

DEVONPORT

COUNTRY CLUB

Devonport Country Club Limited	
Code of Conduct	Date: 28.02.2024

Policy Statement

This Code of Conduct document summarises Devonport Country Club's (the Club) expectations of its staff, Members and their guests and encourages them to behave in a manner consistent with this code.

The Club is committed to creating an open environment which fosters a culture that values, appreciates, and respects all its staff, members, and their guests.

The Code of Conduct has been developed to ensure a safe, friendly, and respectful place for Members, visitors, and staff to gather in the spirit of co-operation, relaxation, goodwill, fun and friendly competition.

As a part of our staff, a member or visitor/guest of the Club a certain standard of behaviour is expected that reflects the basic requirements of good sportsmanship, integrity, honesty, courtesy, and respect to be shown to all other members, competitors, Club officials, staff, and the public.

This code of conduct applies to the Members, staff, and visitors of the Club.

2. Code of Conduct

All Members shall:

- a) Treat all staff, other members and their guests and visitors to the club, fairly, equally and with respect.
- b) Refrain from directing staff on how they should perform their duties. Any complaints or suggestions about employees are to be made in writing to the General Manager.
- c) Follow all reasonable directions given by Management or members of staff.
- d) Be familiar with and comply with the Club's constitution, policies, procedures, and by-laws.
- e) Comply with club safety practices and requirements.
- f) Be vigilant in the timely reporting of real or Potential safety hazards to the Club's Management.
- g) Refrain from behaviour that may bring the Club into disrepute and not make statements on behalf of the club unless authorised to do so.
- h) Not harass, intimidate, or threaten verbally, physically, or otherwise abuse or retaliate against any Member, family member, guest or staff member.
- i) Ensure their guests are correctly dressed and that their behaviour is appropriate, and they comply with visitor requirements.
- j) Be open and honest when proposing or introducing new members for membership.
- k) Behave in a manner that is free of discrimination or any form of harassing behaviour including sexual harassment.

- l) Conduct themselves in a sportsmanlike manner in all sporting activities, observing all applicable rules and standards of etiquette and fair play.
- m) Treat Club property with respect.
- n) Be co-operative in a courteous and respectful manner with Members of the Club's Management, the Board of Directors regarding any review, investigation, or other issues of compliance with this code of conduct or any other Club bylaws, rules regulations, procedure, restrictions, or instructions.

3 Best Interests of the Club

Members are required to act in the best interests of the Club and not use their position as member to unfairly advantage their own interests.

4. Grievance and Resolution Policy

If a member has a grievance with a fellow Member or a member of staff, the member must strictly adhere to the Grievance and Resolution Policy.

5. Disciplinary Policy

All members should make themselves familiar with the Disciplinary Policy currently in force.

6. Temporary Suspension for Serious Misconduct

- a) Should a member act in contravention of any provision of clause 2 of this Code and such act, in the opinion of the General Manager, is of such gravity that it has, or may, put other members, staff or visitors at risk of harm, either physical or emotional, the General Manager may forthwith by written notice to such member suspend his membership and require them not to attend the club's property for a period of time not exceeding two weeks.
- b) A notice under clause 6.1 must clearly identify the member and provide a concise description of the conduct complained of.
- c) Within three days of the General Manager suspending a member under this clause they must refer the matter to the Board as a Serious Complaint pursuant to clause 8 of the Grievance and Complaints Policy.

(Updated Feb 2024 – addition of Clause 6)