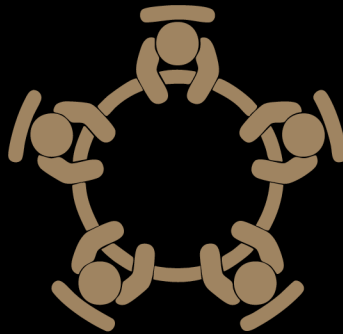




RBC

THE RESIDENTS BUSINESS CLUB
BY DUNCAN PRIVATE



CODE OF CONDUCT

1. Relationship Between The Residents' Business Club @ Steyn City, Steyn City & Duncan Private

1. **Steyn City:** The Residents' Business Club @ Steyn City operates within Steyn City and is therefore accountable to the Estate. All members and activities of the Club must uphold Steyn City's rules, regulations, guidelines, and Code of Conduct.

2. **Duncan Private:** The Duncan Private Administrative Team acts as the administrative and business operations partner of The Residents' Business Club @ Steyn City, managing communication, onboarding, events, and daily operations.

3. **The Residents' Business Club @ Steyn City:** Serves as a networking and collaboration platform for residents (and approved non-residents), encouraging professional growth, knowledge-sharing, and mutually beneficial relationships.

2. Professionalism & Integrity

- Conduct yourself with honesty, fairness, and respect at all times.
- Maintain high ethical standards in all business dealings with fellow members, residents, staff, and partners of Steyn City.
- Demonstrate respect and professionalism in all public settings within Steyn City, including restaurants, shared facilities, events, and engagements that may reflect upon the estate and the Club.
- Uphold the values of The Residents' Business Club @ Steyn City by ensuring your behaviour is consistent with the reputation and prestige of the estate.
- Communicate with other members in a respectful, courteous, and considerate manner, whether in person, during meetings, via digital channels, or in any public forum.
- Avoid misrepresentation of your qualifications, financial standing, services, intentions, or affiliations with The Residents' Business Club @ Steyn City.
- Refrain from conduct that may bring disrepute to Steyn City or The Residents' Business Club @ Steyn City.

3. Respectful Engagement & Communication

- Treat all members, guests, and partners with courtesy and respect.
- Refrain from discriminatory, offensive, or inappropriate language and behaviour.
- Respect differing opinions and encourage constructive dialogue.

Member-to-Member Contact Protocol

- You may not contact existing members unless:
 - a) They have personally provided you with their contact number, thereby giving explicit consent for you to contact them directly; OR
 - b) You have requested consent through The Duncan Private Administrative Team, who will then reach out to the member and confirm whether you may contact them.
- You may not use any information obtained through your membership or The Residents' Business Club @ Steyn City platforms (such as WhatsApp groups, event guest lists, or directories) to reach out to other members directly without their prior knowledge and explicit consent.
- Any contact initiated outside of these guidelines will be considered a breach of this Code of Conduct.

4. Confidentiality & Trust

- Respect the confidentiality of information shared within the Club.
- Do not misuse personal or business information gained through membership.
- Protect the trust placed in you by fellow members.

5. Collaboration & Contribution

- Support and encourage the growth of fellow members' businesses and initiatives.
- Share knowledge, expertise, and opportunities where appropriate.
- Participate actively and positively in Club activities and events.

6. Affiliation with Steyn City

- Membership is subject to a member's standing within the estate.

- Members must remain in good standing with Steyn City, including:
 - Compliance with estate rules, regulations, and Code of Conduct.
 - Proper conduct within the estate and towards its staff, residents, and facilities.
 - Settlement of all levies, fees, and accounts (estate, schools, restaurants, and other affiliated institutions).
- All new and existing memberships will be subject to periodic review by Steyn City Estate to assess standing, including overdue fees, levies, and conduct within the estate.

Any breach of estate rules, misconduct, or unresolved accounts may result in suspension or termination of membership.

7. Membership Application & Approval

1. Application Submission

- Applications must be made through The Duncan Private Administrative Team.

2. Verification

- The applicant's professional background, reputation, and standing with Steyn City are reviewed.
- Steyn City Estate may also review the applicant or existing member's conduct and accounts as part of this process.

3. Member Circulation

- A summary of the applicant is circulated to existing members for feedback.

4. Committee Review & Approval

- The Committee of The Residents' Business Club @ Steyn City reviews all applications and makes recommendations.

5. Final Authority

- The Duncan Private Administrative Team reserves the final right to approve, deny, remove, or add members at any time, in consultation with Steyn City Estate where necessary.

Non-Resident Membership

- Non-resident members may comprise up to 30% of the total membership.
- All non-resident applications are subject to the same review and approval process.
- The Duncan Private Administrative Team may request any supporting proof or

documentation required to verify the standing, reputation, or suitability of a non-resident applicant.

- Non-resident members are accepted only by referral of a Steyn City Resident member, who will be held accountable for the standing, integrity, and conduct of the non-resident member they refer.

8. Committee Process

- The Committee is elected by members of The Residents' Business Club @ Steyn City.
- There will always be at least one member of The Duncan Private Administrative Team serving on the Committee.
- Committee elections will take place annually.
- Committee members must be Steyn City residents in good standing (in addition to the Duncan Private seat).
- **Qualities expected:** Leadership, integrity, fairness, collaboration, impartiality, and relevant expertise.
- **Commitments:** Regular attendance, strategic input, enforcement of the Code, acting as ambassadors of the Club, and dedicating time to support the Club's development.

9. Conflict of Interest & Fair Practice

- Declare any conflicts of interest in Club-related matters.
- Avoid business practices that could damage the reputation of The Residents' Business Club @ Steyn City, its members, or Steyn City.
- No member may use the Club for personal gain in ways that undermine the collective purpose.

10. Use of Club Platforms & Events

- Platforms and events are for collaboration and networking — not aggressive sales or self-promotion.
- **Marketing restriction:** Members may not market, promote, or advocate through The Residents' Business Club @ Steyn City communication platforms directly. All requests must go through The Duncan Private Administrative Team, who will decide whether to share on behalf of the member.

11. Reputation & Representation

- Each member represents The Residents' Business Club @ Steyn City within the wider community.
- Conduct yourself in a manner that reflects positively on the Club and Steyn City.
- Members will take full responsibility and accountability for the conduct of their guests at The Residents' Business Club @ Steyn City events. Should any guest breach the Code of Conduct, the member who invited them will be held accountable.

12. Consequences of Misconduct

Breaches of this Code will be reviewed and may result in:

- A verbal or written warning
- Temporary suspension of membership
- Revocation of membership

Automatic Suspension

- Non-payment of The Residents' Business Club @ Steyn City membership fees will result in immediate suspension until all dues are settled.

Grievances

- Grievances with any member regarding a breach of this Code of Conduct may be submitted in writing to **admin@duncanprivate.com**
- Such grievances will be reviewed by the Committee, and outcomes (including communication, actions, or repercussions) will be determined and communicated accordingly.

Commitment

By joining The Residents' Business Club @ Steyn City, you agree to uphold this Code of Conduct and contribute to a culture of trust, professionalism, and mutual respect.

