

# Wetherby Golf Club Ltd

COURSE OPERATIONS PROCEDURES INCORPORATING SERVICE  
LEVEL AGREEMENT 2023

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<b>Version</b>	<b>Date</b>	<b>Approved By</b>
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<b>1.0</b>	<b>23 October 2023</b>	<b>The Board</b>

## **1. Introduction**

This document sets out details for the management of the Golf Course at Wetherby Golf Club, approved by the Board of Directors (hereinafter referred to as the Board) of Wetherby Golf Club.

Changes to the document will not be introduced without approval of the Board.

## **2. Objectives**

To ensure the Golf Course is maintained to the highest standards throughout the year to provide players of all ages, gender and playing abilities, a challenging and enjoyable Course.

The Rules of Golf will always be observed. Typically, the Course will not be changed during the club's active season (May – October inclusive).

Course management will be carried out as laid down by the Course Operations Procedures (COP) with amendments from time to time, submitted by the golf club's General Management Group (hereinafter referred to as GMG) to the Board, and which subsequently gain approval of the Board.

The principal objectives of the COP are:

- Ensure strategies, policies and plans that develop and maintain the golf course and estate are in place, operational and are reviewed annually.
- Ensure maximum member and visitor enjoyment during any year through continuous improvement of the course whilst respecting any financial restrictions the Board might implement from time to time.

## **3. Roles & Responsibilities**

The implementation of the Course Operations Procedures (COP) is the responsibility of the GMG, assisted by the Greens Working Group (GWG).

The GWG is made up of a Chair of Greens, a Director, the General Manager of WGC and up to three more selected playing members of the golf club. This can be further supplemented by others (members or external parties) who are co-opted to the working group to undertake specific projects.

The GWG will meet once per month (or as necessary). The objectives of the GWG are:

- Ensure the COP is effectively being conducted. Notify the Board via GMG when any material change has occurred contrary to COP.
- Ensure course working and club golf calendar are working in harmony and that one or other does not present a conflict that prevents golf course working and/or golf events taking place.
- Consider monthly direct and indirect overhead expenditure reports relating to the Course.
- Consider monthly any health and safety matters affecting staff working and/or golf playability.

#### **4. Service Level Agreement**

The Service Level Agreement (SLA) is a complete document consisting of procedures, specifications, result, and objectives reporting and forms the basis upon how the golf course at WGC is maintained and presented to members and visitors. The SLA is attached to COP at Annex A.

### **5. Course Status Evaluation and Procedures**

#### **5.1 Objective**

To keep the Course open and playable with minimum constraints for as long a period as possible without compromising longer term quality. However, when adverse conditions lead to an increased degree of potential risk to players or stress to the Course then there is no option but to place restrictions on play including closure of individual holes, the use of temporary greens, trolley and/or buggy usage or complete closure. There shall be no alteration to playing conditions on competition days.

#### **5.2 The Daily Decision Procedure**

The Course is inspected by the Course Manager (or Senior Greens Staff member on duty) during the early morning to consider if a change to course status is required to be made i.e., to allow play, to restrict play, or place restrictions and to communicate the decision as above.

As part of the early morning inspection, the Course Manager shall decide whether all or a part of the Course is unfit to allow play. If the closure of a green or greens is considered necessary, solely to protect the main greens, then temporary green(s) shall be brought into play.

Should the Course Manager consider closure of the course applicable following the early morning inspection this decision will be communicated to the Professional and General Manager as quickly as possible.

The course status is published on the club's website, on Club Systems V1 App and via immediately following the early morning course inspections. The course status is also available by phoning 01937 580089 and selecting Option 0.

### **5.3 Course Closure & Restrictions**

The Course may be closed, or part closed as noted under 5.2. Full or partial closure may be necessary when weather conditions have occurred and damage to the Course, or potential risk to players, would result if play were permitted.

A decision to either close the Course or implement the use of temporary greens will follow the procedure in 5.2. Any decision under 5.2 may be rescinded after the conditions which caused the restriction or closure have lapsed and further inspection(s) have taken place.

Inspections will take place every hour (more frequently as applicable). Should course conditions not improve or are forecast not to improve sufficiently to allow play to recommence following a closure, then a decision to close for the day can be made by the Course Manager in consultation with the Professional (or his deputy) and the General Manager (or Assistant Manager) – where practicable a minimum of 2 out of 3 of the nominated personnel should be involved.

Any changes to the course status will be updated on the club's website, Club Systems V1 app and by phone message 01937 580089 Extension 0.

