



# COLORADO MOUNTAIN CLUB

## CODE OF CONDUCT

**Organizational ethics defined:** Sets of formal and informal standards of conduct that people use to guide their behavior in an organizational setting. These standards are based on core values such as honesty, respect, and trust, but they are also learned directly from the actions of others. For example, what people see their organizational members, leaders, and staff do influences their own views of what is acceptable or unacceptable behavior.

When interacting with one another at the Colorado Mountain Club, we should ask ourselves several important questions to determine if a specific action is proper:

- Am I adhering to the spirit, as well as the letter, of any law that may apply to my situation?
- Are my actions consistent with the overall principles set forth in this Code as well as other CMC policies?
- Would I want my actions reported publicly?
- What would my family, friends, colleagues, or co-workers think of my actions?
- Will there be any direct or indirect negative consequences for the CMC?

### **Equal Opportunity and Commitment to Diversity**

The Colorado Mountain Club is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives.

The Club does not discriminate on any basis prohibited by law, including race, religion, creed, ancestry, sex, gender, (including gender nonconformity and status as a transgender or transsexual individual), age (40 and over), sexual orientation, physical or mental disability, citizenship, genetic information, past, current or prospective service in the uniformed services, color, national origin, marital or veteran status, or any other protected status recognized by applicable federal, state, or local law.

### **Standards of Conduct**

**The Colorado Mountain Club Code of Conduct applies to every member and guest including everyone who works or volunteers on behalf of the CMC (paid, unpaid, elected, member, volunteer, board, and committee).**

Employees, members, guests and other volunteers have an obligation to meet the following affirmative standards of conduct, and to hold each other accountable to them, in all Club interactions, whether in person, in group gatherings, in writing, via email, video conference, or on the phone.

- (A) Communicate and work together with common courtesy and collegial respect; disagree without being disagreeable.
- (B) Create a welcoming environment for new members and volunteers; avoid cliquishness, and language or behavior that has the potential to offend others.
- (C) Respect the uniqueness and intrinsic worth of every individual. Assure an environment of inclusiveness and a commitment to diversity within the entire organization.
- (D) Always represent the Club and its mission in a positive and professional manner.

(E) Air grievances in a manner that is conducive to finding a positive resolution. To the extent  
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applicable, utilize the Club's Escalation and Resolution Protocol, as detailed below, when addressing concerns. Seek guidance if ever in doubt about the ethical propriety of a situation.

- (F) Accurately present the Club's policies and positions when communicating on behalf of the Club.
- (G) Do not use a Club leadership role or title to advance personal views that are not the Club's position.
- (H) Respect your obligation to maintain Club member privacy, use member lists and information about members for Club purposes only and in a responsible manner.
- (I) Use Club resources wisely and in keeping with the fiduciary responsibilities of all employees and volunteers.
- (J) Foster an open democratic decision-making process; respect decisions once they are made.
- (K) Within the Club praise publicly, criticize privately and tactfully.
- (L) Respect the policies and procedures that have been established by and for members engaged in specific Club activities; when in doubt, ask for clarification. (See Escalation and Resolution Protocol.)
- (M) Maintain confidentiality about all matters that are considered in closed door meetings.
- (N) Do not engage in conduct that would compromise, discredit, or diminish the integrity of yourself or the Colorado Mountain Club.
- (O) Respect the authority and operational decisions of the Executive Director and other members of the Management Team of the Club.
- (P) Respect and be sensitive to the considerable workload of the staff when making requests for assistance.
- (Q) Presume positive intent in interactions with others; find out all the facts and circumstances; give others the benefit of the doubt first.
- (R) Keep personal attacks, slurs, and insults out of the conversation. Aim to offer positive alternatives or suggestions for furtherance of overall Club goals.

