

# **WINNIPEG WINTER CLUB MEMBER CODE OF CONDUCT - Overview**

## **INTRODUCTION**

The Code of Conduct embraces a set of shared values focusing on our members, our staff and our Club. At the core of our values are integrity, teamwork, mutual respect, civil behavior, courtesy and personal responsibility. Through a common set of shared values, we will enhance our commitment to excellence, provide the best possible membership experience, ensure that we continue to attract and retain high performing employees, protect the reputation of the Club and create a financially sustainable future for the Club.

The Code of Conduct outlines expectations for acceptable behavior to ensure the peaceful enjoyment of the Club by all, to protect the welfare of our employees and to achieve our vision of being one of the finest private athletic and social clubs.

In addition to setting out basic guiding principles based on the Winnipeg Winter Club's mission, vision, and values, the Member Code of Conduct encompasses the rules and regulations of the Club. It is not possible to provide rules to cover every circumstance or situation. Accordingly, the Board of Governors has the power to handle or otherwise deal with any situation and circumstance not covered by specific rules or any reasonable interpretation thereof, by virtue of the authority granted to the Board, in the Bylaws either directly or through their specifically authorized designees, which shall include but not be limited to, the Club Management. Additionally, these rules and regulations may be modified at any time or times by the Board of Governors, at their discretion, and without prior notice.

Our values embody:

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| <p><b><i>Our Members</i></b></p> <p>We treat each other with courtesy, dignity and respect.</p> <p>We welcome, foster, and celebrate our diversity.</p> <p>We rely on one another's good judgment to uphold a high standard of integrity for our Club.</p> <p>We expect all members to abide by both the letter and spirit of our Code of Conduct.</p> | <p><b><i>Our Employees</i></b></p> <p>We have empathy and respect for one another by being dedicated, considerate, helpful, encouraging, and motivating.</p> <p>We emphasize teamwork to produce the best results.</p> <p>We value our employees' knowledge, enthusiasm and spirit to serve our members.</p> <p>We listen, understand and help them succeed.</p> | <p><b><i>Our Club</i></b></p> <p>We are a welcoming and safe place to build relationships and finely tune your body and soul through fitness and social opportunities.</p> <p>We work to create new experiences that draw people together, creating strong social bonds lasting a life time.</p> <p>We believe FUN should be at the core of everything we do making our experiences exciting, enjoyable and memorable.</p> <p>We value the physical, emotional, and social wellbeing of our members.</p> |
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Embracing and abiding by these principles and shared values fosters harmony among the members and creates pride in the membership, contributes to a positive market reputation of a highly desirable club to join and protects the investment made by all members. Member behavior that is inconsistent with these values or results in non-compliance with the Club's Rules and Regulations can impair other members' enjoyment of the Winnipeg Winter Club, have an adverse impact on our employees and damage the reputation and health of the Club. The Club Bylaws along with the Code of Conduct and Rules and Regulations provide a process for fairly evaluating and promptly addressing inappropriate behavior. The overarching goal is to enable our members to enjoy the many amenities of the Club and comradery with fellow members while making the Winter Club a great place.

## GENERAL RULES

1. The Club and its facilities shall be open on such days and during such hours as may be established from time to time by the Club. Members must respect and abide to the opening and closing times.
2. Except as permitted by the Club, no commercial advertisements shall be posted or circulated in the Club, nor shall business of any kind be solicited or transacted on the property of the Club nor upon Club stationery.
3. It is contrary to the policy of the Club to have its facilities used for functions of fund raising efforts for the benefit of political cause, except as specifically permitted by the Club. The Club's facilities shall not be used in connection with organized religious services.
4. Other than permitted by the Club, no petition shall be originated, solicited, circulated or posted with the Club, or on any other property of the Club.
5. Members and guests must not request specific personal services from the employees of the Club who are on duty.
6. Members and guests are asked not to request staff to use the Club's administrative equipment for personal purposes. If this does apply charges may apply.
7. All complaints, criticisms or suggestions of any kind relating to any of the operation of the Club must be in writing, signed and addressed to Club Management.
8. It is unbecoming for any member or guest to abuse any of the Club's employees, verbally or otherwise. All service employees of the Club are under the ultimate supervision of the Club Management and no member or guest shall reprimand or discipline any employee or send any employee off the premises of the Club for any reason.
9. All members must accompany guests at all times during usage of any facility of the Club.
10. Use of the Club facilities at any time is at the members'/guests own risk.
11. You may not bring pets (other than guide dogs) onto the Club premises.

