



# Policy: Human Resources

## **Policy Statement**

*The Calgary Rangers Soccer Club & Sports Association ("CRSC", "Rangers" or the "Club") is committed to the following principles and procedures:*

## **Principles and Practices**

### **Employee or Consultant Responsibilities & Behavioral Standards**

1. The Employee or Consultant must have a signed contract with CRSC. The terms of the contract include, amongst other things, conditions of employment or service and roles and responsibilities;
2. The Employee or Consultant agrees to comply with all Rangers' Policies and Procedures as set out by the Board of Directors from time to time;
3. The Employee or Consultant understands and agrees that there is a zero tolerance policy with respect to any conduct that is physically, sexually or mentally abusive to any player, Club member, staff member, official, member of any other Club or the public at large;
4. The Employee or Consultant understands and agrees that the use of alcohol or drugs while engaging in the provision of services, or while attending Club functions, is strictly prohibited.

### **Performance Management**

Rangers want to deliver an excellent experience to our members. The following general operational activities pertain to the role:

- Working from a continuous improvement philosophy to identify new ideas, approaches or process automation opportunities that can improve the Rangers' experience for all participants, and which will help to grow Rangers players.
- CRSC conducts Parent Satisfaction surveys. The results of the survey are shared with the CRSC Board of Directors.
- CRSC also monitors the number of players that return each season. The Employee or Consultant will work with coaches and parents to help ensure we retain as many players each season within the Rangers programs.

### **Respect Training**

- All Employees and Consultants are required to have completed the Respect in the Workplace training. The cost of the training will be covered by CRSC.
- All Employees and Consultants are required to have completed the Respect in Soccer training, which is provided through the Calgary Minor Soccer Association.
- All Employees and Consultants are required to complete any additional applicable training as required by the Board or any regulatory body.

### **Questions and Concerns**

If you have a question or concern about human resources, please contact the Board Chair of CRSC.

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