



Code of Conduct

The intention of this policy is to establish clear and acceptable behaviour expectations for the Mountain View Golf Club (herein referred to as the “Club”) members and guests. The intent is to ensure that all persons are treated with dignity and respect while, playing, working or volunteering at Mountain View Golf Club, practice facilities and clubhouse. The Club deems that upon payment of membership or greenfees, all members and guests have given their consent to abide by this code of conduct.

Vision:

A welcoming, community-minded, and sustainable approach to outdoor physical activity.

Mission:

Mountain View Golf Club provides an accessible, inclusive, and positive golf experience through exceptional service and environmentally sustainable practices.

Values:

Community – We embrace our position in a wide variety of communities, and work to be accessible, inclusive, and accountable to the geographic, cultural and sport circles of which we are a part.

Integrity – We recognize the importance of conducting ourselves with integrity and to be operating at the highest standard of professionalism. In all that we do, we maintain accountability by engaging openly, honestly, and transparently.

Value – We are committed to delivering incredible value for our members and guests, striving for a high-quality golf experience in our course and services that well out-shines the cost.

Respect – We believe that respect is the foundation of every relationship, and seek honest and meaningful understanding with our staff, our guests, our communities, our traditions, and our environment.

Fun – We believe in fun. We celebrate the active opportunities available at our facility, encourage camaraderie, and support an inclusive and positive environment for everyone.

Objectives:

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:

1. Their privileges and rights are governed by the Club bylaws, policies and rules; and
2. The conduct of each member is subject to the Club bylaws, policies, and rules.

Conduct:

All members and guests will:

1. Conduct themselves with personal integrity and in a sportsmanlike manner.
2. Respect the rights of all other members, employees, and guests.
3. Not engage in any form of discrimination or harassment.
4. Respect the golf course, equipment, and facilities.
5. Refrain from any illegal use of drugs or excessive use of alcohol.
6. Abide by all local, territorial, and national laws and regulations.
7. Be an ambassador for the Mountain View 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 Senior Management or to the board of directors. Member's behavior must always be respectful in dealing with employees, management, board of directors' other members and guests.

Violations:

As per the Bylaws of the Club, the board of directors and discipline committee has the authority, to enforce the Code of Conduct with any members who are in violation. This may include suspension of rights and privileges of the offending member and /or termination of membership.

BYLAW 16 DISCIPLINE COMMITTEE.

- 16.1 A committee of Voting Members to carry out the functions set forth in this Bylaw is hereby constituted and shall be known as the Discipline Committee.
- 16.2 The Board of Directors shall appoint a Chair to the Discipline Committee.
- 16.3 The Board of Directors shall appoint at least three other Voting Members to the Discipline Committee.
- 16.4 Every complaint made concerning the conduct of a Member shall be in writing and shall be referred immediately to the Chair of the Discipline Committee. A complaint may be made by a Voting Member, a Non-voting Member using the Society's facilities, the Board of Directors, or an employee of the Society.
- 16.5 The Chair of the Discipline Committee shall forward the Member whose conduct has been questioned, a copy of the complaint and request that the Member provide a written explanation of:
 - (a) the circumstances surrounding the complaint; and
 - (b) the Member's position with respect to the matter.
- 16.6 Any Member receiving a copy of a complaint and a request for a written explanation shall deliver to the Chair a written reply within ten days.
- 16.7 Upon receipt of the reply, or if no reply is received within the ten-day period, the Chair shall review the conduct of the Member referred to his attention and he shall either:
 - (a) direct that no further action be taken, if his is of the opinion that the Member's conduct is not conduct deserving of discipline; or
 - (b) direct that a hearing be held regarding the matter.
- 16.8 The Chair of the Discipline Committee shall forward to the complainant and the Member whose conduct has been questioned a copy of his decision and the date and place of the hearing, if applicable.
- 16.9 Where the Chair directs that no further action be taken, the complainant may, by written notice delivered within 10 days of receipt of the decision, appeal the decision to the Board of Directors.
- 16.10 The Board shall review all documents pertaining to the complaint under appeal and either:
 - (a) uphold the decision of the Chair to dismiss the complaint; or
 - (b) direct a hearing be held regarding the matter.
- 16.11 The decision of the Board of Directors shall be delivered to the Chair of the Discipline Committee who shall forward to the complainant and the Member

whose conduct has been questioned, a copy of the decision of the Board of Directors and the date and place of the hearing, if applicable.

