

Shiv Martin Consulting



Code of Conduct



SHIV MARTIN CONSULTING

RESOLVE CONFLICT. BUILD TRUST. STRENGTHEN TEAMS.

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SHIV MARTIN CONSULTING CODE OF CONDUCT

Policy objective

Shiv Martin Consulting has established the following Code of Conduct to clearly define the professional and ethical standards expected of all staff, contractors and representatives.

This Code supports our commitment to meeting industry best practices and complying with relevant legal obligations, including the Australian Consumer Law. We are proud to deliver our services with integrity, fairness, and respect for every individual, reflecting our vision of "Creating Value Through Connection."

Scope

This policy applies to all staff members regardless of whether they are employees, independent contractors or representatives of independent contractors, work experience students or other volunteers, Directors, Company Officers or other agents ("Staff Members").

We invite all staff members and representatives to embrace this Code of Conduct as a framework for professional and ethical behaviour. We will work together to maintain a workplace that everyone is proud to be a part of, marked by mutual respect, ethical integrity and professional excellence.

Related forms

In addition to our Code of Conduct, Shiv Martin Consulting holds the following related policies and forms:

- Quality Assurance Policy
- WHS Policy
- WHS Checklist – Working from Home and External Venues
- Risk Management Policy
- Environment Sustainability Policy
- Social Procurement Policy
- Modern Slavery Policy
- Privacy & Confidentiality Policy
- Hazard Report Form
- Incident Report Form

REGULATORY COMPLIANCE AND LEGAL OBLIGATIONS

All staff, contractors, and representatives of Shiv Martin Consulting are expected to comply with all applicable Australian laws, regulations and industry standards relevant to our work.

These include, but are not limited to:

- Fair trading laws, including the Competition and Consumer Act 2010 (the Act)
- Australian Consumer Law (ACL), administered by The Australian Competition and Consumer Commission (ACCC)
- Privacy Act 1988 (Cth) – protecting personal information and ensuring the confidentiality and security of client data
- Employment laws including Fair Work Act 2009
- Work, Health and Safety (WHS) laws
- Anti-discrimination and human rights laws, including the Australian Human Rights Commission Act 1986, Sex Discrimination Act 1984, and Racial Discrimination Act 1975
- Mandatory reporting and professional conduct standards, where applicable to the nature of our services (e.g. mediation, dispute resolution), including obligations under relevant state legislation or professional codes of practice.

It is the responsibility of all staff members to stay informed about their legal obligations and to seek guidance where necessary. Any breach of legal responsibilities will be treated seriously and may result in disciplinary action or termination of engagement.

ETHICAL BEHAVIOUR

Shiv Martin Consulting is committed to delivering professional services that are ethically grounded, evidence-based and tailored to the unique needs of each client. Our conduct is guided by the principles of honesty, transparency, respect and accountability in all interactions and service delivery.

We operate in alignment with all relevant legislation, professional codes of ethics and best-practice standards within our sector. This includes maintaining clear professional boundaries, respecting client confidentiality, and avoiding any conflicts of interest that could compromise the quality or objectivity of our work.

We acknowledge our responsibility to:

- Identify and apply the most appropriate, up-to-date and contextually relevant resources.
- Make informed decisions based on sound evidence and professional judgement.
- Engage in reflective practice to continuously assess the ethical dimensions of our work.

Where issues fall outside our scope of expertise, we actively collaborate with or refer to suitably qualified professionals to ensure the highest standard of service. This collaborative approach helps us uphold ethical integrity, safeguard client wellbeing and maintain the trust placed in us by those we serve.

We also promote a culture of ethical awareness among all team members and independent contractors, encouraging open discussion of ethical dilemmas and continuous learning. Any concerns about ethical conduct are taken seriously and addressed through transparent and respectful processes.

WORKPLACE CONDUCT

Shiv Martin Consulting is committed to ensuring the safety, wellbeing and dignity of both clients and staff. This commitment extends to all service environments, including home-based work, client sites, workshops and digital platforms.

