



KINGS CROSSING

— *Golf Club* —

CODE OF CONDUCT

Membership, Guests and Staff

The Code of Conduct has been developed to ensure a safe, friendly and respectful place for members, visitors and staff to gather in the spirit of cooperation, relaxation, good will, fun and friendly competition.

The Code of Conduct differs from rules in that it addresses acceptable/unacceptable behavior.

All members, visitors and staff of **Kings Crossing Golf Club** are expected to conduct themselves in a manner that:

- Creates an environment and culture that is reflective of the personal integrity and respect taught in the rules of golf where it is written that we are capable of enforcing rules upon ourselves with honesty, integrity and good sportsmanship. This same integrity, honesty and good will are expected whether on the golf course or in the Clubhouse.
- Is free of discrimination or any form of harassing behavior including sexual harassment.
- Acknowledges **Kings Crossing Golf Club (KCGC)** as a family friendly environment and, therefore, refrains from using obscenities and loud boisterous behavior inappropriate for children and respectable taste.
- Observes proper etiquette on and off the course and Clubhouse.
- Is reflective of being an Ambassador for **KCGC** when out in the community, at other clubs and/or at **KCGC**. We are all representatives of **Kings Crossing Golf Club**.
- Shows the utmost respect and dignity to fellow members, staff and visitors.
- Does not damage the character, integrity, good will, property and community view (local and/or the broader community) of **KCGC** and/or staff.
- Is reflective of an adherence to ALL club rules (non all inclusive list below):
 - Sign in procedures in the Clubhouse.
 - Rental and safe operation of carts in designated areas ONLY.
 - Obeying guidelines concerning the areas on which carts are not allowed off the cart paths.
 - Seeking staff approval for starting on hole number 5.
 - Use and proper care of putting green.
- Pride in the physical appearance of **KCGC** as it is reflective of you the member.

- Demonstrates an understanding that members and visitors have no authority to instruct staff in job performance and duties.
- Understands that the Club Management is responsible for instructing the staff in the performance of their duties.
- Is vigilant in reporting real or perceived safety hazards to staff and/or Club Management.
- Understands that the membership may make suggestions to the Club Management regarding the operation of the club for the betterment of the Club.
- Does not denigrate, talk down to, scream at staff members, general membership and/or guests and does not create unnecessary strife and divisiveness through any manner.
- Does not misrepresent their position and/or authority to others.
- Proper attire is requested of Members, Guests and Visitors which includes appropriate Golf wear and denim and excludes:
 - Cutoff shirts and pants
 - Ripped or torn clothing
 - Soiled or stained clothing

Any Member of **Kings Crossing Golf Club** found to be in violation of the Code of Conduct will:

- Be warned verbally upon First Offense.
- Be issued written warning upon the Second Offense up to the Fourth Offense (cumulative throughout lifetime of membership) and are subject to suspension at any time.
- Be automatically suspended from the Club upon a Fourth offense.
- Not be due any reimbursed fees already paid.

CODE OF CONDUCT

Staff

This Code is developed to ensure a mechanism for establishing a business environment involving a recreational facility and to ensure a smooth operation with dignity and respect. The Code of Conduct differs from rules in that it addresses acceptable/unacceptable behavior.

All staff of **Kings Crossing Golf Club** are expected to conduct themselves in a manner that:

- Reflects positively for the membership for a well kept and maintained environment to play golf and enjoy the Clubhouse amenities.
- Fosters an environment that does not create unnecessary strife, ill will and divisiveness among the membership, visitors and/or staff.
- Is free of discrimination or any form of harassing behavior including sexual harassment.
- Has a source of pride in its' physical appearance.
- Compliments a welcoming, and aesthetically pleasing environment.
- Is unobtrusive to golfers and those enjoying the Clubhouse.
- Is open to feedback regarding an immediate and or potential safety hazard for the membership and staff and handles it with an appropriate urgency.

- Understands their job performance direction comes from the Club Management or Superintendent.
- Respectfully refers questions and concerns regarding the performance of duties to the club manager and/or superintendent for action/inaction.
- Wears proper attire including appropriate shirt color for Clubhouse and Maintenance crew along with khaki pants, shorts or skirts.
- Wears closed toe shoes only.

Any Staff member of **Kings Crossing Golf Club** found to be in violation of the Code of Conduct will:

- Be issued a warning and placed on temporary probation up until the next scheduled employee review upon a First Offense.
- Be subject to immediate termination upon a Second Offense.