

## **Communication Code of Conduct**

### **1. Responsibilities of Strata Revolution**

Our team is committed to:

- ensuring our face-to-face, verbal and written communication with committee members and owners is always professional and courteous.
- ensuring our email communication is:
  - professional
  - friendly
  - consistent
  - helpful

### **2. Responsibilities of Committee Members and Owners**

The team at Strata Revolution will gladly respond to phone calls and emails from committee members and owners provided they:

- are straight forward, concise and clear
- express opinions and concerns using a respectful tone
- relevant to the role and remit of Strata Revolution

Please be advised that the following verbal and email behaviours violate the responsibilities outlined above. To fulfill our duty of care towards our staff and comply with the Work Health and Safety Act 2011, we will not engage in further communication until the code of conduct is followed. Communication will be resumed once compliance is ensured.

Behaviours over the phone or via email communication that could breach a workplace code of conduct, particularly in relation to the Work Health and Safety Act 2011, include:

1. Swearing or Offensive Language
  - Use of profanity, vulgar language, or personal insults.
2. Aggressive or Threatening Tone
  - Phone calls or emails that contain threats, intimidation, or aggressive language.
3. All Caps (Uppercase Letters)
  - Emails containing sentences in uppercase letters, as this can be interpreted as shouting or an aggressive tone.
4. Use of Bold Typeface for Emphasis

- Emails that make excessive use of bold text to assert dominance, make threats, or intimidate the recipient.
- 5. Discriminatory or Harassing Language
  - Phone calls or emails that employ any form of language that could be seen as discriminatory, demeaning, or harassing based on factors like gender, race, age, disability, or other protected characteristics.
- 6. Personal Attacks or Defamation
  - Phone calls or emails directly attacking or spreading false information about other committee members, contactors or Strata Revolution staff with the intent to harm their reputation.
- 7. Excessive or Unwarranted Demands
  - Making unreasonable or aggressive demands via phone calls or emails, particularly with tight deadlines or threatening consequences if not met.
- 8. Spamming or Sending Unsolicited Emails
  - Sending repetitive, unnecessary emails to multiple recipients that may be considered spam or harassment.

### **3. Fiduciary Duties**

Managing agents are required to act transparently, deliver truthful information, and ensure the ongoing safety and financial health of the strata scheme, even if that means addressing uncomfortable or difficult issues. Any decisions made or information provided are not personal but are based on legal and professional responsibilities. We are unable to engage in further correspondence regarding matters that are framed as personal grievances, as our role is to uphold the requirements of the legislation and ensure the proper management of the property for all owners.