

Vendor Code of Conduct Policy

Introduction:

The following policy is meant to serve as an outline for expected conduct of all Vendor Personnel doing business with the Riverwood Community Development District. This policy applies to all personnel conducting business onsite and offsite while under contract with the District.

Interaction with Board Members and Residents:

- All Vendor Personnel will be respectful and responsive to resident and Board member requests. If they do not know the answer to a specific question, they will let them know that they will get back to them with a correct response and when they can expect the answer.
- All Vendor Personnel will always act professionally .
- If a Vendor is requested to do something that is outside the rules of the District, the law and or the scope of services for the respective Vendor. They will let the requestor know why they cannot comply and to whom they can speak about their request.
- Vendor Personnel are not empowered to take punitive action against a resident unless there are specific rules set forth in the District's rules/regulations and/or policies that are specific to the issue at hand.
- Vendor Personnel may refuse residents entrance to District facilities and/or ask them to leave District facilities if they do not meet the requirements of the District's rules and procedures.
- Vendor Personnel may call the Sheriff's Department if they feel threatened by a resident.
- Vendor Personnel are empowered to enforce the District Rules for use of District facilities as set forth in Exhibit A of this policy.

Failure of Vendor Personnel to Meet Required Professional Conduct Standards:

- In the event a resident believes that any Vendor Personnel have acted outside the scope of their authority or acted unprofessionally, they should contact the District Manager to address the matter with the Contract Manager for the Vendor.
- In as much as the Board has assigned individual Board members to oversee various functions within the District operations. A Board member that believes a Vendor Personnel has violated the code of conduct should contact the District Manager and request that they follow up with the Contract Manager for the Vendor to resolve the matter.

Exhibit A

Section 5.22 Enforcement.

A. General. This section on enforcement applies only to the enforcement of the provisions of Sections 5, 6 and 7 of the RCDD Rules.

B. Violations. The Activity Center Staff or Beach Club Staff, as appropriate, shall file a written incident report when it is determined that a violation of the RCDD Rules has occurred. A written copy of the incident report will be timely provided to the RCDD Board.

C. Suspension. Infractions or violations of the RCDD Rules may result in a suspension of the right or privilege to use some or all of the Facilities.

D. Authority to Suspend.

1. The Activity Center Staff or Beach Club Staff may suspend the right or privilege for an individual to use some or all of the Facilities or the Beach Club due to violation of applicable RCDD Rules. The Activity Center Staff or Beach Club Staff may institute the suspension immediately, prior to the appeals process, depending on the nature of the violation, and shall report the incident to the RCDD Manager, as provided herein.

2. If the Activity Center or Beach Club Staff believes that an infraction or violation of the RCDD rules has occurred and suspends an individual's rights or privileges to use some or all of the Facilities or the Beach Club, the Activity Center Staff or Beach Club Staff shall provide the individual with a detailed, written explanation of the reasons for the suspension and an explanation of the Appeal Procedures within 3 business days of the suspension. The Activity Center Staff or Beach Club Staff shall also provide a written copy of any suspension to the RCDD District Manager.