### **5.4 Trolley & Buggy Restrictions**

In certain adverse conditions it may be necessary for the Course Manager or Greens' Staff Member (on duty), for protection of the Course and/or individuals in the interest of their safety, to implement a ban on buggy and trolley use or to allow only the continued use of trolleys. This will be communicated via the golf club website via the Club V1 App and telephone message on the golf club's telephone system. Full details of the Club's Buggy Policy are available from the General Manager.

### **5.5 Course Opening Times**

To allow the greenkeeping staff sufficient time to prepare the course and work in a safe environment, the Course will normally be open for play as follows:

#### **Summer Hours**

1<sup>st</sup> April to 31<sup>st</sup> October, from 0650h

#### **Winter Hours**

1<sup>st</sup> November to 30<sup>th</sup> November, from 0730h

1<sup>st</sup> December to 31<sup>st</sup> January from 0800h

1<sup>st</sup> February to 31<sup>st</sup> March 0730h

## **6. Winter Golf**

Winter golf is defined as the period when preferred lies are in operation. The YUGC defines the Winter Period as lying between 1<sup>st</sup> October and 30 April. The use of preferred lies outside these dates during competition rounds must be agreed with the YUGC. Tee and fairways mats may be in use for all/part of this period.

## 7. Communication

The need for two-way communication is paramount. The Course Manager and General Manager will work closely on the golf calendar and timing of course maintenance work. In consideration of member patience and understanding regarding work on the golf course information will be imparted by various ways and means, including but not restricted to the:

- Golf club's website ([www.wetherbygolfclub.co.uk](http://www.wetherbygolfclub.co.uk))
- Club V1 App Newsletter
- How Did I Do Club News
- Golf club's telephone message service (01937 580089 Option 0)
- Appropriate notices at the Professional shop
- Messages on notice boards
- Periodic presentations to members

## Annex A to Course Operating Procedures

### Service Level Agreement (SLA) 2023

1. The service provided includes the entire golf course and estate of WGC unless specifically excluded within this SLA or another document of the golf club, approved by the Board.
2. The service will include all core (essential) areas of the golf course follows:
  - Greens
  - Greens surrounds (collars and run-off areas)
  - Teeing grounds
  - Bunkers
  - Fairways (including approaches)
  - Rough
  - Ponds and Ditches
  - Out of Bounds boundaries and beyond
  - Public footpaths
3. For each core area the Greens Working Group, will define a set of working practices the Service Provider will follow. The working practices must be measurable by result and objective achieved.

The working practices will, for most of a year, be common throughout the year except where seasons define changes linked to the competition season (May to October) or winter season (November to April).

The working practices are reviewed annually (January/February) before each new playing season and agreed with the Course Manager. The working practices must be practically achievable considering staffing levels and course materials budgets. The weekly report by the Course Manager will confirm the results measured against performance standards contained within this SLA. The overall performance each month will be monitored by the GWG for comment. A course report will be submitted as part of the GMG monthly report to the Board confirming delivery of the SLA accordingly and highlighting any areas of concern. The course report will be available to the membership via Board minutes (monthly) and weekly via WGC communications media (newsletter, targeted news (BRS), and other communication platforms available to WGC).
4. **Objective**

The objective of the SLA is to ensure the WGC golf course and estate are maintained and presented in the best possible condition throughout the year to achieve recognition as one of the best courses in the region.

## **5. Course Management**

The Course Manager is responsible, in conjunction with the General Manager (GM on behalf of GMG), and Greens Working Group (GWG), for the implementation of this SLA, which includes but is not limited to:

- Deployment of Greenkeeping staffing resource efficiently and effectively including holiday periods.
- Planning course maintenance schedules in relation to WGC golf calendar.
- Consulting with the GM on all aspects of the SLA delivery.
- Machinery maintenance and repair scheduling and cost control.
- Maintaining schedules and records relating to machinery.
- Planning and preparation of annual general budgets and mid-term budget for new machinery purchases.
- Attending GWG meetings when required.
- Staff training, discipline, work schedules, appraisals in conjunction with GM.
- Implementation of the Club's Health and Safety policy in conjunction with GMG.
- Purchase and secure storage and safe usage of fertilizers, dressings, pesticides, fungicides, and chemicals in conjunction with procedures laid down by GMG.
- Monitor expenditure against budget in conjunction with GM.
- Secure storage for machinery and equipment

## **6. Staffing Resources**

Agreed staffing levels are subject to change and will be reviewed yearly. The current (2023) staffing levels are:

- Course Manager/Head Greenkeeper
- Deputy Head Course Manager/Head Greenkeeper
- 1 Assistant Greenkeeper (Mechanic and L2 qualified)
- 2 Assistant Greenkeepers (qualified L2)
- 2 Assistant Greenkeepers (under L2 training)
- 1 Apprentice Greenkeeper (under L2 training)

The Course Manager in conjunction with the GM will undertake an annual review to ensure staffing levels match to SLA delivery - any changes will be recommended to the Board for approval. The GM in conjunction with Finance Director/GMG will review staff wages and salaries annually and any changes will be recommended to the Board for approval.



