



Dovey Yacht Club / Clwb Hwyllo Dyfi

Disciplinary Policy and Procedure April 2017

1. Introduction

This Disciplinary Policy and Procedure applies to all employees and workers and references employees in this document include reference to both employees and workers (including casual workers) who are not employees.

The Club requires good standards of discipline from its employees, together with satisfactory standards of work. The purpose of the disciplinary procedure is to ensure that any concerns over employees' conduct or performance are handled in a fair, consistent and timely manner, with the intention of bringing about an improvement, and to protect the proper operation of the Club's business and the health and safety of its employees.

This procedure may be reviewed and updated from time to time. Any amendments will be notified to employees in writing, following consultation and/or notice where appropriate.

Where time limits are specified in this Policy and Procedure, they may be varied by agreement between the Club and the employee.

During the probationary period, the full disciplinary and grievance procedure will not apply.

The Disciplinary Policy and Procedure do not form part of the contract or terms and conditions of employment.

2. Rules and Application

2.1 The following are examples of conduct/performance that will normally be addressed through implementation of the Club's disciplinary procedure:

- 2.1.1 Unsatisfactory work performance;
- 2.1.2 Breaches of Club policies and procedures;
- 2.1.3 Inappropriate behaviour (e.g. fighting, drunkenness, etc.);
- 2.1.4 Bullying, harassment or victimisation;
- 2.1.5 Discrimination on any of the grounds listed of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin;
- 2.1.6 Persistent lateness or poor timekeeping;
- 2.1.7 Unacceptable levels of absence, especially when unauthorised;
- 2.1.8 Serious or repeated failure to follow reasonable requests or instructions;
- 2.1.9 Abuse, misuse or neglect of Club property or facilities;
- 2.1.10 Bribery offences under the Bribery Act 2010; and
- 2.1.11 Use of Club facilities and equipment for personal reasons during work time e.g. Club email, telephones and internet access.

2.2 Confidentiality:

- 2.2.1 Disciplinary matters will be handled with as high a degree of confidentiality as is practicable, particularly when the issue is of a sensitive nature.
- 2.2.2 Confidential records of disciplinary matters will be kept in the employee's personnel file in accordance with Data Protection legislation. Copies of meeting notes will be provided to the employee, although the Club reserves the right to withhold certain information (e.g. to protect a witness).

2.3 Investigation:

- 2.3.1 The employee's manager will promptly and thoroughly investigate any matter that is reasonably believed to be a disciplinary matter. The employee concerned will be informed of the investigation as soon as possible and when it has been concluded.
- 2.3.2 The employee may be asked to attend an investigatory interview. If such an interview is held prior to a disciplinary meeting, the employee will be advised from the start that the interview is an investigatory interview.
- 2.3.3 The Club reserves the right to omit the investigatory interview stage and move straight to a formal disciplinary meeting.

2.4 Suspension:

- 2.4.1 The Club reserves the right to suspend an employee from work, normally for no more than 5 working days, while a disciplinary offence is being investigated.
- 2.4.2 Employees will be advised if the suspension is likely to last longer than 5 working days.
- 2.4.3 Suspension is not regarded by the Club as disciplinary action. The Club shall inform the employee of the reason for the suspension.
- 2.4.4 Employees may be suspended without pay/or on reduced pay but only if this is allowed by their employment contract and the Club is acting reasonably.

2.5 The Club reserves the right to:

- 2.5.1 monitor employees' activities including telephone calls, email messages and internet use at any time, whether as part of a disciplinary investigation or otherwise. Employees should therefore not consider such activities and methods of communication to be confidential when conducted at work.
- 2.5.2 search an employee's desk, bags, pockets, vehicle or other Club property or personal possessions where such action is considered necessary in the opinion of the Club. A search will only be carried out by an appropriate person in the presence of a witness and employees may request the presence of a work colleague.

