



The Code of Conduct has been developed by our Board of Directors 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 is not meant to replace any Couchiching First Nation policies and/or procedures.

All members, visitors and staff of Heron Landing Golf Course are expected to conduct themselves in a manner 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 anywhere within our facility and property.
- Is free of discrimination or any form of harassing behavior including sexual harassment.
- Assists us in creating 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.
- 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 Heron Landing Golf Course or its staff.
- Is reflective of an adherence to ALL club rules including safe operation of carts in designated areas.
- Is vigilant in reporting real or perceived safety hazards to staff.
- Does not denigrate, talk down to, scream at staff members, other members or guests and does not create unnecessary strife and divisiveness through any manner.
- Violators to the code of conduct will be warned verbally upon First Offense. This will be documented.

If it is necessary to issue/address a second offense of the code of conduct, the issue will be directed to our Board of Directors.

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 at Heron Landing Golf Course are expected to conduct themselves in a manner that:

- In respect for our golfers, guests and/or membership, staff will maintain a clean and maintained environment in which to play golf and enjoy the Clubhouse amenities.
- Fosters an environment that does not create unnecessary strife, hard feelings and divisiveness among the membership, visitors and/or staff.
- Is free of discrimination or any form of harassing behavior including sexual harassment.

HERON LANDING GOLF COURSE
CODE OF CONDUCT
Membership, Guests and Staff



- Has a source of pride in their physical appearance.
- Provides a welcoming and aesthetically pleasing environment.
- Is unobtrusive to golfers and those enjoying the Clubhouse.
- Is open to feedback regarding the 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.
- Any Staff member of Heron Landing Golf Course 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.

Signature

Date