## **7. Finance**

The Board is committed to providing sufficient funds to ensure the SLA is achievable. In February/March each year the Course Manager, in consultation with the GM, will confirm the list of machinery, including an overview and where applicable specific details of any problems that have occurred during the previous 12 months. The list will provide the basis for a maintenance cost of machinery for the new budget year (July – June).

Additionally, the Course Manager, in consultation with the GM, will produce an annual budget for purchase of fertilisers, chemicals and other materials and consumables for the new budget year.

The Club invests in a range of machinery and equipment to ensure the course is maintained to the standards required. Every year the Course Manager, in consultation with the GM, will produce an update to the rolling 5-year plant and machinery replacement programme.

All budgets will be considered by the GWG, GMG and submitted to The Board for approval. Approved Plant and Machinery costs will form part of the WGC's rolling 5-year CAPEX plan.

The Course Manager will not incur any expenditure more than agreed budgets. Any expenditure that is required urgently, and/or more than budget, must be authorised by the GMG before the expenditure is committed.

A review of actual expenditure, compared with budget, will be provided monthly by the GMG. This information will be provided to the Course Manager and GWG prior to its submission to the Board (forms part of the GMG report at Board meetings).

## **8. Machinery and Equipment**

The Board regards the provision of the necessary machinery and equipment as an essential pre-requisite in achieving delivery of this SLA.

The aim is to purchase, maintain and replace, when necessary, the most appropriate, range of machinery and equipment for the upkeep of the course.

The Course Manager is responsible for keeping himself up to date with developments in golf course machinery, and make recommendations to the GM/GWG, including competitive quotations for acquisition and disposal of machinery. The Course Manager is also responsible for the maintenance of all machinery, including health and safety requirements and records of use, preventative maintenance, major servicing, repairs and similar.

## 9. The Course

### (A) Greens

The predominant species of grass on WGC greens are Bent-Fescue +20% Annual Meadow Grass and 5% Rye Grass.

The objective is to encourage fine bent and fescue grasses to develop and thrive. This objective can be achieved by a continuous programme of aeration to create conditions which encourage healthy bacterial activity and which in turn break down the thatch layer and encourage deeper rooting species of grasses. Consistent over-seeding throughout the year is essential using bent/fescue seed.

The height of cut on greens is the responsibility of the Course Manager and will depend upon his reading of future weather conditions, forthcoming events, the condition of the soil, moisture levels.

During the active playing season, the greens will be cut 7 times a week and the effective height of cut should be 3mm - 4mm to achieve consistent speeds of between 2.1m and 2.7m on the "Stimp".

Pace of the greens should be the optimum related to prevailing conditions, but smoothness and trueness should never be sacrificed for speed. Consistency of pace and roll between greens is more important than the pace of any one surface.

The skill level of those playing should always be considered when preparing the greens in relation to pace and firmness.

Grooming, scarification and verti-cutting together with the use of hollow tining to encourage moisture penetration will be conducted as required during the growing season. Scarifying and hollow coring will normally be conducted every April and August. Subsurface aeration will be conducted between September and May.

After scarifying or hollow tining, an application of top dressing at a rate of 1 - 2.5kg/m<sup>2</sup>. 10 to 25 tonnes will be applied, followed by a lighter application the following week (8-12 tonnes). Further light top-up dressings (1-1.5tonnes) will be applied during the playing season as required. The overall objective is to apply 60 to 100 tonnes of top dressing across 18 greens every year.

It is recognised that topdressing lying on the surface of a green can be frustrating for golfers. However, the application of topdressing in the playing season, particularly on putting surfaces, is one of the most important aspects of greenkeeping. Below is a summary of the importance of top-dressing greens throughout the year:

- Dilutes thatch
- Increases depth of quality growing medium.
- Improves drainage.
- Improves surface smoothness and trueness.

In addition, top dressing promotes finer grasses/healthy turf, reduces disease incidence, promotes deep root development, reduces fertilizer and irrigation input.

Top dressing should be undertaken in conjunction with aeration, scarification or verti-cutting to ensure the fresh material is integrated into the soil profile.

The Course Manager should take account of the golf calendar when planning greens maintenance work.

