

# GENERAL EMPLOYEE GUIDELINES POLICY

## INTRODUCTION

Welcome to the Indian Hills Golf Course team! We are pleased you have been chosen to add your talents to the mission of the Indian Hills Golf Course. We hope you will find this golf course to be a pleasant working atmosphere.

## MISSION

The goal of this golf course is to provide recreational pleasure for our members and guests.

You will be expected: a) To treat all members and guests with the respect and courtesy at all times; b) To make the needs of our members and guests a top priority; and c) To ask any member or guest that has a complaint to fill out a comment form available in the Caddy Shack.

You will not be expected to endure hostile or abusive language or behavior. Any incident of this sort should be reported to your supervisor or to the Board of Directors.

## PURPOSE

As an employee, you should apply exceptional work ethic standards in order to provide and ensure pleasure for our members and guests and provide the best golf course experience possible within the means of our financial status and budget.

## ABOUT THE POLICY AND PROCEDURE MANUAL

The manual has been designed to aid employees, members and guests with the policies and procedures that the HPRAI Board of Directors has set forth regarding the operation of Indian Hills Golf Course.

The manual will not possibly cover every situation that may occur. The Board reserves the right to make decisions in a fair and equitable manner for all employees, members and guests.

All employees are expected to read and become familiar with all policies in the Policy and Procedure Manual.

## DISTRIBUTION

The Policy and Procedure Manual is the property of HPRAI. A copy of the Policy and Procedure Manual has been made available to all Board of Directors, Course Superintendent, and the Caddy Shack.

Members and guests are welcome to review the manual in the Caddy Shack.

## DRUGS AND ALCOHOL

The use of drugs or alcohol, or being under the influence of drugs or alcohol, by any employee of Indian Hills Golf Course is not permitted on properties of HPRAI, which includes Indian Hills Golf Course.

Violation of this policy could result in immediate termination.

## SEXUAL HARASSMENT

Indian Hills Golf Course will not allow any form of sexual harassment within the work environment. Sexual harassment includes, but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual nature, or requests for sexual favors.

Notify the Board of Directors of any situation that violates this policy.

### **APPEARANCE**

Attire and general appearance should be conducive to employee's position on the golf course. With the nature of the outdoor work, it is difficult, but not impossible, to appear neat and clean when not engaged in hard manual labor of a project.

Caddy Shack employees' attire and general appearance should be conducive to meeting the public by being neat and clean.

### **EQUAL OPPORTUNITY EMPLOYMENT**

It is the policy of the Board of Directors to hire the most qualified person without regard to race, creed, color, sex, national origin, religion, age, or disability.

It is our intent and desire that equal opportunities be provided in recruiting, hiring, promotions, layoffs, compensation, benefits, terminations, and all other privileges, terms, and conditions of employment.

Applicants for employment will be evaluated and employees promoted on the basis of qualifications to meet the requirements of the position and ability to perform in a satisfactory manner.

Employment is at-will, where either party is free to dissolve the working relationship at any time.

### **PERSONAL USE OF INDIAN HILLS PROPERTY**

Personal use or loan of Indian Hills Golf Course property, such as, but not limited to, vehicles, equipment, tools, and supplies, is not allowed without express permission from the Board of Directors or a Supervisor in authority.

### **PERSONAL TELEPHONE CALLS OR MAIL**

Both incoming and outgoing local personal calls should be kept to a minimum. If you have a special need, such as a sick family member who needs occasional contacting, let your supervisor know.

Personal long distance calls should be made on your own credit card.

Office postage is not to be used to send personal mail of any kind.

### **OUTSIDE EMPLOYMENT**

Employees are expected to devote their full time and attention to Indian Hills Golf Course's interests during working hours. Employees are expected to avoid outside activities that could divert time, energy, interest, or talent away from the expectations of the position.

### **OPEN DOOR POLICY**

The Board of Directors has an open door policy for any problem or topic of discussion. Indicate if your visit requires a private time. Discussing concerns openly with us can prevent escalation of problems.

## **PERFORMANCE APPRAISALS**

The Board of Directors has a procedure for evaluating job performance. These performance appraisals are vital for future planning. We strive to provide fair and objective measurement of performance.

A performance review will be done each year. New employees will have a review of their job performance periodically through the golfing season, with an end-of-season appraisal. Employees will be given time for an open discussion with the Board of Directors at appraisal time.

## **INFORMATION AND RECORDS**

All records and/or information are considered property of Indian Hills Golf Course and shall not be removed from this property without the prior approval from the Board of Directors. This includes Tournament, Caddy Shack, and Course Superintendent records and/or information.

## **HEALTH AND SAFETY**

The Board of Directors wants the golf course to be a healthy and safe workplace. If you notice anything that you think is a health or safety hazard, please notify your supervisor or the Board of Directors.

## **TERMINATION**

Terminations are either voluntary or involuntary.

**Voluntary**--If you must leave: A voluntary termination is a resignation that you initiate and requires employee leaving to give a two-week notice so that a replacement can be found to fill your position. Time beyond the two weeks will be appreciated to help find and train a replacement employee.

**Involuntary Termination**: The Board of Directors can initiate a permanent termination due to, but not limited to:

1. Lack of work;
2. Inability to satisfactorily perform the duties of the position;
3. Illegal activity; or
4. Job abandonment.

Any employee leaving by voluntary or involuntary termination is required to return all property of Indian Hills Golf Course (including, but not limited to, keys, forms, manuals, reports and/or written information, or any other items provided to employee) on date of termination.

If your position is terminated, voluntarily or involuntarily, any equivalency membership and/or cart space will be forfeited at the time of termination.

## **ACCEPTANCE OF GIFTS AND GRATUITIES**

No employee may accept any gifts, monetary or otherwise, from any member, guest, supplier, or competitor that could be construed as an attempt to influence the employee.

Any gift must be returned to the person or persons giving the gift, along with an explanation of this policy.