



Regulations on Undesirable Behavior

The Hague Golfclub Leeuwenbergh

- Adopted in the AGM of 11-11-2024.

1. Safety, health and respectful conduct

The Hague Golfclub Leeuwenbergh (HGL) offers its members, guests and employees an environment where respect, integrity and safety are the norm. An important aspect of this is the prevention of undesirable forms of conduct: sexual harassment, discrimination, threats, bullying, aggression and the like. If, despite the preventive measures, you are confronted with violations of your personal integrity, you can report this to the confidential contact person (VCP) or file a complaint with the board. If it is not yet clear whether you want to report, you can discuss this with the confidential contact person. As an employee, you discuss the situation with your manager or contact the confidential contact person.

2. Undesirable conduct

Undesirable forms of conduct are forms of conduct in which the personal integrity of another person may be affected. This can lead to a feeling of shame or guilt. HGL likes to emphasize that an undesirable person never needs to be ashamed of what happened to him/her.

3. Prevention policy HGL

The prevention policy against undesirable forms of conduct consists of the following points:

- Consistently communicate about our desired association culture
- Make it clear in advance that we do not tolerate undesirable forms of conduct and take strict action in the event of any indication of undesirable behavior.
- Make applicants for events at Leeuwenbergh responsible for the behavior of their participants.
- Encourage members to take care of each other and to stand up for someone else when he/she sees that they are being treated incorrectly.

4. Confidential contact person

The confidential contact person (appointed by the board) can be called upon by anyone. They are bound by confidentiality. The confidential contact person does nothing without the member's consent and handles the information confidentially. Even after the confidential contact person has resigned from his or her position, the duty of confidentiality continues to apply; however, this does not apply to doctors and the judiciary.

The tasks of the confidential contact person include:

- Assistance to the reporter.
- Analyse together with the reporter what is going on and what can be done about it.
- Investigate whether an informal solution, such as mediation, can provide a sufficient solution for all parties involved. In this case, the confidential contact person does not act as a mediator but can be an intermediary. This means that he or she can involve a third party after permission. The confidential contact person is then not involved but does contribute to the solution.
- Advise on filing a formal internal complaint with the board or the club manager
- Determine whether a procedure for disciplinary law can or should be initiated
- Refer to professional assistance if necessary
- Provide aftercare
- The confidential contact person signals and advises managers and the Board, both solicited and unsolicited, on how to deal with undesirable behavior.

The confidential contact person has taken note of the established Regulations on Undesirable Behavior and other relevant regulations and is available to members for this role from the announcement. The secretary acts as a direct contact person within the Board. The confidential contact person may also not share substantive information with the contact person without the express permission of the reporter.

Should the confidential contact person experience a moral dilemma and therefore feel compelled to break the duty of confidentiality, he or she will discuss this with the reporter and motivate it. This may be the case if it is almost certain that confidentiality will cause serious damage or danger to those involved or third parties. If possible, he or she will refer to the other internal confidential contact person. The internal confidential contact person can seek advice from the external confidential contact person of the NGF.

5. Complaints procedure

Incidents relating to undesirable forms of behaviour are investigated quickly, thoroughly and with due regard for privacy. In the case of alleged criminal offences, the reporter is informed of the possibility of reporting the incident to the police, and offered to have the board report the incident on behalf of the reporter.

Undesirable situations are resolved as much as possible at the place where they originated. This is preferred. If that is not possible, a complaints procedure can follow. This always starts with the informal procedure. Only if this does not provide a solution, the formal procedure starts (see explanation below). As a reporter, you always have the right to withdraw the complaint. An anonymous report can only be processed by the board if:

- the reporter does make himself known to a confidential contact person, and;
- if this confidential contact person has permission from the reporter to communicate about the undesirable situation.

The informal complaints procedure consists of the following steps:

- Contact the confidential contact person
- The confidential contact person will handle the complaint carefully and under strict confidentiality
- The confidential contact person will first try to resolve the complaint informally with those directly involved, where the complaint originated. This may involve initiating (and attending) a conversation between the reporter and the defendant
- If this informal procedure does not lead to a solution, the reporter can start the formal complaints procedure

The formal complaints procedure consists of the following steps:

- Submit a complaint to the board
- The board informs the confidential contact person
- If it appears that the informal procedure has not yet been completed, the informal procedure will start.
- The board applies the principle of audi alteram partem no later than fourteen days after receipt of the complaint.
- The board takes appropriate measures to resolve the complaint.
- A mediator may be used if necessary.
- The board informs the reporter of the measures taken within fourteen days. If this is not possible within this period, the parties will be notified.



- The board examines together with the confidential contact person what additional measures Leeuwenbergh can take to prevent similar reports in the future.

The accused must be able to count on a careful and respectful approach and application of audi alteram partem, regardless of the nature and seriousness of the complaint. In the event of a guilty verdict, the board will decide on appropriate disciplinary measures based on the articles of association.

6. Appeals Board

If the reporter or accused does not agree with the handling of the complaint by the board, this person can appeal to the Board of Appeal. The decisions of the Board of Appeal are binding on the parties.

7. Conflict of interest

If the report concerns a confidential advisor or a board member or if there is a conflict of interest, the reporter can contact the NGF's external confidential advisor.

8. Accountability to the board and the General Meeting of Members

The HGL board consults once a year with the confidential advisor about their experiences within HGL and about preventive measures to be taken.

Contact details: vertrouwenscontactpersoon@leeuwenbergh.nl