



## **CODE OF CONDUCT**

This Code is intended to provide a clear understanding of the conduct expected by Glendower of its Members and Visitors in order to ensure that the Club delivers the promised, “Premium” experience and an enjoyable and enriching environment for all.

The Code also provides the framework within which any transgression will be assessed and an awareness of the sanction to be imposed, so Members are aware of the potential impact of any action. Members are expected to familiarize themselves with the Code and understand the standards of behaviour expected when at the Club, or representing the Club elsewhere, and will also be held responsible for any breach committed by their guests.

### **Standard of behavior expected**

Members and Visitors are expected to:

- Take good care of the golf course and our clubhouse facilities.
- Show consideration to others using our facilities.
- Be respectful in your behavior towards other Members, Visitors and members of staff.
- Act with integrity.

Members and Visitors are all reminded that by entering our premises, Members and Visitors are deemed to have given their consent to be bound by both the constitution, policies, restrictions and penalties which may be imposed for any breach of the Code or any other conditions of access imposed by the Club.

## **Specific provisions related to conduct**

The following should be regarded as examples of the application of the principles set out in this Code and not an exhaustive list:

### **On the course Members and Visitors must:**

- › Avoid slow play and apply Ready Golf principles where necessary
- › Abide by any instructions from the starter and/or marshals
- › Adhere to the Club's Dress Code
- › Respect the golf course and our desire to maintain the highest conditioning standards, including repairing pitch marks, replacing divots, raking bunkers etc
- › Avoid driving golf carts recklessly or in a manner which may damage the golf course or any of our facilities, or pose a risk to other golfers and our staff and obey the club's rules and designated areas or no-go areas for driving a golf cart
- › Refrain from any behavior that would, to any reasonable standard be considered to be inappropriate, or which may impact on the enjoyment of our Club by other Members or Visitors. This specifically includes aggressive behavior, volume and content of conversation, misuse of equipment (i.e. throwing clubs in frustration etc.)
- › Conduct themselves in a sportsmanlike manner, and do not knowingly cheat or disrespect employees, officials or fellow players
- › Switch mobile phones to silent mode on the golf course & refrain from use during round which could slow play or disturb other golfers

### **In the clubhouse Members and Visitors must:**

- › Refrain from any behavior that would, to any reasonable standard be considered to be inappropriate, or which may impact on the enjoyment of our Club by other Members or Visitors. This specifically includes aggressive behavior, volume and content of conversation, etc
- › Note that in addition to any follow up disciplinary process/action, any member or guest heard using unacceptable or offensive language may be asked to stop or leave the premises
- › Not act in a manner which is discriminatory, or is considered by the Club Management to be harassment or intimidation
- › Not act disrespectfully, intimidate or act aggressively towards our staff
- › Not engage in excessive consumption of alcohol
- › Not smoke or use e-cigarettes within any of the club buildings or within 10 meters of any doorway
- › Not take any illegal substances or carry any such onto our premises.
- › Use mobile devices in the clubhouse with due consideration of fellow Members and Visitors

Please note that these specific actions will be updated from time to time by the Committee and will be available on the Club's website

## **Disciplinary Committee**

The Glendower Governing Committee will convene a subcommittee to oversee the complaints procedure, conduct investigations and hearings and then recommend findings and sanctions to the Committee for approval. The members of the committee can be amended from time to time by the Glendower Committee but will initially comprise:

1. The Vice President (who will chair the hearings)
2. The Club Captain
3. The Club General Manager
4. One member of the committee approved by the committee

Provided that, should any of these appointees be involved in the incident, they will be recused from the hearing and replaced by a Committee member selected by the Committee.

The Disciplinary Committee will schedule to meet on the second Tuesday of every month, unless there are no matters reported or in need of discussion, to perform the following functions:

- › Review complaints notices and grade the alleged offences
- › Where necessary conduct investigations and hold hearings into the complaint

## **Complaints and Disciplinary Hearing Procedures**

Complaints can be made by any person including a Member, Visitor or member of the public. Complaints must be made in the first instance to either the General Manager or to any member of the Glendower Governing Committee in writing, within 3 working days of the matter occurring.

Should a hearing be required in terms of the Code, notice of such hearing shall be given to both the complainant and to the person or persons the subject of the complaint at least 5 business days before the hearing. The notice will specify the date, time and place of any hearing and will be accompanied by details of the complaint and any other submissions which the Disciplinary Committee considers necessary for the parties to be briefed. The notice will also specify if the hearing can be attended by written submissions or whether the

parties are required to attend in person. Hearings will be in private with only the complainant, the accused and the Disciplinary Committee. The target is for all hearings to be concluded within 30 days of the initial complaint.

