

**EXHIBIT B**  
**Golf Course Standards of Operation and Performance**

**SIERRA SAGE GOLF COURSE**  
**STANDARDS OF OPERATION AND PERFORMANCE**

A "Standard" has been defined as a "rule used as a basis of judgment," "of recognized excellence or authority" and "something accepted as a basis of comparison." A fine public course needs standards which, when adhered to, ensure that the culture of the course is preserved and enhanced. The following set of Standards of Operation and Performance provides for an appropriate level of quality of product, conduct, and service to the customers.

**CUSTOMER RECOGNITION**

Customers can be defined as a group of individuals who join together for a recreational golf purpose that share a common interest in the game.

Most importantly, serving customers at a public course is about recognition. Some customers are very open and demanding about being recognized, yet some are seemingly uninterested and avoid being noticed. Regardless of how a customer demonstrates the need to be recognized, the overriding reason customers play a public course is to play and enjoy the game while receiving a good value.

Recognition can come in many ways: seeing their name or picture on the course website or bulletin board, receiving trophies or certificates, having a bag tag on their golf bag, belonging to the Men's, Ladies' or Junior Club, by getting a personalized letter from the Operators, or being noticed by the Staff. However, the most powerful form of recognition is hearing someone call them by their name.

As employees of Sierra Sage Golf Course, the #1 Standard of Performance, in all cases, for all departments, and for every position, is to actively recognize customers.

To recognize customers in an "active" way means being alert, challenging your memory to remember names and faces, and keeping mental notes as to what each customer likes. Teamwork is a great tool to help recognize customers such as tipping each other off as to the customer's names as they approach. It seems amazing that, at some public courses, certain employees, food servers, pro shop, outside staff and even the grounds crew, can remember the customer's names -- sometimes their spouses and children's names as well. How do they do it? It is no secret -they want to.

**GOLF COURSE AND GROUNDS**

**MINIMUM STANDARDS**

The following standards are to be considered minimum standards for performance and operation of the Golf Course area of the facility. By adhering to these standards, as guidelines, our customers will benefit from our consistently high levels of quality in service, product, appearance, and attitude. These standards will allow us to stand out as professionals in our industry. However, these standards should serve as only a minimum so we, as individuals and as a team, should always strive to be leaders in our industry by going beyond what is the minimum.

**Customer Recognition**

Demonstrating good golf etiquette and remaining productive at the same time is an important facet of the

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duties of the Golf Course Maintenance Staff. While contact with customers may be at a distance, how considerate you are with every golfer while maintaining your level of productivity impacts their overall golfing experience and golf course maintenance's efficiency. Courteous actions show that we care that each golfer enjoys his or her game of golf at Washoe Golf Course. The following guidelines will help you achieve this standard of excellence:

- The Customer will be greeted by name or Sir or Mam if you don't know their name. Start by calling them by their surname (i.e. "Good morning Mr.---").
- Whether you are in a vehicle or on foot, come to a complete stop when you are in the golfer's line of vision and stand to the side before the ball is hit.
- While working on a green, be aware of approaching golfers and stand to the back of the green so as not to interfere with their shot. Turn off your engine while a golfer putts.
- When working hole-to-hole, never continue to disrupt the same golf group hole after hole; if permissible, work in a backward rotation or wave them through.
- Greet all golfers with a smile and friendly, caring attitude. Be willing to provide courteous answers to guest questions.
- Be aware of golfer's safety and advise them courteously when their safety may be threatened.
- Whenever possible, greet the customers and make it a point to call them by their name if you know it, such as "Good morning Mr. ... enjoy your game".
- Always demonstrate in the presence of customers our high standards for the golf course. If trash is floating around, pick it up. Drive your vehicle in the proper manner and place. Help fix customers' ball marks or divots if possible. Spot rake a sand trap for a customer if you are working in that area. Show enthusiasm for the work we do.
- If a customer files a complaint about the golf course with you, ensure that the problem will be taken care of immediately (if it can be solved by you), or that you will bring the problem to the attention of your supervisor who will take care of the complaint. Always thank them for informing you.
- The Golf Course Superintendent and all Course Maintenance Staff, who are in regularly contact with our customers, will remember the customer's comments and suggestions and pass them along to the appropriate supervisor.

