



## Royal LePage REALTOR® Business Conduct & Ethics Policy

At Royal LePage, it has always been our policy that all of our activities be conducted with the highest standards of honesty and integrity and in compliance with applicable legal and regulatory requirements. The Royal LePage brand has substantial equity. Its significant value, built up over more than 100 years, is something we take great strides to protect. As such, we encourage you to raise concerns that may negatively impact the brand including unethical, illegal or unsafe behavior.

**Concerns should first be reported to/discussed with your broker or manager, as he/she may be able to help you determine next steps and aid in the resolution of concerns related to day-to-day operations and business.**

***When a concern regarding an ethical lapse is material and has the ability to damage our business and/or brand, is the subject of news stories, or is something that requires our assistance, you, your broker or manager should also contact Royal LePage Canada in confidence via our Ethics Hotline.***

Please use the following as a guide to determine what types of concerns should be reported, and where to direct each type of concern:

Type of Behavior	Examples of Concerns You Should Raise with Your Broker or Manager	Examples of Concerns You Should Escalate via the Ethics Hotline
<b>Unethical</b>	Lack of professional responsibility, dishonesty or impropriety.  Sales misconduct.	Material and/or newsworthy misconduct or impropriety.
<b>Illegal</b>	Theft.  Forgery.  Falsifying deals.	Human rights issues.  Material fraudulent activity.  Money laundering.
<b>Unsafe</b>	Alcohol or substance abuse.  Workplace safety issues.	Violence in the workplace.

You can reach the Royal LePage Ethics Hotline at:

**Toll-free Telephone: 1.866.669.4899**

**Local: 416.446.7999**

**Email: [ethicshotline@royallepage.ca](mailto:ethicshotline@royallepage.ca)**

We will look into all matters brought to our attention with the aim of facilitating resolution.

Confidentiality will be maintained to the extent consistent with the best interests of those involved and our company's obligations under the law.