3. **Disciplinary Procedure**

3.1 **Informal Discussion**

- 3.1.1 The Club will initially try to resolve disciplinary issues informally by way of an informal discussion with the employee concerned.
- 3.1.2 This is a two-way discussion where the Club will be able to inform the employee of their shortcomings in conduct or performance and at the same time provide the employee with the opportunity to provide an explanation.
- 3.1.3 The main purpose of the informal talk is to find a solution to the problem that is beneficial for both the Club and the employee.
- 3.1.4 Generally, cases of minor misconduct and/or unsatisfactory performance are dealt with informally. In the event of poor performance, disciplinary meetings will usually only be undertaken where counselling the employee and further training (if required) has failed to produce a satisfactory improvement to performance. However, if the informal action does not provide a solution to the problem or if the disciplinary issue is too serious to be dealt with informally, then the formal disciplinary procedure will be followed.

3.2 **Written Notice of Intended Disciplinary Meeting**

- 3.2.1 If it is decided that there is a disciplinary case to answer, the Club will write to the employee, giving them a minimum of two days' notice of the meeting and advising the employee of their right to be accompanied to the meeting. At the same time, the Club will provide the employee with written notice informing them that this constitutes the start of the formal disciplinary procedure and as such outline:
 - 3.2.1.1 the alleged misconduct or poor performance and any possible consequences of these;
 - 3.2.1.2 the improvement that is required, any timescale for achieving this improvement and any support available (if appropriate);
 - 3.2.1.3 details as to the time and venue of the disciplinary meeting; and
 - 3.2.1.4 notice of the employee's statutory right to be accompanied if the meeting could result in a formal warning, the confirmation of a warning or the taking of some other disciplinary action. (This statutory right can be exercised once the employee has made a reasonable request to be accompanied).
- 3.2.2 The employee's chosen companion will be able to address the meeting to put or sum up the employee's case as well as confer with the employee during the meeting. They may not, however, answer questions on the employee's behalf, address the meeting if the employee does not wish them to do so or prevent the Club from explaining their case. The companion can be a fellow employee, trade union representative or official employed by a trade union.
- 3.2.3 The meeting will be scheduled in order to give the employee reasonable time to prepare for the meeting.
- 3.2.4 The Club will establish the facts before the meeting by collecting documents, identifying any relevant people to interview and taking

statements before memories start to fade. Any requests for anonymity and confidentiality should be taken seriously. At least 2 days before the meeting, the employee should be provided with all relevant information, including statements, upon which the Club intends to rely.

3.2.5 Where the Club or an employee intends to call relevant witnesses they should give advance notice to the other party that they intend to do this. It may also be appropriate to provide copies of written evidence including any witness statements.

3.2.6 If the employee is unable to attend the disciplinary meeting at the agreed time, the Club shall offer an alternative reasonable time and date. The Club shall give at least 2 days' notice of any rearranged meeting. If the employee fails to attend the rearranged meeting the Club, taking into consideration any reasons and concluding that such failure is without good cause, is free to decide upon the matter using the evidence available. In these circumstances, the employee will be allowed to make written submissions.

3.3 **Disciplinary meeting**

3.3.1 A disciplinary meeting will normally be conducted by the employee's line manager and a director.

3.3.2 The Club will explain the complaint against the employee and go through any relevant evidence.

3.3.3 The employee will then be given the opportunity to present their own evidence, answer any allegations, ask questions and call relevant witnesses.

3.3.4 If the Club is unable to attend the meeting, such a delay should be conveyed to the employee at the earliest opportunity and a reasonable alternative should be provided to the employee.

3.3.5 Where possible, a manager who did not carry out the investigation will attend the meeting.

3.4 **Outcome of meeting**

3.4.1 As soon as possible after the conclusion of the disciplinary meeting, the employee's line manager will inform the employee what disciplinary action, if any, will be taken. If the Club finds there has been no misconduct/ poor performance, the employee will be informed of this in writing.

3.4.2 Where a minor offence has been committed, a recorded oral warning may be given. The warning will state that any further misconduct will render the employee liable to further, more severe, disciplinary action. The employee shall be informed of the period in which the warning will remain 'live'.

