



CODE OF CONDUCT, DRESS CODE and GROUND RULES

The Peterborough Golf and Country Club strives to provide a “Conflict Free” environment for all its recreational, social and business activities. The code of Conduct refers to the personal and interpersonal behaviour of members and the staff. Mutual respect, co-operation and understanding must be the basis of interaction among all members, guests and employees of the club.

The Peterborough Golf and Country Club will neither accept nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual or create an intimidating, hostile or offensive environment.

- 1. Members are not permitted to reprimand Club Staff. Comments and suggestions may be brought to the attention of the General Manager or a member of the Discipline Committee.**
- 2. Members (other than Board members) shall not approach/reprimand another member who they believe may have contravened the Code of Conduct or the Dress Code.**
- 3. Members who observe what they believe to be an infraction of the Code of Conduct or Dress Code may report their concerns to the General Manager or a member of the Discipline Committee.**
- 4. Member are expected to inform their guests about the Code of Conduct, Dress Code and other Club Rules.**
- 5. Cell phones. Members and Guests should ensure that their use of Cell phones in the Clubhouse and on the Course is respectful of others and does not interfere with the enjoyment of others.**
- 6. Music on the Course. Listening to personal music in the Clubhouse or on the Course must done in a respectful manner so as not to interfere with the enjoyment of others.**
- 7. Alcohol Beverage Service. The Golf Club and its facilities are intended for the enjoyment of all Club Members and their guests. It is the responsibility of all Members to ensure they and their guests conduct themselves accordingly at all times while on the club premises. The goal of the Club is to successfully provide responsible, courteous and professional service of alcohol.**

Alcoholic beverages consumed on Club Property must be purchased from the Club.

The Club has the responsibility to undertake a duty of care regarding the sales and service of alcohol to Members and their guests. Members should be aware that servers have been instructed not to serve any Member or guest that, in the view of the server, is intoxicated. The server is to immediately notify the senior staff member on duty and will immediately stop serving alcohol to that Member or guest. The Club will make every effort to ensure that

no intoxicated person drives a vehicle away from the Club's premises. The senior staff member on duty will take the following measures to prevent the member from driving from the premises by:

- Requesting that the Member give their car keys to another person or the senior staff member.
- The senior staff person on duty will be authorized to inform the Member that no more liquor will be served and will, unless other arrangements have been made, order a taxi to take the Member home. The charge for the taxi will be applied to the Member's account.

Dress Code Overview:

The Dress Code reflects the collective wishes of the membership and applies to all Club Members and their guests at all times when on Club property. The spirit of these regulations is that Members respect each other by wearing attire that reflects a level of decorum that is in keeping with a Club of the Peterborough Golf & Country Club's heritage and status. Members and their Guests should be aware of the following dress code guidelines in effect at the Peterborough Golf and Country Club.

Golf Course All Players:

- a) All golf attire should not contain any rips, tears, frayed ends or holes.
- b) b) Pants, shirts, skorts and shorts with "cargo style" pockets (large bulky pockets on the outside of the garment) are not permitted.
- c) c) Headwear is not to be worn backward.

Male Players:

- a) Golf shirts must have collars. Mock necks are permitted.
- b) b) Golf shirts must be tucked in at all times.
- c) c) Length of Shorts shall be between the knee and mid-thigh.

Female Players:

- a) Tank tops or tops with exposed backs or midriffs are not permitted.
- b) b) Shirts must have a collar or sleeves.

Clubhouse:

- a) Smart casual attire (no rips, tears, frayed ends or holes)
- b) Golf attire is acceptable
- c) Gentlemen's shirts must be collared and tucked in (mock neck acceptable).
- d) All logos on attire must be small, discreet and in good taste.
- e) Members and their guests must remove headwear when in the dining room. Hats, caps/visors may be worn while travelling between the locker room and golf course.
- f) Management or event organizers may establish appropriate dress codes for dining room events.

GROUND RULES (for play on the Course) Lightning Procedure:

- If there is a threat of lightning in the area, the system will sound one prolonged blast of 15 seconds signaling suspension of play.

- Upon hearing the horn, all Members and Guests must immediately stop play, mark their ball position, and seek shelter at the nearest location or by returning at the Clubhouse, if possible.
- Resumption of play: When the danger has passed, the system will emit 3 short blasts of five seconds that will indicate it is now safe to return to the course. Care of the Course:
- Repair all divots with seed provided or turf replaced
- Carefully repair all ball marks on the green
- Rake the bunkers. Holes and footprints should be filled and smoothed over. Leave rakes outside bunkers in a position where they will least likely affect play
- Practice swings – avoid damaging the course, especially avoid taking divots on the tees

Pull Carts:

- Keep off tees, greens, greens aprons
- Must be left 5 yards from the green
- Must not be pulled between greenside bunkers and the green

Power Carts:

- Follow directional signs
- Must stay at least 15 yards from the green
- Must stay off tees and surrounding area
- Use cart paths whenever possible

Carry Bags:

- Keep carry bags, with or without stands, off the greens and greens aprons

Courtesy on the Course (Pace of Play):

The normal pace of play for foursomes is not to exceed two hours per nine holes and a total of four hours for eighteen holes.

Each group is responsible for observing the pace of play and must remain in position relative to the preceding group. If a group fails to keep its place on the course and loses more than one clear hole to the group ahead, its responsibility is to invite the following group to pass. A group also has the responsibility to insist on its right to pass if the group ahead does not invite it to do so.

When the play of a hole has been completed, players must immediately leave the putting green.

Twosomes or threesomes should accommodate members who wish to join their group.

As a courtesy, if adding your name to a tee time, a call (or e-mail) should be made to one of the Members who has reserved that time.

