

Centrals Trinity Beach Australian Football & Sporting Club Inc ACN 40 649 412 780

Members' Code of Conduct

Version History

<u>Version Number</u>	<u>Date of Board Resolution</u>
Version 1	24/10/2022 - CTBAFSC inc Board

1. **PURPOSE OF THE MEMBERS' CODE OF CONDUCT**

1.1 The purpose of the Members' Code of Conduct is to inform Members what is expected while within the Club's licensed premises. This Code of Conduct is not limited yet intended to conform to majority societal norms within our Club and/or industry Clubs.

1.2 Cazalys aims to provide all Members, guests and visitors who attend the Club a safe and enjoyable experience.

2. **Cazalys Cairns Limited has key essential information you need to know**

2.1 The Club is required to abide by the following policies to ensure the successful management of the Club. These are on our website and members must comply with these.

- The Constitution
- Whistleblower policy.
- Privacy policy.
- Discrimination policy.
- House Management policy.
- Risk assessment Management policy (RAMP).
- Responsible gaming house policy.
- Dress Code & behavior policy.

2.2 The Club must comply with various state and federal requirements including police, work health and safety (WHS), liquor, gaming, Australian Transaction Reports and Analysis Centre (AUSTRAC), Australian Securities & Investments Commission (ASIC), smoking, employment legislation to ensure the successful management of the Club's operations. You must abide by these.

2.3 The Club has significant notices, licenses, and posters within the Club including those required by law. You are referred to these and you are requested to educate yourself on your responsibilities while attending the Club. If you have any questions, please see a Duty Manager (Customer Liaison Officer - CLO) or Senior Manager.

2.4 If you have any concern regarding the provision of alcohol, gaming or AUSTRAC see a Duty Manager (who all act as the Club's Customer Liaison Officer - CLO), Operations Manager, Assistant Manager or General Manager. Cazalys has a process to deal with

these matters including gaming exclusions.

2.5 Management is delegated by the Board to successfully manage the Club and its attendees.

3. Members have a right to

3.1 Be treated fairly, equally and with respect by the Club, Board, Committee, stakeholders, staff, and other patrons.

3.2 Positively socialise in an environment free from all forms of harassment, discrimination or have their experience negatively impacted.

3.3 Be informed of the details of all Club events, promotions including terms and conditions, and offerings.

3.4 Understand and politely voice their opinions, requirements, and suggestions to the staff, management, and the Board as required.

4. Members must

4.1 Treat other members, non-members, stakeholders, and employees fairly, equally, respectfully, and courteously.

4.2 Behave responsibly and ensure you conduct yourself in a manner which will not injure the reputation of the Club, the League, stakeholders, events, organisers, participants, or sponsors.

4.3 Do not strike, push, shove, riot, use of a weapon, injure, arson, aggression, unreasonably loud, unnecessarily focus on a person, verbally harass or unfairly criticise anyone.

4.4 Do not threaten anyone's body or life.

4.5 Not use swearing or bad language. Please do not mention or write anything that is not politically correct.

4.6 Actively support our goal of providing a safe environment. If you see something unsafe, please see a Duty Manager.

4.7 Instantly report any concern or inappropriate behavior of a patron to the Duty Manager (Customer Liaison Officer - CLO), security, staff members, Senior Management, or the Board.

4.8 Abide by this Code of Conduct, posted notices, policies, legislation Acts and uphold the Constitution.

4.9 Notify the Club of any changes to address, email or contact phone details within 14 days.

4.10 Your Membership is yours alone. Do not give your Membership and its privileges to another person.

4.11 Conform to the dress regulations.

4.12 You must be clean with good hygiene.

- 4.13 You must not give any alcohol to anyone under 18 years of age. If you see this, you must let the duty manager know.
- 4.14 Anyone under the age of 18 must be off the premises by 10pm.
- 4.15 Anyone who looks under the age of 25 will be asked for a physical ID. You must have ID when on licensed premises.
- 4.16 You must actively monitor your children under the age of 18.
- 4.17 You must not intend or become an unduly intoxicated person.
- 4.18 You must not often become unduly intoxicated.
- 4.19 If any attendee that are deemed unduly Intoxicated or “cut off”, they must accept the decision without unreasonable objection and leave the Club within reason. Employees must be supported in their roles. Any dispute should be had when sober with the Club Manager or Board.
- 4.20 No alcohol to be served to anyone unduly intoxicated. Anyone caught passing drinks to anyone who has been deemed unduly Intoxicated will be asked to leave and may receive disciplinary action.
- 4.21 Take-aways must be purchased strictly before 11.00pm and off the premises by midnight without exception. Takeaway drinks cannot be opened on the licensed premises or in public spaces. These can only be opened once you return home.
- 4.22 You must not intend to buy take-away alcohol to supply to under 18 persons.
- 4.23 Attendees are to be mindful and courteous of our neighbour’s on leaving the Club.
- 4.24 Furniture, fittings, and equipment must be only used for their intended purpose. Please use the Club’s equipment with respect, including the gaming machines.
- 4.25 Any patron caught bringing alcohol onto the Club will face disciplinary action including being asked to leave the Club immediately.
- 4.26 No patrons are to remain on site after the Club is closed. Patrons are required to exit the venue without delay as required by law.
- 4.27 No illegal activities are to be conducted on the premises or adjoining areas, associated with the club’s precinct. This includes drugs and weapons.
- 4.28 Patrons are encouraged to return empty cans, bottles, or glasses to the bar. The management and staff are expected to keep the area clean of cans, bottles, or glasses. This will reduce the likelihood of these items being used in an aggressive manner and reduce injury.
- 4.29 Any behavior towards staff or pressuring them to bend the rules must be strictly discouraged and will not be tolerated. Any

discussions on rules are to be done when sober with the Club Manager or Board.

- 4.30 Attendees must not gamble on any method that is not approved under the Clubs license, as required by law.
- 4.31 You must reasonably follow the instructions of staff, management, or Board.
- 4.32 Do not spit or urinate outside the urinals or toilets.
- 4.33 Do not steal money, property, or prizes. If you find money or property, please see the Duty Manager.

5. Breaches of this Code of Conduct

- 5.1 Any member not behaving in accordance with the terms of the Members' Code of Conduct, unbecoming of a member, constitution, legislation or required by management, are asked to leave the Club quickly, politely, as reasonably required. The Management may not wish to detail the issue, if so required.
- 5.2 Any breaches of this Code of Conduct by any Member will be investigated, discussed and an appropriate course of action will be taken to refer them to Senior Management. Should Senior Management believe the severity of the breach warrants further action the Member may be referred to the judiciary. Pending the outcome of the Judiciary process, the member may receive absolved, reprimand, suspension, or termination of Membership.
- 5.3 Any non-member will be investigated, discussed and an appropriate course of action will be taken to refer them to Senior Management. Senior management may impose a reprimand or suspension.
- 5.4 Any Member serving a suspension will not be afforded any membership benefits, included in promotions or events.
- 5.5 Any Member entering the Club while on suspension, may be referred to the Police, the Judiciary or Board, which may include further suspension, reprimand, or termination.