



Torquay Bowls Club

3 - Staff Code of Conduct Policy

Responsible Department - BOM

Date Approved - March 2024

Next Review 2 years

Introduction

This Code of Conduct prescribes the formal code of conduct regarding standards of acceptable behaviour for all employees with regard to compliance with Club, legal and other obligations such as customers and the community as a whole.

The aim of the Code of Conduct is to ensure you as an employee understand the standard of behaviour and conduct expected of you. It is a set of general principles, rather than a set of rules, which anticipate situations that may pose an ethical or moral issue. It is intended to be used in conjunction with all other Club policies, procedures and in combination with your own good judgement to ensure that all your actions are based on honesty and integrity. If a standard of behaviour isn't outlined in club policies, procedures or if you are in doubt, please seek advice prior to taking any action, which may compromise the standards set out in this policy.

Scope

The code of conduct applies to every employee and sub-contractor of the Club.

Values

SAFETY - Zero Harm

- * CLIENT - Client is 100% satisfied on the completion of every job. Work completed within client's expectations
- * OWNERSHIP - Every employee takes ownership of all decisions made
- * HONESTY - No surprises for the employees and management. If you make a mistake the business has made an investment in you. Own up to your mistakes.
- * CAN DO ATTITUDE - Every job can be performed safely and within the customers' expectations.
- * TEAM - Only the TEAM, working together, will deliver the business plan successfully

The letters of appointment issued to employees prevent the employees from taking advantage of property, information, position, or opportunities arising from these for personal gain or to compete with the Company.

All employees are expected to be aware of and act in a manner that is compliant with this code, company policy, procedure, laws and regulations applicable to their jobs. If questions or concerns arise, employees should ask for help.

Occupational health and safety

We are committed to continuous improvement of workplace safety with the ultimate objective of "zero harm" to anyone. Employees should ensure they are aware and compliant with the compliant company policy and related procedures.

Drugs and Alcohol

We are committed to providing a safe environment for both our employees and those with whom we interact. All employees and contractors engaged by the Company are expected to behave in a responsible manner and present fit for work in a condition that would not impair their ability to work safely. As outlined in our Drugs and Alcohol policy there is a zero tolerance for Drugs and Alcohol in the workplace.

Dress and Appearance

All employees should present to work in an acceptable fashion for the work required by their role. Managers are to ensure that employees in their area maintain an acceptable standard of dress and appearance in accordance with Company standards and policy.

Community

We recognise our place in the community and have policies and practices to protect the environment and to support selected community activities and projects in the areas in which we operate.

Custody of assets

Physical, Intellectual property and Financial assets of the Company are protected by the Company. Employees are responsible for the use and protection of our assets and not misuse or waste them. Property, time, proprietary information, corporate opportunities, Company funds and equipment are all classified as assets of the Company.

Gifts and entertainment

The foundations of business relationships we believe are based trust and mutual advantage. To achieve mutual advantage, we aim to understand the requirements of our customers, contractors, and suppliers. To achieve this understanding, we conduct ourselves in an honest, responsive and fair manner. Goodwill in business relationships can be created through the exchange of gifts and entertainment, however there are occasions where the exchange of gifts and entertainment may generate improper influence or be perceived as generating improper influence. There are occasions when gifts and entertainment can be perceived as bribes which have the potential to tarnish our honest, responsive and fair reputation and/or may break the law. Gifts must be declared to the manager.

Accuracy of reporting and information

The reporting of our operations and performance will be monthly and transparent. All our recording and reporting of data and results will be presented in a timely and accurate manner.

Employees should never submit incorrect, misleading or fraudulent information, either verbally or in writing. Employees must ensure that the statements and answers made on personal statements are true and correct.

Working with suppliers

Our ability to operate and deliver services to our customers/clients is influenced by the critically important role played by our suppliers. This is one of the reasons why we choose our suppliers carefully. When choosing a supplier, we look at their merit and ensure that they act in a manner that meets our compliance and ethical requirements.

Bribery

Bribery and or corruption will not be engaged in or promoted in any form. To ensure this we are committed to transparency in all our business.

Intellectual property

We are committed to protecting the intellectual property of our business and we respect the intellectual property of others.

Privacy

We recognise our obligations to individuals' rights to privacy in respect of confidential information that is provided or obtained by us in the normal course of our business operations.

Conflicts of interest

A conflict of interest may exist if an employee's personal, financial, social or political activities potentially interfere or do interfere with an employee's loyalty or objectivity towards the Company. Where a conflict of interest arises, it must be reported immediately and must be resolved. All conflicts of interest should be avoided.

Media Discussions/Publicity

Employees, other than those specifically authorised, are not permitted to give interviews to the media or make public statements on any aspect of the Company or its operations. In addition, employees are not permitted to:

- permit press or television photographers to photograph the interior of any Company premises in anyway without approval from Managing Director; or
- divulge the names and addresses of employees or customers to any members of the press or public, except where required to do so by law.

Compliance

We are committed to compliance with the law in all of our operations. We recognise that the laws in some areas may not be as stringent as our policies, compliance with the Company policies will prevail in such circumstances.

We will enforce and monitor compliance with this code of conduct through employment contracts, internal communications, induction of new employees and education of all employees.

Non-compliance

This policy is binding on all employees without exception. Non-compliance with this policy or related policy and procedures may result in disciplinary action including but not limited to:

- Verbal or written warnings;
- Restriction or denial of access to services;
- Termination of employment; and/or
- Criminal prosecution by relevant authority.