### **Phone Etiquette**

- Phones will be answered within 45 seconds.
- Every phone call will be answered by saying: "Good morning/afternoon, Sierra Sage Golf Course, Course Maintenance this is (your name). How may I help you?"
- During each phone conversation, the staff member will learn the caller's name and use it when ending the conversation by saying "Good bye, Mr. ... Have a good day."
- Phone calls are not to be "screened" to determine whom the caller is, unless specifically instructed by a certain supervisor and only for a specific situation or duration. Generally, all callers should be assumed to be customers or potential customers. Customers should not be

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given the impression that they are being screened. A staff member should take all calls, unless that staff member is already on a call, engaged in a meeting, serving another customer, or out of the maintenance facility.

#### **Attitude of Staff**

Attitude is as much a part of the job as skill, knowledge, experience and procedure. The following is a set of expectations regarding an employee's attitude at Sierra Sage Golf Course.

- Smile, regardless of your mood.
- Be pleasant (your voice should have a smile on it also).
- Be a "we" person - be a team player and help out.
- Show enthusiasm.
- Don't procrastinate or wait for others to do the task at hand.
- Try to exceed expectations - strive for A+.
- Fill idle time with productive effort - you can always clean, polish, pick up or organize.
- Ask "How may I help?"
- Conserve and avoid unnecessary waste of product, natural resources, and effort (yours or that of others).
- Take pride.

#### **Uniforms**

- Approved uniforms will be worn at all times in view of the public.
- Uniforms must be clean and free from wrinkles.

#### **Hiring Procedures**

- All new hires will have their references checked prior to being hired.
- An interview is required for hiring any candidate.
- Each new hire will be given a complete tour, orientation, and introduction to key staff members.
- Each candidate will review the complete Job Description and Standards of Operation and Performance before being offered the job.
- All Golf Course Maintenance employees will be hired by the Golf Course Superintendent.
- All candidates will be required to complete a club approved Job Application with references.

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#### **Job Descriptions**

- Complete Job Descriptions will be on file for each position and will indicate the essential job functions, qualifications, and responsibilities.

#### **Hours, Scheduling and Staffing**

- The Golf Course Superintendent will post employee schedules.
- Overtime will not be scheduled unless prior authorization is obtained.
- Weekly scheduled hours will be calculated and compared to the approved budget.
- The Golf Course Superintendent will schedule and staff for proper coverage for all hours of operation and make necessary adjustments for special functions and events.

#### **Payroll**

- The Golf Course Superintendent will be responsible for verifying the hours worked.

#### **Image and Neatness**

- Golf Course Superintendent will keep the Golf Course Superintendent's Office clean, neat, and organized. The desktop should not have any cups, saucers, glasses, or plates visible at any time.
- At all times, the Golf Course Superintendent will present himself/herself as an executive of SSGC.

#### **Operation and Care of Equipment**

- Before operating any piece of machinery, you must have been trained on it and gone through a safety checklist. It is a requirement of your job to operate your machinery in a safe and effective manner.
- You are responsible for any machine assigned to you. Willful abuse or being neglectful is grounds for termination. Report any problems with your equipment to the Mechanic or your immediate supervisor.
- Each piece of machinery is to be returned clean and the required service performed before storage.
- Report any damage to your supervisor or Mechanic. Do not attempt to fix a mechanical problem yourself. Anyone trying to hide equipment damage will be subject to disciplinary action.
- Always check oil and gas levels before driving any machinery. Make sure the cutting heights are adjusted properly by ensuring roller adjustment and blade to reel clearance cuts paper before going into the field.
- Be aware of the proper type of gas/oil mixture or gas/diesel fuel specification that each machine requires.
- Drive equipment on service roads, cart paths, or in roughs as much as possible when going from one area to another. Drive on fairways only when needed. Stay a permissible distance from greens and tees when working in those areas.
- If a piece of equipment is not performing up to the expectations required in the field because a reel is not cutting or is misadjusted, do not continue. Get the machine fixed.
- Hydraulic leaks of any kind are to be watched for at all times. Inspect your equipment for signs of potential leaks, especially before and after uses with green, tee, and fairway machinery. If a leak