Well judged use of the irrigation system, coupled with hand watering with or without the use of wetting agents, is essential if soil moisture content levels drop and grass on the greens becomes 'stressed.'

### **(B) Hole Positions**

Hole positions will be changed between 1 and 4 times a week dependent on the weather and competition schedules.

If heavy rain is forecast areas where water will accumulate on the greens will be avoided.

Generally, a hole should be positioned at least 2 metres from the edge of any green.

If a bunker is close to the green edge, or if the ground slopes away from the green edge, the distance should be greater.

The ground 30-40cm around the hole should be as level as possible.

Under no circumstance should holes be positioned within 2 metres of a very severe slope or ridge. However, if the design of the green dictates that the hole be positioned on a slope, the hole should be cut vertically, and not with the slope.

Consider the condition of nearby turf when picking pin positions, especially taking care to avoid old hole plugs which have not completely healed.

There should, where possible, be a balanced selection of hole positions for the entire course regarding easy, moderate, and difficult positions. As far as possible trying to follow the 6-Red, 6-Yellow, 6-White set up.

For all competitions the Course Manager in conjunction with one or other of the Professional and GM is responsible for deciding the appropriate pin positions. The playing conditions, particularly the speed and firmness of the greens, and the skill level of those playing should always be considered when choosing pin positions.

### **(C) Tees**

Good maintenance of teeing grounds is an essential element of achieving the overall objective of presenting the course in the best possible condition throughout the year.

The following procedures will be followed:

- From the playing season's opening competition all markers will be moved 5 - 7 times a week depending on weather and competition schedules. In all cases the teeing area will provide golfers with a flat stance that is a minimum of 4 - 6 meters wide plus a minimum of 1m to edge of tee box to either side.
- Ball cleaners will be checked regularly, and water replaced as necessary
- Divot boxes provided on all par three holes are checked and replenished daily with seeded sand mixture.
- All tees will be cut at least twice a week to a height no lower than 13mm (active season) and 15mm (winter). Tees must be cleared of grass cuttings after mowing.
- Divot repair and the removal of old divots will be conducted twice a week on all tees
- Tee banks will be cut weekly to a height no lower than 25mm
- The areas around the permanent tee markers will be regularly trimmed and the markers cleaned as necessary

- Regular inspection and spot spraying for weeds
- Solid and hollow coring, scarifying, fertilising, and top dressing are all undertaken throughout the year on a programmed basis occurring (normally) twice per year.

#### **(D) Fairways**

All fairways will be cut to a height of no lower than 13mm (summer) and 19mm (winter). Fairways will be deep subsurface aerated at least annually and sprayed to control weeds twice annually. Fairways will be fertilised when the growth dictates and budget allow. There is insufficient workforce to undertake divot repairs on the fairways on a regular basis but throughout the season members will be asked to volunteer to help divot fairways to support green keeping staff.

Fairway width can vary from hole to hole and the difficulty of each hole should be considered when deciding the appropriate width for the fairway. As a guide a fairway should be no narrower than 16 metres including the perimeter cut to a fairway. The next cut, referred to as the First Cut of rough is no narrower 2m to either side of a fairway, however if there are places on the course where tree roots (or other permanent obstruction) prevent this width being achieved, in these locations the fairway will be cut to the maximum width possible.

To ensure the course is playable and enjoyable for golfers of all abilities where practical the maximum carry to the fairway from red tee blocks should no more than 80m and no more than 100m from the yellow blocks. On holes where the course layout makes it impractical to implement these distances the fairway should commence as near as possible to the tee blocks.

#### **(E) Aprons, and Green Surrounds**

The aprons and green surrounds will be cut twice a week to a height no lower than 13mm. There will be a programme of scarification, solid coring, top dressing and over seeding throughout the year. The presentation of the aprons and green surrounds has a marked visual impact on the course. A surround will be formed of at least one machine width around each green. Careful cutting of the surrounds is essential to avoid scalping and achieve an even surface. Approaches will vary but should be a minimum of 12m to a maximum of 24m long. To prevent unnecessary wear and tear traffic around the approaches will be controlled by signs or other appropriate means to direct players away from these areas. In the winter, aprons and areas around greens will be roped off, as necessary.

#### **(F) First Cut off the Fairway**

The first cut will normally be cut once a week to a height of 25mm. This should enable the ball to remain visible, whilst still slowing it down. On most holes, the semi rough will be two machine widths alongside the fairway and is an important element in the presentation of the course.

#### **(G) Rough**

The remaining areas outside the first cut line (mainly close to/outside the tree line) will be cut once a week to a height of 45mm.

### **(H) Copse**

The grass within areas of copse across the course will be cut every three weeks to a height of 45mm.

