

Code of Conduct Policy

Purpose

This policy affirms Hill Top Golf and Country Club's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that Hill Top Golf and Country Club expects of all employees.

Principles

Our employees contribute to the success of our organisation and that of our **Members and guests**. Hill Top Golf and Country Club fully endorse that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the Business, our **Members and guests** and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

Policy

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, **Members and guests** and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, **Members and guests** and suppliers
- Avoid apparent conflict of interests, promptly disclosing to a Hill Top Golf and Country Club senior manager, any interest which may constitute a conflict of interest
- Promote the interests of Hill Top Golf and Country Club

- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment with Hill Top Golf and Country Club and/or our **Members and guests**
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances may employees offer or accept money
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Hill Top Golf and Country Club expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the {Insert Manager Title}.

This policy will be regularly reviewed by Hill Top Golf and Country Club and any necessary changes will be implemented by the {Insert Manager Title}.

Dress Code Policy

Hill Top Golf and Country Club's objective in establishing a safe and comfortable environment includes setting some standards for workplace dress code. This is to enable all staff to project a professional image. Hill Top Golf and Country Club's has a uniform that will be provided to everyone.

Prohibited Clothing

Employees should not wear ripped clothing of any sort, low cut clothing such as jeans and shirts, track suits (pants or windcheaters) or thongs or open toed shoes.

Supply and Purchasing

Employees will be supplied with uniform when they commence employment. Uniforms may need to be ordered in, therefore, employees will dress as per instruction from management until a uniform is distributed. Employees may purchase additional uniforms at cost price. New uniforms will be issued to staff when required at management's discretion. When an employee leaves the company they are required to give all issues uniforms back.

Maintenance

All clothing worn, including uniform, should be clean and neatly pressed at all times.

Grounds staff

Uniform? High vis when operating machinery?

IT, Internet, Email and Social Media Policies

Internet Use

The internet is provided by Hill Top Golf and Country Club for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

Email Use

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.

To protect Hill Top Golf and Country Club from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Hill Top Golf and Country Club in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.

3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
6. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

This policy also applies to all employees, contractors and members of Hill Top Golf and Country Club who:

have an active profile on a social or business networking site such as LinkedIn, Facebook, Instagram, Twitter and Snapchat;

write or maintain a personal or business' blog; and/or

post comments on public and/or private web-based forums or message boards or any other internet sites.

This policy does not form part of an employee's contract of employment. Nor does it form part of any contractor or sub-contractor's contract for service.

Professional Use of Social Media

Hill Top Golf and Country Club expects its employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all employees, contractors and members of Hill Top Golf and Country Club who contribute to or perform duties such as:

- maintaining a profile page for Hill Top Golf and Country Club on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter and Snapchat);
- making comments on such networking sites for and on behalf of Hill Top Golf and Country Club;

- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of Hill Top Golf and Country Club; and/or
- posting comments for and on behalf of Hill Top Golf and Country Club on any public and/or private web-based forums or message boards or other internet sites.

Procedure

No employee, contractor or **member** of Hill Top Golf and Country Club is to engage in Social Media as a representative or on behalf of Hill Top Golf and Country Club unless they first obtain Hill Top Golf and Country Club's approval.

If any employee, contractor or member of Hill Top Golf and Country Club is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of Hill Top Golf and Country Club.

All employees, contractors and members of Hill Top Golf and Country Club must ensure they do not communicate any:

- Confidential Information relating to Hill Top Golf and Country Club or its **Members and guests**, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about **Members and guests**, business partners or suppliers of Hill Top Golf and Country Club without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to Hill Top Golf and Country Club and related bodies, **Members and guests** or businesses, which is not in the public domain.

Private / Personal Use of Social Media

Procedure

Hill Top Golf and Country Club acknowledges its employees, contractors and members have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by Hill Top Golf and Country Club.

However, inappropriate behaviour on such sites has the potential to cause damage to Hill Top Golf and Country Club, as well as its employees, **Members and guests**, business partners and/or suppliers.

For this reason, all employees, contractors and members of Hill Top Golf and Country Club must agree to not publish any material, in any form, which identifies themselves as being associated with Hill Top Golf and Country Club or its **Members and guests**, business partners or suppliers.

