



Junee Ex-Services Memorial Club

MEMBER MEETING ETIQUETTE

(Aligned with ISO 9001:2015 and Australian governance requirements)

PURPOSE

To ensure fair, respectful, and efficient handling of member questions during General Meetings.

ASKING QUESTIONS

- ✓ Members questions to be in writing 7 days before the meeting date so that the necessary research can be undertaken to accurately answer all questions. Post or deliver questions: Att. General Manager, 75 Broadway street, Junee. NSW, 2663 or Email generalmanager@jemc.com.au .
- ✓ Follow-up questions, wait to be recognised by the Chair
- ✓ State your name (and membership number)
- ✓ Keep questions clear, concise, and relevant
- ✓ Address all comments through the Chair

TIME & FAIRNESS

- Maximum **1–2 minutes per question**
- Follow-up questions at the Chair's discretion
- Avoid repeating previously asked questions
- Equal opportunity will be provided to all members

EXPECTED CONDUCT

Members must:

- Be respectful at all times
- Focus on issues, not individuals
- Avoid offensive, defamatory, or disruptive language
- Not speak on behalf of others (proxy questions or comments will not be excepted or recorded)
- Not interrupt others

The Chair will withdraw speaking rights if conduct is inappropriate

CHAIRPERSON ROLE

The Chair will:

- Maintain order and fairness
- Rule questions in or out of order
- Apply time limits
- Take questions on notice where required

QUESTIONS ON NOTICE

A question may be taken on notice if it:

- Requires detailed investigation
- Involves legal, confidential, or commercial matters
- Cannot be answered within time limits

Responses will be provided after the meeting where appropriate.

GOVERNANCE & COMPLIANCE

This process supports obligations under:

- ISO 9001:2015 (quality and continuous improvement)
- Registered Clubs and Corporations legislation

CONTINUOUS IMPROVEMENT

- Questions and responses may be recorded
- Feedback helps improve future meetings

From the Management & Board of Directors of the Junee Ex-Services Memorial Club Limited