


Board Code of Conduct

We uphold the following tenets that underpin our business:

- » **Being equal** – Equality, is a core tenet upon which Synergy has been built, allowing us to benefit from our collective strengths and mitigate our respective weaknesses. We value the differences that we each bring to the table and recognise that none of us individually would be where we are, without the significant contributions of the others. We value the equal contributions we all make and respect this when making decisions.
- » **Making time to undertake our respective roles** – We are respectful and generous with our time to understand each other’s perspectives, ideas, and ways of thinking. We make the space to invest our time on the business and with each other, to help us grow individually and collectively, as one, to enable Synergy to meet its strategy.
- » **Jealously safeguarding the Synergy way and culture** – In all our communications, formal or informal, we promote our culture as a key differentiator from our competitors. Our people work for Synergy because of our unique character. This must be safeguarded for future growth, stability, and firm goodwill.
- » **Being a role model** – The way we act and behave is observed and judged by our peers and colleagues. We must always, whether externally or at Synergy organised social events, conduct ourselves to the highest standards, aligning with our firm values and culture.

We conduct ourselves by:

- » **Being inclusive** – We welcome and support people of all backgrounds and identities. We encourage different views being expressed and respect the rights of individuals.
- » **Being considerate** – We depend on each other to produce the best outcomes we can for Synergy. Our decisions affect clients, colleagues, and the community we engage with. We take those consequences into account when making decisions.
- » **Being respectful** – We won't all agree all the time, but disagreement is no excuse for disrespectful behaviour. We will all experience frustration from time to time, but we cannot allow that frustration to become personal. An environment where people feel uncomfortable or threatened is not a productive or creative one.
- » **Behaving professionally** – We always conduct ourselves professionally and will not insult or put down others. Exclusionary behaviour isn’t acceptable. This includes threats of any kind: discriminatory language; personal insults; and advocating for, or encouraging others, exhibiting unprofessional behaviour.
- » **Being conscious in our communications** – We share ideas to maximise the value of our knowledge, talents, and experience. We communicate openly and honestly sharing thoughts, feelings, and ideas in the interest of Synergy and ourselves. We value difficult conversations and will not shy away from them or the potential conflict they may involve. We ensure that our communication is respectful, open and clear when working through difficult issues, and will respect each other’s contributions and views.

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- » **Coping with conflict** – When we disagree, we try to understand why. Differences of opinion and disagreements are mostly unavoidable. What is important is that we resolve disagreements and differing views constructively. So, despite having different views, once an issue is resolved we speak as one in solidarity.
 - » **Resolving issues** – We will have different perspectives on issues, and that is valuable for solving problems or generating new ideas. Being unable to understand why a colleague holds a viewpoint doesn't mean that they're wrong. We all make mistakes and blaming each other doesn't get us anywhere. We focus on resolving issues and learning from our mistakes.