



CODE OF CONDUCT

Introduction

The intention of this Code is to establish clear & acceptable behaviour guidelines for Pannal Golf Club members, employees and guests whether it is on the course, in the clubhouse, or whilst representing the club.

It is not intended to restrict anyone, but rather to ensure all members, employees, and guests can expect to be treated with respect whilst enjoying Pannal Golf Club's course & clubhouse. All members, employees and guests are deemed to have given consent to be bound by both this Code & the procedure, restrictions, & penalties, imposed by the Club's Complaints Procedure, as set out in the Bye Laws of Pannal Golf Club (the Bye Laws).

Purpose

The standards set out below have been put in place pursuant to Article 9 of the Club's Articles of Association, (the Articles) not to create a bureaucratic regulatory environment, but rather to protect and promote the Club's core values of:

- Excellence
- Customer Satisfaction
- Community
- Teamwork.

The Code is designed to ensure that club amenities might be enjoyed by everyone in a safe, welcoming and respectful environment, & to re-assure all members, employees and guests of our Club that:

- Improper conduct at odds with our core values will not be tolerated
- The Club is managed and operated for the benefit & enjoyment of the majority of Members
- Certain standards of behaviour are a pre-requisite of membership and that all members have equal rights & responsibilities.

Application

This Code of Conduct applies equally to all members, employees and guests to the Club.

Standards of Behaviour

1. All persons covered by this Code shall conduct themselves in a manner that:
 - Observes the Rules of Golf as determined from time to time by the R & A both on and off the course.
 - Shows the utmost respect to fellow members, employees and guests.
 - Does not denigrate the Club or in any way is capable of damaging or undermining the reputation of the Club, whether in person or via any third party or other means or action, through the media, or through any form of social media or other verbal or written communication or action.
 - Ensures that all interactions between those covered by this Code are respectful, constructive, and non-confrontational. Consistent with this, the Code recognises that the Management of the Club have afforded members an identifiable method to voice concerns in a proper & civil manner that is consistent with this Code, & to bring concerns, ideas, & suggestions to the Board for appropriate consideration and or action. Members have the right to voice opposition to, or praise Board initiatives, but the expectation is that this will always be done in a manner that does not create unnecessary strife or bad feelings, or divisiveness among the membership, with the Board or any employees. Ideas and suggestions should be brought in accordance with this Code, the Club's rules and its Members Complaints Procedure.
 - Demonstrate an understanding that only the General Manager, or members of the Management are responsible for instructing staff in their job performance and duties and that members & visitors have no authority to instruct or reprimand staff.

2. Under this Code the following will not be tolerated by any person covered by the Code and will be regarded as misconduct as defined in the Bye Laws, Complaints Procedure:
 - Any breach of the Club's Articles or Bye-laws
 - Any breach of the Club's published policies relating to:
 - Safeguarding & Child Protection
 - Equal Opportunities
 - Social Media.
 - Any deliberate breach of the Rules of Golf, handicap infringements, disqualifications and any breaches of the rules of a club tournament
 - Any conduct which is detrimental to the interest of the club, its members, employees and guests, including:
 - Any sexual assault or sexual misconduct
 - Any physical or verbal abuse
 - Any bullying harassment or vilification
 - Any discrimination on the grounds of gender, age, race, colour, nationality, ethnic or national origin, religion, or belief, sexual orientation, gender reassignment, pregnancy or maternity or disability

- Damage to, or defacement of the Club's property, or the property of other members, caused intentionally, or recklessly, or the misappropriation or misuse of such property
- Violent, indecent, offensive, intimidating or disorderly behaviour or language whilst on the Club's premises, or whilst representing the Club.
- Any behaviour designed to distract or improperly interfere with the functions, duties, or activities of any fellow member, employee, or guest
- Smoking or the use of e-cigarettes within any of the Club buildings
- Any other behaviour or conduct which the Board reasonably deem to be inconsistent with the Club's core values or detrimental to the interest of the Club or its members.
 - The taking or possession of any illegal substances on Club premises.
 - Inconsiderate mobile phone use.

Reporting

It is in the best interests of the Club that any behaviour in breach of this Code is reported. All members, employees and guests are encouraged and have a duty to report such behaviour.

Interpretation

Unacceptable conduct pursuant to paragraph 1 and 2 of the Standards of Behaviour imposed by this Code may be deliberate or unintended. The test that will be applied in deciding whether behaviour has breached the standard imposed by the Code is whether a reasonable person knows, or ought to know, that such behaviour would be considered unacceptable or inappropriate.

The Code is to be read & construed in conjunction with the Articles and Bye Laws of the Club as amended from time to time, and in the event of any ambiguity, the Articles and Bye laws of the Club will take precedence.

The construction, validity & enforcement of this Code shall be governed by English Law.

Consequences

Any breach of this Code of Conduct shall be dealt with in accordance with the Club's disciplinary procedure