### **Serious Misconduct**

The following actions constitute serious misconduct:

- (A) Physical or sexual assault or violent threat toward others.
- (B) Embezzling or misdirecting Club funds, membership lists or other assets for activities not authorized by the responsible entity.
- (C) Use of racial slurs or other derogatory language regarding gender, ethnic or national origin, religion, age, sexual orientation, disability, or any other status protected by law or by Club policy.
- (D) Fraud, libel, defamation, or illegal activity of any kind in the conduct of Club business.
- (E) Illegal or unethical professional conduct outside the Club where that misconduct could significantly damage the Club, its staff, its members, or its reputation or assets.
- (F) Harassment, threats, or any action directed toward Club employees, volunteers, members or anyone participating in club activities, which violate Club employment policies or are prohibited by law.

**Authority**

The Board of Directors holds the ultimate authority to develop and adapt guidelines for resolving disputes over this Code of Conduct and may delegate this authority to the Executive Director and staff senior management team.

**Board and Executive Leadership Discretion**

These procedures shall not deprive the Board or the Executive Director, at any point in the process, from taking such actions as they may deem necessary or advisable for the best interests of the Club.

## Appendix A – Escalation and Resolution Protocol

### Dealing With Disruptive Behavior

- (A) Group chairs, trip leaders and school directors of the relevant Club entity have an obligation to deal quickly and decisively with violations of the Code of Conduct. Disputes over behavior may also warrant the removal, suspension or barring the individual(s) from participation in any and all Club functions.
- (B) Any actions that constitute serious misconduct will be immediately referred to CMC Human Resources, Executive Leadership, and/or the Board.
- (C) Formal actions to remove, suspend or bar employees, volunteers, members or guests from participation in certain activities should only be undertaken when a member's personal behavior is clearly disruptive, repeatedly violates the Code of Conduct, impairs the work of the Club, or constitutes serious misconduct.
- (D) Immediate Suspension
  - 1) The Executive Director and/or Board President, or their acting designee, together have authority to immediately suspend a member, volunteer or employee from participation in any and all Club activities for serious misconduct (except members of the Board of Directors, which can be done only by a vote of the board).
  - 2) Any action to immediately suspend a member, volunteer or employee for serious misconduct must be based on a fair assessment (clear documentation, multiple reports, and direct communication with the person involved) that creates strong reason to believe that serious misconduct occurred.
  - 3) In cases of the immediate suspension of group chairs, the Board can determine whether the suspension should be extended for a specific period of time or made permanent. This action should be initiated within three weeks of a suspension.

### Escalation Protocol

- (A) In the event of a perceived violation of the Code of Conduct the following escalation path should be followed:
  - a. The member, volunteer, guest, or employee who wishes to make a complaint should bring the matter to their immediate supervisor, group chair or other entity leader, unless they are not comfortable discussing this matter with their supervisor or leader, in which case the concern should be addressed to CMC Human Resources, the Executive Director, or the Board.
  - b. Once a complaint is made, the relevant group chair should be informed; the group chair will make a determination as to the proper escalation path.
    - i. Violations of the Standards of Conduct may be dealt with at the group level if appropriate
    - ii. Incidents of Serious Misconduct should be immediately brought to CMC Human Resources, the Executive Director, and/or the Board.
  - c. The complainant should not expect to receive notification of the resolution of their claim in every instance, as matters of personnel and privacy may take precedent.

## Resolving Disputes

- A) Policy Disputes.
  - i. When there is a dispute regarding interpretation, application or disregard for Club Bylaws, this Code of Conduct Policy, policies, guidelines or other governing procedures, leaders should seek clarification from Executive Director or their designee. If the leader believes the interpretation is incorrect, he or she should appeal or seek clarification from the Board or its designee but shall not act in violation of the interpretation the leader has received.
- B) Decision-Making Disputes
  - i. All Club leaders involved in a contentious decision-making process are nevertheless expected to behave according to this Code of Conduct. This includes decisions regarding priorities for action, strategies and tactics, and the allocation of resources where differences of opinion can be heated.