

# HERITAGE SOLAIRE CODE OF CONDUCT

## Code of Conduct

The health, safety, and happiness of our residents, their guests, and our staff are of paramount importance to Heritage Solaire. All of us share the responsibility for making everyone feel welcome, safe, respected, and appreciated. It is expected that every resident, guest, and staff member will act and react with common courtesy toward their fellow homeowners and employees of the Association.

We are committed to operating and maintaining our community and our shared facilities to meet the highest standards we have set for ourselves, abiding by the rules set forth in our CCR's and Operating Rules which ensure that the community is run fairly and safely.

We are committed to providing open, free, respectful, and effective channels of communication among the residents and our staff. Personal attacks against community members, Board members, Association members, residents, management and staff, or guests are not consistent with the best interests of the community and will not be tolerated.

We are committed to providing a community environment in which all residents, guests and staff members are afforded the respect that they deserve, free of any discrimination or harassment.

We are committed to treating all residents, guests and staff with fairness, dignity and respect.

We will not tolerate community members who display verbally abusive behavior such as berating, belittling, insulting or rudeness to other community members or our association staff. We will not tolerate community members who defame or disparage any other member, Board Member, or staff member.

We will not tolerate any action or behavior resulting in unsafe conditions or practices, uncivil or discourteous conduct, willful misconduct, or any action that unfairly or unreasonably impairs the rights and privileges of others. Using loud, rude, condescending, or abusive language or physical harassment or any such action against anyone, including staff will not be tolerated.

We are committed to ensuring the tranquility of the community and the enjoyable use of the facilities by members and their guests.

## Board of Directors Code of Conduct

The Heritage Solaire Code of Conduct for all residents applies to all Board members. In addition, as the leaders of the Heritage Solaire Community Association, our Board members must also pledge to protect and promote the interests of the HOA. They are expected to carry out their duties ethically, treating all parties fairly and honestly.

Board members must perform their duties in "good faith", in a manner they believe to be in the best interests of the Association. They are expected to use their best judgement to ensure that the HOA is well managed and financially sound.

Heritage Solaire Board members must be eager learn as much as possible about successful HOA management and apply that knowledge toward carrying out their duties. They must commit to understanding and complying with the Association's governing documents and upholding approved actions of the Board. They cannot take any action considered to be grossly detrimental to the general safety, health and welfare of the Association and its members.

Heritage Solaire's Board members cannot make any decisions that materially benefit them or any of their relatives. They cannot use Association property, services, equipment, or business for their own gain, except as is provided for all members of the Association.

Any Board member who has a conflict of interest in any business or matters before the Board is required to recuse themselves from all Board discussions, deliberations and decisions involving that business.

Board members are responsible for protecting the Association's confidential information. They cannot use the Association's confidential information for their personal benefit or share this confidential information with any non-Board members or third parties who are not bound by confidentiality agreements.

Board members are obligated to act with proper decorum during Board meetings and at any time they are carrying out the business of the Association. Although directors may disagree with the opinions of others on the Board, or the outcome of a majority vote, each director must treat all other Board members with respect.

Our Board members must endeavor to conduct themselves with courtesy towards each other, management, employees, vendors, contractors, service providers, Association members and residents of the community. They should be an example of excellence in volunteerism and a dedication to serving their fellow community members for the benefit of all.