

# Code of Conduct for Members



## Keeping our club safe for everyone

All members at the Centre Wellington Racquets Club are deemed to be bound by, and to have accepted, this Code of Ethics and Conduct. This sets out responsibilities to CW Racquets members and parents of junior members.

The policy is to establish the standards and values of the Club and to project an image which will bring credit to the CW Racquets Club.

### The aim of this policy is to:

1. Ensure that everyone is treated fairly and with respect.
2. Inform members about the standards of behaviour and etiquette expected so that the right environment for individuals and the club is created.

## Standards of Behaviour and Etiquette

The Centre Wellington Racquets Club is responsible for setting standards and values to apply throughout the club at every level. The club should be enjoyed by everyone who uses it. All members must treat other members, visitors, coaches, officials, personal trainers and employees with respect. There must be no inappropriate actions, behaviour, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual.

### Inappropriate actions in all areas of the club include:

- Being abusive or aggressive
- Intimidating behaviour
- Causing danger or harm to other users of the club through your behaviour, on or off the court



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## Tennis Etiquette

Tennis etiquette covers those actions and behaviours which are traditionally considered acceptable on and around the tennis court. Key components:

### *Walking onto or behind courts*

- Members should wait for players to finish a game, or minimally a point, before walking onto a court where play is taking place
- When crossing a court to reach another court or leave the courts, players should wait until a game is finished and then cross as quickly as possible
- If a stray ball comes onto a court, before returning it, players must wait until the owners are ready and then hit it to the server's end

### *Garbage Collection*

- Empty cans, old tennis balls or other items of garbage should be removed from the court when play has finished
- Garbage should be disposed of in the bins outside, in the garbage cans by the court or in the garbage cans inside the Club

## Squash Etiquette

- Only shoes with non-marking soles are to be worn on the squash courts
- Any shoes that have been worn outside are not permitted on court. Change into your court shoes once you are inside the club
- Goggles are always recommended for singles play, but are mandatory for all doubles squash and racquetball players
- Goggles are mandatory for all players age 18 & under for singles squash, doubles squash and racquetball
- No banging of racquets in anger against the floor or the walls
- If you use any club-provided equipment, please return to its rightful spot when you're done using it



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## Squash Etiquette Continued

- Ensure you leave your court promptly at the end of your session unless it isn't booked straight after your game and you want to extend your time
- Food and drinks are not permitted on the courts. This includes chewing gum
- Glass is strictly prohibited on the courts

## Fitness Safety Standards and Behaviour

### *Weight Room and Cardio Section*

- Members and guests must be 16 years old to use the weight room -waivers must be filled out for all guests
  - Please do not disrupt or interfere in another member's workout
  - Please wipe down all equipment after use. Members must bring their own cardio and shower towels; the Racquets Club does not provide them
  - Eating or drinking inside the Weight Room and Cardio section is not permitted. Except water bottles in a capped bottle
  - Weight plates are NOT to be leaned against equipment stands, walls or machines. Please replace weights after use
  - Dumbbells and weight plates cannot be dropped on floor
  - Report all equipment malfunctions, personal injuries and specific concerns immediately to a Racquets Club manager
  - Please NO use of chalk or other powders or scents
  - The use of camera/video enabled devices is strictly prohibited in change rooms and washrooms
- \*The use of camera/video enabled devices in all other areas of the facility is allowed provided it is for personal use only and does not disrupt the activity of others. Please be respectful of others: avoid capturing others in the background of photos and make phone calls/send texts in the hallways



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## *Drop-In Fitness Class Safety Standards*

- Only non-marking athletic shoes are permitted in the classes
- All participants are encouraged to bring a towel and water bottle and leave personal items locked up in the change rooms
- Participants in drop-in fitness at the CW Racquets Club will be doing so at their own risk. The CW Racquets Club is not responsible for any injury that may occur to individuals participating in any exercise activity. Participation in exercise activity is on a voluntary basis

## Harassment & Inappropriate Behaviour Policy

Safety is the cornerstone of a positive experience in our gyms. Everyone therefore has the right to be, and to feel, safe. Harassment is unacceptable and will not be tolerated in any form, by any person, at any time at the Centre Wellington Racquets Club. Staff, members are all expected to be respectful to each other, at all times. There are no circumstances where it is okay to intimidate or harass another person. If any member, staff or visitor in our facility feel they have been harassed they should speak to a member of the gym management team or email [info@cwracquets.com](mailto:info@cwracquets.com). Every person and every case will be reviewed in detail then dealt with sensitively and confidentially. Perpetrators will be banned from our gym.

### Our Policy

This policy applies to all people who use the CW Racquets facilities, including: staff, instructors, members, visitors and contractors. It outlines what CW Racquets defines as harassment and our approach to managing allegations or experience of this behaviour in our facility.



