

Message From The Managing Director

What is the Code of Conduct?

Netstrata is in the business of servicing people's homes and communities. Our clients expect the highest levels of ethics and professionalism. It's a responsibility we don't take lightly.

From our humble beginnings in 1996, we've grown to one of the leading strata management companies in New South Wales, thanks to our commitment to great service.

Our subsidiary companies were also founded to better serve strata communities by lifting professional standards in the industries that they rely on – insurance broking, property valuation, fire compliance, routine maintenance, technology, and legal services.

The work you do every day directly impacts the homes and communities of the clients we serve.

It's not just what you do, it's how you do it, that matters.

Our Core Values and Behaviours

Our culture is the foundation of our business.

Our core values and behaviours define what we stand for and how we conduct ourselves.



1. Teamwork

Everyone has something to contribute. We all pitch in to get the job done. We accept and understand we are all different, however, we are driven to the same outcomes.



2. Client Centred

Our clients are priority number one; we always place their interests first. We are responsive problem solvers. We are there when our clients need us.



3. Innovation

We are adaptable and flexible to new ideas and change, creating an environment that welcomes new ideas and approaches. We continually challenge ourselves to improve.



4. Accountability

When we make a mistake, we own it, fix it, and learn from it. We challenge constructively and respectfully.



5. Integrity

We keep our word and commitments to our clients and each other. We trust, respect, and look out for the best interests of our clients and each other.



6. Transparency

We recognise that transparency is key to building and maintaining our client's trust. We are proactive in our disclosure and management of conflicts of interest.

Professional Behaviour

Every staff member is an ambassador for the business. You are expected to always conduct yourself in a professional manner, whether that's in person, online, or over the phone.

You must treat all colleagues, clients, and stakeholders with courtesy and respect. **Our core behaviours are not optional.**

Your actions both inside and outside of the workplace should reflect positively on your professional reputation and Netstrata's reputation.

Risk and Compliance Culture

Netstrata is committed to promoting an effective risk and compliance culture, one that creates an environment of proactive engagement with risk management practices and ensures we meet all our regulatory requirements.

You are expected to:

- Know and understand your role, your responsibilities, and your regulatory obligations;
- Comply with all Netstrata policies and procedures;
- Comply with all laws, regulations, and any applicable industry or professional standards; and,
- Promptly escalate to your manager or Risk & Compliance if you have any concerns that a risk or compliance matter isn't being addressed or is being ignored.



Speaking Up

Netstrata expects you to speak up when something isn't right. Netstrata is committed to protecting those who speak up. You will never be punished or retaliated against for raising a concern. While you're encouraged to speak to your manager first, if you don't feel comfortable speaking to your manager about an issue, then please contact Human Resources or Risk & Compliance.

All staff are required to familiarise themselves with Netstrata's Whistleblower Policy which outlines the process and protections available to whistleblowers.

Don't go unheard - speak out if something isn't right.

Conflicts of Interest

Appropriately managing actual, potential, or perceived conflicts of interest is critical to maintaining our clients' trust, meeting our regulatory obligations, and conducting ourselves with integrity. You must prioritise the interests of our clients before your own and before the interests of Netstrata.

Conflicts of interest can arise from many places, including but not limited to:

- Gifts and hospitality,
- Family, personal, or business relationships,
- Outside business activities or directorships, and
- Related party transactions.

Questions?

Contact your manager, Human Resources, or Risk & Compliance.

Your choices matter

Every choice you make has consequences for our clients and our business. You are responsible for the choices you make. Netstrata expects all staff to make choices that reflect our values and commitment to our clients. The guide below is designed to help you make good choices. Consider each of the items below to ensure you're making the right choice.

Clients

- How will your choice impact our clients?
- Are you making the choice that puts client interests first?

Ethics

- Will your choice be compliant with law, regulation, and our policies?
- Is the choice consistent with our values?

Sustainability

- Will you be proud of the choice you're making in 1 year, 5 years, 10 years?
- Is your choice creating a better future?