



MANAGEMENT REGULATIONS - CODE OF CONDUCT FOR MEMBERS

1. Introduction

A harmonious N'tsiri community is achieved when we use both our exclusive use area and common areas of the Reserve in a manner that respects the environment and the rights of other members, employees, neighbours, and any person lawfully within the Reserve. Compliance with these rules will promote an enjoyable N'tsiri experience. The Directors have established these Conduct Rules in terms of the N'tsiri Use Agreement and are binding on all Members. Members are responsible for ensuring that their families, guests, and service providers always comply with these rules.

The N'tsiri Board of Directors volunteers their time, energy, and personal resources to manage the Reserve for the benefit of all Members. The Board's primary mission is to preserve environmental integrity and maintain the appearance of the Reserve, through the management of:

- Safety and Security
- Financial and Strategic Planning
- Maintenance and Repairs of Common Areas
- Architectural / Environmental Improvements
- Ethical and Legal Governance of the Shareholder Use Agreement and Reserve Rules

2. The Management Regulations

The Directors seek to advance the beneficial interests of the Members through the conservation of natural resources, maintenance of N'tsiri assets, and ensuring members abide by the N'tsiri Use Agreement and the management regulations which include:

- General Rules and Regulations. Do's and Don'ts, Radio and Game Drive Etiquette. (Attachment Conduct 1).
- Building Regulations (Attachment Conduct 2).
- Media Policy - social media or public airing of confidential information or issues of discontent are subject to the Ntsiri Media Policy. (Attachment Conduct 3).

3. Disciplinary Code for Members

The N'tsiri Board may:

- Levy fines. The Member will be liable for the payment of any penalty imposed due to non-compliance by family members or guests. The penalties imposed will be guided by the Penalty Schedule. (attachment Conduct 6)
- Require the Member to attend a disciplinary inquiry.
- Deny the Member access or utilisation of his unit for a period or until the breach is rectified.
- Impose an administrative charge and interest on any payment received after the due date, whether for normal levies, special levies, service charges, or penalties imposed in terms of the N'tsiri Code of Conduct. Interest shall be levied on any outstanding amount at the prime interest rate per month (or such other rate as the Board may determine from time to time) on the outstanding total, provided that the interest rate may not exceed the maximum rate of interest payable per annum under the National Credit Act, 2005 (Act No. 34 of 2005), compounded monthly in arrears.

Any contravention not provided for in the Penalties Schedule shall be dealt with at the discretion of the Directors.



4. Members Grievance Procedure

Avoid conflict discussions with another Member or an employee. Attempt to solve an issue by discussion with the Reserve Manager who is to mediate in any dispute between members. If the issue is not resolved within 24 hours, a grievance form may be submitted, either by email or by hand. A grievance in respect of the Directors must be communicated to the Board only.

A grievance may be addressed to all or any of the following:

- The Reserve Manager : manager@ntsiri.co.za
- Any Board Member : By E-mail
- The N'tsiri Reception : By Hand

Grievance Procedure Forms (attachment Conduct 4) are available at reception and on the website. Forms delivered by hand will be signed and a copy will be handed to the member.

Within 7 days, the member will be contacted by a Director in an attempt to resolve the issue. Failing resolution, the matter will be referred to the Board.

All such communications, both formal and informal, will be logged and referred to the Board in any respect, even if resolved, as part of the Board Pack.

5. Indemnity

On arrival at N'tsiri the Indemnity Form (Attachment Conduct 5) must be completed by all members and guests.

6. Donations

Donations made to N'tsiri and its employees should be made via the Reserve Manager who will authorise the recipient, in writing, to remove the donated item from the N'tsiri Reserve and beyond the APNR Security Gates.

7. Attachments

- Conduct 1: General Rules, Radio Procedures, and Game Drive Etiquette
- Conduct 2: Building Regulations
- Conduct 3: N'tsiri Media Policy
- Conduct 4: Grievance Procedure Form
- Conduct 5: Indemnity Form
- Conduct 6: Penalty Schedule