



MECHANISM FOR DISPUTE RESOLUTIONS

This document summarizes the roles, responsibilities, processes and procedures of the BMW Clubs International Council (Council) including its Executive Board and the BMW Club & Community (BCCM) in dealing with disputes among its constituent regional chapters, national clubs, and umbrella organizations. It also summarizes the rights of BMW AG in this regard.

This document draws on the mission, guidelines, and constitution of Council and is meant to be consistent with their aims and regulations. The Council, its Board, and the BCCM working with BMW are charged with the responsibility of ensuring the maintenance and growth of the family of BMW enthusiasts who are to work together in harmony and collaboration. When this does not happen, action is sometimes required.

1. Roles

At the international level, the roles of each group are different. The BCCM serves in an administrative role and communication capacity. In contrast, the Council and its Board serve in a decision-making capacity with regard to dispute resolution. Finally, BMW Classic serves in an advisory capacity, expressing the wishes and opinions of BMW AG.

BMW Club & Community Management	- Administrative role Providing of information
International Council	- Decision-making role Dispute resolution (among clubs and between clubs and BMW AG)
BMW Group Classic	- Advisory role Express the wishes and opinion of BMW AG

2. Procedures for the BMW Clubs

Before a dispute will be adjudicated by the Council, it must be shown that the clubs have made every reasonable effort to resolve the problem internally. In addition, disputes brought to Council's attention must be based on substantive arguments. Finally, Council will consider resolving disputes only as a last resort and not as a first choice. 3 Steps:

- 1) Effort to resolve dispute internally within the club
- 2) Documentation of dispute based on substantive arguments (e.g., representation, fee system, discrimination)
- 3) If no internal resolution possible, request to the International Council
(Basic Principle: International Council is involved as a last resort!)

3. Procedures for the BMW Clubs International Council

The Council will follow a sequence of steps in helping to resolve a dispute, ranging from fact finding and informal negotiation at the beginning to a legislated solution as a last resort. 4 Steps:

- 1) Fact finding
- 2) Informal negotiation
- 3) Formal mediation
- 4) Legislation