### **(I) Trees**

Tree and woodland management form an integral part of general course maintenance. A considerable number of trees on the course are subject to Tree Protection Orders and appropriate permissions must be sought for all tree work undertaken on these trees. A plan showing TPO areas is held by the Course Manager and another by the GM.

There is a wide range of species of trees on the course including those that have or are reaching the end of their expected life span. These trees drop their leaves earlier than other species and extend the period the green keeping staff must spend clearing leaves from the course. The orderly removal of these trees along with a programme of tree planting will form part of a rolling 3-year tree planting/nursery plan. The aim will be to minimise the impact on the appearance and playability of the course and will also:-

- Allow light and air into key areas of the Course to improve turf quality.
- Encourage flora and fauna to re-inhabit areas.
- Remove dead/dying trees that could become dangerous to green keeping staff OR golfers.

### **(J) Integral Hedges**

The management of integral hedges will form part of general course maintenance. All hedges on the course will be kept neat and tidy but special consideration will be given to the height of the hedge that separates the Paddock practice area from the Driving Range which must be kept low enough so that golfers using the Paddock practice area can clearly see members of the public using the Ebor Way footpath.

### **(K) Bunkers**

These are areas that requires considerable improvement and upgrading. The major areas of concern involve variable bunker construction, variable sand consistency (type), sand depth and distribution within bunkers, sand compaction and poor or ineffective drainage. Improving bunkers forms a significant part of WGC's Whole Hole Strategy (2023).

Despite the underlying problems good maintenance of the bunkers is an essential element in presenting the course in the best possible condition. We must endeavour to provide a consistent depth of sand at 60mm, and bunker edges and banks must be kept tidy. Sand in bunker faces should be shallow enough to prevent plugging in the face yet sufficient to ensure the ball remains in the bunker.

The definition of bunker margins must be maintained so that golfers are in no doubt as to whether they are in the hazard. Bunker fringes should be edged and trimmed to a height that will permit a ball to be gathered into the hazard.

Bunkers must be raked at least 3 to 4 times a week during the main season using a combination of the bunker raker (machine) and hand rakes. Raking is essential to maintain a consistent depth and distribution of sand. Each bunker has its own rake or rakes (depending upon size/area of each bunker). Rakes should be placed inside the bunkers towards the back of the bunker and parallel with the direction of play.

**(L) Hazards** There are areas, mostly ditches, across the course that are marked as hazards with red or yellow posts. The definition of hazard margins must be clearly defined with posts, ditches and or lines so that golfers are in no doubt as to whether they are in the hazard.

**(M) Paths**

There are tarmac paths on the course mostly leading to and from teeing areas. The path surfaces should be even and kept weed free throughout the year. Edging of paths will be undertaken during the year as required. The construction of any new paths will form part of the WGC's CAPEX programme for the course and estate.

**(N) Ditches**

In recent years climate change has had an increasingly negative effect on the golf course in terms of the amount of waterlogging, particularly during winter. The dispersal of water from the course and good drainage are of paramount importance. All ditches should be regularly examined and kept free of leaves, debris, and silt to ensure the free flow of water. During the summer months, the banks should be cut once every four weeks to length of 25mm (1") and grass clippings must be cleared away from the edges of ditches and from the water courses.

**(O) Drainage**

A planned programme to check drains on the course on an annual basis will be implemented, and where necessary drains will be rodded to clear blockages to ensure the free flow of water off the course

**(P) Ground Under repair (GUR)**

Areas of damage across the course that it would be unfair to expect a player to play from must be clearly marked and repaired as soon as practical, and until repaired, the area must remain marked as GUR. Every effort must be made to keep these areas to a minimum. Marking of GUR is particularly important for major events and competitions.

**(Q) The Practice Ground Areas**

WGC has 5 designated Practice Areas:

- The Driving Range; The Paddock; The Old Second, Chipping Green; Putting Green.

The practice areas will be maintained and cut regularly. The practise bunkers on the 'Paddock' and 'The Old Second' practice areas are to be kept in a playable condition. The 'main practice putting green' opposite the Pro shop and adjacent to the 1<sup>st</sup> tee will be maintained and cut in the same way as the greens on the course to replicate, as near as practically possible, course playing conditions.

## **10. Protecting the Course in Winter**

### **(A) Greens**

It is the WGC's current policy to use temporary greens only when necessary. The staff will prepare temporary greens from late summer onward. Normally they will be sited on grass cut to approximately 8mm and on ground appropriate for play. Temporary greens are used when conditions dictate the use of main greens would potentially cause damage, detrimental to their long-term condition or the condition of the surrounds.

