

CENTURION RESIDENTIAL ESTATE SPORTS AND SOCIAL CLUB

Code of Conduct and Disciplinary Procedures

As amended at and approved by the Management Board on April 9, 2024

CENTURION RESIDENTIAL ESTATE SPORTS AND SOCIAL CLUB

CODE OF CONDUCT & DISCIPLINARY PROCEDURES

1. INTRODUCTION

The Management Board for the Centurion Residential Estate Sports and Social Club (“The Club” or “Club”) has developed this Code of Conduct (“The Code”) to ensure the smooth running of the Club.

The running of The Club is ultimately subject to the Constitution of The Club, however to ensure the effective running of the golf operations and the operations and events at the clubhouse facilities it is necessary to publish guidelines regarding a Code of Conduct for The Club.

This Code of Conduct is designed, guided by experience, to enhance the values of The Club and to ensure that all members, their guests and visitors enjoy the game of golf and the clubhouse facilities in a pleasant and family friendly environment.

This document is a guide to members and summarises The Club’s expectations on its members and that of their guests and details the procedures to be followed by a member making a complaint or who is potentially in breach of the Constitution.

The Club promotes the following values:

- **Competence**
The Club will be focused on ensuring relevant competencies at every level. We will give attention to detail. We will accept change and adapt and innovate to be more effective and efficient.
- **Relationships**
The Club’s business is relationships. We value and develop relationships through clear, effective and open communication with all stakeholders.
- **Respect**
Respect will be shown to all our members and their guests, staff, suppliers and business associates. We will conduct all matters with the utmost integrity.

- **Communication**
We will openly discuss all matters, sharing our opinions but remaining open to other views.
- **Accountability**
We will accept full responsibility for our decisions and are committed to constant transparency.

This Code applies to all members of The Club.

For the purposes of this Code The Club uses the following definitions:

2. DEFINITIONS

- 2.1 **Complaint:** An expression of dissatisfaction of a member, either orally or in writing, that requires, in the sole discretion of The Club, a response from The Club.
- 2.2 **Misconduct:** For the purposes of this Code, is the improper interference, in the broadest sense, with the proper functioning or activities of The Club, its members, visitors or employees
- 2.3 **Gender:** Male and female pronouns are used interchangeably throughout the text

Subject to the definition 2.2 above, the following shall inter alia, constitute misconduct:

- Disruption of, or improper interference with the administrative, sporting, social or other activities of The Club, whether on The Club's premises or elsewhere
- Obstruction of or interference with the functions, duties or activities of any fellow member, member of staff or other employees of The Club or any visitor
- Violent, indecent, disorderly, threatening or offensive behaviour or language whilst on The Club's premises or engaged in any Club activity
- Fraud, theft, deceit, deception or dishonesty in relation to The Club or its staff or in connection with holding any office in The Club or in relation to being a member of The Club
- Behaviour likely to cause injury or impair safety on The Club's premises
- Sexual, racial, religious, gender or any other form of personal harassment of any fellow member, member of staff or other employee of The Club or any visitor

- The use of any unfair means in any competition, such as not adhering to the applicable rules of golf within the Club
- Damage to or defacement of Club property, the property of other Club members caused intentionally or recklessly, or the misappropriation or misuse of such property. Misuse or unauthorized use of Club premises or items of property, including inappropriate use of personal devices
- Conduct which constitutes a criminal offense where that conduct takes place on The Club premises, or affects or concerns other members of The Club or members of the public, or Conduct which contravenes a previously imposed penalty, requirement or undertaking under this Code

3. PROCEDURE FOR LAYING AND HANDLING OF A COMPLAINT

The following procedure must be followed for laying and handling of a complaint:

- 3.1 A member who wants to report the incident which is the subject of the complaint shall do so as soon as possible but latest within 10 days of the incident. Put the complaint in writing and forward it to the General Manager of the Club (preferably), or to the Golf Professional or to the Club Captain. If the complaint directly involves these individuals, the complaint shall be addressed to a member of the Management Board.
- 3.2 The Management Board is responsible for handling complaints received regarding to misconduct in accordance with the Constitution of The Club. The process for dealing with complaints of misconduct is set out in paragraph 11 of the Constitution for The Club read in conjunction with this Code.
- 3.3 The Management Board will also deal with any complaint about misconduct of a member of The Club at another affiliated club in the same manner as if the offending conduct had occurred at The Club.