- 16.12 The decision of the Board of Directors is final and binding and there shall be no appeal from that decision.
- 16.13 In the case of a hearing, the Chair of the Discipline Committee shall appoint three members of the Discipline Committee, not including the Chair, to hear the complaint (hereinafter referred to as the "Panel").
- 16.14 The Panel shall schedule its hearing as soon as practicable. The parties and Panel members shall be given reasonable advance written notice of the time and place for the hearing.
- 16.15 At least five calendar days prior to the hearing, each party shall submit to the Secretary of the Society a list of witnesses and copies of any documents or evidence each party expects to present in support or defense of the complaint. The Secretary will forward copies to the Panel and to the other party.
- 16.16 The hearing shall be conducted informally in the sense that legal rules of evidence shall not govern the testimony or evidence received.
- 16.17 The Panel shall limit its inquiry to matters determined by the Panel to be relevant to the particular issues in dispute.
- 16.18 Parties shall have the right to be present during the presentation of evidence and argument, subject to the discretion of the Panel to order otherwise in appropriate cases. Parties may not be present during Panel deliberations.
- 16.19 Each party may have one advisor of his/her choice present during the hearing to provide support, but such advisor shall have no right to participate in proceedings except at the specific request or permission of the Panel. The advisor may not contact anyone on the Panel.
- 16.20 The Chairperson of the Panel shall preside at the hearing. Parties will be afforded an opportunity to present evidence that is relevant to the issues raised. Determinations as to relevance and what evidence will be considered will be made by the Chairperson, in consultation with the other Panel members as needed. The parties may call relevant witnesses that they previously identified to the Panel; upon a showing of good cause, the Panel may allow parties to call witnesses not previously identified to the Panel. The Panel may also call witnesses on its own initiative. A party may not call the other party as a witness. Only Panel members may question witnesses. Once the Panel has completed its questioning, the parties may suggest additional questions for the Panel, in its discretion, to ask the witness. Witnesses and other evidence will be presented in the order determined by the Panel in its discretion. The Panel retains discretion to determine its procedure, generally, including without limiting the generality of the foregoing, whether or not to preclude or restrict the presentation of evidence or testimony of witnesses (e.g., duplicative, character or expert witnesses) not deemed relevant to the Panel's investigation, and to modify the sequence of evidence depending on witness availability.

- 16.21 The proceedings of the Panel are confidential and closed to the public. Only the parties, the parties' advisors, and witnesses (during their own testimony) may be present when evidence is being presented or arguments are being heard. No one else may attend without the express invitation of the Panel.
- 16.22 The hearing, but not the Panel deliberations, may be sound recorded by the Panel. Neither the parties nor any other attendee may record the proceedings.
- 16.23 Where the Panel finds that the Member has engaged in conduct deserving of discipline, the Panel may make any order it deems appropriate, including, without limiting the generality of the foregoing:
- (a) reprimand the Member, including imposing conditions on the Member's use of the golf course;
 - (b) order that the Member be suspended for a specified time, including imposing conditions on the Members' use of the golf course upon completion of the suspension; or
 - (b) order that the Member be expelled permanently.
- 16.24 The Panel shall provide written reasons for both of its findings and any penalty to be imposed on the Member.
- 16.25 The Panel's written reasons shall be delivered forthwith upon completion, to the Chair of the Discipline Committee who shall advise the complainant and the Member whose conduct has been questioned, of the decision and deliver a copy of the reasons upon request
- 16.26 The decision of the Panel is final and binding and there shall be no appeal from that decision.

Mountain View Golf Club
Board of Directors
March 16, 2022