



Mountain Lodge Unit Owners Association (MLUOA) Standard of Conduct and Communications Policy (G-111-0)

PURPOSE: To clearly define acceptable standards of conduct and communications between Mountain Lodge (ML) Board Members, staff, and unit owners. As well as, to protect ML leadership, management, and staff from harassment and abuse; to support the mental health of leadership, management, and staff; and, to enhance staff retention by limiting exposure to harassment and abuse.

AUTHORITY: The MLUOA Declaration, MLUOA Bylaws (Article 3, Section 3.1), and the Uniform Common Interest Ownership Act of West Virginia.

EFFECTIVE DATE: May 1, 2023

RESOLUTION: The MLUOA hereby adopts the following Policy:

Section I: Standards of Conduct for Unit Owners

1. Unit Owners shall behave professionally at all times when communicating with the Mountain Lodge leadership, management team, and staff.
2. Language used by Unit Owners when addressing Mountain Lodge leadership, management team, and staff shall be kept professional. Profane or abusive language will not be tolerated.
3. Unit Owners shall not harass, threaten, or otherwise intimidate any member of the Mountain Lodge leadership, management team, or staff.
4. Unit Owners shall not willingly misrepresent facts to advance a personal cause, personal business interests, or to influence the community to support a personal cause or personal business interest.
5. Unit Owners are prohibited from contacting any member of the ML management or staff outside of their scheduled work hours and shifts without explicit permission to do so. Unit Owners shall not violate or intrude on the management team and staff's personal time and shall honor and respect their need for rest and rejuvenation,
6. Unit Owners shall only use the official and approved contact methods to communicate with Mountain Lodge leadership, management team, and staff. Unit Owners shall not use any individual's personal cell phone number, messaging options, or other personal communication methods unless given explicit permission to do so. The approved contact methods are the Mountain Lodge office phone system and official work email addresses.

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7. Unit Owners shall not make unwelcome sexual advances, request sexual favors, or engage in other verbal or physical conduct of a sexual nature with the management team or staff.

Section II: Standards of Conduct for Members of the Board of Directors

1. Directors must act in accordance with the Board's Conflict of Interest policy at all times, as well as with all applicable laws and statutory duties including the Duty of Care, Duty of Loyalty, and Duty of Obedience.

2. Directors shall behave professionally at all times when communicating with the Mountain Lodge leadership, management team, staff, and Unit Owners. Directors shall act with integrity and in an ethical and professional manner in their interactions with each other, the staff, contractors, consultants, the public, and Unit Owners.

3. Directors shall maintain confidentiality about all matters that are considered in closed meetings, contract negotiations, and employee matters.

4. Language used by Directors when addressing other members of the Mountain Lodge leadership team, the management team, staff, and Unit Owners shall be kept professional. Profane or abusive language will not be tolerated.

5. Directors shall not harass, threaten, or otherwise intimidate any member of the Mountain Lodge leadership team, management team, staff, or Unit Owners.

6. Directors shall not willingly misrepresent facts to advance a personal cause, personal business interests, or to influence the community to support a personal cause or personal business interest.

7. To ensure the Board of Directors is coordinated and speaking with one voice, only the President, Vice President, and Treasurer of MLUOA may communicate directly with ML management and staff on Board-related matters, unless authorized to do so by the President. Other Directors may propose communications or emails to ML management or staff, but they must be sent via the President, Vice President, or Treasurer after being reviewed. This restriction does not apply during full Board meetings that management or staff are invited to attend.

8. When emails are sent by the President, Vice President, or Treasurer to ML management or staff, the other members of the Board shall be cc'ed to ensure all Directors receive communications on all matters.

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9. All emails or messages sent to the management team or staff, other than the General Manager, shall be cc'ed to the General Manager to ensure he/she is kept informed of all Board-related inquiries and staff interactions that fall under his/her supervision.
10. To protect our management team and staff's personal time with family as well as their need for rest and rejuvenation, the three Directors that are authorized direct contact shall refrain from use of any immediate contact methods (the phone, text messages, or other personal messaging options) outside of employees' scheduled work hours unless there is an emergency that must be addressed prior to their next scheduled shift.
11. To further protect management and staff's personal time off, the three Directors that are authorized direct contact shall only deviate from the official and approved contact methods (typically, official email or work telephone) to communicate with Mountain Lodge management and staff if the situation is urgent and no other option exists for resolution.
12. Directors shall not engage in sexual relationships or activities with staff, make unwelcome sexual advances, request sexual favors, or engage in other verbal or physical conduct of a sexual nature.
13. The provisions of this policy do not excuse any Director from other restrictions of other policies and state or federal law regarding conflicts of interest.

Section III: Standards of Conduct for Mountain Lodge Management and Staff

1. Standards of conduct for employees will be outlined in the employee manual, along with consequences for violations.
2. Mountain Lodge leadership, management, and staff shall utilize electronic mail (e-mail) as the principal method of distributing information to Unit Owners.
 - a. When mass informational emails are sent to Unit Owners, the sender shall ensure Unit Owner e-mail addresses are placed in the BCC field to prevent being publicly displayed.
 - b. Personal e-mail addresses for Board members and third party providers shall not be shared without express permission.
 - c. E-mail addresses for Unit Owners shall be used only for official MLUOA business and may not be shared without express permission.

Section IV: Process and Consequences of Policy Violations

1. Violations by Unit Owners shall be reported to the Board of Directors by the affected party, or may be raised for review by other individuals with knowledge of the matter. The Board will take steps to review the complaint and incident. Afterward, the Board will discuss what actions, if any, are necessary or appropriate to protect ML leadership, management, and

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staff from harassment and abuse; to support the mental health of leadership, management, and staff; and, to enhance staff retention by limiting exposure to harassment and abuse. The Board may consult with legal counsel for guidance in this evaluation, if deemed necessary.

- a. Possible consequences include a warning letter; a fine; the requirement to select a third-party to conduct future communications on behalf of the unit owner with ML leadership, management, and staff; loss of access to our Property Management System (currently Booking Center); and/or any other actions authorized or allowed by law.
- b. Regardless of what actions are taken by the Board, ML leadership, management, and staff retain their right to report actions or activities they believe to be illegal to law enforcement for appropriate action by the criminal justice system.

2. Violations by a Director shall be reported to the other Directors by the affected party, or may be raised for review by other individuals with knowledge of the matter. The Board will take steps to review the complaint and incident. Afterward, the Board will discuss what actions, if any, are necessary or appropriate to protect ML leadership, management, and staff from harassment and abuse; to support the mental health of leadership, management, and staff; and, to enhance staff retention by limiting exposure to harassment and abuse. The Board may consult with legal counsel for guidance in this evaluation, if deemed necessary.

- a. Possible consequences include a warning letter; a fine; the requirement to select a third-party to conduct future communications on behalf of the unit owner with ML leadership, management, and staff; loss of access to our Property Management System (currently Booking Center); and/or any other actions authorized or allowed by law.
- b. Directors may seek removal of the individual facing the claim from leadership positions from the Board, or from the Board itself per the procedures outlined in the bylaws or state law.
- c. Regardless of what actions are taken by the Board, ML leadership, management, and staff retain their right to report actions or activities they believe to be illegal to law enforcement for appropriate action by the criminal justice system.

PRESIDENT'S CERTIFICATION: The undersigned, being the President of the MLUOA, certifies that the Executive Board (EB) adopted the foregoing Policy at a duly called and held EB meeting on the 29th day of March, 2023 and, in witness thereof, the undersigned has subscribed their name.

