

Policy on Conduct Between Members, Guests, and Employees



Purpose: This policy outlines expectations for interactions between lodge members, their guests, and staff to ensure a safe, respectful, and welcoming environment for all. It also provides procedures for addressing concerns related to inappropriate behaviour.

Scope: This policy applies to all individuals who interact within the lodge, including members, guests, visitors, and employees.

Policy Statement

Expectations of Conduct:

- All individuals within the lodge are expected to treat each other with respect, courtesy, and professionalism.
- Any form of harassment, abuse, intimidation, discrimination, or inappropriate behaviour will not be tolerated.

Definition of Inappropriate Behaviour: Inappropriate behaviour includes, but is not limited to:

- Verbal abuse, including shouting, swearing, or using derogatory language.
 - Physical intimidation or threats.
 - Unwelcome sexual conduct which makes a person feel offended, humiliated and/or intimidated.
 - Discrimination or harassment based on race, gender, religion, or any other personal characteristic.
 - Actions that disrupt the peaceful enjoyment of the lodge by others.
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Reporting Procedures

Witnessing or Experiencing Inappropriate Behaviour:

- Anyone experiencing or witnessing inappropriate behaviour should report the incident to the onsite Lodge Manager(s), Business Operations Manager, or a Board Director.
- Reports should include relevant details such as date, time, location, description of the incident, and any witnesses.

Confidentiality:

- All reports will be handled confidentially to the extent possible, ensuring a fair and thorough investigation.
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Response and Investigation

Initial Response:

- The Lodge Manager(s), Business Operations Manager, or a Board Director will acknowledge the report and assess the situation.

- Immediate actions may be taken to ensure safety and de-escalate tensions, including separating involved parties or asking individuals to leave the premises.
- Temporary suspension of lodge visits may be applied while the matter is reviewed.

Investigation Process:

- A fair and impartial investigation will be conducted, gathering details from all parties involved, including witnesses.
 - The severity of the incident will determine the investigation process, and in certain cases, an independent third party may be engaged.
 - Final decisions on outcomes and appropriate action will be made by the Board.
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Consequences of Inappropriate Behaviour

If a Member is Found Responsible:

- Verbal or written warnings.
- Suspension of lodge privileges for a specified period.
- Termination of membership, depending on the severity of the behaviour.

If a Guest is Found Responsible:

- The member responsible for the guest may face consequences as outlined above.
- The guest may be prohibited from returning to the lodge.

If an Employee is Found Responsible:

- Disciplinary actions in accordance with their employment contract.
- Verbal or written warnings.
- Termination of employment if deemed necessary.

Right to Appeal:

- Members may appeal decisions by submitting a written request to the Board of Directors within 14 days of the decision.
 - Employees may appeal decisions in accordance with their employment rights and Fair Work regulations.
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Prevention and Education

Awareness:

- This policy will be communicated to members and guests at the time of joining the lodge, confirmation of a booking, on the Boali website, and included in the Management Rules.

Training:

- Staff will receive training on handling and reporting inappropriate behaviour to ensure consistent and professional responses.

Review of Policy:

- This policy will be reviewed annually to ensure it remains effective and aligned with the lodge's values and Code of Conduct.

Approved by: Ryan Willemsen-Bell
[Chair of the Board]

Effective Date: 1 February 2025