3.4.3 *First Written Warning* - If more serious misconduct/poor performance or further minor offences are confirmed, the Club will issue a written warning setting out the complaint and stating that further misconduct or a failure to improve performance may result in further disciplinary action. This letter will include details as to the improvement required, time-scales for such improvement and details of any help that will be made available. The employee shall be informed of the period in which the warning will remain 'live' and advised of their right to appeal against the warning.

- 3.4.4 *Final Written Warning* - If the misconduct/ poor performance is sufficiently serious or there has been further misconduct or a failure to improve since a previous written warning the Club may issue a final written warning. This will give details of the complaint and nature of the misconduct/poor performance, the improvement required, the time-scale for such improvement and details of any help available. It will also warn that failure to improve may lead to dismissal or some other contractual penalty e.g. demotion. The employee shall be informed of the period in which the warning will remain 'live' and advised of their right to appeal against the warning.
- 3.4.5 *Dismissal / Other Penalty* - If there has been further misconduct or failure to improve performance since a final written warning the Club may dismiss the employee or take some other action short of dismissal such as demotion or disciplinary suspension. The employee will be provided with a written statement of the reasons for dismissal/or other action, the date on which the employment will terminate (if dismissed), and their right to appeal, as soon as reasonably practicable. The dismissal decision should only be taken by a manager who has the authority to do so.
- 3.4.6 *Dismissal without Notice* - If the Club establishes that there has been gross misconduct the employee may be summarily dismissed i.e. dismissed without notice. The Club will follow a fair disciplinary procedure before taking any decision to dismiss without notice and this will be confirmed in writing (see Gross Misconduct section below).

3.5 **Appeal**

- 3.5.1 Employees have the right to appeal against any formal disciplinary action. An appeal cannot be made against an informal oral warning. The appeal should be made in writing within 5 working days of the disciplinary decision.
- 3.5.2 The employee must inform the Club as to the grounds for appeal in writing, and may be accompanied to the appeal meeting. In making an appeal, the employee should state if they are appealing against the finding that they committed the alleged acts of misconduct and/or against the level of sanction imposed.
- 3.5.3 The Club will hear the appeal without unreasonable delay and where possible the appeal will be dealt with by a director.
- 3.5.4 The outcome of the appeal will be confirmed in writing within 5 working days of the meeting. Decisions made at this stage will be final and there is no further right of internal appeal.

4. **Special Cases**

- 4.1 Where disciplinary action is being considered against an employee who is an accredited trade union representative of a trade union recognised by the Club for collective bargaining purposes, the above procedure will not be followed until the Club has had a chance to discuss the matter (with the prior agreement of the employee) with a senior trade union representative or permanent union official of that trade union. The Club shall, however, be able to suspend the employee in the case of a suspected or known incident gross misconduct.
- 4.2 An employee being charged or convicted with a criminal offence is not in itself a reason for disciplinary action. The Club will consider whether the

offence or alleged offence is one that makes the employee unsuitable for their type of work. Therefore, the Club will establish the facts of the case and consider whether the facts warrant starting the disciplinary procedure. Similarly, an employee cannot be dismissed solely because they were absent from work as a result of being remanded in custody.

5. **Gross Misconduct**

- 5.1 In the event that an employee commits an act of gross misconduct, the Club is entitled to summarily terminate the employee's contract of employment without notice or pay in lieu of notice.
- 5.2 The following non-exhaustive list gives examples of offences that the Club will normally regard as gross misconduct:
- 5.2.1 Theft, fraud, dishonesty or deliberate falsification of records;
 - 5.2.2 Fighting, assault or other violent behaviour;
 - 5.2.3 Deliberate damage to, or misuse of, Club property;
 - 5.2.4 Deliberate use of internet and/or email to access or distribute material of a pornographic, offensive, obscene or inappropriate nature;
 - 5.2.5 Incapability at work due to the effect of alcohol or drugs;
 - 5.2.6 Possession, custody or control of illegal drugs on Club premises;
 - 5.2.7 Serious breach of the Club's rules, policies and procedures;
 - 5.2.8 Serious negligence which causes loss, damage or injury;
 - 5.2.9 Conviction of a criminal offence that is relevant to the employee's employment with the Club and renders them unsuitable for their work;
 - 5.2.10 Conduct likely to bring the Club's name into disrepute;
 - 5.2.11 Bullying, harassment, victimisation or discrimination;
 - 5.2.12 Accepting bribes;
 - 5.2.13 Serious breaches of the Club's anti-bribery policy;
 - 5.2.14 Gross negligence;
 - 5.2.15 Drunkenness or being under the influence of illegal drugs at work;
 - 5.2.16 Possession or control of illegal drugs on the Club's premises;
 - 5.2.17 Serious acts of insubordination.
- 5.3 If the Club decides to summarily terminate the employee's contract of employment without notice or pay in lieu of notice the Club must be acting *fairly and reasonably* to take this action rather than following the Disciplinary Procedure set out in Clause 3 above.

