



CODE OF ETHICS

MESSAGE FROM THE CHAIRPERSON

The Irene Country Club has been in existence for 100 years and has a proud tradition. The tradition has been built on an implicit set of values which required all management, employees and members to maintain the highest ethical standards in their dealings with all our stakeholders. This obviously included the all-important relationships within the Club amongst its employees and members as well as the communities in which we operate.

The Code of Ethics has the full support of the Board and senior management of the Club. We believe this is the only way to do business and maintain harmonious relationships in our dealings with each other.

I ask all employees and members to take careful heed of the contents of the Code of Ethics and to ensure that they comply with both the written word and the spirit of the Code.

POLICY:

The Irene Country Club is committed to a policy of fair dealing and integrity in the conduct of their business. This commitment is based on a fundamental belief that business should be conducted honestly, fairly and legally. The Club expects all employees and members to share its commitment to high moral, ethical and legal standards.

ETHICS:

The club expects all staff and members to uphold the following ethical values:

- To have a proud reputation of integrity.
- To not promise to deliver more than can reasonably be expected.
- To not make commitments that cannot be kept.
- In public communications, to avoid untruths, exaggeration and overstatements.
- For employees to not engage in activities that produce conflict between personal interests and the interests of the club.
- To seek long-standing relationships based on integrity and mutual trust.
- The ethical performance of the club is the sum of the ethical performance of the club committees, the members of the club and of the employees.
- To adhere to high standards of personal integrity.

HUMAN RELATIONSHIPS:

To aspire to a high standard of excellence in human relationships.

- To interact with employees and members without discrimination in terms of race, religion, national origin, colour, sex, age of mental or physical disability.
- To develop human relationships that inspire respect for, and confidence and trust, in the club.

COMMITTEE STEWARDSHIP:

Committee members are elected annually to represent the best interests of the members and the club.

- Committee members have the responsibility to conscientiously weigh the interests of members and of the club in all the decisions they are called on to make.

- Committee deliberations should be reflective of the member's interests.
- Committee decisions will always be taken in full compliance with the club Constitution.
- There will always be full transparency between the committee and the members.
- All committee meetings will be recorded in accurate minutes that are duly approved and signed by the respective chairperson.
- The committee will communicate regularly and openly through the club management, with the members on all relevant matters affecting the interests of members.
- The committee will act in the best long-term interest of the club and its members.

VALUES :

Club values should contain the following values:

- Customer Focus: offering a consistently high level of customer service.
- Respect: for customers, suppliers, business associates.
- Consistency: in dealing with customers and employees.
- Team Work: to provide high levels of service excellence.
- Innovation: to reduce costs and increase efficiency.
- Discipline: to meet needs and expectations.
- Flexibility: to adapt to changes in customer requirements.
- Communication: effective communication with members, visitors etc.

REPORTING CODE COMPLIANCE:

This Code of Conduct is designed to be a dynamic document, to be reviewed and updated as required.

The Officers, committee members, ordinary members and employees are required to comply in every respect. Any reported incidences of indiscretion will be investigated and reported on.

Club management is fully required to understand the content and to report any knowledge of any non-compliance.