

1 Employee Code of Conduct Policy

1.1 Purpose

The Cazalys Palmerston Club wants to ensure the best possible services to our members, our guests and to other employees and the Club wants to provide a positive work environment. The Club expects employees to follow rules of conduct that will protect the interest and the safety of all who are on our premises.

The Club expect each employee to a treat other employees, members, guests and suppliers with the utmost respect and courtesy. Personal contacts with everyone needs to be congenial, professional and conducted with a “client service” attitude. The Club expects that all employees will conduct themselves in an appropriate manner to enable the Club to maintain a high standard of customer service conduct and work performance. This conduct will ensure that the business maintains its quality reputation with members, guests and suppliers. Good personal conduct contributes to a pleasant and happy work environment for everyone.

1.2 Code of Conduct Requirements

This code endeavours to clarify the conduct expected in the performance of employee’s duties and the consequences of not doing so for employees. It is important that the Club maintains members and the public’s trust and confidence. This is achieved through the integrity and professionalism of the service provided by all of the Club’s employees.

This Code of Conduct is written as a set of general principles rather than detailed prescriptions. The successful development of an ethical and respectful environment relies upon having responsibility for each employee delivering professional behaviour.

Employees should be guided in their conduct by the principles established by this Code. All employees are expected to perform the duties associated with their positions in a skilful, impartial and diligent manner in order to achieve the goals and vision of the Club.

Breaches of the Code of Conduct will result in appropriate disciplinary action being taken, including reprimand, warning, suspension or dismissal. In cases where the breach involves serious misconduct, this may result in summary dismissal. If a breach of the code involves a breach of any law, then the relevant authority or the police will be notified.

Many items in this policy are addressed in detail within separate, more specific policies.

1.3 All Employees

1. Comply with all laws, policies, procedures, rules, regulations and reasonable directions from the Club’s management.
2. Be honest and fair in dealings with members, guests, suppliers, co-workers, management and the general public.
3. Display the appropriate image of professionalism at the workplace, including appropriate language and compliance with the dress code.
4. Treat members, guests, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity.
5. Promptly report any violations of law, ethical principles, policies and this Code to Management.
6. Maintain punctuality. If an employee is late or cannot report for work, please telephone the supervisor as soon as possible.

7. Do not use work time for private gain or abuse the advantages of your position for private purposes. If an employee is required to leave the work premises for personal reasons, please advise your immediate supervisor well in advance to ensure your duties can be covered.
8. Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by the Club in the interests of work health and safety.
9. Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
10. Respect the Club's ownership of its property including but not limited to funds, equipment, supplies, records and confidential information.
11. Maintain during employment with the Club and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during the employment with the Club.
12. While employed at the Club, an employee may not accept any employment with another organisation that is a supplier or competitor of the Club, or any other employment that is in conflict with your position at the Club.
13. Do not make any unauthorised statements to the media about the Club's business (requests for media statements should be referred to the General Manager).
14. Do not display any form of physical or verbal violence in the workplace, including fighting, swearing or raising your voice.
15. Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (e.g. if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If you are taking prescription medication that may affect your work performance, you must inform your manager at the commencement of the working day. You may be required to produce medical evidence to prove that your medication does not affect your capacity to perform your duties in a safe manner without harm to yourself or others.
16. Do not smoke during working hours unless it is during prescribed breaks and within designated areas. Cigarette butts must be disposed of appropriately.

1.4 Managers and Supervisors

Managers and Supervisors should:

1. Promote a team spirit.
2. Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes.
3. Avoid bias in decision making.
4. Ensure compliance with procedures when carrying out counselling and discipline.
5. Exercise objectivity when administering rewards or discipline.
6. Not condone, permit, or fail to report any breaches of the Code as outlined above by workplace participants under their supervision.

From time to time, there may be specific contractual obligations with members or suppliers and/or our own specific operational needs which specify requirements for behaviour. The Club expects all employees will make themselves aware of these issues and abide by them.

1.5 Disciplinary Procedures

Breaches of this policy will result in disciplinary action and may lead to termination of employment. More serious breaches of this policy will result in instant dismissal.