This procedure has been approved and authorised by the Club.

Signature:
(Club Secretary)

Dated:



Dovey Yacht Club / Clwb Hwyllo Dyfi

Grievance Procedure April 2017

1. The grievance procedure enables the Club to ensure that any problems, complaints or concerns raised by employees or workers are dealt with in a fair, timely and consistent manner. If an employee has a grievance or complaint regarding:

- 5.4 their work, working conditions, pay and benefits, working hours; or
 - 5.5 discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin; or
 - 5.6 treatment by colleagues including harassment and bullying; or
 - 5.7 their health and safety or a breach of statutory employment rights; or
 - 5.8 any other issue affecting their employment,
- it should be raised in line with this procedure.

Complaints in respect of disciplinary action taken by the Club should be dealt with as an appeal under the disciplinary procedure.

6. **Informal Procedure**

- 6.1 Employees or workers should, where possible, discuss the grievance or complaint with their immediate manager on an informal basis first. The manager will discuss any concerns with the employee and attempt to resolve the matter within a reasonable timescale. Where it is not possible for the employee to talk to their immediate manager, or if the grievance concerns him or her, the employee should instead talk to the Commodore or the Club Secretary.
- 6.2 Where the informal procedure is used, both parties should keep a written record of the meeting including what was discussed and any proposed action.
- 6.3 If the grievance has not been resolved or cannot be settled informally, the matter should be dealt with according to the formal grievance procedure.

7. **Formal Grievance Procedure:**

- 7.1 **Written Statement**
 - 7.1.1 The aggrieved employee must first send a written statement detailing the nature of the grievance to the employee's line manager without unreasonable delay.
 - 7.1.2 Where it is the line manager who is the subject of the Grievance, the employee should instead send the written statement to Club Secretary or any director of the Club.
- 7.2 **Grievance Meeting**

- 7.2.1 Upon receiving the written statement the employee's line manager will arrange for a formal meeting to be held in order to discuss the grievance. The formal meeting will be held without unreasonable delay and usually no longer than 5 working days after the statement of grievance is received.
- 7.2.2 The meeting must not take place if the line manager has not had a reasonable opportunity to consider their response to the information.
- 7.2.3 Before the meeting, a thorough investigation of the facts relating to any allegations must take place. Any requests for anonymity and confidentiality should be taken seriously.
- 7.2.4 The employee may, following a reasonable request, be accompanied by a colleague, a suitably certified trade union representative or an official employed by a trade union. The companion may not, however, answer questions on behalf of the employee.
- 7.2.5 The employees or workers chosen companion will be able to address the meeting to put or sum up the employees or workers case as well as confer with the employee during the meeting. They may not, however, answer questions on the employee's behalf, address the meeting if the employee does not wish them to do so or prevent the Club from explaining their case.
- 7.2.6 The Club reserves the right to refuse to accept a companion whose presence may undermine the grievance process.
- 7.2.7 The line manager, employee and their companions shall make every effort to attend the meeting. If the employee fails to attend the grievance hearing without explanation or seems to make insufficient efforts to attend, then the hearing may proceed in the employee's absence.
- 7.2.8 If possible the employee should explain how they think the grievance could be resolved.
- 7.2.9 If a further investigation of the matter is required then the meeting should be adjourned to a later date before a decision is taken about how to deal with the employee's grievance.