### **(B) Conditions for the use of Temporary Greens**

#### **Frozen subsoil (penetrative frost)**

Walking on the greens when the sub-soil is frozen and or thawing can cause the roots of the grass plant to break in the frozen ground. This leads to greens that are weak and susceptible to disease.

#### **Waterlogging**

The surface and sub-surface layers of the greens can be damaged if play is allowed on the greens when they are heavily waterlogged. This again leads to greens that are weak and prone to disease.

#### **Greens work**

At various times of the year work is conducted on the greens. When this work is undertaken, and winter greens are prepared they will be in use until the work on the greens has been completed. This allows the work to be completed as quickly as possible and does not compromise the safety of the staff completing the work.

#### **Application of Chemicals**

Chemicals including fertilizer and preventative fungicides are used frequently throughout the year. Chemicals are required to ensure the greens are as healthy as possible. From time-to-time treatment for disease such as fusarium needs to take place. Anti-fungicides are expensive and need to be given the best possible chance of working by allowing the greens to rest to aid absorption by the plant.

#### **Special situations**

Situations may arise where the use of temporary greens will be needed on specific holes. Examples of these situations include damage to the playing surface, excessive wear of walk off areas and possible danger to golfer's safety from damaged or fallen trees, and similar.

### **(C) Decision to use Temporary Greens**

The Course Manager will be solely responsible for the decision to move to temporary greens. In his absence, his deputy will be responsible. If the decision is made during a weekend, it will be the senior staff member present who will make the decision with, if necessary, appropriate guidance from their line manager.

#### **(D) Decision to revert to Main Greens**

The Course Manager will be solely responsible for the decision to move back to the main greens. In his absence, his deputy will be responsible. If the decision is made during a weekend, then it will be the most senior staff member present who will make the decision with, if necessary, appropriate guidance from their line manager.

#### **(E) Tees**

To protect our tees in winter when there is little or no grass growth winter tee mats will be provided for multicolour block play, and where possible winter tee mats will be adjacent to existing tee boxes and paths. The Course Manager will decide when course conditions require the use of winter tee mats to be introduced. Normally this will be from 1 November and winter tees may remain in use until 1 March.

#### **(F) Fairways/Rough**

During winter play, it is essential that measures be taken to protect fairways when there is little or no grass growth. The Course Manager will decide when course conditions require fairway mats to be introduced. Mats will be mandatory on all fairways and closely mown areas. If ground conditions are extremely poor the Course Manager may decide to make the use of winter mats mandatory in general play areas (including the rough). Normally this will be from 1 November and winter tees may remain in use until 1 March.

#### **(G) Buggies and Trolleys**

In winter, all members are encouraged to minimise the use of Buggies and Trolleys and carry their clubs where possible or use lighter pull trolleys if they cannot carry. During winter rules periods, when course conditions permit, electric trolleys will be allowed on the course.

After the introduction of winter tee mats on the fairway the use of ride on buggies will be limited and entirely at the Course Manager's discretion after considering ground conditions. Registered disabled members and visitors should contact the management office to discuss the playing facilities that will be made available to them.

#### **(H) Traffic Management**

To try and minimise damage to areas of the course during the winter stakes and ropes will be used to restrict access to certain areas of the course. Designated trolley parking areas will in evidence. Although these measures may be inconvenient it is an essential part of ensuring the course is in the best possible condition for the following playing season. Golfers should avoid walking between greens and greenside bunkers. Taking trolleys between greens and greenside bunkers is not permitted at any time of the year. Members must avoid the roped off areas and use the "trolley parks."



## **11. Green Staff and Members**

### **(A) Work on the Course**

Greenkeeping staff always have priority when working on the course, shots must not be played when greenkeepers are in range unless they have signalled it is safe to do so. Members should refer to the health and safety traffic light system that is in operation and Visitors should be introduced to the traffic light system by Pro shop staff before teeing off.

Members are very aware of the quality and presentation of the course and expect constant improvements to the playing conditions. Greenkeeping Staff are aware of the need to work without inconveniencing players. Improved mechanisation enables the Green keeping staff to conduct most tasks safely and efficiently, but inevitably there can be conflicts between Green keeping staff and golfers. The Green keeping staff are aware that the course is there for the benefit and enjoyment of member and visitors, and work programmes are planned accordingly to minimise disruption.

