

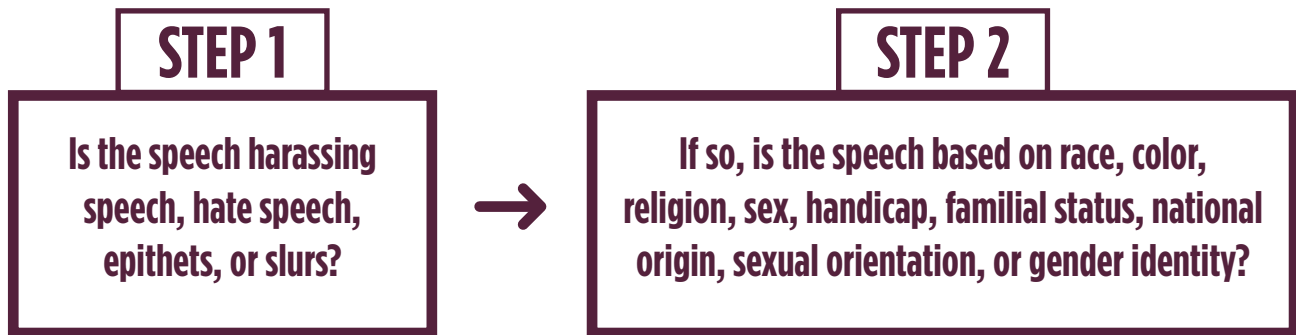
# New Standard of Practice 10-5

Effective November 13, 2020

**REALTORS® must not use harassing speech, hate speech, epithets, or slurs, based on race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.**

Complaints received by MIBOR alleging a violation of Article 10, as supported by Standard of Practice 10-5, will be reviewed by the Grievance Committee. The Grievance Committee will engage in the following two step process to determine if the complaint should be forwarded to the Professional Standards Committee for a hearing.

The Grievance Committee must determine that the answer is yes to both questions before forwarding to the Professional Standards Committee for a hearing. Additionally, the conduct must have occurred after the effective date of November 13, 2020.



## Additional Guidance for Standard of Practice 10-5

**Context Matters - There is No List of Words or Phrases that Would Result in an Automatic Violation of the Code**

**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.

**Merriam-Webster's definition of "hate speech"**

Speech that is intended to insult, offend, or intimidate a person because of some trait (as race, religion, sexual orientation, national origin or disability).

**Merriam-Webster's definition of "epithet"**

- A. a characterizing work or phrase accompanying or occurring in place of the name of a person or thing
- B. a disparaging or abusive word or phrase.

**Merriam-Webster's definition of "slur"**

- A. insulting or disparaging remark or innuendo: ASPERSION
- B. shaming or degrading effect: STAIN, STIGMA.

**Additional resources from the National Association of REALTORS® can be found below**

[NAR CODE OF ETHICS AND PROFESSIONAL STANDARDS POLICIES \(PDF\)](#)

[NAR CODE OF ETHICS AND PROFESSIONAL STANDARDS POLICIES \(WEB PAGE\)](#)

[BREAKING DOWN THE CHANGES TO THE CODE \(WEB PAGE\)](#)

Please contact the professional services department for more information at 317.956.1912, Option 4 or [professionalservices@mibor.com](mailto:professionalservices@mibor.com).