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does occur, pull off the surface as soon as possible and shut off the machine. Notify the supervisor as soon as possible. Do not attempt to transport it in turf and equipment damage may result.

- Secure and hitch transport machinery properly and always drive at a safe speed.
- Never attempt to fix a blade or reel with the machine on.
- Report all safety problems to the mechanic or immediate supervisor as soon as possible.
- Treat the equipment as if it were your own at all times. It is your responsibility as an employee.

### **Equipment Repair and Maintenance**

- All equipment will be maintained by a qualified mechanic, according to manufacturers' specifications and Superintendent's or Assistant Superintendent's expectations.
- Repairs are to be done in the most efficient manner possible.
- Detailed repair and maintenance records will be kept by the Mechanic for each piece of equipment.
- Only sharp and adjusted cutting units will perform in the field of operation.
- The Mechanic will supervise daily servicing of machinery and will inspect the cleanliness of all equipment before storage. He/she will report any incidents of maintenance personnel failing to service or clean machinery properly to the Superintendent.
- The Mechanic will not willfully permit any equipment out in the field that may have a potential safety problem until it is fixed.

### **Course Set Up**

Personnel responsible for the course set-up not only will dictate how the customers will play the course that day, but will also be ensuring that its presentation will be along the lines of our high expectations. Green and tee sites are the most important areas on the golf course and are to be treated as high priority items at all times by the Golf Course Maintenance Staff from their presentation to their grooming and playability characteristics.

- All maintenance personnel are to keep their eyes open and be aware of any damage to the golf course. The Superintendent and Assistant Superintendent will inspect the golf course daily, weather permitting, for any possible turf or irrigation problems. All staff is responsible for reporting any problems (including golfer complaints) to their immediate supervisor so that these may be solved on a prioritized basis.
- The Golf Shop will be informed immediately of any problem that may affect daily play.
- When setting cups:
  - Cup locations should be playable and away from the existing position.
  - The position of the cup should be a flag pole from the collar.
  - The cup is to be set at the proper depth. The flag, pole and cup should all be in working order.
  - Ensure that the previous day's pin setting is repaired properly and that the repair plug is set level.
- When setting tee markers, ensure that:
  - The markers are on the proper tee box (especially on Par 3's.)

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- The markers are perpendicular with the line of play, six-seven paces apart and at least two paces from the rear of the tee.
- Tee markers are moved to distribute wear on the tee evenly.
- All tee divots are filled with proper seed mix at least twice per week.
- All trash cans will be emptied daily and cleaned weekly.
- Ball washers will be checked daily for soap and water and should be operating properly or be replaced. All ball washers will have soap and water replenished weekly.
- The putting green will have its cups changed twice weekly. Practice green areas will be changed weekly.
- All maintenance personnel will be responsible for making sure all directional signs and ropes that control cart traffic are moved as needed to prevent wear (this may mean three times daily).

