

Policy Number C003

# CODE OF CONDUCT

## Patrons

The Management and staff of Pinjarra Paceway are committed to minimising harm to both patrons and others who come into contact with our patrons. Patrons are reminded to observe the Code of Conduct while on the premises.

To discharge these obligations, management and staff are committed to:

1. **Controlling intoxicated persons** – Patrons will be encouraged to consume alcohol only at a rate which allows them to remain in control. In the event that a person becomes intoxicated the following action will be taken by the Club:
  - a. Duty Manager will be notified
  - b. No further alcohol will be provided to the person
  - c. Non alcoholic beverages, water and/or food will be offered
  - d. Implementation of the Club's Management Policy in dealing with intoxicated persons, including but not limited to making arrangements for transport of the patron from the premises and notifying the police if the patron becomes aggressive.

Intoxicated persons will be asked to leave the premises.

2. **Controlling accompanied and unaccompanied juveniles** – Juveniles, unless accompanied by a responsible adult, will not be encouraged to remain on the premises unless involved in an activity on the premises.
3. **Resolving complaints from customers and residents efficiently and effectively** – Patrons will have available to them the name of the Duty Manager and are encouraged to comment on ways to improve our operation. Management contact details will be available on request. Any complaint received from a patron and/or resident will be investigated by the Club with sincerity and information provided will remain confidential. The Club will ensure it undertakes all reasonable and practicable measures to ensure the positive resolution of complaints.
4. **Patron Care** – Staff are trained in dispute resolution. The Duty Manager will be the person to deal with disputes in the first instance. Disorderly or rowdy behaviour disturbs the enjoyment of others and will not be tolerated. The Club reserves the right to remove from the premises any person who is intoxicated, disorderly or rowdy at Management's discretion.
5. **Respect for the Neighbours** – Patrons are reminded that their movements around the premises could affect local residents. Patrons must be considerate when leaving the premises. Patrons must take appropriate care upon departure not to disturb the amenity of the local area or others' property.

**Responsible Service Practices** – The Club adopts the responsible promotion of liquor guidelines of the Director of Liquor Licensing within the boundaries of the licensed areas and

has a current liquor management plan lodged with the liquor licensing authority. All staff have attained the appropriate Responsible Service of Alcohol certification.

### How to Make a Complaint

Seek a complaint channel that you both trust and feel comfortable with. First, raise the issue internally with your manager or supervisor to endeavour to resolve the issue. When a complaint is made it will be treated as a serious matter, be investigated promptly and should be kept confidential where appropriate

If a complaint cannot be resolved internally, or if you have concerns with raising the issue in the workplace, the following external complaint channels include:

- Racing Wagering Western Australia Human Resources and Workforce Development Department
- Racing Wagering Western Australia Stewards – Integrity Department
- Australian Workers Union (AWU)
- Equal Opportunity Commission
- Human Rights and Equal Opportunity Commission

### Who can you Contact

For general enquires, please contact one of the following who will be able to assist you further:

Race Club Representatives – Your Supervisor

Dale Putland    General Manager  
Telephone:    9531 1941  
Email:            hrm@pinjarrapaceway.com.au

WorkSafe Western Australia  
Telephone:    1300 30 78 77



*Signature*

*Dale Putland*

*Name*

*General Manager*

*Position*

*21 March 2024*

*Date*