7.3 Outcome of meeting

- 7.3.1 Following the meeting and investigation and without unreasonable delay the line manager shall set out in writing the outcome of the hearing and any action they intend to be take in order to resolve the grievance (if appropriate).
- 7.3.2 The line manager shall also inform the employee of their right to appeal if they are not satisfied with the action taken.
- 7.3.3 Any action taken shall be monitored and reviewed, as appropriate, to ensure it effectively deals with the issue.

7.4 Appeal

- 7.4.1 Employees or workers have the right to appeal where they feel their grievance has not been satisfactorily resolved.
- 7.4.2 The request for an appeal must state the grounds for the appeal and should be submitted to the line manager or the Club Secretary in writing

within 5 working days of receiving written confirmation as to the outcome of the grievance meeting.

7.4.3 The line manager will arrange a further meeting to discuss the appeal within a reasonable time of receiving the request for an appeal. The employee will be informed of the time and place of the appeal in advance.

7.4.4 The appeal will be dealt with impartially and, wherever possible, will be chaired by a director who has not previously been involved in the case. This appeal hearing is not a re-hearing of the original appeal but a consideration of the specific areas of dissatisfaction in relation to the original grievance.

7.4.5 The employee has the right to be accompanied at the appeal meeting and the outcome of the appeal meeting shall be communicated to the employee in writing within 5 working days. Decisions made at this point are final and the grievance procedure is concluded.

8. Confidentiality

8.1 Grievances will be handled with as high a degree of confidentiality as is practicable.

8.2 Confidential records of the grievance will be kept in the employee's personnel file in accordance with Data Protection legislation. Copies of meeting notes will be provided to the employee, although the Club reserves the right to withhold certain information (e.g. to protect a witness).

9. Special Cases

9.1 Where a grievance is raised during the disciplinary process, the disciplinary process may be suspended so the grievance can be dealt with first.

9.2 The above procedure shall not be used for collective grievances.

This procedure has been approved & authorised by the Club.

Signature:

Club Secretary

Date:



Club policy on Harassment and Bullying

What this policy covers

As part of the Club's overall commitment to equality of opportunity, it is fully committed to promoting a fair and harmonious working environment in which everyone is treated with respect and dignity and in which no individual feels bullied, threatened or intimidated. The aim of this policy is to prevent harassment and bullying in the workplace which includes harassment and bullying by other workers or by third parties you encounter while doing your job.

Harassment or bullying at work in any form is unacceptable behaviour and will not be permitted or condoned and will be viewed as a gross misconduct offence which may result in dismissal without notice.

What is harassment and bullying?

Harassment and bullying detract from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

Definition of harassment

Harassment is any unwanted physical, verbal or non-verbal conduct based on sex, sexual orientation, marital or civil partnership status, gender reassignment, religious belief, age, race or disability which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment. Some examples are given below, but many forms of behaviour can constitute harassment. These examples are:

- physical conduct, ranging from touching, pushing or grabbing to punching or serious assault
- verbal or written harassment through jokes, offensive language, defamatory remarks, gossip, threats or letters
- unwelcome sexual behaviour, including unwanted suggestions, propositions or advances
- the sending or displaying of material that is pornographic or obscene, including e-mails, text messages, video clips, photographs, posters, emblems or any other offensive material
- isolation, non-co-operation at work or exclusion from social activities
- coercion, including pressure for sexual favours
- inappropriate personal contact, including intrusion by pestering or spying

It should be noted that it is the impact of the behaviour that is relevant and not solely the motive or intent behind it.

Definition of bullying

Bullying is persistent, offensive, abusive, intimidating or insulting behaviour, which, through the abuse of power, makes the recipient feel upset, threatened, humiliated or vulnerable.