No formal legal representative or counsel shall be entitled to attend, provided that the Disciplinary Committee may receive such legal advice as it deems necessary.

On completion of the hearing to the satisfaction of the Disciplinary Committee, the chairman shall submit a report to be considered at the next Glendower Committee meeting or if the incident is considered urgent or extreme, request the Club President to convene a special meeting to consider the complaint and its recommendation.

The Disciplinary Committee will be responsible for keeping all parties involved informed about the complaints process.

**Grading of complaints and recommended sanction**

The Governing Committee, Management and assembled Disciplinary Committee have the authority to determine what behavior is acceptable or not. It would be expected that the Disciplinary Committee will deal severely with proven cases of serious misconduct and in some cases the conduct may constitute a criminal offence in which case the matter should be referred to the Police.

The examples of the grading of complaints below is not intended to be an exhaustive list

<p><b>Grading</b></p>	<p><b>Recommended Sanction</b> (Depending on the seriousness of the offence, as well as the accused history of conduct at the Club)</p>
<p><b>Grade 1 Offences</b></p> <ul style="list-style-type: none"> <li>› Offensive, inappropriate or defamatory language or actions</li> <li>› Improper treatment of equipment, including throwing of clubs</li> <li>› Failure to adhere to Club rules/policies such as:               <ul style="list-style-type: none"> <li>○ Use of spotters/cadies etc</li> <li>○ Playing 5 balls without approval</li> <li>○ ....</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>› Verbal warning with notice on file;</li> <li>› Written warning issued to member;</li> </ul>

<ul style="list-style-type: none"> <li>› Abuse of Glendower tee time booking policies</li> </ul>	
<p><b>Grade 2 Offences</b></p> <ul style="list-style-type: none"> <li>› Repeat behaviour of breaching our Code</li> <li>› Deliberate damage to the golf course or clubhouse.</li> <li>› Any serious misuse of alcohol or drugs on the course or club premises</li> <li>› Verbal abuse or threatening behavior to another person or staff</li> <li>› Behavior bringing the club into disrepute</li> <li>› Cheating</li> </ul>	<ul style="list-style-type: none"> <li>› Final written warning issued to member;</li> <li>› Suspension;</li> <li>› Expulsion</li> </ul>
<p><b>Grade 3 Offences</b></p> <ul style="list-style-type: none"> <li>› Theft of any nature</li> <li>› Actions of a discriminatory nature including: racism and sexism</li> <li>› Assault of a staff member, Member, Visitor or member of the public</li> <li>› Sexual harassment</li> <li>› Serious conduct unbecoming of a member</li> </ul>	<ul style="list-style-type: none"> <li>› Suspension;</li> <li>› Expulsion</li> </ul>

The Disciplinary Committee is required to determine the grade of the offence. The grade allocated will determine the action to be taken and the potential sanction the person may receive. All aggravating and mitigating circumstances will be considered before passing the sanction. Therefore, consistency of grading across offences is important and it is a requirement that records are kept supporting the grading process.

The Disciplinary Committee will carry out a preliminary investigation and gather all the facts of the complaint as is reasonably available

**Appeal Process**

In the event that a Member wishes to appeal a decision of the Disciplinary Committee or the sanction confirmed by the Glendower Governing Committee:

1. An appeal can be made to the President (and must be copied to the Club Manager)
2. The appeal must be in writing and made within 5 business days of the relevant ruling
3. The appeal must specify the decision that the member/person has an issue with and provide detailed reasons for his/her appeal
4. At the discretion of the President, an Appeal Committee will be called to hear the appeal. The appeal committee will consist of:
  - a. In the event that the offence or sanction is graded as a Grade 1 offence, the President and at least 1 other Governing Committee member selected by the President. These Governing Committee members cannot have been members of the Disciplinary Committee
  - b. In the event that the offence or sanction are graded as Grade 2 or 3 offences, the President and at least 1 Honorary Life Vice President
  - c. In the event that the President is involved in the disciplinary issue and appeals, the Club Captain will be substituted for the President
5. Where an appeal is accepted by the President, the Appeal Committee will hold the appeal within 10 business days of receiving the appeal
6. The Appeal Committee may request any evidence and call any witnesses it considers necessary
7. Once the Appeal Committee has handed down its ruling, the ruling is final and binding