

# Code of Conduct for Members of Club Glass House

Adopted March 2021

Club Glass House Inc ("the Club") is a not for profit club with the following objectives:

Our aim is to provide our patrons and visitors with a safe and welcoming environment in which to enjoy the sociability of others within the Club. We will offer our patrons a quality offering of food and beverage at realistic prices.

Our staff will provide our patrons with a service experience that reflects our philosophy of friendly engagement and high-level service. Nothing will be too much trouble. We will be open and transparent in our dealings with all our stakeholders, whether they are patrons, suppliers, committee, or fellow staff.

We aim to provide a safe and friendly work environment for staff in which they are valued and become part of the Club Glass House family.

All members of the Club shall be bound by this Code of Conduct.

Members have a right to:

Be treated fairly, equally and with respect by the Club, its Committee and other members.

Socialise in an environment free from all forms of harassment and discrimination.

Privacy and confidentiality concerning records, documentation and any other communication containing a member's personal information, unless consent is otherwise provided.

Be informed and actively involved in all club events and offerings.

Voice their opinions, requirements, and suggestions to the Committee.

Members must:

Treat other members, guests, staff and other patrons fairly, equally and with respect and courtesy.

Behave responsibly and ensure they conduct themselves in a manner which will not injure the reputation of the Club, its events, organisers, participants or sponsors.

Not physically or verbally harass others.

Report any inappropriate behaviour of a member to the Club Manager for action and follow up.

Abide by the Club Glass House Code of Conduct and uphold the Constitution and Code of Conduct of the Club.

Pay any fees in relation to an event, or offering (e.g. tickets or memberships) which that member has committed to, regardless of whether the member attends the event or not.

Notify the Club of any changes to address or details of dependants.

Breaches of this Code of Conduct:

Any member not behaving in accordance with the terms of this Code of Conduct may be asked to leave the Club and their membership suspended pending the outcome of a disciplinary hearing by the Committee. Notice of the hearing to be delivered no less than seven days prior to the hearing.

The inappropriate behaviour of any members will be investigated, discussed and an appropriate course of action will be taken by the Committee.

Members found to be guilty of a breach of this Code of Conduct will be subject to the following remedial action:

Offences in which Police intervention could be or is required – Revocation of Membership

First offence – Three (3) months suspension of membership from the date of the incident.

Second offence – Six months suspension of membership from the date of the incident.

Third offence - Revocation of Membership