### Greens Maintenance

- Greens will be maintained as smooth, firm, and consistent surfaces.
- Greens speeds will be maintained at an 8-11 foot stimp meter readings for normal daily play.
- Mowing heights (1/8" to 5/32") will be determined based upon the time of year, climatic conditions, and specific events, but mainly to ensure overall turf health and bent/poa grass populations.
- Frequency of triplex mowing to be four-seven times weekly, based on climatic conditions.
- Triplex and walk mowers will be used periodically during cultural maintenance periods (i.e., aerification, topdressing, and verticutting) or during special event preparation.
- Greens will be mowed in different directions daily to prevent grain accumulation.
- Periodic verticutting and topdressing will be performed to reduce thatch and grain accumulations.
- Before mowing a green, all ball marks will be repaired. Any irregularities in the surface should be immediately reported and repaired (if possible). Greens keeper should inspect surface for any foreign objects that could damage a reel or bed knives
- The Greens keeper will follow all safety and operational procedures that he/she has been trained on when mowing greens. This includes: proper transportation, the unloading and loading of mowers, the mowing of the surface, and cleaning and service of the machine. Greens keepers shall be precise and efficient in their job duties. It is a goal of our maintenance staff to stay well ahead of morning play whenever possible and at the same time provide the highly aesthetic and playable surfaces that our reputation will be based on. Failure to follow any of these procedures may result in disciplinary action.
- Greens keepers shall notify their immediate supervisors of any problem areas on greens that they have noticed in their daily work regime.

### Tees Surfaces

Tees will be maintained at a cutting height of between 3/8" to 9/16" depending on environmental conditions and special events and will be cut in a different direction each time to prevent grain

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accumulation.

- Tees will be mowed with a triplex mower with a frequency of 1 to 2 times a week, depending on growth rate.
- Divots will be filled at least twice per week with a sand/bent grass mix.
- Periodic aerifying will be performed to reduce thatch and grain accumulation.
- Before mowing, all tee markers are to be removed and the surface inspected for any foreign objects that could damage a reel or bed knife.
- The Greens keeper will follow all safety and operational procedures that he/she has been trained on when mowing tees. This includes proper transportation, the unloading and loading of mowers, the mowing of the surface, and cleaning and service of the machine. Greens keepers shall be precise and efficient in their job duties. It is a goal of our maintenance staff to stay well ahead of morning play whenever possible and at the same time provide the highly aesthetic and playable surfaces that our reputation will be based on. Failure to follow any of these procedures may result in disciplinary action.
- Greens keepers shall notify their immediate supervisor of any problems encountered on any of the tee surfaces.

#### **Collars**

- Collars will be maintained at a cutting height of 3/8" to 1/2"
- Collars will be mowed 2 to 3 times per week, depending on growth rate.
- Any foreign objects will be removed manually prior to mowing.
- Collars will be cut in a different direction each time to prevent grain accumulation.
- All cultural practices performed on greens will also be performed on collars.
- The Greens keeper will follow all the safety and the proper operational procedures that he/she has been trained on when mowing collars. This includes proper transportation, the unloading and loading of mowers, the mowing of the surface, and cleaning and service of the machine. Greens keepers shall be precise and efficient in their job duties in order to provide a highly aesthetic and playable surface mowed in a reasonable time frame.

#### **Aprons, Tee Banks and Bunker Edges**

- Aprons, tee banks, and bunker edges will be maintained at a cutting height of 1" to 1 1/2", depending on climatic conditions and the grass variety (natural fescue areas will only be cut on a periodic basis based on growth rate, playability and aesthetics).
- Aprons, tee banks, and bunker edges will be mowed 2-3 times weekly with a triplex reel or rotary lightweight mower, depending on growth rate.
- Directional cuts will be posted daily and will follow a contour, checkerboard, or straight pattern.
- The operator will ensure that his/her area of cutting responsibility will be blended properly into the other manicured areas (tees, collars, approaches, fairways, intermediate rough, and rough) to maintain the playability and aesthetics of the golf course.

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- The Greens keeper will follow all the safety and the proper operational procedures that he/she has been trained on when mowing aprons, tee banks and bunker edges. This includes; proper transportation, the unloading and loading of mowers, the mowing of the surface, and cleaning and service of the machine. Greens keepers shall be precise and efficient in their job duties in order to provide a highly aesthetic and playable surface- mowed in a reasonable time frame.

