

MARIN TENNIS CLUB

MEMBER ETIQUETTE & ANTI-HARASSMENT / NON-DISCRIMINATION POLICY

The Board of Directors of Marin Tennis Club (the “Club”) has adopted these rules of Member Etiquette & Anti-Harassment / Non-Discrimination Policy to protect the Club and to promote the health, safety, welfare and enjoyment of the members, their families and guests and all other persons using the Club facilities. These rules are designed to encourage a positive, pleasant, courteous and welcoming atmosphere at the Club, which will be conducive to competitive and respectful play and an appropriate sharing of the Club’s facilities where all members are welcomed.

Member Etiquette

1. Respectful & Considerate Behavior

Members should treat other members, guests and employees of the Club in respectful and considerate manner and shall not use profanity or derogatory terms when addressing anyone.

2. No Discussion of Employee Compensation; No Direct Confrontation Regarding Job Performance Issues

At no time should a member engage in a public discussion relating to employee compensation. At no time should a member directly confront an employee regarding a job performance issue. Concerns and complaints by a member of an employee’s job performance shall be voiced as set forth in paragraph 4 below.

3. Adherence to All Club Rules & Policies

Members should adhere to any and all Club rules and policies, including those set forth in MTC General Information & House Rules, MTC Guest Policy & Fees and Court Utilization Guidelines and the rules of Member Etiquette & Anti-Harassment/Non-Discrimination Policy set forth herein.

4. No Member Direct Accusations; Directing Concerns and Complaints

At no time should a member directly accuse another member of failing to follow Club rules, policies and procedures except that Members may politely remind another Member of the Club’s Court Rules as set forth in the MTC General Information & House Rules.

For court usage issues in which a polite reminder does not resolve a situation and an immediate resolution is sought, Members should direct any concerns or complaints to the General Manager or acting General Manager for resolution.

For issues involving harassment or discrimination, Members should follow the procedure set forth in the Club’s Anti-Harassment / Non-Discrimination Policy set forth below.

For all other issues, Members should direct any and all concerns and complaints to the General Manager or acting General Manager, the Board of Directors or the applicable committee serving the Board of Directors. The Club's preferred method of receiving concerns and complaints shall be via the [Club's Confidential Web Site comment page](#) or mtcboard@marintennisclub.com but members may also communicate such concerns and complaints in person and in writing.

All concerns and complaints must be communicated in a respectful and constructive manner regardless of the method used to communicate. Failure to do so will be deemed a violation of the rules set forth herein.

Non-Solicitation

Members should not use Club Member Directory for solicitations or any type of mass communication. This includes all forms of electronic and paper distribution: email, text, phone, US Mail etc. A Member may request that the General Manager communicate information, invitations, requests or opportunities to other Members but the decision whether to distribute such information, invitation, request or other opportunity shall remain in the sole and absolute discretion of the Club Manager or the Board.

Anti- Harassment & Non-Discrimination Policy

1. Harassment & Discrimination Prohibited

The Club is committed to providing an environment free of all forms of harassment. In keeping with this objective, the Club maintains a strict policy prohibiting harassment. Harassment is conduct or comments which are intimidating, threatening, demeaning or abusive and is behavior which is known or ought reasonably to be known as unwelcome and specifically includes unlawful harassment based on any of the following categories: race, color, national origin, ancestry, sex/gender (including gender identity, gender expression, pregnancy, childbirth, and related medical conditions), sexual orientation, age (40 and over), religion/religious creed (including religious dress and grooming practices), physical or mental disability, medical condition, genetic characteristics/information, marital status, registered domestic partner status, military and veteran status, or any other status protected by applicable state or federal law, or local ordinance. Employees, applicants and unpaid interns are also protected if they associate with a person who is, or is perceived to be, in one of those classifications.

The Club's policy prohibits all members and employees (including co-workers, supervisors and managers) from engaging in harassment whether directed toward members, guests, employees or non-employees with whom the Club has a business, service or professional relationship.

Prohibited behaviors include, but are not limited to, the following:

- a. Verbal conduct; e.g., suggestive, insulting or derogatory comments, epithets, innuendoes, sounds, jokes, teasing or slurs based on any of the above categories, physical threats or sexual propositions or threats.
- b. Physical conduct; e.g., assault, impeding or blocking movement, or any unwanted physical contact or interference with normal work or movement, including touching, pinching, or brushing the body, when directed at an individual because of any of the above categories.
- c. Electronic postings & visual conduct; e.g., e-mails, text messages, blog or social media website postings, suggestive objects, pictures, letters or drawings; also, such actions as leering, whistling or obscene gestures based on any of the above categories.
- d. Sexual harassment which is defined as any unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature (1) made either explicitly or implicitly a term or condition of an individual's employment; (2) used as a basis for employment decisions such as promotions and benefits affecting such individual, or (3) that substantially interfere with an individual's work performance or creates an intimidating, hostile, or offensive working environment.
- e. Unwanted sexual advances; threats, bullying, or demands to submit to sexual requests.
- f. Retaliation for having reported or threatened to report harassment.

The Club encourages members to report any incidents of behaviors forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

2. Harassment / Discrimination Complaint Procedure

Any member who believes he/she or an employee have been subjected to prohibited behaviors involving harassment or discrimination, he/she should report the facts of the incident or incidents, the names of the individuals involved and the names of any witnesses to the President or the General Manager. The report can be made in person, via email, or via a direct call the Board President or General Manager, but writing is preferred. No member need fear any reprisal for reporting prohibited behaviors.

After such a report is received, the Club will conduct a fair, impartial, timely and thorough internal investigation that provides appropriate due process, given the individual circumstances of the complaint, and reaches reasonable conclusions based on the evidence collected. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigation process to the extent consistent with adequate investigation and appropriate corrective action.

After the investigation, if the Board of Directors reasonably concludes that a violation of this policy has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any member who has been found by the Board of Directors to have violated this policy will be subject to discipline. Discipline may range from a warning, suspension, or expulsion.

The Board President will notify the complaining individual in a timely manner of the outcome of the investigation and any action taken to correct the situation.