To achieve the best possible balance: -

- Every effort will be made to start daily work on the course as early as possible and to keep ahead of golfers starting their rounds early.
- Course or hole closures will be planned well in advance and details of any planned closures will be notified to Members well in advance. Closures that must be taken in a short space and time will be notified to members via the daily course status messages and advertised at the first tee and in the Pro shop. It is the responsibility of the Course Manager to ensure messages to members are in evidence to members before the start of play each day.
- There are times each year when play on the course will have to be restricted to allow the Green Keeping Staff to 'set up the course' for major competitions or events. As far as possible these restrictions will be kept to an absolute minimum and members will be informed.

The Green Keeping Staff take great pride in their professional workmanship and work hard to present the course in the best possible condition. Please help maintain the condition of the course by: -

- Repairing all pitch marks, even if you have not caused them. Unrepaired pitch marks take much longer to recover and cause irregularities in the surface of the green that can affect the roll of putts.
- Please rake bunkers. Push the sand towards the centre of the bunker, do not pull it towards the edges.
- Please replace bunker rakes inside bunkers towards the rear of bunkers lying in the direction of play, this reduces the chance of them being struck by a ball entering a bunker to a minimum
- Please replace divots. Whilst not all replaced divots take, a high percentage do, and this helps the course recover more quickly
- Please do not drop any litter (including cigarette ends) on the course and if you see any litter, please pick it up and drop it in one of the bins near the Clubhouse, first tee or those strategically placed around the golf course.

- Buggies, Electric and Pull Trolleys. Never take them on to tees, greens, green surrounds and most importantly between bunkers and greens.

### **(B) Complaints**

Members and visitors must not, under any circumstances, complain about the conduct of a member of staff, nor about the state of the Course, to any member of the Green Keeping Staff. Any complaint must be made to the General Manager who will investigate the matter together with the Course Manager. If they cannot deal with the complaint themselves, the matter will be submitted to the Greens Working Group, or Board as appropriate.

## **12. Irrigation**

### **(A) General**

The overall policy is to use as little water as possible to encourage deeper rooting grasses to predominate. However, almost every season there are times when rainfall is insufficient to sustain grass growth which therefore needs to be supplemented. Water is also needed on occasions to wash in fertilisers and other treatments into the greens.

### **(B) Water Supply**

Under a licence granted by the Environment Agency water is drawn from an underground bore hole and stored in a tank located halfway along the 18<sup>th</sup> fairway. Usage is recorded by taking meter readings monthly and these must be submitted to the Environment Agency annually and records retained for 5 years. Neither the daily nor the annual allowances can be exceeded.

Daily allowance is 120 cubic metres which is approximately 27,000 litres.

Annual allowance is 12,000 cubic metres which is approximately 12 million litres.

WGC is also allowed to draw water directly from the river Wharfe. The daily allowance is 200 cubic metres or 44,000 litres.

### **(C) Overview of the Irrigation System**

The system is inspected and pressurised at 130 bars in March/April when the danger of significant frosts has passed, the system is drained down at the end of October. Water is extracted from the Bore Hole at a rate of 20 cubic litres per hour. The storage tank has a capacity of approximately 73 cubic metres. We have 206 sprinkler heads on the course each of which can deliver a maximum of 45 litres of water per minute.

Recent improvements and extension to the irrigation system (2021) has enabled water to be available to all tee boxes and greens. However, the system does not provide water to the fairways anywhere on the golf course.

### **13. Ecology**

It is the aim of the Board to preserve the natural habitat of birds, animals, and flora on the Course. Any protected species found on the course shall be reported to both the Course Manager and the General Manager and recorded.

Woodland maintenance will be conducted in such a way that it has as little an impact on the natural habitat as possible and encourage wildlife. Certain animals damage the Course, and appropriate steps will be taken to minimise or prevent such occurrences. Trees that affect the Course may need to be pruned, particularly when they overhang teeing grounds, restrict the growth of grass cover, or increase the risk to golfers by restricting visibility of tees and greens that are close to the line of shots on adjacent holes. On occasions felling may be necessary.

This work will be conducted under the control of the Course Manager who must ensure that the conditions of any tree preservation order are complied with. Tree planting will take place where and when necessary, with professional advice sought as appropriate. The Greens Working Group must approve the felling of any trees. Care is taken to encourage seasonal flora and fauna, such as blue bells, and daffodils, together with birds and water creatures in ponds and water courses.

### **14. Professional Advice**

Notwithstanding the confidence that the Board has in the expertise and knowledge of the Course Manager and his team, the General Manager or Greens Working Group and the Board will seek professional advice if they decide it would be beneficial.

### **15. Health and Safety**

The General Manager is the Club's Health and Safety Officer and A B Partnership Limited has been appointed as our Health and Safety consultants, to audit the Club's Health and Safety Management System twice a year. The General Manager through the Head Greenkeeper has overall responsibility for ensuring the Green Keeping Staff are appropriately trained and follow all Health and Safety policies and procedures and that all the necessary records are maintained.

