

THOMAS PERFORMANCE HORSES CODE OF PROFESSIONAL CONDUCT

The following code of professional conduct has been created to set forth the behavioral expectations, work ethic, and responsibilities between our trainers, employees and clients to promote a cohesive and harmonious atmosphere.

TPH Personnel Interactions with Clients

- Our mission is to conduct ourselves in the upmost professional manner that will provide our clients with the highest level of satisfaction possible and result in an enjoyable experience for all. We will try to accommodate client requests and suggestions unless unlawful, unethical, or detrimental to our mission or will result in injury to any horse or individual.
- All interactions will be conducted with respect to all parties involved, including requests for assistance, advice, or reprimanding for conduct. This includes all forms of communication.
- Remain professional at all times when acting as an employee of TPH
- Inappropriate language or behavior will not be tolerated from any party.
- Training techniques used when working with a client's horse will be humane and appropriate to the level of the horse's training and temperament. Any inappropriate actions will be looked into.
- In order for a healthy nurturing relationship to exist, both sides must give constructive and appropriate feedback relative to the rider/owner's goals and trainer's guidance. All interactions will be kept confidential.
- All knowledge of personal and financial information relating to all parties will be kept confidential on both sides.
- When working with a client at shows, cell phones should be used for emergencies and important business communications only. During individual lessons trainer will not use phone for personal use and only very important TPH business matters. Note – it may be necessary to use the phone periodically to access or search for information necessary to conduct business on a timely basis and this may coincide with time spent with another client. This will kept at a minimum and only when necessary.
- When in doubt, remember Warren Buffett's RULE OF THUMB:
“...I want employees to ask themselves whether they are willing to have any contemplated act appear the next day on the front page of their local paper --- to be read by their family and friends ---with the reporting done by an informed and critical reporter!

Conduct at Horse Shows

- TPH personnel, clients and riders should be supportive and encouraging to each other at all times. We are a team and should always act in a way that promotes and enhances the reputation of our team and does not create a negative image of TPH to others.
- Unsportsmanlike conduct by a rider to your horse, your parents, fellow exhibitors, show officials, and/or us will not be tolerated. If you cross the line of respect we will handle your behavior in the following order:
 - You will be given a verbal warning.

- If not corrected, you will be sent to the tack stall and will not be showing in your next class.
- If you recover, you can resume back to your show day. If not, you will be done showing for the day.
- Conduct on both sides is important, as it is a reflection on TPH and our team. Unethical and unlawful behavior, language and actions that reflect negatively upon the character of TPH will not be tolerated. Please remember there are ALWAYS more judges in the warm-up pen than ever standing in the arena!
- TPH personnel will provide appropriate training and preparation to each horse and rider in a manner that supports our mission. This includes making sure each team is prepared for their class to the best of their ability and desire and giving constructive feedback.
- It is our mission & goal to make sure each rider is mentally & physically prepared for his/her class. In the unlikely event, we are showing multiple arenas, please make sure you are ready the night before & are able to enter the arena & perform without any concerns if we run into the chance we are showing in another arena. We will always make our best effort to have one trainer present for you at the arena; but please know, there will be a time you have to enter on your own. This is an important skill to master in order to prepare yourself for the World Level Shows where you must check in 15mins prior to showing without us present down the chute.

Responsibilities of TPH Personnel While at Horse Shows

- Providing individual 5 STAR coaching to each client
- Client's SHOW GAME PLAN & READY-BY TIMES on Show Board
- Medicating
- Rail Coach & schooling; at least 1 trainer present unless multiple conflicts
- Showing customer's horse(s)
- Riding
- Posting show schedule
- Maintaining grooming and show supplies
- Vet appointment/farrier assistance at show
- Show sponsorships
- Stall reservations

Responsibilities of Show Grooms at Horse Show, if applicable

- Stall set-up and maintenance
- Water horses & keep buckets clean
- Feeding (grain, hay, and supplements)
- Tack curtains
- Tack stalls
- Lights/headlamps
- Keep barn aisle clean
- Loading/unloading
- Horse make show-ready: brushing, paint and show oil
- Tacking up assistance (example: lifting heavy show saddle)

Client/Rider Responsibilities Prior to Horse Shows

- Double check the condition of all your tack and silver to be show ready

- Make sure all of your show clothes, tack, trunk and supplies are cleaned and packed
- If you are planning on attending a show, notify us at least 1 week prior to shows registration deadline

Client/Rider Responsibilities During Horse Shows

- Have your pattern in hand and memorized prior to practice and/or show
- Make sure to be present for any walks for classes when available
- Make sure you can put in your fake tail if needed
- Make copies of exhibitor number and pin on pads/jacket
- All show entries, scratches/adds are your responsibility
- At end of each day, clean up your area in tack stall
- Thank you(s)
 - Youth: Each day at least once, thank your parent present at the show for making your day possible☺
 - Riders: At least once at each show, personally thank SHOW GROOM for helping with your horse's needs☺
- When you are finished riding/showing, you are responsible to care for your horse in the following manner:
 - If your legs are painted, you must thoroughly wash their legs with soap and remove all paint.
 - No saddle or sweat marks will be left on horses. You must rinse them off (weather permitting) or curry/vacuum
 - Nightly leg treatments and leg wrapping will be your responsibility
Absolutely no wrapping until paint has been washed off legs

Client/Rider Responsibilities After your last class of the Horse Show

- Pins and numbers be removed from your show pads
- Organize and pack up all of your show clothes, equipment, tack, and black truck. Everything stowed and ready to load.
- Organize, pack, and load what you can in trailer(s)
- Close your entry check in show office

Client/Rider Responsibilities At Home

- Wash your tail
- Rinse bits
- English pads bleached and washed.
- Silver polished
- Girths washed/conditioned
- Any supplies you used, properly stowed and ready to be loaded
- Hats shaped
- Clean & oil English saddle, English Bridle, and western reins
- Show clothes cleaned and/or dry cleaned
- Make sure everything is labeled or monogrammed with at least your last name