Equipment/Software

Copy Machine – copy machines are available for associates and each associate will be assigned a unique code. A cost per copy will be paid by the associate and included in the agent's monthly bill. The cost for use of the copier is in the Exhibit section of this policy.

Other Equipment – MC provides other equipment for agent use at no charge for associates, such as binding machines/FAX/scanners/laminators.

Errors and Omissions (E&O)

Associates are covered under the MC's EO insurance policy. Payment for this coverage is included in your monthly invoice from the MC. Should a claim against the E&O insurance arise, the associate is responsible for the deductible.

Income Taxes

All GLG Associates are responsible for paying their personal income taxes. Associates are Independent Contractors and thus will receive a 1099 at the end of every calendar year.

Late Documentation Fees

GLG reserves the right to impose the following late fees when documentation is not timely submitted.

Listings – must be submitted within 3 (three) business days of the agreement date, or a fine of \$25 will be charged to the listing agent.

Contracts – must be submitted within 2 (two) days of the binding Agreement date, or a fine of \$100 will be charged

Earnest Money – must be submitted to the Market Center immediately upon receipt (maximum of one business day), or a fine of \$100 will be imposed.

Closings – must be submitted to the Market Center within one business day of the closing, or a fine of \$200 will be imposed.

Listings

GLG associates are required in working with sellers to obtain an Exclusive Seller Brokerage Engagement Agreement. Properties cannot be advertised in any format without a signed Exclusive Seller Brokerage Engagement Agreement. Associates are required to enter their listings into the TWO MLS systems, First Multiple Listing Service (FMLS) and Georgia Multiple Listing Service (GMLS). The responsibility to enter the listing belongs to the associate. Changes to the listings (such as u/c) are also the responsibility of the associate. The associate is responsible for submitting complete listing

documentation to the MC for every listing obtained. GLG Policy for commission on Listings is 6%. GLG recommends that 3% is shared with the selling agent. GLG allows associates to exclusively represent landlords to rent and lease properties. GLG does NOT allow associates to provide these services: credit check, criminal background checks, reference checks, create move-in agreements, or write declination letters with the Listing of tenants. GLG does not allow associates to manage rental properties except their own properties.

Market Center Hours

GLG MC hours are from 8:30am-5pm, Monday through Friday. These hours may vary due to special circumstances or occasions.

Market Center Tidiness

All GLG MC should be kept neat and clean at all times. Each associate is to make sure the work areas, conference rooms and other common areas are clean whenever they leave that area.

Pay at Close

Associates can get paid their commission at the closing table if desired. The Pay at Close checklist is attached in the Exhibit section of this policy. The Pay at Close Request form must be completed and turned into the Market Center Administrator 7 (seven) days prior to closing.

Power of Attorney

Being a Power of Attorney for buyers/sellers is very highly discouraged by all GLG associates. In the event there is a special circumstance, only a Broker can approve of a GLG associate being Power of Attorney at a closing for a buyer/seller.

Property Management

GLG does not allow its associates to offer Property Management Services. Associates in need of property management services must utilize an outside property management company.

Real Estate Related Businesses

Any associate intending to establish a new business venture related to real estate operations, must first seek approval from the OP and GM. The review will consider potential conflicts of interest, legal and regulatory compliance, and the potential impact on existing business operations.

Referrals – Incoming and outgoing

Associates are encouraged to use other Keller Williams Realty offices for outgoing referrals but not required. All associates sending or receiving referrals are required to have a signed agreement in writing with the amount of the referral fee to be expressed in the agreement.

Rental Properties (owned by GLG Associate)

Associates who own rental property are required to put all security deposits with the Market Center. The Market Center is just a holder of the Security Deposit and does not make any decision as to the disbursement of deposits. MC is holding for the agent and when the agent wants the deposit back, it will be disbursed to the associate.

Retainer Fees (also known as Transaction Fees)

It is not a policy of the GLG to charge a Retainer Fee. However, associates are allowed to do so. Associates are encouraged to discuss the retainer fee with their Team Leader for approval. All associates who charge a Retainer Fee must use the GAR Form called Retainer Fee Exhibit with the Brokerage Agreements and/or the Customer agreement. All retainer fees accepted by associates regardless if the seller, buyer or tenant will be deposited into **MC Escrow** account. The Retainer Fees will be disbursed to agents as described in the Exhibit.

Team Policy

All team members must sign GAR form Agreement for Licensee Use of a Real Estate Assistant (licensed or unlicensed)

Forming a Team or Group within the Market Center

Any agents who form a partnership within the Market Center must remain at each member's full cap for the first full year of the partnership's existence in order to become eligible to receive the reduced (partnership or group) cap.