Bullying can be a form of harassment and can undermine an individual's self-confidence and self-esteem and cause them to suffer stress.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- shouting at or humiliating others
- high-handed or oppressive levels of supervision
- unjustified, offensive and/or insulting remarks about performance
- excluding employees /workers from meetings, events or communications without good cause
- physical or emotional threats

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Your rights and responsibilities

Your rights

You have the right to work in an environment which is free from any form of harassment or bullying. The Club recognises your right to complain about harassment or bullying should it occur. All complaints will be dealt with seriously, promptly and confidentially.

Every effort will be made to ensure that, when you make a complaint, you will be protected from further acts of bullying and harassment. If others also give evidence or information in connection with the complaint, they equally will be protected. Perpetrators of these acts will be subject to disciplinary action which may warrant dismissal.

Your responsibilities

You have a responsibility to help ensure a working environment in which the dignity of everyone is respected. You must comply with this policy and you should ensure that your behaviour to colleagues and anyone connected to the Club, does not cause offence and could not in any way be considered to be harassment or bullying.

You should discourage harassment and bullying by making it clear that you find such behaviour unacceptable. You should also support colleagues who suffer such treatment and are considering making a complaint. You must alert a Director immediately to any incident of harassment or bullying to enable the Club to deal with the matter promptly and effectively.

The Club's responsibilities

The Club will ensure that adequate resources are made available to promote respect and dignity in the workplace and to deal effectively with complaints of harassment and bullying. This policy and procedure will be communicated effectively to all employees, and the Club will ensure that all employees are aware of their responsibilities. Appropriate training, where necessary, will be provided.

Procedure for Complaints

Any employee / worker who feels that they have been subjected to harassment or bullying by any other member of staff, or a third party, should raise the matter as soon as reasonably practicable.

Employees /workers can raise a complaint informally and/or formally. They should contact

the Commodore or another Director in the absence of the Commodore or where their complaint is against the Commodore

Informal Procedure

If the employee /worker feels able, they should speak up at the time when they feel harassed or bullied. ***It is important to be direct and for the employee / worker to state explicitly that they feel they are being harassed and that the behaviour is unacceptable to them.*** The employee worker can also discuss the matter with another colleague and ask them to speak to the harasser on their behalf.

Alternatively, if the employee /worker feels unable to speak to the harasser directly, they could write a letter to them which clearly identifies the offending behaviour and requests that it stops immediately. The employee /worker should sign and date any such letter and ensure that a copy is kept for any possible future formal complaint. It is also advisable that the employee keep an 'incident diary' of any offending behaviour.

Where the informal procedure has not resolved an employee's /workers complaint, a formal grievance can be raised by the employee / worker.

Formal Procedure

Any employee / worker who feels that they have been subjected to harassment or bullying may at any time decide to deal with the issue through formal procedures, regardless of whether informal steps have been taken or not.

Where an employee / worker wishes to deal with any issue of harassment formally, they must do so according to the Club's Grievance Procedure

Where employees / workers are not happy with the outcome of the formal grievance procedure they can appeal this decision internally.

The Club will investigate any informal or formal complaint thoroughly and fairly.

Consequences of Breach

Harassment is a disciplinary offence and will be dealt with according to the Club's Disciplinary Procedure. Bullying, harassment, victimisation or discrimination may constitute gross misconduct, punishable by summary dismissal without notice.

Employees / workers should bear in mind that harassment or bullying may also constitute a criminal offence punishable by a fine and / or imprisonment.

In order to raise a complaint of harassment or bullying, please refer to the Club Grievance Procedure.

Signature:

Club Secretary

Date:



Dovey Yacht Club / Clwb Hwyllo Dyfi

Club policy on alcohol

This policy applies to all persons employed by the Club whether as full or part time employees or as casual workers (referred to in this policy as employees). This policy applies to casual workers employed for service on safety boats.

Restrictions on Drinking Alcohol at Work

- Unless it is formally approved by a director for a specific occasion employees may not consume alcohol during normal working hours or when on duty at the Club nor should they be incapable of work through the consumption of alcohol.
- Alcohol must not be consumed in any situation where as a consequence the safety of any person is put at risk.
- Employees are not obliged to work with anyone they consider to be incapable through the consumption of alcohol and should immediately report the matter to a director.
- Employees who are incapable of working through the consumption of alcohol should be immediately removed from duty and the matter reported to the Club's Board of Directors.

