



## **AREAS TO BE INCLUDED IN A VOLUNTEER CODE OF CONDUCT:**

The Times Colonist Victoria Open appreciates your commitment and interest in volunteering at the 2025 event. The tournament expects its volunteers to conduct themselves with courtesy and professionalism and to remember that every person at the tournament, whether they are a player, volunteer, or patron, deserves to be treated with consideration and respect. The tournament expects that all volunteers will be guided by this principle while volunteering at tournament events or representing the tournament in public. Therefore, the tournament offers these guidelines on how to conduct yourself, either on the grounds of the event or wherever you might be representing the tournament while in your volunteer uniform. Please note, this list is illustrative and not exhaustive of the behaviour the tournament expects of its volunteers.

### **1. Completion of Assigned Duties**

- a. Complete all shifts assigned unless otherwise communicated with the tournament or Committee Chair;
- b. Perform all tasks and duties asked by the Committee Chair;
- c. Shift Hours: Volunteers will be notified of the specific shifts (service hours) that they will be required to complete. Volunteers will also be notified as to whom they will report (Vice and Committee Chairman). Volunteers may be required and agree to attend scheduled trainings and briefings (if any). Volunteers will be informed of the location and time of any training(s) and briefing(s) in advance;
- d. Be punctual.

### **2. Dress Code**

- a. Wear the appropriate tournament approved uniform at all times while volunteering;
- b. Volunteers agree to wear a clean volunteer uniform (consisting of a Tournament provided shirt and an outerwear piece and/or hat, as determined by the Tournament in its sole discretion) and the Tournament provided volunteer credential at all times during assigned shifts.

### **3. Safety**

- a. Volunteers agree to comply with all safety best practices and requirements associated with assigned volunteer positions and support related policies and procedures, including following the Division and Committee Chairman's instructions with respect to safety at all times. Volunteers agree to promptly communicate any and all problems, conflicts or suggestions (safety or otherwise) to their Committee and/or Division Chairman.

#### 4. Unacceptable conduct

*A volunteer must not:*

- a. Can not be under the influence of alcohol or drugs while in uniform;
- b. Violate any applicable law, or regulation;
- c. Allow another individual to use your volunteer credentials;
- d. Seek autographs in alignment with the PGA TOUR autograph policy, solicit gratuities, gifts or bequests for personal or professional benefit;
- e. Enter restricted areas without proper credentials;
- f. Use vulgar or offensive language;
- g. Resell tickets, credentials or tournament merchandise. The resale of any ticket, credential or tournament merchandise is strictly prohibited. The tournament reserves the right to revoke volunteer tickets and credentials that are posted for resale;
- h. Engage in theft;
- i. Be insubordinate, abusive or mistreat players, fans, Tournament staff, visitors, guests or other volunteers;
- j. Fail to abide by Tournament policies and procedures;
- k. Fail to complete assigned shift(s) as directed by the Vice or Committee Chairman;
- l. Leave assigned post unattended;
- m. Engage in personal or sexual harassment. Personal harassment means any conduct whether verbal or physical that is discriminating in nature, based upon another person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age, sexual orientation or economic status. It is discriminatory behaviour, directed at an individual that is unwanted or unwelcome and causes substantial distress in that person and serves no legitimate volunteer-related purpose. Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual.

Volunteers will not be eligible to volunteer in the future and/or may be dismissed while volunteering for a Tournament for engaging in unacceptable conduct or other violations of this Code of Conduct.

If you observe or feel you have been subject to any unacceptable conduct, please report the matter to the Tournament Director, who will determine what course of action should be taken.

Print: \_\_\_\_\_

Date: \_\_\_\_\_

Sign: \_\_\_\_\_