#### Fairways and Green Approaches

- Mowing height will be kept between 1/2" to 9/16", depending on environmental conditions, growth rate or special events.
- Fairways and approaches will be mowed at a: frequency of between 2 to 3 times weekly (including once on weekends), depending on growth rate.
- Fairways and approaches will be mowed with lightweight 5 to 7-plex mowers. All narrow contour areas in the green approach areas will be mowed with a triplex or hand mower.
- There will be only four directions in which to cut a fairway or approach. These directions will be posted daily:
  - Contour -- cut with the turns and bends of the fairway.
  - Straight -- cut in a straight line from tee to the center of the fairway.
  - Left to right -- cut on a 45° angle from left to right.
  - Right to left -- cut on a 45° angle from right to left.
- The Greens keeper will follow all the safety and the proper operational procedures that he/she has been trained on when mowing fairways and green approaches.

This includes proper transportation, the unloading and loading of mowers, the mowing of the surface, and cleaning and service of the machine. Greens keepers shall be precise and efficient in their job duties by attempting to stay ahead of play and at the same time providing a highly aesthetic and playable surface.

- When cutting, make certain that you lift your reels for any exposed sprinklerheads or stones. Pick up any moveable objects such as stones, nuts, bolts, etc.

#### Rough Cutting

- Secondary roughs will be mowed weekly with rotary type mowers.
- Mowing heights will be from 1 1/2" to 2 1/2", based on climatic conditions and growth rate.
- The Greens keeper will take care in operation around trees so as to not damage the crowns in any manner and will also provide a crisp, clean edge around native grass areas.
- The Greens keeper will vary mowing patterns on a weekly basis based on direction from his/her immediate supervisor. Greens keeper will ensure that all cutting patterns will blend in properly with intermediate rough areas, greens aprons, tee banks, and bunker edges
- The Greens keeper will follow all the safety and the proper operational procedures that he/she has been trained on when mowing roughs. This includes proper transportation, the unloading and loading of mowers, the mowing of the surface, and cleaning and service of the machine. Greens keepers shall be precise and efficient and very productive on a daily basis while providing a highly aesthetic and playable surface.

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#### **Natural Roughs, Lakes, Creeks, and all other environmentally sensitive areas.**

- These areas will be maintained in a manner that enhances their natural characteristics, while maintaining the playability and integrity of the golf course.
- All detail work that may include; mowing, weed eating, trimming, pruning, watering, or weed control, will be done under the direction of the Superintendent, Assistant Superintendent or appointed supervisor.
- All employees will be trained and knowledgeable of all environmental impact areas of the course including the state and federal laws that protect the water quality, as well as environmentally sensitive habitats. Greens keepers work regime will reflect and recognize these restraints, which must be abided by per our Environmental Impact Agreements with these agencies. If an employee is found not doing so, he/she faces termination.

#### **Bunkers**

- Bunkers will be spot raked daily.
- Greens Bunkers are raked full 2-3 times weekly, depending on play and climatic conditions.
- Fairway Bunkers are raked full 1-2 times weekly, depending on play and climatic conditions.
- Prior to raking, any debris, grass, leaves, or weeds are to be removed.
- Rake bunkers smoothly and carefully to maintain their firmness and playability.
- Sand is to be pulled up on the banks of bunkers at all times.
- Fill washouts and bare spots where needed and report areas needing major refilling of sand to the Supervisor. Minimum depths for sand are 2" on the banks and 4" in the level areas.
- Rakes are to be placed on the inside edge of the bunkers. Replace any damaged rakes.
- Bunkers will be edged. monthly
- At times the bunkers may require raking by a mechanical rake. Greens keepers are to ensure that the machine does not operate on the banks of the bunkers at any time. Any piles formulated by the machine will be dispersed properly and evenly in the bunker. Operation of the equipment will follow all safe operating procedures to include; transportation, preparation of the surface, cleanup, and service.