Disciplinary Action

Employees who are unfit or otherwise incapable for work through the consumption of alcohol will be liable for disciplinary action, may be found guilty of gross misconduct, and may face summary dismissal.



Licensed Premises Rules and Procedures

What this policy covers

The Club holds a Licence for the sale of alcohol. All persons who serve alcohol must comply with Licensing Laws and any associated Club arrangements notified to staff from time to time.

These rules apply to staff who are, at any particular time, working in public houses or hotel bar areas or whose duties involve them in serving alcohol. All staff will receive training to ensure that they work in accordance with the relevant legislation, regulations and any policies or conditions that attach to the Licence.

The rules are not an exhaustive list and in no way prohibit the Club from making or applying such additional rules as may from time to time be deemed appropriate. Failure to comply with these rules may result in disciplinary action, including dismissal in the case of severe or persistent breaches.

Service to Customers

You are required to ensure that customers are welcomed to the clubhouse and treated in a polite and helpful manner. Every effort must be made to ensure that the customers' requirements are met, subject to the provisions of this procedure.

The Bar top and tables must be kept clean and cleared as necessary. All spillages must be cleared immediately to ensure the health, safety and comfort of customers and employees.

You must endeavour to ensure that customers' enjoyment is not spoilt by unacceptable conduct of other customers.

Refusal to Serve

You must ensure that no person under the age of 14 is allowed into the premises unless accompanied by an adult.

If you have reason to believe that a customer is under 18 years of age you must refuse to serve that person with any alcoholic beverage.

You must refuse to serve customers who you believe are purchasing alcohol for supply to a person under the age of 18.

Customers who are or appear to be under the age of 18 may not be served with cigarettes or cigarette papers.

You must refuse to serve customers who appear to be inebriated or under the influence of controlled drugs.

Measures, Food Handling and Gaming

You must comply with the requirements of Public Health and Hygiene regulations. In particular, smoking is strictly prohibited behind the bar and in all food storage and preparation areas.

Any alcoholic beverage supplied in measures or multiples thereof shall be supplied in accordance with the provisions of the relevant Law.

A member of the Bar Staff serving or using an incorrect measure may be liable to prosecution resulting in a fine and/or imprisonment.

Any request for a half pint drink must be served in a half pint glass. A pint glass may not be 'topped up'.

No alcoholic beverage shall be adulterated before being supplied, save at the express request of the customer for the purpose of adding mixers or with other drinks at the specific request of a customer.

You must have regard to provisions of food safety and food labelling regulations.

You must ensure that any alcoholic beverage supplied to a customer conforms to their request. If a product requested is not available an alternative may be suggested.

It is your duty to ensure that activities in the bar area do not constitute an offence under the Laws relating to Betting, Gaming, Lotteries and Amusements, full training on which will be given.



Food Handling and Hygiene

What this policy covers

This policy outlines your responsibilities in respect of Food Handling and Hygiene.

Procedure

You must always wash your hands before handling food and particularly after using the toilet.

You must inform the Galley Manager at once of any skin, nose, throat or bowel conditions.

You must not work in the Galley until 48 hours after you have been suffering from diarrhoea or vomiting

You must inform the Galley Manager if anyone at home, or any pet or animal with which they have contact, is suffering from diarrhoea or vomiting.

Cuts and sores must be covered with a coloured waterproof dressing (not skin colour).

You must ensure that protective clothing is clean and worn at all times.

Smoking is not permitted at anytime, anywhere on the premises, in food preparation or serving areas. You should be careful not to cough and sneeze over or near food.

All equipment and surfaces should be scrupulously clean at all times.

You should take care to keep the handling of food to a minimum and should not let your hands touch your clothes, face, nose, mouth or hair while handling food.

Unused food must be disposed of properly. You must ensure that you wash your hands after handling bins and rubbish.

Food Handling and Hygiene