Proposed Process for dealing with Complaints or a Report regarding an alleged infraction of the Code of Conduct or Rules

When an organization establishes Codes of Conduct and Rules, it is important that it also establish procedures to deal with alleged infringements of the Codes and Rules. At the Peterborough Golf and Country Club, it is expected that all members and guests endorse and

abide with such guidelines. Although the Code of Conduct prohibits Members and Guests from reprimanding staff or other members and guests regarding the Code and Rules.

The Board shall appoint a Discipline Committee and a Chairperson of the Committee.

- **There shall be at least three members of the Committee, but the Board may appoint more members from time to time as it deems necessary.**
- **The members shall be members of the Club in any category and shall include at least one woman and one man, be generally representative of membership categories and activity sections.**
- **Term will be three years.**
- **A Quorum for a meeting of the Committee shall be a majority of its members. The General Manager shall be a resource for the Discipline Committee.**
- **At the discretion of the GM or the Discipline Committee, the Head Professional may be a resource when the complaint is related the Ground Rules.**
- **When there are insufficient members of the Committee to act because of a conflict of interest, unavailability of one or more members or other reason the Board shall appoint more members and, if necessary, designate a new or temporary Chairperson.**

Procedures:

When someone observes or is subject to an infraction of the Code of Conduct or any Club Rule, they have the right to submit a complaint/report according to the following procedures which shall be conducted in confidence.

- **Any complaint from a Member, staff, guest, or the public regarding the conduct of a Member, staff member or a Guest shall be referred to the General Manager (GM) or the Discipline Committee Chair as denoted below:**
- **The GM (or the Discipline Committee Chair) shall request that the complaint be put in writing within seven days of the incident or at the discretion of the GM/Discipline Committee Chair.**
- **If the complaint involves two staff members, the GM will be responsible for investigating the complaint including any actions that may follow. The GM will inform the Board.**
- **If the GM is a party to the complaint the matter shall be dealt with by the Discipline Committee**
- **If the GM or Discipline Committee considers that the delay involved in the normal process set out below will create an immediate risk of physical or mental harm to persons or property or serious harm to the reputation of the Club, the GM or the Discipline Committee Chair shall have the ability to immediately invoke an appropriate course of action.**

In all other circumstances, the GM or the Discipline Committee shall:

- Inform the Board that there has been a complaint submitted**
- immediately investigate the complaint including asking the alleged offender for his or her version, as well as interview witnesses of the incident, prepare a written summary of all**

information obtained, and determine if there may have been a breach of the Code of Conduct or any rule of the Club.

- c. In situations where the GM is leading the investigation, he/she has the discretion to resolve the matter. If the matter is not resolved to the satisfaction of the complainant, the member or guest, or the GM, the GM shall immediately refer the matter to the Chair of the Discipline Committee, including the results of the investigation and attempts at resolution.
- d. When a matter is referred to the Chair of the Discipline Committee, he/she shall provide a copy of any reports etc. to all members of the Committee and discuss next steps with them. Any member of the Committee who believes they have a conflict of interest, or whom the Chairperson decides has one, shall not participate and if there is not a quorum of three members remaining, the Chairperson shall ask the Board to appoint one or more members to make a quorum.
- e. The Chairperson shall inform the complainant and the subject(s) of the complaint that the Committee is considering the matter, provide both with all the written information provided by the General Manager and offer the complainant and the subject(s) of the complaint an opportunity to make submissions either in writing or in person.
- f. The Committee may in its discretion and by a majority vote decide:
 - i. that there should be no further action; or
 - ii. to continue the investigation; or to meet with the complainant, the Member, the Guest or all of them; or
 - iii. if the finding of the Committee is that a Staff member has violated the Code or Rules, the decision regarding consequences shall be referred to the GM; or
 - iv. if the finding of the Committee is that the GM has violated the Code or Rules, the decision regarding consequences shall be referred to the Board; or
 - v. to give the Member or Guest a warning, or
 - vi. issue a reprimand, or
 - vii. impose a penalty.

The penalties that the Discipline Committee may impose are:

- a. A suspension for up to one month of specific privileges, or
- b. A suspension of all privileges for up to one month,
(A suspension includes a suspension from the right to participate in all or specific aspects of the Club's activities or to enter certain parts or all of the Club premises.) The Committee may decide when the suspension shall take effect.
- c. Where the person is a Guest, suspend that person's right to enter all or certain parts of the Club's premises or to participate in all or any of the Club's activities for a specific period.
- d. Forward a recommendation to the Board if the Committee is of the opinion that a more severe penalty is warranted.

In all cases, the Committee shall send a written copy of its decision, including its findings of fact and penalty or recommendation as to penalty, to the General Manager, the Board, the complainant and the subject of the complaint.

The Complainant or the subject of the Complaint has the right to appeal the Discipline Committee's decision to the Board.

Timeline:

The committee's decision will be made within fifteen days of receipt of complaint unless there are extenuating circumstances.

Where the Committee issues a warning or a reprimand, or orders a penalty, or decides to take no action, the complainant and Subject(s) of the complaint each have the right to submit an appeal to the Board within fifteen days.

If an appeal is made the suspension shall continue in force.

A Guest has no right of appeal.

If a complaint comes to the Board from the Discipline Committee or by way of appeal, the Board shall be bound by the Committee's findings of fact but may by a majority vote of Board members present:

- a. uphold the Committee's decision**
- b. implement the Committee's recommendation regarding the penalty**
- c. reverse the Committee's decision or reject the Committee's recommendation, dismiss the complaint, determine to take no further action, or impose any penalty it deems fit including a suspension or expulsion from membership.**

There shall be no appeal from a decision of the Board.