Complaints in terms of this Code will be dealt with as follows:

- 3.3.1 After receiving a complaint, the Management Board will decide whether the complaint is serious enough to warrant further investigation and hearing. If applicable, the decision may be based on a written or oral complaint or an incident report and/or video footage. The complainant will be advised in writing of the decision of the Management Board within 10 days of the receipt of the complaint by the Management Board.
- 3.3.2 If the Management Board, having considered the complaint, is of the view that the complaint is of a serious enough nature to investigate further, it shall cause to obtain statements from the complainant and any other witnesses or persons who may have knowledge about the incident. It shall also decide on constituting a Disciplinary Committee to handle the investigation of the complaint and possible disciplinary measures.
- 3.3.3 The complainant must abstain from confronting the alleged wrongdoer.
- 3.3.4 A Disciplinary Committee shall consist of 3 persons, 1 of whom shall be designated as chairperson, and shall from time to time be appointed by the Management Board to preside over cases where a disciplinary hearing may be required; provided that 2 members of the Disciplinary Committee shall not be members of the Management Board and may include one person who is not a member of the Club.
- 3.3.5 After receipt of an incident report, video footage and/or written statements, the Disciplinary Committee will then decide to either conduct an enquiry, where parties involved will be called upon to attend a hearing to discuss what transpired or to conduct a disciplinary hearing.
- 3.3.6 If an enquiry is called for and convened, the Disciplinary Committee will issue a notification to the charged member stating the alleged misconduct, the possible breach of the Constitution, supporting documents relevant to the incident, members rights relating to the enquiry and date and time of the hearing.

- 3.3.7 The Disciplinary Committee, in its sole discretion, may decide to finalise the matter there and then, provided that apart from a reprimand no further sanction may be imposed. If it appears to the Disciplinary Committee that the matter is more serious than anticipated it can refer the matter for a disciplinary hearing before a newly appointed Disciplinary Committee as set out below.
- 3.3.8 In the event of a breach by a member of the provisions of this Code or of the Constitution or of the Bye-Laws of the Club, or in the opinion of the Management Board, if a member be charged with conduct unbecoming, or conduct prejudicial to the interest or reputation of the Club, either in or out of the Club, and in the event that the Management Board decides that an enquiry would not be appropriate and that a disciplinary hearing would, the member shall be called to appear before the Disciplinary Committee. The Management Board will prepare and approve a charge sheet, which will be issued to the member in writing.
- 3.3.9 The Disciplinary Committee will review all available evidence such as incident report, video footage and written statements or affidavits. The member charged is entitled to review all available evidence, but in certain instances will not be entitled to make copies.
- 3.3.10 Failing his attendance before the Disciplinary Committee or explanation acceptable to the Disciplinary Committee, the Disciplinary Committee shall impose such ruling as it, in its discretion, deems fit. Without limiting the Disciplinary Committee, the ruling may consist of a suspension, expulsion, caution or reprimand.
- 3.3.11 If the Disciplinary Committee decides to conduct a disciplinary hearing it will inform the person implicated giving at least 5 days notice, in writing, of when and where the hearing will be held. At this disciplinary hearing all relevant parties shall be present, including all witnesses and any legal representatives. The charged member will be informed that he or she has the right to

call witnesses and to cross-examine witnesses called on behalf of the Club.

- 3.3.12 Minutes shall be taken during the disciplinary hearing. After hearing the evidence presented at the disciplinary hearing, the Disciplinary Committee shall meet and make a ruling. This ruling shall be submitted to the Management Board for approval and the member will thereafter be notified of the ruling of the Disciplinary Committee.
- 3.3.13 On receiving a ruling from the Disciplinary Committee, the Management Board shall put into effect such ruling without any reason being assigned by the Management Board. If needed, the Management Board may request a meeting with the Disciplinary Committee in order to clarify the findings. A statement of the ruling and a brief description of the incident giving rise to the disciplinary hearing may be posted on the Club notice board and may be inserted in the Club notices.
- 3.3.14 A ruling by the Disciplinary Committee shall not take effect unless passed by a two-third majority at a meeting of the Disciplinary Committee.
- 3.3.15 The Disciplinary Committee must work with a sense of urgency. The final ruling of the Disciplinary Committee shall preferably be made within 30 days from receipt of the complaint.
- 3.3.16 A member who is called to appear before the Disciplinary Committee may be assisted by his legal representative.
- 3.3.17 Any ruling of the Disciplinary Committee may be appealed by the member within 30 days from the date upon which the member receives the ruling from the Disciplinary Committee referred to in 3.3.12 above. The appeal will be handled by means of a special sitting of the Management Board. At this meeting the charged member may present mitigating circumstances to the Management Board.
- 3.3.18 Upon receipt of any mitigation from the charged Member and having reviewed the ruling of the Disciplinary Committee a final decision is taken by the Management Board and communicated to the charged Member.

4. SANCTIONS

Any one or more of the following sanctions/penalties may be imposed for a breach of the Code of Conduct as outlined in this document.

- a. A reprimand
- b. A written warning as to future conduct
- c. Suspension of membership of The Club and its activities for a determined period of time. During the suspension period the suspended member is liable for paying the applicable membership fees.
- d. Proposal to suspend handicap registration
- e. A requirement that the member gives a written undertaking as to future conduct in such terms and containing such conditions as the Disciplinary Committee may prescribe. A breach of this undertaking will constitute misconduct.
- f. In the case of a complaint of cheating on the golf course the member will be disqualified from the competition and any prize will be returned.
- g. Exclusion for a stated period or permanently from any part of the golf activities or from the use of all or part of the facilities of the Club.
- h. Expulsion from The Club and all its activities (only applicable to non-resident members).
- i. Such penalties as determined from time to time by the Management Board including but not limited to suspension from The Club or suspension of handicap.