

## CODE OF CONDUCT FOR MEMBERS & GUESTS

### *PURPOSE*

The Club at White Oaks is committed to providing a safe, comfortable and enjoyable experience for all Members, guests and our Team Members (employees). To achieve this goal, we ask that our Members and guests conduct themselves in a manner that demonstrates fairness, respect and dignity for others and property.

This Code of Conduct confirms the standards and guidelines applicable to Member and guest behavior while using The Club at White Oaks facilities and premises. We are passionate in our commitment to deliver an exceptional experience and thank our Members and guests in advance for their compliance.

### *DEFINITIONS*

“Discrimination” means treating another person (including a Team Member) unequally or differently in a manner that causes harm because of their race, colour, ancestry, place of origin, citizenship, ethnic origin, creed (religion), age, marital status, family status, sex/gender, sexual orientation, gender identity, gender expression, disability or other ground prohibited under the Ontario Human Rights Code.

“Harassment” means engaging in a course of vexatious comment or conduct against another person (including a Team Member) that is known or ought reasonably to be known to be unwelcome.

“Sexual Harassment” means:

- (a) Engaging in a course of vexatious comment or conduct against another person (including a Team Member) because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or
- (b) Making a sexual solicitation or advance to another person (including a Team Member) that is known or ought reasonably to be known to be unwelcome by the person making the solicitation or advance.

“Racial Harassment” means engaging in a course of vexatious comment or conduct against another person (including a Team Member) because of race, colour, ancestry, place of origin, citizenship or ethnic origin that is known or ought reasonably to be known to be unwelcome.

“Violence” means:

- (a) The exercise of physical force by a person against another person (including a Team Member) that causes or could cause physical injury to the other person; or
- (b) An attempt to exercise physical force against another person (including a Team Member) that could cause physical injury to the other person; or
- (c) A statement or behavior that is reasonable for another person (including a Team Member) to interpret as a threat to exercise physical force against that person that could cause physical injury.

## ***MEMBER/GUEST CONDUCT***

While on premises, using facilities or engaged in events or competitions organized, sanctioned or sponsored by The Club at White Oaks, all Members and guests are expected to:

- Treat other Members, guests, Team Members, volunteers and others fairly, equally and with respect and courtesy
- Refrain from engaging in any form of discrimination, harassment, sexual harassment, racial harassment or violence (including bullying)
- Behave responsibly and conduct themselves in a manner which will not damage the reputation of The Club, its Members or its Team Members
- Respect the rights of all other Members, guests, Team Members, volunteers or others
- Refrain from being abusive or being unnecessarily loud or aggressive when communicating with fellow Members, guests, Team Members, volunteers or others
- Refrain from acting in any rude manner, including the use of obscene language, gestures, or insults in a hurtful manner toward fellow Members, guests, Team Members, volunteers or others
- Refrain from using the Club as a forum to publish, post, distribute, or disseminate any defamatory, abusive, profane, threatening, offensive or illegal materials
- Refrain from loitering or behaving in a way that is unruly, disruptive, harmful or in violation of any laws or regulations
- Refrain from possessing or using illegal drugs
- Respect the privacy of Members, guests, Team Members, volunteers or others and refrain from taking and pictures or any video of Members, guests, Team Members, volunteers or others without their prior approval and consent. That conduct is strictly prohibited
- Wear proper fitness attire. Shirts and shoes are required at all times outside the locker rooms. Attire deemed inappropriate is at the sole discretion of the Club. Members or guests wearing inappropriate attire will be asked to change or leave the premises
- Respect the Club's property, facilities and equipment
- Refrain from any unsportsmanlike conduct
- Comply with and follow the directions of Team Members
- Comply with any and all other Club policies, rules and practices in place from time to time

Each Member is responsible to ensure that his/her guests are aware of this Code of Conduct and that any guests comply with the standards and guidelines expected of them.

## ***INCIDENT REPORTING***

Any violation of this Code of Conduct shall be reported to Club Management in a timely manner. If possible, any such report should include the date/time/location of the incident, the names of those involved and any additional details.

## ***DISCIPLINARY ACTION***

Violation of this Code of Conduct may result in formal disciplinary action. Such disciplinary action may include suspension of rights, Membership or Membership privileges, revocation of Membership, expulsion and the involvement of appropriate legal authorities.

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