All employees, contractors and members of Hill Top Golf and Country Club must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to Hill Top Golf and Country Club or its **Members and guests**, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of Hill Top Golf and Country Club, or its **Members and guests**, business partners or suppliers; and/or
- contains any form of Confidential Information relating to Hill Top Golf and Country Club, or its **Members and guests**, business partners or suppliers.

All employees, contractors and members of Hill Top Golf and Country Club must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and members) the termination or non-renewal of contractual arrangements and membership.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of Hill Top Golf and Country Club's computer network.

For the purposes of this policy, the following definitions apply:

Social Media includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (e.g. Facebook, LinkedIn), video and/or photo sharing websites (e.g.. YouTube, Instagram),

business/corporate and personal blogs, micro-blogs (e.g. Twitter), chat rooms and forums and/or Social Media:

1. information, for example *Do you plan to have a family in the near future?*
2. Give the successful candidate a contract of employment setting out clear terms and conditions. This includes the nature of employment e.g. permanent part time, casual. The contract should include a welcome note and start details.
3. Once the candidate has accepted, contact the unsuccessful candidates as a matter of courtesy.

Induction

Policy

Hill Top Golf and Country Club will make sure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process which this manual forms part of.

Procedure

Complete an induction plan for each new starter with details of:

- introductions
- workplace tour
- OHS procedures and evacuation
- who's who
- a working safely plan
- IT system orientation
- copy of the Fair Work Information Statement
- **policy and procedural requirements, e.g. equal employment opportunity**

Training and Development

Policy

Hill Top Golf and Country Club will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses. Safety training takes precedence.

Occupational Health and Safety

Policy

Hill Top Golf and Country Club will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors and members of the public who may be affected by our work.

To do this, Hill Top Golf and Country Club will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees on safety
- provide protective clothing and equipment, and enforce its use
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace.

All persons responsible for the work activities of other employees are accountable for:

- identifying practices and conditions that could injure employees, **Members and guests**, members of the public or the environment
- controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their manager
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
- making sure PPE is maintained and working properly

Hill Top Golf and Country Club demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

Manual handling policy

It is Hill Top Golf and Country Club's policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all staff, all employees must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

Workers' compensation policy

All employees may be eligible for workers' compensation benefits if injured while at work.

Injury procedure

If there is an injury:

1. The first priority is medical attention. The injured worker or nearest colleague should contact one of Hill Top Golf and Country Club's first aiders. For a serious injury also call an ambulance.
2. Any employee who is injured on the job, experiences a safety incident or a near miss, must report the incident to their manager.
3. The manager must write a report in the Register of Injuries, Incidents and Near Misses. This standard report must include:
 - employee's name and job details
 - time and date of injury
 - exact location the injury/incident occurred
 - how the injury/incident happened
 - details of the injury/illness and the part/s of the body injured
 - names of any witnesses
 - name of the person entering details in the Register
 - date the employer was notified
4. Hill Top Golf and Country Club will let the injured employee know in writing that we have received notification of any injury or illness reported in the Register.

The manager must report serious injuries to WorkSafe immediately.

Smoking policy

Hill Top Golf and Country Club has a non-smoking policy. Smoking is not permitted on Hill Top Golf and Country Club property other than in **designated smoking areas**.

Smokers who need to take breaks should do so in their allotted breaks. Excessive smoking breaks will be regarded as absenteeism and performance improvement action may be taken.

Alcohol and drugs policy

Hill Top Golf and Country Club is concerned by factors affecting an employee's ability to safely and effectively do their work to a satisfactory standard. The Club recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

Hill Top Golf and Country Club will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. Hill Top Golf and Country Club has a zero tolerance policy in regards to the use of illicit drugs on their premises or while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

Hill Top Golf and Country Club does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

Hill Top Golf and Country Club, at times, makes alcohol available to staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the employee. Driving over the legal limit or under the influence of illicit drugs is illegal.

Equal Employment Opportunity (EEO) and Anti Bullying

Policy

This policy applies to all staff including contractors and covers all work-related functions and activities including external training courses sponsored by Hill Top Golf and Country Club.

It also applies for all recruitment, selection and promotion decisions.

The objective of Hill Top Golf and Country Club's Equal Opportunity Policy is to improve business success by:

- attracting and retaining the best possible employees
- providing a safe, respectful and flexible work environment
- delivering our services in a safe, respectful and reasonably flexible way

Discrimination, Sexual Harassment and Bullying

Hill Top Golf and Country Club is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

Discrimination:

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.