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## Harassment Examples:

There are many forms of Harassment, some examples of this are:

- Negative, unwelcome, aggressive or detrimental comments about race, heritage or ethnicity
- Comments, jokes or suggestive statements about someone's sexual orientation, gender or identity
- Derogatory comments or actions regarding a person's ability or disability – physical or mental.
- Exclusive or negative comments, suggestions or behaviours towards a person because of their age
- Unkind, negative comments that will offend or embarrass someone because of their size or fitness levels

## Harassment Can Be Defined As:

- Aggressive pressure or intimidation
- Unwelcome attention based on a personal characteristic
- Conduct which threatens, intimidates, alarms or puts a person at fear for their safety
- Physical violence, or direct or inferred sexual threat
- Threatening, offensive, unwelcome, abusive verbal language or behaviour

## Harassment Can Be:

- **Direct** – to you as an individual from an individual or group
- **Indirect** – witnessed toward someone else, or a group you are not related or linked to

## Sexual Harassment Examples:

There are many forms of Sexual Harassment, some examples of this are:

- Unwelcome physical contact – patting, pinching, stroking, kissing, hugging, fondling or inappropriate touching
- Physical violence, including sexual assault (as defined by the Crown Prosecution Service/Sexual Offences Act)
- Sexual comments, jokes or stories that offend or humiliate a person or group
- Unwanted comments on a persons looks, dress, sexuality, age or gender in a derogatory or objectifying way
- Repeated unwanted flirting or flirting at an inappropriate time which could be deemed to undermine or damage a person's reputation
- Lewd behaviour such as leering, whistling or gesturing

\*The extent of sexual harassment is not limited to the above examples only and each case will be fully investigated

*Harassment doesn't have to be about you to affect you*



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## In-Gym Sexual Harassment Examples

Harassment may take on many forms, but examples of this in a gym environment are:

- Uninvited correction of another gym users form or technique when training
  - Taking unsolicited photographs of another person
  - Excessive watching or staring at another person – directly or via mirrors
  - Continuously exercising next to or near to another person or following them
  - Sending or sharing of unwelcome personal images to any other person
  - Unwanted flirtation or sexual advances
  - Commenting on other peoples body, looks or clothing
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## *What to Do if You Have Experienced Harassment or Inappropriate Behaviour*

If you feel you have been the victim of harassment by a member, visitor, instructor or employee, where appropriate you should discuss this with them directly. If this is not possible or you are uncomfortable to do so, you should report it to the Club Management team immediately or alternatively, you can email us at [info@cwracquets.com](mailto:info@cwracquets.com). We will then commence an investigation which will follow the company procedures and include:

1. Report the allegation to an appropriate senior person
2. Take a detailed statement from you about the incident
3. Discuss allegations with the individual they are against  
(This will only be done with your consent and at an appropriate time)
4. Review the initial allegations with the senior manager to agree any immediate action
5. If considered appropriate, the member, instructor or employee may be suspended from the club while a full investigation is carried out
6. A full investigation meeting will be arranged with you, with notes of the discussion taken
7. CCTV video will be reviewed
8. Statements will be taken from any witnesses
9. Review any written or other submissible evidence (text, email, social media posts etc.)



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10. If there is sufficient evidence to support the allegations a decision will be made to progress to a disciplinary hearing (employee), terminate license agreement (instructor), terminate membership (member) or close proceedings if there is insufficient evidence to support the allegations
  11. Summarize in writing the process findings to all parties
  12. Offer mediation to enable and support both parties to move forward
  13. If the incident is referred to the Police, the Centre Wellington Racquets Club will cooperate in full with all requests
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## Possible Outcomes of Employee Disciplinary Action

If following an investigation of a minor incident, there is a belief that the individual had acted with poor judgement or made an innocent error – coaching and education would be the appropriate course of action to take. If however, the investigation provides evidence that there has been direct or indirect intentional harassment, a formal **sanction** will be issued. **Sanctions will be in line with the following guidance:**

- A first written warning for a first offence
- A final written warning for a second offence or a severe first offence
- Dismissal if other sanctions are on the individuals record and an incident occurs
- Summary Dismissal for Gross Misconduct cases

\*Internal processes remain confidential as with all employee management, however the lessons learned, and evidence may be redacted and used in further staff training and education to promote best practice in the future

## Possible Outcomes of Member or Instructor Investigation

If following an investigation of a minor incident, there is a belief that the member or instructor had acted with poor judgement or made an innocent error – a warning, apology and education may be the appropriate action to take.

If however, the investigation provides evidence that there has been direct or indirect intentional harassment, a formal **sanction** will be issued.



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Sanctions will be in line with the following guidance:

- A warning of potential ban for a second offence or a severe first offence
- Immediate ban of the member or self-employed instructor from the CW Racquets Club
- Referral of the incident, with victims consent, to the police

\*Internal processes remain confidential, however the lessons learned, and evidence may be redacted and used in further staff training and education to promote best practice in the future

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## Support to Members or Instructors who have Experienced Harassment

1. If you are not happy with the process or the outcome, you can request for the case to be escalated to a more senior manager in the business who will review your case.
2. We hope you will be comfortable to return to the gym and will support you as much as we can. Just let the management team know when you will be there so we can plan to see you.
3. You will be offered an opportunity for a mediated conversation with the individual the allegation was against if they are remaining in the gym, if they are agreeable to the session and if you feel this would be beneficial.
4. If you would prefer to train at another location, we would support the transfer of the home gym.

## QUESTIONS ON THIS POLICY?

If you have any questions on this policy or the process, please contact us at [info@cwracquets.com](mailto:info@cwracquets.com)

