

Section 6: Standards of Conduct

Theft



Theft is the removal of money, company products or consumables without prior approval or payment. Acts of undercharging or giving away products or services to others is also considered theft. Disciplinary proceedings will result in any cases of theft which could include summarily dismissal.

Theft becomes apparent after deficiencies in stock-take or property or money audits. Should you have suspicions of theft, you must report it to your Supervisor. Should you suspect an act of theft and not report it, you are potentially putting yourself and other innocent parties under unwarranted suspicion.

Consumption of Food and Drink

Consumption of food and drink (other than fluid replenishment) in staff uniform is prohibited in all areas visible to customers. Staff who choose to have their meal break at the venue or wish to remain on the premises after the conclusion of their shift must first change out of their staff shirt.



Staff Parking

We would ask that you consider our patrons needs first.

No car parks = fewer customers = fewer staff.

On busy days staff are asked to park vehicles in the Woolshed car park.

Staff who fear for their safety if walking to their car at night are asked to inform their Supervisor so that an escort or appropriate actions are arranged (such as moving vehicle to a lit area prior to darkness).

Staff Smoking



Smoking is prohibited by staff on duty whilst at Gold Rush Golf grounds or whilst conducting business on behalf of Gold Rush Golf away from the facility.

Telephone Calls & Mobile Phones

Employees are not permitted to carry mobile phones or make phone calls whilst on duty, except during breaks with the permission of your Supervisor. Similarly, phone calls may not be received by employees whilst on duty except in emergency situations. If required, a message will be taken and forwarded on as soon as possible.



Emergency calls may be made and received (the Supervisor must be advised of the problem).

Visitors

Except in cases of emergency, staff are not to encourage personal visitors to the venue during their shift, and in no cases shall such visitors be permitted to enter staff workstations space.

Till Shortfalls



All staff working with money will be responsible for their personal till during their shift worked. Staff must ensure that they do not allow any other person to access their tills and should remain aware that disciplinary action and payment for the discrepancy may be required where a shortfall occurs.

In accordance with this, the following procedure will be applied in the event of a discrepancy in excess of \$10;

First till discrepancy. The matter will be investigated, and the employee will be provided with training on till procedures. Pending the employees' response to allegations and details determined during the investigation, the employee may be given a written warning.

Further till discrepancies. The matter will be investigated and the employee will be required to respond to allegations. Pending the employees' response to allegations and details of the investigation, the employee will be given a written warning and will be required to make payment for the variance.

In circumstances where three or more discrepancies have occurred, the employee may be dismissed from employment. In light of this staff should remain aware that excessive till discrepancies may jeopardize their employment with the venue.

Other Standards of Conduct

Please follow these Standards of Conduct;



- Be punctual when commencing your shift and inform your Supervisor if something happens that may make you late or cause you to be absent.
- Chewing gum may cause offence to patrons and is therefore not appropriate.
- Do not conduct personal business at work.
- Be courteous and friendly to patrons without being too familiar.
- It is inappropriate to ask or make gestures for tips.
- Use of i-pods or MP3 players is not permitted whilst on duty.

When here as a customer;

- You are not to access back-of-house areas.
- Do not place on-duty team members in a difficult situation by distracting them or asking for special favours.

Conduct Considered Unbecoming

The following behaviors are regarded as serious misconduct and will result in disciplinary action, which may include dismissal proceedings:



- Theft.
- Intoxication.
- Consuming liquor or drugs at work.
- Immoral conduct, soliciting for purposes of alcohol, drugs or immoral reasons.
- Willfully damaging customers', employees' or employer property.
- Rudeness to customers.

- Ignoring a lawful or reasonable order given by a manager or supervisor.
- Intimidating or threatening other employees or customers.
- Making false statements about any employee member, the venue or the venue's products and services.
- Giving unauthorized information to the media.
- Leaving work before completion of your shift without permission.
- Sleeping while at work.
- Crude behavior towards fellow employees and/or customers.
- Physically hurting another person.
- Provoking, starting or being involved in a fight at work.
- Removal of articles from the venue without authorization.
- Collecting and soliciting contributions for any purpose.
- Possession of firearms, explosives or illegal items or publications at work.
- Inappropriate use of company plant and equipment including the internet.
- Accepting any advantage in relation to the venue's affairs or business without prior consent from management.
- Breaking any safety rules or practices at work.
- Severe swearing or the use of profane language.
- Dishonesty.
- Falsification of attendance records.
- Insubordination.
- Gambling at any time at the venue.
- Consuming food or drink in view of customers in your staff uniform.
- General harassment or bullying.

Counseling and Discipline

Failure to follow any of the standards of conduct or any other Gold Rush Golf policy, procedure or practice will result in disciplinary action.



To ensure fairness, employees are informed of any failure to comply with agreed performance standards or allegations against them. Employees are given the opportunity to explain before decisions are reached on disciplinary action. Where disciplinary action is necessary, a four-tier system applies.

1. You are counseled by management and retrained as applicable to correct your behavior. The policy and practice and the level of acceptable behavior are pointed out to you.
2. If the behavior continues, you will be given a verbal warning and the need for further retraining discussed. You will be advised that repeated incidents could lead to further disciplinary action.
3. For repeated non compliance, misconduct, or behavior serious enough to warrant it, a written warning will be issued. You will then be advised that such behavior may lead to a review of employment.
4. After two written warnings, you will be advised during a session that a review of employment will be carried out.

All disciplinary action will be documented on your employee file.

In cases of serious misconduct, it may be appropriate to proceed to termination of employment without warning.