There must be a minimum of 10% to the lead agent on any deal involving a buyer's agent or non-lead team or group member.

All Teams/Groups:

All teams/groups must meet with the Team Leader and Market Center Administrator to present a written Operating Agreement which shall outline roles, duties and responsibilities that each member will play and do.

New Teams/Groups forming within the Market Center:

New teams/groups must operate under the Operating Agreement for one year from their anniversary date and, if after one year all parties agree to continue, the Cap amount changes to \$18,000 for Lead Agent and \$10,500 for each additional agent.

The Company Dollar portion of each additional agent's CAP will be \$7,500 and will be guaranteed by the Lead Agent. The Lead Agent will have the right to contractually pass the guarantee to the secondary agent within their teaming agreement but they will remain responsible to the Market Center for its collection.

The Million Dollar Club status will be based on the appropriate Board of Realtors guidelines and policies and Team/Group Guidelines.

New Teams/Groups forming with one agent already in Market Center and bringing New Agent to the Market Center:

CAP status for new team members will be \$10,500 starting after their rollover date.

Teams/Groups coming to the Market Center or New Agents coming to the Market Center to form a Team:

1. If they have successfully operated as a Team/Group at another brokerage, they are eligible to begin operating under the Team/Group model immediately upon execution of an acceptable Team/Group Operating Agreement under the KWNA guidelines.
2. For a group of agents from outside the Market Center who are forming a new team, the Team Leader and Market Center Administrator will have the prerogative to establish their Cap structure under any of the approved models. Their decision should be reviewed at the next ALC meeting.

General Team Guidelines

Any parties who want to operate as a team/partnership but still maintain their own identity (not team/group identity) – for example, advertise under their individual names – may do so by adhering to the model guidelines, but each agent on the Team/Group will have their own \$18,000 Cap. Lead agents who do not wish to guarantee an additional agent's Cap have the prerogative to place them on the standard Cap without guarantee as an alternative.

Should a Team/Group dissolve or a Team/Group member quit, all guarantees will be prorated based on remaining months of the anniversary year.

If a Team/Group member leaves the Team/Group and stays with the Market Center as an independent agent, that agent shall have a standard Cap after their rollover date.

Licensed Admin working on Agent Sales Teams

Licensed assistants or administrative professionals are considered Quarter Cappers. This means that their company dollar cap is \$3,750 plus \$3,000 to KWRI. The licensed admin on a Quarter Cap may not show any properties or write any contracts. However, they are allowed to hold an open house for their team on one of the team's listings. The Admin still pays the normal monthly dues to Market Center.

Married Couples on a Team

Married couples on a Team will share a full cap of \$15,000 Company Dollar and \$3000 Royalty.

Unlicensed Assistants

Unlicensed assistants or administrative professionals must sign GAR form Agreement for Licensee Use of a Real Estate Assistant.

Team Cap

GLG has a team cap policy that will cap the company dollar at \$75,000 for a bonafide team that meets the criteria set forth above. The rainmaker will have a full cap plus royalty. All additional team members will follow the guidelines above for caps. Every dollar above \$75,000 that the entire team brings into the MC in company dollar shall be distributed to the rainmaker. This team cap policy shall follow the rainmaker's cap date anniversary and reset on an annual basis.

Expansion Cap

Expansion teams that are established inside of the market center and expand outside the market center will have a cap structure just like a normal team in the market center. Expansion teams coming into the market center from another market center shall consist of all half caps, including the local rainmaker as long as the expansion rainmaker is on a full cap in their home market center. Expansion teams qualify for the team cap. Expansion teams are responsible for alerting the MC whether the company dollar over \$75,000 is paid to the local rainmaker or the expansion rainmaker.

Termination of Associate Relationship

Either party, with or without cause at any time, may terminate the association between the MC and an associate. Associates are asked to complete an exit form as a curiosity to the MC. All transactions under contract will stay with the MC until closing. Keller Williams policy is to allow associates to take their listings and or buyer brokerage agreements upon termination.

Training/Educational Classes

Training classes are held in each Market Center regularly. These classes are not mandatory, but encouraged. These classes are to ensure that all associates have access to training to help their productivity, their professional responsibility, in addition to keeping them up to date on the latest laws, changes in industry and office policy and procedures. All associates have access to these classes on-line. The classes are also promoted in each Market Center through various forms of communication.

EXHIBITS

Exhibits to be included from each MC:

- Market Center Checklist(s)
- Agent on Duty policy
- Disclosure of Marketing Services Agreement
- Company Store items/cost
- Copier/equipment cost
- Retainer Fee form