



## Code of Conduct

The intention of this policy is to establish clear and acceptable behaviour expectations for the Katepwa Beach Golf Club (KBGC) members, employees, and guests. The intent is to ensure that all persons are treated with dignity and respect while playing, working or volunteering at the KBGC course, practice facilities and clubhouse.

The Club deems that upon payment of membership or guest fees, all members and guests have given their consent to be bound by this Code of Conduct.

### **Objectives**

The Club's vision is a welcoming community for all. To that end, the objective of this policy is to ensure an environment that is free from discrimination, harassment, abuse and violence for members, employees and guests.

### **Responsibilities**

By applying for and accepting membership in the Club, every member is deemed to agree to the following:

- The privileges and rights are governed by the Club Bylaws and policies; and
- The conduct of each member is subject to the Club Bylaws, policies, and rules.

### **Conduct**

**All members and guests will:**

- Conduct themselves with personal integrity and in a sportsmanlike manner
- Respect the rights of all other members, employees, and guests
- Not engage in any form of discrimination or harassment
- Respect the golf course, equipment and facilities
- Refrain from any illegal use of drugs or excessive use of alcohol
- Abide by all local, provincial and national laws and regulations
- Be an ambassador for the Katepwa Beach Golf Club

### **Members must understand that:**

They have no authority to instruct staff on duties or job performance; Club Management is responsible for instructing staff in performance of their duties.

Constructive comments regarding the operation of the Club, for the betterment of the Club, are to be directed to the General Manager.

Their behavior must always be respectful in dealing with employees, management, Directors, other members and guests.

### **Violations**

The Management of the Club has the authority, as set out in the Club Bylaws, to enforce this Code of Conduct against any members who are in violation. This may include suspension of rights and privileges of the offending Member and/or termination of membership.

### **Disciplinary Review Process**

- All complaints will be directed to the General Manager.
- The member complained against will be notified of the complaint and given an opportunity to respond to the complaint.
- The General Manager will review the complaint and the response, and, undertake further investigation as necessary.
- The General Manager will refer any matter to the Board that may result in termination or suspension of membership. In all other cases, the General Manager may work to resolve the issue, or, may issue a reprimand.
- The General Manager will involve a legal authority as appropriate.
- For those complaints referred to the Board, the member will be provided an opportunity to appear before the Board and be heard.
- If such member fails to appear, or having appeared but fails to satisfy the Board, the member may be subject to any of the penalties provided herein at the discretion of the Board.

### **Disciplinary Sanctions**

Based on the severity of the misconduct, the KBGC may apply any of the following penalties for Code of Conduct Code violations:

- Issue a verbal or written warning to the member
- Suspend the member
- Terminate the member

### **Other Considerations**

- While the General Manager/Board of Directors considers the complaint, the member will enjoy all membership privileges to which it is entitled prior to the complaint.
- All violations of the KBGC Code of Conduct shall be cumulative during his/her membership and actions/letter be kept on file with the General Manager.
- A member who has been terminated or is under suspension shall not be invited by another member at the Club.
- Notwithstanding suspension or termination of membership, the member will remain liable for any accounts unpaid or due the Katepwa Beach Golf Club. In the event of termination of membership, members will be refunded on a pro-rata basis, the dues paid by the member to the Club.