Indirect Discrimination occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or

intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

Hill Top Golf and Country Club provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

Under State legislation they include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

Reasonable adjustments

Reasonable adjustments are changes that allow people with a disability to work safely and productively.

Hill Top Golf and Country Club will make reasonable adjustments for a person with a disability who:

- applies for a job, is offered employment, or is an employee, and
- requires the adjustments in order to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

When thinking about reasonable adjustments Hill Top Golf and Country Club will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases Hill Top Golf and Country Club can discriminate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.

Procedure: To make a complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against Club policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).

2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager. Employees may also lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, the Australian Human Rights Commission, or take action under the *Fair Work Act 2009*.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

Procedure: To receive a complaint

When a manager receives a complaint or becomes aware of an incident that may contravene Hill Top Golf and Country Club EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of Hill Top Golf and Country Club EEO policies) then the manager should:
 - act promptly
 - maintain confidentiality
 - pass any notes on to the **Committee**

If an investigation is requested or is appropriate, follow the next procedure.

Procedure: To investigate a complaint

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt

2. Advise on the potential outcomes of the investigation if the allegations are substantiated
3. Interview all directly concerned, separately
4. Interview witnesses, separately
5. Keep records of interviews and the investigation
6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision regardless.
7. Listen carefully and record details
8. Ensure confidentiality, minimise disclosure
9. Decide on appropriate action based on investigation and evidence collected
10. Check to ensure the action meets the needs of the complainant and Hill Top Golf and Country Club
11. If resolution is not immediately possible, refer the complainant to the **Committee**.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

Possible outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- staff training
- additional training for the perpetrator or all staff, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)

Performance Management

Policy

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers at least **once** a year.

Procedure

1. The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The manager and employee will meet and openly and constructively discuss performance over the period.
3. The manager and the employee will agree any objectives and outcomes for the next appraisal period.
4. Training and development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

Performance improvement

Policy

Where warranted Hill Top Golf and Country Club will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, Hill Top Golf and Country Club may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

Hill Top Golf and Country Club requires a minimum standard of conduct and performance which will be made clear to employees in management appraisals. If an employee does not meet this standard, Hill Top Golf and Country Club will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If an employee deliberately breaches Club policy or procedure, or engages in misconduct, Hill Top Golf and Country Club may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. Hill Top Golf and Country Club will give an employee the opportunity to defend themselves before management takes further action.

Note: If employees have a disability that requires reasonable adjustments to be made to the workplace or job to allow you to work safely and productively, they should raise this with their manager. Hill Top Golf and Country Club will only refuse such requests on reasonable business grounds.

Procedure

1. Hill Top Golf and Country Club will advise the employee of any shortfall in their performance, and give them an opportunity to respond.
2. Once they respond, the manager will consider their response and decide if performance improvement action should be taken. Hill Top Golf and Country Club will provide support such as training where appropriate.
3. If the employee is given a verbal warning, the manager should make a note of it, date it and sign it.

4. The manager will advise the employee in clear terms what they see as the performance problem or the unacceptable conduct. To highlight the deficiency they should use specific examples, and refer to the correct policy or procedure.
5. The manager will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings.
6. The manager will decide if more action is needed.
7. If a written warning is to follow, the manager is to:
 - document it and give the employee a copy
 - give the employee the opportunity (and their support person the opportunity) to sign the warning
 - keep a copy on file
8. The warning must clearly define:
 - the deficiency
 - a clear explanation of the expected standard
 - by when the employee needs to achieve it
 - how the Club will help the employee achieve the improvement required
 - consequences of failing to improve
9. The manager concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions, and put a copy on the employee's personnel file. This should include date, location and time of discussion.
10. They will continue to support the employee and note the support they give, for example, training or counselling.
11. If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps 4–10 above. This document needs to warn the employee in clear terms Hill Top Golf and Country Club will terminate their employment if there is not enough improvement, and a sustained improvement in, their performance.

Note: some circumstances justify going straight to a second or final warning.

Gross or serious misconduct policy

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

Procedure

1. The manager is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. The manager should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall give genuine consideration to the employee's response and circumstances.
3. If still appropriate, following a thorough investigation, the manager can terminate/dismiss the employee.
4. The manager should keep a file of all evidence collected and action taken in these circumstances.
5. Hill Top Golf and Country Club will send the employee a letter of termination noting brief details.

