

# 1 Client Code of Conduct

- 1.1 SSKB is committed to effective, clear, and respectful communication within its own organisation and with its clients to ensure the highest possible level of professionalism in the delivery and receipt of its services.
- 1.2 SSKB is equally committed to protect so far as is reasonably practicable, the health and safety of our staff, including their psychological and social safety in the way our services are delivered and received under this Agreement.
- 1.3 The conduct of Bodies Corporate, Committee Members, Lot Owners, Residents and/or their authorised representatives can have a significant impact on the health and safety of our staff and our ability to protect the health and safety of our staff.
- 1.4 The work environment of our staff includes all places and circumstances where our staff are required to undertake work, provide services or interact with lot owners, committee members, residents, and any other people in connection to the management of a strata corporation, including without limitation, electronic methods of interaction such as email, text message or social media.
- 1.5 To appropriately manage the risks posed by the persons mentioned in clause 1.3 above, it is a condition of this Agreement that all persons interacting with our staff in connection with the provision of services by SSKB under this Agreement comply with our Code of Conduct and Communication Policy as amended from time to time. A copy of the policy can be viewed on the SSKB website at <https://sskb.com.au/committee-and-owner-resources/>
- 1.6 The Client must ensure that Lot Owners, Committee Members, Residents, and any other people in connection to the management of a Body Corporate comply with the Code of Conduct and to take all reasonable necessary remedial action in response to any notification from SSKB that the policy has been breached, including without limitation, the replacement of the authorised representatives of the Client who are nominated under this Agreement to provide instructions to SSKB, where necessary.
- 1.7 It is acknowledged and agreed that SSKB may refuse service to any individual who is in breach of the Code of Conduct and Communication Policy and to take appropriate management action to ensure the health and safety of its staff and that such refusal of service or appropriate management action will not constitute any breach of SSKB's duties and obligations under this Agreement.
- 1.8 It is acknowledged and agreed that SSKB and the Client have obligations under the relevant work health safety legislation (WH&S Obligations) and that SSKB may give an instruction to any person in the course of providing the services under this Agreement, requiring them to take action or refrain from action as is necessary to allow SSKB to comply with its WH&S Obligations.
- 1.9 The Client must ensure that its Authorised Representatives, Lot Owners and Residents comply, so far as the person is reasonably able, with any reasonable instruction that is given by SSKB for the purposes of allowing SSKB to comply with its WH&S Obligations.
- 1.10 Failure to comply with reasonable instruction given by SSKB under clause 1.8 above will constitute a breach of the Code of Conduct and Communication Policy and this Agreement.
- 1.11 It is acknowledged and agreed that SSKB may commence proceedings in any court or tribunal of competent jurisdiction for such relief as is necessary, including without limitation, declaratory relief requiring the Client to comply with any reasonable instruction given by SSKB under clause 1.8 above.

SSKB 2025