



United States Golf Association Volunteer Code of Conduct

USGA Mission & Culture

The USGA promotes and conserves the true spirit of the game of golf as embodied in its ancient and honorable traditions. It acts in the best interests of the game for the continued enjoyment of those who love and play it. The USGA's core values are central to its mission and culture. They define how we carry ourselves with one another; with partner allied associations; with golf facilities, including championship host sites and USGA Member clubs and courses; and with golfers, including USGA Members, fans, and volunteers – all for the good of the game.

The USGA's core values include:

- LEAD – We embody the spirit of the game through integrity, transparency, candor, and respect.
- SERVE – We listen to and leverage diverse perspectives from the golf community; we collaborate and encourage healthy debate.
- INSPIRE – We create opportunity through a shared passion and commitment to excellence.

Volunteer Ambassadors

Volunteers are an integral part of the success of all USGA Championships and are expected to conduct themselves consistent with the USGA's mission and cultural standards. We are hopeful that your experience will be one that you reflect upon fondly for many years to come.

In addition to your specific volunteer committee responsibilities, all Volunteer Ambassadors will assume the following responsibilities:

- Provide exceptional customer service by maintaining high standards of ethical and moral conduct, including self-control and responsible behavior, consideration for the physical and emotional well-being of others, and the courtesy of treating all individuals with a sense of dignity, respect, and worth.
- Being a source of knowledge to all championship guests, including answering questions politely and consistently.
- Being familiar with and proactive in communicating USGA policies designed to enhance the player, fan, and volunteer experiences, including but not limited to the Autograph Policy and Mobile Device Policy including camera, video, and photography restrictions.
- Being aware of your surroundings and reporting any suspicious or inappropriate behavior to your volunteer leadership, USGA Staff, and/or law enforcement personnel (i.e. "If You See Something, Say Something").
- Following general safety & etiquette guidelines listed on page 2.

While it is the USGA's goal to provide volunteers with an exemplary championship experience, we do require volunteers to refrain from the following:

- Making rude, vulgar, or other inappropriate comments or gestures.
- Verbal or physical harassment of players, volunteers, officials, or fans.
- Yelling and/or distracting a player or any disruption of play or fan environment.
- Inappropriate use of a mobile device, except in case of an emergency, utilizing cell phones or other mobile devices to the detriment of player and/or the fan experience.
- Behavior that is unruly, disruptive, unsafe, or illegal in nature.

- Refusal to follow the instructions of a championship official, volunteer, or security personnel
- Asking for autographs and/or photographs while volunteering.
- Consuming or using any alcohol, tobacco products, and/or illegal substances prior to or while volunteering.
- Lending or selling his/her credential to family, friends, and/or a third-party.

USGA Non-Harassment Policy for Volunteers

The USGA does not tolerate any form of workplace harassment, including but not limited to, sexual harassment. Harassment is defined as conduct relating to an individual's protected characteristics (e.g., sex, race, color, religion, age, disability, national origin, genetic information, sexual orientation, gender identity or expression, citizenship, pregnancy, veteran status, marital status or any other protected characteristics), which is severe or pervasive enough to make a reasonable person possessing the characteristic believe that the conditions of volunteering are altered and the working environment is hostile or abusive, or unreasonably interferes with the individual's work performance.

Any volunteer who believes that he or she has been harassed by volunteer leadership, other volunteers or anyone associated with the USGA or any of its vendors, or who believes that another volunteer is being subjected to such harassment, should report the situation immediately to his/her leadership, any of the volunteer chairs or any member of the USGA People or Legal team. You may also report directly to USGA's Speak Up resource by phone or online. Speak Up is a 24-hour, free ethics hotline available to all USGA associates as well as its partners, suppliers and customers to ask questions or raise concerns about compliance or ethics. Speak Up calls are answered by an independent third party with expertise in handling hotline calls. You may call the Speak Up hotline number at (855) 874-2744 or access their website by going to www.usga.ethicspoint.com. The information will be kept confidential, except as needed to conduct a full, fair investigation. *You may remain anonymous, and your identity, phone number or IP address will not be recorded or included in any report that is provided to USGA.*

A comprehensive USGA Non-Harassment Policy for Volunteers can be viewed online at <http://2021volunteers.usga.org>.

Volunteer Safety & Etiquette

Volunteers are expected to observe general championship safety & etiquette guidelines. In conjunction with your volunteer committee's responsibilities, all volunteers should:

- Stay behind gallery rope lines and follow directions of championship marshals.
- Do not cross fairways except at designated crosswalk areas.
- Stay quiet and stand still when players are about to hit or when instructed by marshals.
- Set all mobile device volume controls to silent or vibrate at all times.
- Drink plenty of fluids to prevent dehydration.
- To provide protection from the sun, remember to wear sunscreen, hats and sunglasses – while observing the Prohibited Items guidelines.
- Wear appropriate footwear such as sneakers (no metal spikes).
- Wear your championship designed volunteer apparel while you are volunteering.