WGC has a Health and Safety policy, which shall be distributed to all members of the Green keeping staff together with a comprehensive series of COSHH and Risk Assessments. The Health and Safety Working Group, comprising the Assistant Manager and the Deputy Course Manager, is responsible for maintaining and updating all the Risk Assessments relating to work on the course and that the Green keeping staff understand and follow them. A B Partnership are responsible for updating COSHH assessments, but the Deputy Course Manager is responsible for advising A B Partnerships when any new chemicals or substances are introduced, and that staff are trained to follow the procedures contained in the COSHH assessments. The Course Manager, advised by his deputy, must ensure the Green keeping staff are provided with all the necessary protective equipment. It is the responsibility of the staff to wear the equipment for the tasks specified. Staff are only to undertake work for which the appropriate training has been provided. They must not undertake any work which they themselves consider to be unsafe.

## 16. Course Work Schedule by Areas, Specification & Resource

Course Maintenance Overview (Main Playing Season) Area of Course	Cutting Frequency and machine used.	Cutting Height* or Speed	Resource Required (expressed in fractions of 8-hour days)	Weekly Resource Required (expressed in fractions of 8-hour days)	
Greens	7 times a week dependent on weather and the competition schedule Machine used is Toro 3400	3mm to 4mm to achieve 2.1m to 2.7m on the "Stimp"	½ a man day	3½ man days	
Tees (Including Divot repair)	Twice a week Machine used is Toro 3100	13mm - 15mm	¾ a man day	1½ -man days	
Approaches and Green Surrounds	Twice a week Machine used is Toro 3100	13mm – 15mm	1-man day	2-man day	
Fairways	2-3 times a week Machine used is Toro 5510 & 5010	13mm to 19mm	1-man day	2 or 3-man days	
First Cut off fairway	Twice a week Machine used is Saxon Baroness LM331	25mm - 30mm	3/4-man day	¾ - 1½-man day	
Tee Banks, Banks around Greens	Twice a week Machine used is Saxon Baroness LM331	25mm – 30mm	4-man days	4-man days	
Drainage Gully Banks and other steep banks.	Once every three weeks Machines used are Strimmers	25mm – 30mm	3-man days	3-man days	
Rough	Once a week Machine used is Trimax Snake	45mm	1-man day	5-man days	
Rough in Trees and Copse	Once every three weeks Machine used is Kubota Z326	45mm – 50mm	1-man day	2-man days	
Bunker Edges	Strimmer every two weeks	25mm	3-man days	3-man days	

Hedges	Twice per year Machine used McConnel PA 50	N/A	1-man day	6-man days	
Bunker Raking	2 times a week. Machines used are Bunker raker, Hand rakes, rotavator other hand tools.	N/A	2-man days	4-man days	

- Variations to cutting heights and fairway widths may be necessary, from time to time, due to ground conditions

Additional course work, as required, during the playing season, includes: -

- Scarifying, coring, and top-dressing greens.
- Spraying to treat or prevent disease
- Spraying to kill weeds.
- Clearing ditches.
- Strimming around hazard markers, tee yardage blocks, tree trunks.
- Estate (non-course) activities e.g., car parks, clubhouse exterior.
- Machine maintenance.
- Maintaining machine records, health and safety and other paperwork
- Ordering of materials and machinery parts.

Staff training and development is ongoing throughout the year. Specific training takes place for Apprentices on the staff who are undergoing certification as Green Keepers to L2 standard or above.

### **17. Measuring Performance and Objectives**

On a monthly basis the performance against the SLA will be measured and reported to the GWG and subsequently to the Board via GMG reporting procedures. Where any aspect of the SLA has been missed factors that have caused this are reported by the Course Manager to the GM as they occur and form part of the monthly report.

Performance against the SLA is provided to the membership monthly together with reasons for any areas of non delivery. The Membership (through WGC's online Suggestions Book) are encouraged to raise suggestions for improvement or change via the GWG. Generally, requests for change will be outside the Core Requirements of the SLA.

Any changes to the course outside the Core Requirements of the SLA e.g. bunker removal, rebuild steps to a tee, cut down trees, are properly assessed in that the IMPACT of any such proposed changes upon delivery of the Core Requirements are assessed by the Course Manager and presented to the GMG(GWG) who become accountable to the membership where a change is approved. When the Course Manager indicates that a proposed change will have a significant impact on his performance measured against the SLA the Board will discuss this change. Changes that are accepted by the Board as having a significant and adverse impact on the delivery of the SLA will require amendment of the SLA.

End