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#### **Practice Area and Driving Range**

- The Driving Range body will be mowed 1 to 2 times weekly, depending on climatic conditions, with a lightweight mower. Target Greens will be mowed 1 to 2 times weekly with a hand greens mower. Mowing patterns will vary based on the aesthetic presentation to the Clubhouse.
- The Practice Area, which includes the Chipping Green and Practice Bunker, will be mowed 1 to 2 times weekly, based on climatic conditions.
- In maintaining these areas, the Greens keeper will follow all the proper and safe operational procedures (including not mowing range balls) that he/she has been trained on when mowing the practice facility. This includes safe transportation from the area to another, mowing all surfaces properly, and cleaning and servicing the mowing units. The Greens keeper shall be precise, efficient and very productive on a daily basis while providing a highly aesthetic and playable surface.

#### **Irrigation**

- The golf course shall be watered to fit the needs of the turf grass and to enhance its playability by maintaining its surfaces as firm as possible.
- Daily water usage records will be maintained by the Superintendent.
- The irrigation system and pump station will be inspected daily by the Irrigation Foreman.
- All irrigation will be scheduled by the management team under the direction of the Superintendent. Hand watering that is needed during the day in certain areas of the golf course will be under the direction of the Superintendent or Assistant Superintendent.
- Periodic maintenance will be done to the irrigation system in coordination with the Superintendent.

#### **Detail Work**

- Edging, weed eating, trimming, leaf removal, or any job duty needed to enhance the playability and the aesthetics of the golf course will be done in a safe and efficient manner, based on training and operational directives. These include proper transport of equipment, its efficient use, time management of task at hand and cleanup, servicing, and storage of machinery.

#### **Cultural Activities**

- All cultural activities scheduled on the golf course (fertilization, weed control, disease control, insect control, aerification, verticutting, topdressing, and overseeding) will be determined by the Superintendent who will notify the Head Golf Professional either during the planning of the annual golf calendar or well in advance, so as to not disrupt play.
- Aerification will be done in late spring and early fall on all turf surfaces of the golf course.
- Overseeding of fairways will coincide with aerification in the early fall.
- Any secondary aerification or overseeding will be done selectively as needed or determined by the Superintendent or Assistant Superintendent. The Golf Shop will be notified well in advance of these activities if they affect play.
- Greens will be top-dressed and verticut on an as-needed basis, to be determined by playability and thatch control. The timing and frequency of these practices occurs typically 4 to 8 times annually. Notification to the Golf Shop and the membership will take place prior to these activities. These events will be scheduled as much as possible to not interrupt play.

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#### **Fertilizers and Chemical Applications**

- Basic fertilizer schedules are to be established based on soil tests to maintain healthy turf and adjusted to meet environmental conditions and water quality standards.
- Chemicals will only be used as a last resort and only in a controlled supervised manner under the direction of the Superintendent and supervised by a licensed Qualified Applicator of the state.
- All personnel responsible for fertilizer or pesticide applications on the golf course will at all times be aware of our environmentally sensitive areas, such as lakes and creeks; and the proper application in which fertilizer or pesticide applications must be made per any environmental regulations. Failure to comply with the proper operational standards may mean disciplinary action or termination.

#### **Sand and Seed**

- Sand and seed will be kept on-site to be used for reseeding and topdressing as needed. Materials should be consistent with the high level of quality we are trying to achieve.

#### **Grounds Buildings, Sheds and Storage Areas**

- Everyone will cooperate in maintaining our maintenance facility, pump house, and restrooms in a neat and secured manner and free from graffiti.
- Buildings will be landscaped in such a manner as to remain shielded from general view and maintain a neat appearance.

#### **Clean-up**

- As a member of the Golf Course Maintenance Staff, you will be periodically assigned detail for the shop area that includes lunchroom, locker rooms, offices, storage areas, bathrooms, and clean-up areas. When assigned these duties it will be expected that floors will be swept or mopped daily. All trash will be emptied daily. The restroom floors, sinks, mirrors, and toilets will be cleaned properly and any general straightening or organizing of anything else to improve the cleanliness of the area will be expected. Individuals assigned to clean up are not responsible for washing the plates of other employees or cleaning a mess from someone else's meals or breaks. Individuals must clean up after themselves.

#### **Material Stockpiles**

- Material stockpiles will be kept neatly separated in designated areas.

#### **Fuel and Chemical Storage Shed**

- Fuel and chemical storage will be kept secured and maintained to meet all federal, state, county, local, and Club requirements. Any major spills will be contained in the proper fashion and cleaned up, based on state and federal regulations. The proper authorities will be notified of such an event happening.
- A list of all hazardous chemicals in the work place, their SDS sheets and labels will be kept on file along with the golf course's environmental compliance program. These items will be also furnished to the local governing authorities.

#### **Flowers and Shrubs**

- Flowerbeds and plants will be maintained and periodically replaced to maintain blooming color and neat appearance.

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#### **Lighting and Signage**

- Lighting will be maintained to provide nighttime and early morning safety in and around the maintenance building, entrance gate, and clubhouse structures.
- Signage will be maintained in good repair and kept clean and neat in the building areas and on the golf course.

#### **Safety Procedures**

- A comprehensive set of Safety Procedures shall be adhered to regarding equipment operation, handling of fertilizer and pesticides, and emergency response.
- Other procedures will be followed in accordance with OSHA safety programs.
- Monthly mandatory safety meetings will be administered by the Superintendent or Assistant Superintendent.

#### **Training, Motivation and Development of Staff**

- training meetings for all crew members will be conducted by the Superintendent or Assistant Superintendent.
- The Superintendent will also use these meetings to critique the golf course and the overall job done by the maintenance staff as well as to solicit feedback from the crew in order to make the operation more efficient and goal oriented.

#### **Grounds Crew Supervision**

- Whenever workers are scheduled, at least one of the following supervisors will be on-site supervising the golf course and grounds
  - Superintendent
  - Assistant Superintendent
  - Mechanic

#### **Scheduling, Hours and Staffing**

- Staffing shall be set by the Management Staff so as to maintain established golf course condition standards and not to exceed the established monthly budget unless approved by the Club.
- No overtime work is allowed without prior approval.
- All staff is required to call in before their established work start time to report an illness or tardiness.
- All staff is required to call in prior to coming to work in cases of extreme inclement weather.
- Staff is to give at least a one-week notice to the Superintendent prior to any medical appointments.

#### **Knowledge and Experience of Personnel**

- The Superintendent will have prior experience as a Superintendent and a degree in Agronomy or related field. He/she shall be a Certified Golf Course Superintendent by the GCSAA and hold at a minimum a Qualified Applicators License from the state.
- The Assistant Superintendent will be experienced and capable in course care and maintenance. He/she should be qualified to act as the Superintendent in the event of an emergency.
- The Mechanic will be skilled and qualified to repair and operate all golf course equipment.

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- The Irrigation Foreman shall be knowledgeable in the maintenance, installation, and repair of all irrigation components found on the golf course. He/she should be experienced in all facets of equipment operation and maintenance projects. He/she should have an ability to supervise crew personnel.
- Greens keepers will be competent, reliable, and diligent in their assigned tasks.

### **Industry Knowledge and Current Trends and Developments**

- The Superintendent, Assistant Superintendent, Irrigation Specialist, and Mechanic and other key staff members will attend continuing educational meetings to keep updated on current industry knowledge.
- The Superintendent and Assistant Superintendent should attempt to play the golf course weekly to get the player perspective of the condition of the golf course.
- Trade literature will be available to all employees to improve their knowledge.

### **Licenses and Permits**

- Licenses and Permits will be kept current and filed by the Superintendent.