Grievance complaints

Policy

Hill Top Golf and Country Club supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Hill Top Golf and Country Club will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

Procedure

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

Conflict of Interest

Policy

Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of Hill Top Golf and Country Club.

All employees are required to act in good faith towards Hill Top Golf and Country Club. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of Hill Top Golf and Country Club.

As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with Hill Top Golf and Country Club. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of Hill Top Golf and Country Club and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of Hill Top Golf and Country Club will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of Hill Top Golf and Country Club.

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

Procedure

Employees must:

- declare any potential, actual or perceived conflicts of interest that exist on becoming employed by Hill Top Golf and Country Club to management
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by Hill Top Golf and Country Club to management
- avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible

If an employee declares such an interest, Hill Top Golf and Country Club will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must disclose any other employment that might cause a conflict of interest with Hill Top Golf and Country Club to their manager. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at Hill Top Golf and Country Club. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with Hill Top Golf and Country Club using knowledge and/or materials gained during the course of employment with Hill Top Golf and Country Club.

Engaging in other business interests during work hours will result in strong performance improvement action.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with Hill Top Golf and Country Club, in a timely manner, may result in performance improvement proceedings including dismissal.

Intellectual Property and Security

All intellectual property developed by employees during their employment with Hill Top Golf and Country Club, including discoveries or inventions made in the performance of their duties related in any way to the business of Hill Top Golf and Country Club, will remain the property of Hill Top Golf and Country Club.

Employees may be given access to confidential information, data, Club property, keys to premises or any other Club related property/information in the performance of their duties. This must be protected and used only in the interests of Hill Top Golf and Country Club.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Hill Top Golf and Country Club; or
- authorise or be involved in the improper use or disclosure of confidential information;
- during or after their employment without the Employer's written consent, other than as required by law.

'Confidential information' includes any information in any form relating to Hill Top Golf and Country Club and related bodies, **Members and guests** or businesses, which is not in the public domain.

Employees must act in good faith towards Hill Top Golf and Country Club and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and Hill Top Golf and Country Club may also pursue monetary damages or other remedies.

Environmental Best Practice

Policy

Hill Top Golf and Country Club will comply with all local, state and federal laws and regulations on:

- disposing of hazardous waste (including EPA's list of prescribed industrial waste), trade waste (i.e. waste added to the sewer) and waste water
- safe handling, storage and transport of hazardous waste and dangerous goods
- noise
- land use
- air pollution and carbon emissions

Procedure

Hill Top Golf and Country Club will set targets each year to increase energy and water efficiency, and seek opportunities for reducing and recycling waste. To do this, we will:

General

- investigate ways to reduce consumption or recycle waste
- publish monthly energy and water use on the staff notice board including savings made, and report on greenhouse gas emissions
- give preference to maintenance and other contractors using green products

Energy

- buy electrical and lighting systems rated as energy efficient
- use accredited GreenPower, either in part or whole

Water

- buy appliances rated as water efficient
- buy plumbing devices (e.g. taps) with built-in flow restrictors in kitchen and washing up areas, or add these to existing fittings

Waste

- look for opportunities to improve waste management. Sustainability Victoria has tips on [good waste management](#).

Hill Top Golf and Country Club - Policies and Declaration

You must read all the policies contained in this document and listed below. Club policies are a part of your employment contract and therefore must be read and understood to ensure you are fully aware of your responsibilities as an employee of Hill Top Golf and Country Club.

Please read each of the policies listed below and tick where shown to indicate you are aware of the rules and responsibilities you have whilst employed by Hill Top Golf and Country Club.

1. Code of Conduct Policy
2. Dress Code Policy
3. IT, Email and Internet Policy
4. Induction Policy
5. Training and Development Policy
6. Probation Policy
7. Occupational Health and Safety Policy
8. EEO and Anti-Bullying Policy
9. Performance Management Policy
10. Performance Improvement Policy
11. Gross and Serious Misconduct Policy
12. Grievance and Complaint Policy
13. Conflict of interest Policy
14. Intellectual Property and Security Policy
15. Environmental Best Practice

Employee Declaration:

I have read and understand the contents of this manual along with the above policies and I agree to the terms of conditions of these documents.

Employee Name:

Employee Signature:

Date: