



Code of Conduct

Precis

Your Owners' Corporation is managed on your behalf by a professional owners corporation manager providing professional services for your benefit, including the conduct of a range of meetings – Annual General and Special Meetings, and potentially Committee meetings.

While we acknowledge that there is a degree of passion where discussions surround where people live, there is an expectation that certain standards be met in the conduct of all meetings to ensure that people feel that they can contribute without being bullied or harassed.

This Code of Conduct has been prepared to outline the expectations that we have of all people attending any meeting conducted by a representative of Australian Strata Management to ensure a professional standard is maintained and that our staff feel safe at all times.

This document has been prepared from broader international and national guidelines. If you attend any meeting conducted by an ASM representative, this Code will be tabled and expected to be met.

Work for the Benefit of our Owners' Corporation

We recognise that the interests of the Owners' Corporation over and above the interests of any individual owner. We acknowledge that we are required to accept consensus decisions of the committee or any meeting, where a quorum is achieved.

Uphold the consensus process

We will uphold the principles of a consensus-based meeting process through openness, transparency, balance and respect for each member.

Agree to clear purpose and scope

We will commit to the development of a clear shared purpose and scope for all activities of the Owners' Corporation.

Show respect for others in meetings

We acknowledge the contributions of all who assist in the management of our Owners' Corporation and we commit to respecting all who attend our meetings.

We will attend meetings fully briefed and prepared. We commit to meeting etiquette and the rules of engagement by:

- turning mobile phones off;
- being punctual;
- where attending electronically, ensuring that electronic access is working prior to the commencement of the meeting, and ensuring that confidentiality is maintained;
- respecting the Chair by following all reasonable given directions; respecting others and their opinions by allowing one person to speak at a time, as directed by the Chair;

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- following an agreed agenda;
 - accepting majority decisions where a quorum has been achieved
 - and not returning to 'closed agenda items' unless new, relevant subject matter emerges;
 - using polite and professional language at all times;
 - refraining from directing insults or threatening language towards any person whether at the meeting or not.

Acknowledge the position of the Chair

We will acknowledge the right of the Chair:

- to conduct the meeting in accordance with the pre-prepared agenda;
- to be treated with respect at all times;
- to terminate the meeting if, in their sole opinion, the Code of Conduct has been
- breached in anyway; and
- to refer any breaches of the Code of Conduct to lawyers or the police if any criminal or civil offence occurs or is threatened.

Behave legally and ethically

We will act in good faith and with due care and diligence and comply with all applicable laws which apply to the management of the Owners' Corporation and all other criminal and civil Acts and Codes.

We will promote a culture of professional, fair and ethical behaviour at each meeting and within our Owners' Corporation.

Actively participate

Where we undertake to complete an activity, we will work to the best of our ability to achieve the outcome.

Declare all relevant interests

We will maintain the highest levels of transparency by declaring all relevant interests.

Uphold this Code of Conduct

We acknowledge that we expect all attendees at our meetings to comply with this Code of Conduct at all times. We also accept and encourage the right of the

Chair to address breaches of this Code of Conduct and not to accept unprofessional, unacceptable or inappropriate behaviour.

