

LOCH LOMOND BEACH CLUB  
POLICY AND PROCEDURES MANUAL

SUBJECT: MEMBERSHIP CODE OF CONDUCT  
REVISED: July 15, 2023

POLICY #: 23  
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EFFECTIVE DATE: 9/1/2019

SCOPE:

The mission statement for the Loch Lomond Beach Club (LLBC) is to foster and maintain acquaintance and friends among LLBC community. LLBC will provide quality services, well-maintained facilities and a pleasant atmosphere for the beneficial use of its members. To accomplish this end LLBC members, LLBC guests, LLBC employee and LLBC Board Director must treat each other with respect, dignity and courtesy. For the purpose of this policy, members, guests, employee(s) and Board Director are defined as LLBC members, LLBC guests, LLBC employee(s), and LLBC Board Director respectively.

The LLBC Code of Conduct policy outlines the atmosphere LLBC is trying to create. This code establishes expectations of behavior for all members, their guests, employee(s) and Board Directors and also outlines what members should do if they feel that another member, guest, employee or Board Director is violating LLBC's Code of Conduct. It is the LLBC's Board of Director's role to ensure that inappropriate behavior doesn't interfere with members and guests the ability to peacefully enjoy club facilities and activities and the ability of club management to retain quality staff.

POLICY:

1. Always show respect and appreciation for your fellow members, guests, employees and Board of Directors and volunteers who give their time for the overall success of LLBC.
2. Members, guests, employees and board members shall follow all LLBC policies, rules and regulations including all pool and clubhouse policies.
3. Any member or their guests violating any pool rule resulting a mandatory pool shutdown shall result in the member being responsible for chemicals and labor costs for pool restart.
4. Never yell, taunt, intimidate or threaten physical violence upon another member, guest, employee, Board member volunteer either in person, on the phone or in an email at any time.
5. Never use vulgar language or make racial, ethnic or gender related slurs or derogatory comments at any LLBC events.
6. Never make unwanted sexual or physical contact with other members, guests, board members or LLBC employee at any time.
7. Members or guests shall not interfere with employee's ability to complete job duties.
8. Members and guests who are obviously intoxicated will be asked to leave the LLBC premises.
9. Members who maliciously damage any LLBC property, facilities or equipment shall be held responsible for repair or replacement costs to repair damages. Members will be held responsible for their guest's behavior.
10. This list is not an exhaustive list of unbecoming behavior.

CODE VIOLATION INVESTIGATION PROCESS:

- 1) Members, employees or Board Directors should always report violations of the LLBC Member Code of Conduct to the LLBC Board in writing. Code of Conduct violations will be investigated to determine course of action.
- 2) Two designated board members will have private confidential conversation with code violator with hope of resolving future inappropriate behavior.
- 3) If violation is against one or more member, guest, staff or board director, all offended parties will be interviewed as will any eyewitnesses. Interviews shall be documented and completed in timely manner.

4) The investigation conclusion shall be brought to board Executive Committee for resolution.

5) Member has the right to appeal Board decision. If Appeal Hearing is called only member, Club Manager and Executive Committee shall be present. Executive Committee decision for possible disciplinary action shall be final. Any board member having conflict of interest shall reclude themselves of the vote.

#### DISCIPLINARY PROCESS

- 1) Discuss the issue with the offending member and if necessary, give them a verbal documented reprimand or dismiss compliant if that is the finding.
- 2) If the problem persists, the member will be given a written reprimand that outlines how another complaint will result in suspension of use of LLBC facilities. Place a copy of written reprimand in club files for future reference.
- 3) If Step 2 of this process doesn't resolve issue, the Board has the right to suspend violating member, and/or their family and/or guests for a selected number of days from using club facilities.
- 4) If a complaint is founded and depending on the severity of the violation, the LLBC Board may consult with the LLBC Attorney and/or local law enforcement to determine the best course of action. LLBC will work with local law enforcement if the problem seems to be more serious in nature, especially if there are issues related to unwanted sexual or physical contact with other members or their guests, employees or Board Directors.