

Open Door Policy

GUIDELINES AND PURPOSE

Real Broker is committed to creating the best work environment – a place where everyone’s voice is heard, where issues are promptly raised and resolved, and where communication flow across all levels of the company. The essence of our Open Door Policy is open communication in an environment of trust and mutual respect that creates a solid foundation for collaboration, growth, high performance, and success across Real. Real Broker’s Open Door Policy reflects our commitment to foster flexible communication and transparency between managers and employees.

Every employee is encouraged to open up to their managers about their ideas, perspectives, or feedback. In return, the managers are expected to not only make themselves available but also to create an environment where employees’ ideas are welcome and their issues resolved quickly. Both parties are expected to foster an environment of trust and mutual respect to enhance individual performance, team collaboration, and success. The policy also extends to Human Resources (HR). Employees should contact Human Resources if they have any questions or concerns about their workplace.

POLICY PROCEDURES

Permitted Topics of Discussion

It is important that you indicate the topics that managers and employees are allowed to discuss when they reach out to their managers. Employees can meet with managers to:

- Ask for feedback (e.g. A software engineer asking for feedback about a particular code they worked on)
- Ask questions about a subject (e.g. An employee asking questions about the company’s future plan for them)
- Express a complaint or concern (e.g. An employee pointing out the problem with a company’s product)
- Ask for a resolution to a dispute with another employee (e.g. An employee asking for help in resolving their conflict with another colleague)
- Make suggestions for change

Unpermitted Topics of Discussion

Below are some topics managers and employees should steer clear of to prevent abuse of policy among employees. Employees should not meet with managers to:

- Criticize other employees' work (e.g. An employee personally attacking another employee for a mistake they committed)
- Discuss other employees personal issues (e.g. An employee discussing a colleague’s marital status or family problems)

- Seek favors from a manager by touting accomplishments (e.g. An employee touting a team's accomplishment as theirs so they could get promoted or bonuses)
- Gossip about work-unrelated matters

GUIDELINES FOR MANAGERS

Management Responsibilities

Below are the duties of managers to employees for effective application of the open-door policy. Managers are to:

- Regularly ask for feedback from employees (e.g. after meetings, before product launch, etc.)
- Observe employees and proactively reach out to them if their morale is low
- Make time to listen to employees' concerns, complaints, or ideas
- Ask for resolution to an inside dispute or conflict
- Discuss important subjects (e.g. harassment, bias) with employees

Management Response Actions

Below are the actions managers should take following their discussions or meetings with employees. Action managers should take include:

- Pass information to a senior manager or address what the employee told them
- Provide a progress report or feedback after discussing with employees (For instance, managers could reach out to employees a few days after the discussion to let them know their concerns are being addressed)
- Do not make promises on anything they are not sure they can deliver
- Take any negative feedback in stride and not retaliate against or victimize team members
- Report to Human Resources or a senior manager if they are not sure how to handle the information you received

GUIDELINES FOR EMPLOYEES

Employee Responsibilities

Below are the duties of employees to the management team for effective application of the open-door policy. Employees are to:

- Ask for an appointment in advance if they want to talk about a specific topic
- Try to resolve disputes with your colleagues before reaching out to the manager
- Communicate with their direct managers before going to a more senior manager.

Employees can bypass their line manager if:

- They are out of office
- The complaint is about them
- They have consistently violated the company open-door policy by not acting or providing feedback

Employee Response Actions

Below are the actions employees are to take after discussing with their managers. Action employees should take include:

- Speak up when they have an opinion about something
- Ask for response or feedback from managers after a period of time
- Adhere to the policy procedures
- Inform Human Resources if they notice any harassment, victimization or any violation of our code of conduct