We recognise that many of our engagements occur in high-conflict or high-stress situations and we therefore take a proactive approach to identifying and managing potential risks. All staff and representatives are expected to remain vigilant, exercise sound judgement, and take reasonable steps to prevent harm or distress. This includes assessing potential threats to psychological or physical safety, de-escalating conflict where possible and implementing protective measures when needed.

Where concerns or incidents arise - whether related to safety, conduct or ethical integrity - team members are expected to speak up, seek guidance from a senior leader, and act in accordance with legal obligations, ethical standards and organisational procedures.

Professional boundaries and harassment

All staff, contractors and representatives of Shiv Martin Consulting must maintain clear and consistent professional boundaries to uphold the integrity, trust and neutrality of the client relationship.

We do not enter into personal, financial, romantic or emotional relationships with clients or participants which may impair objectivity or compromise the service relationship. We remain mindful of power dynamics - particularly when working with vulnerable individuals or communities - and ensure that all interactions are professional, respectful and appropriate.

Harassment in any form - verbal, physical, emotional or sexual - is strictly prohibited. This includes unwanted attention, inappropriate comments or advances, coercive behaviour, or any form of conduct that creates an intimidating, hostile or offensive environment. Any allegations of harassment will be treated seriously and investigated in accordance with our complaints and resolution procedures.

Respect and inclusion

Shiv Martin Consulting designs and delivers all services with empathy, cultural awareness and responsiveness to each client's personal and community context. We specialise in supporting respectful cross-cultural conversations and work frequently with individuals from diverse, marginalised or trauma-affected backgrounds.

We are committed to building and upholding a culture of inclusion, where every person - whether a client, staff member or stakeholder - is treated with fairness, dignity and respect. Discrimination, bullying, harassment or vilification based on race, gender identity, sexual orientation, disability, age, religion, socio-economic status, culture or any other attribute is not tolerated. Our obligations are underpinned by key legislation, including:

- Australian Human Rights Commission Act 1986
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Age Discrimination Act 2004

We actively promote inclusive practices in our service delivery, training programs, and internal operations to ensure all individuals feel safe, heard, and valued.

COMPLIANCE AND ACCOUNTABILITY

Confidentiality

Maintaining confidentiality is essential to building trust and upholding professional standards in all aspects of our work. All staff, contractors and representatives of Shiv Martin Consulting are expected to handle sensitive information with the highest level of care and discretion.

This includes:

- Protecting the privacy of clients, colleagues and stakeholders by not disclosing personal, professional or case-related information without clear and informed consent, unless legally required.
- Complying with the Privacy Act 1988 (Cth) and other applicable privacy laws regarding the collection, use, storage and disposal of personal information.

Conflict of interest

Shiv Martin Consulting is committed to maintaining transparency, fairness and integrity in all its dealings, and all team members are expected to act in accordance with these principles, including avoiding situations where personal interests may conflict with professional responsibilities.

A conflict of interest arises when personal, financial or other outside interests interfere with or appear to influence the impartiality of business decisions or actions.

In any instance, staff, contractors and representatives of Shiv Martin Consulting must:

- Disclose any actual, potential or perceived conflicts of interest to management promptly
- Avoid engaging in outside activities, investments or relationships that could impact their ability to make objective decisions on behalf of the company
- Refrain from using their position within the company for personal or financial gain, or to benefit others in a way that would create a conflict with the Shiv Martin Consulting's interests.

Use of company assets

Company assets, including physical property, intellectual property, technology, data, and financial resources are to be used solely for legitimate business purposes. All employees, contractors and representatives of Shiv Martin Consulting are expected to protect and maintain these assets with care, ensuring they are used efficiently, responsibly and in line with company policies.

Health and safety

Shiv Martin Consulting is dedicated to creating and maintaining a work environment that prioritises the health, safety and wellbeing of all employees and contractors, as per our Work, Health and Safety policy. We are committed to ensuring compliance with all relevant health and

safety legislation, including the Work Health and Safety Act 2011 (Cth) and state-specific laws, while upholding a workplace culture where safety is a shared responsibility.