

## THE TENNAQUA WAY

### Code of Conduct



- WE treat others with respect
- WE model great sportsmanship
- WE assume positive intent in our interactions
- WE support the club with passion and integrity
- WE create a positive environment

**At Tennaqua, we are committed to creating a positive environment for all members, guests, and staff.**

1. Tennaqua is a Member owned club that fosters a culture that values, appreciates, and respects all its members, their families, guests, and all staff, and its Members shall conduct themselves in a manner consistent with these values.
2. Members are responsible for ensuring that their own behavior and that of their family members and guests complies with this Code of Conduct (the “Code”) and all other applicable Tennaqua bylaws, policies, rules, regulations, and other instructions.
3. Members shall conduct themselves in a responsible and respectful manner in all sporting activities, observing all applicable rules, and standards of etiquette and fair play. Tennaqua Members are strongly encouraged to help reinforce the Code throughout our overall Member community.
4. Tennaqua values diversity, and its Members shall treat others with courtesy, dignity and respect regardless of race, color, national origin, creed, age, gender, religion, marital status, sexual orientation, disability or any other condition protected by law.
5. Members shall not harass, threaten, abuse, slander or retaliate against any Member, family member, guest or staff member. This includes written and verbal communications. Any physical, verbal, or sexual harassment will not be tolerated and will be dealt with the utmost urgency by Tennaqua’s Board of Directors.
6. Members shall treat all Tennaqua employees in a respectful manner in all communication forms (verbal, texts, email), shall not reprimand, direct, or verbally, physically, or otherwise abuse any Tennaqua employee. Any complaints or suggestions about employees are to be made in writing addressed to the appropriate member of Club Management or a member of the Executive Committee of Tennaqua’s Board of Directors.
7. Members shall not engage in any act likely to endanger the welfare, safety, harmony or good reputation of the Club, its Members, employees or guests.

## **Breaches of Tennaqua's Code of Conduct**

1. Please inform the Board if you are subject to or witness a breach of the Code.
2. The consequences for breach of the Code are at the discretion of Tennaqua's Board of Directors.
3. Any behavior deemed to be a violation of the Code may result in Members and/or guests being immediately removed from an event or the facility.
4. Any inappropriate behavior or the report of any incident shall be fully investigated by the Club Manager and Executive Board (when deemed appropriate due to severity.) At the Board of Director's sole discretion, a sub-committee of the Board may ask for evidence such as written or verbal statements from all involved parties. Upon completion of any investigation, the Board of Directors shall make a recommendation of verbal warning, written reprimand, suspension or revocation of membership privileges. Any recommendation(s) made by the Board of Directors and subsequently voted on by the Board of Directors are final decisions without the right of appeal or further review.
5. Members shall cooperate in a courteous and respectful manner with the Club Manager and members of Tennaqua's Board of Directors regarding any review, investigation or other issues of compliance with this Code or any other Tennaqua bylaws, policies, rules, regulations, and other instructions.