



"Founded in 1899, the home of golf in Saskatchewan."

Code of Conduct

March 31, 2016



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Royal Regina Golf Club

Code of Conduct

Introduction

This policy is to establish clear and acceptable behavior expectations for Royal Regina Golf Club members, guests, and employees. It is not intended to restrict the rights of anyone but rather to ensure that all members, guests, and employees can expect to be treated with respect while enjoying the Club course and property. The Club deems that all members, upon acceptance to the Club, have given their consent to be bound by the by-laws and rules of the Club; both to the restrictions and the penalties imposed.

Membership

The privilege of membership at the Royal Regina Golf Club shall be extended only to those members who observe the policies, by-laws, regulations and rules of the Club. Membership shall not be extended to those members who conduct themselves in a manner deemed by the Board to be improper or to be unbecoming a member of a club, or to be likely to endanger the welfare, interest or character of the Club. Members shall at all times, whether on the Club premises or involved in Club related activities, conduct themselves in a first class manner and shall respect the rights of other members, Club staff and Club property.

General Code of Conduct

All Members, guests, staff and Board Members are expected to conduct themselves in a manner that:

- Creates an environment that is reflective of personal integrity and respect as exemplified in the Rules of Golf
- Show the utmost respect and dignity to fellow members, staff and guests
- Acknowledges RRGC as a family-friendly environment and, therefore, refrains from using obscenities and loud boisterous behaviour inappropriate to social situations
- Adheres to the dress code and observes proper golf etiquette as well as the Rules of Golf as per Golf Canada
- Observes proper etiquette on and off the course and adheres to all club rules, which include, but are not limited to:
 - adhering to sign in procedures in the Golf Shop

- safe operation of power carts and in designated areas only
- adhering to pull cart policies
- not knowingly cheating or throwing clubs
- not intentionally damaging the course or its property
- observing all signage on the golf course
- use and proper care of putting greens
- pride in the physical appearance of the RRG, which includes fixing divots, raking bunkers and repairing ball marks on greens
- Refrains from any illegal use or association with drugs and excessive abuse of alcohol
- Understands the General Manager is responsible for instructing the staff in the performance of their duties
- Demonstrates an understanding that members and guests have no authority to instruct staff in job performance and duties
- Understands that complaints regarding staff conduct are to be submitted in writing to the General Manager or the Club President
- Understands that the membership may make suggestions to the General Manager regarding the operation of the club
- Does not denigrate, talk down to, scream at staff members, members and/or guests and does not create unnecessary strife and divisiveness
- Is vigilant in reporting real or perceived safety hazards to staff and/or the General Manager
- Does not engage in any form of harassment or discrimination

Board of Governors Code of Conduct (in addition to above general code)

All Governors are expected to conduct themselves in a manner that:

- Reflects honesty, integrity and support for the best interests of RRG in carrying out the day to day business and planning for the future of RRG
- Has a professional and healthy regard for confidentiality
- Is an unbiased participant in establishing guidelines that are sound for the entire club through feedback from the membership
- Will respectfully hear concerns, ideas, suggestions, and will, through a committee system, make and vote on motions for action or inaction
- Will discuss, agree, disagree, seek further information, solicit advice from professionals in a particular discipline and gather as much information as possible about issues
- Will always keep in mind and in their decision making the question “What is in the best interest of the RRG and its members?”
- Once a vote is taken are expected to support the decision to the membership and conduct themselves as unified body
- Not undermine decisions made (democratically through the voting process) by voicing to small groups or individuals that he/she is not in agreement with the decision that was made
- Bring the members concerns forward to the committees and board for discussion
- Will be held to a higher standard in regards to the code of conduct and may receive a more severe disciplinary penalty should they violate the code of conduct
- Understands the Board does not become involved in or interfere with the General Manager and/or management team in their daily managerial duties regarding work assignments to staff and does not instruct staff in how to perform their work

Staff Code of Conduct (In addition to above general code):

All staff members are expected to conduct themselves in a manner that:

- Reflects positively for the membership for a well-kept and maintained environment to play golf
- Reflects a place that does not create unnecessary strife, ill will and divisiveness among the membership and/or staff
- Promotes a place that is a source of pride in its physical appearance
- Complements a welcoming, and aesthetically pleasing environment
- Is open to feedback regarding an immediate and or potential safety hazard for the membership and staff and handles it with appropriate urgency
- Understands their job performance direction comes from the General Manager and/or their management team and not from the membership or Board
- Respectfully refers questions and concerns regarding the performance of duties to the General Manager and/or management for action/inaction

Disciplinary Committee

The General Manager and President will oversee any and all complaints and recommend penalties within the guidelines as may be deemed necessary to the Board of Governors. The General Manager in conjunction with the President will act as the convener.

The General Manager acting on behalf of the Golf Club shall have custody of and preserve all complaint files; and such files or records shall be regarded as confidential, available only to the committee, parties involved and the Board of Governors.

Complaint Procedure

Complaints may be made by any person including members, guests, staff and members of the public.

Complaints must be made in writing via letter or email to either the General Manager or the President of the Royal Regina Golf Club, within three (3) working days of the matter occurring.

Once received the General Manager and President will investigate if required and present to the Board of Governors to determine appropriate action. If the Board of Governors decides by vote of 2/3 of those members present at the meeting that the conduct in question warrants a disciplinary letter, the General Manager or President shall report the outcome of the decision to the member in writing.

Disciplinary Sanctions

The General Manager or Board of Governors shall have the power to suspend any member whose conduct shall be considered to be improper, unbecoming, or detrimental to the welfare, interest or character of the club, or who willfully commits a breach of the By-Laws, or who willfully violates or neglects the observance of any rule or regulation provided by such By-Laws, or by the Board of Governors, or any committee under the authority thereof. (See by-law 5.1)

Decisions and Penalties:

1st Instance: Verbal Warning

2nd Instance: Letter of Warning

3rd Instance: 1-2 week suspension

4th Instance: 3-4 week suspension

5th Instance: 1 year to cancelation of membership

1. Any suspension will state the date the suspension is to take effect and the number of days of the suspension. The days of suspension previously served shall be taken into account.
2. While under suspension the member's financial obligation to the Club for dues and other charges shall continue.
3. Any costs arising from an offense shall be paid by the member committing the offense in addition to other penalties.
4. If the offence is considered serious, or there are other recent offences, then steps can be passed at the discretion of the Disciplinary Committee.

Appeal:

A member suspended or terminated for any such offence shall be notified in writing by the General Manager or President of the charge and penalty applied against such member and be given an opportunity to be heard by the Board of Governors at a meeting called for that purpose.

The member must submit their intent to appeal the decision in writing via letter or email within three (3) calendar days of issuance of the disciplinary letter from the General Manager or President.

Upon notification of the intent to appeal the disciplinary sanction will be put in abeyance until the appeal hearing decision has been rendered. Notification of the appeal hearing date shall be deemed sufficient if mailed or delivered to the Member at least seven (7) calendar days prior to the meeting of the Board of Governors at which the hearing is to be granted. The Board of Governors may or may not take further permanent action with respect to the offending Member depending upon the results of the hearing. (See By-Law 5.1)