

« 3CIR PTY LTD »



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S U C C E E D

CODE OF CONDUCT

DOCUMENT CONTROL

This Code of Conduct is a controlled document within 3CIR's Integrated Management System. It is governed by ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 and forms part of the organisation's quality, environmental, and occupational health & safety framework.

DOCUMENT NUMBER	3CIR-POL-GEN-005
DOCUMENT TITLE	Code of Conduct
VERSION	3.0
ISSUE DATE	14 April 2026
REVIEW DATE	14 April 2027
APPROVED BY	CEO / COO
CLASSIFICATION	Controlled Document

APPLICABLE STANDARDS

ISO 9001:2015	ISO 14001:2015	ISO 45001:2018
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CONFIGURATION NOTE

The signature block on the authorisation page was updated on 22 April 2026 to reflect the current governance structure as recorded in 3CIR-REC-IMS-018 Governance Structure Formalisation Record v1.0. Document content and original effective date remain unchanged. This update is an authorised configuration correction, not a material revision.

OUR VISION & PURPOSE

01

At 3CIR, our vision is to be a trusted higher education and training leader, creating value for our clients through excellence and innovation.

We exist to improve lives by delivering high-quality services, empowering individuals, and fostering growth. Every interaction — from a first enquiry through to graduation — reflects our commitment to ethical practice, professional integrity, and genuine respect for the people we serve.

We are committed to ethical practices and integrity in all our operations, ensuring that every interaction and service we provide upholds the highest standards of professionalism and respect. By striving for continuous improvement and embracing a culture of transparency and accountability, we aim to impact the educational landscape positively and set the benchmark for Recognition of Prior Learning and online study providers in Australia.

OUR PURPOSE STATEMENT

To deliver nationally recognised qualifications and Recognition of Prior Learning pathways that unlock career progression for veterans, emergency services personnel, and civilian professionals across Australia — efficiently, ethically, and with the respect they have earned.

OUR CORE VALUES

02

Our company name, 3CIR, stands for **Courage, Commitment, Comradery, Integrity, and Respect**. These five values underpin everything we do as a training organisation.



COURAGE

We stand up for what is right and face challenges head-on, even when the path is difficult.



COMMITMENT

We are dedicated to our mission and consistently give our best effort to every student and stakeholder.



COMRADERY

We foster teamwork and unity, supporting each other and the communities we serve.



INTEGRITY

We act with honesty and uphold the highest ethical standards in every decision and action.



RESPECT

We value diversity and treat every person with dignity, fairness, and professional courtesy.

PURPOSE & SCOPE

03

PURPOSE

This Code of Conduct sets the standard of behaviour expected of everyone who represents 3CIR Pty Ltd.

It translates our core values — Courage, Commitment, Comradery, Integrity, and Respect — into practical expectations for how we conduct ourselves every day, whether working from home, attending training events, or engaging with students and partners online.

SCOPE

This Code applies to all directors, employees, contractors, trainers, assessors, and business partners.

It covers behaviour in the workplace (including remote and home offices), during company events, in online environments, on social media, and in any context where you are representing or could be associated with 3CIR.

WHO MUST COMPLY

Directors • Employees (full-time, part-time, casual) • Contractors • Trainers & Assessors • Business partners • Subcontracted service providers • Anyone engaged by or representing 3CIR in any capacity

WHERE THIS CODE APPLIES

At 3CIR premises • In remote and home-based work • At company events and training delivery • In online environments including video conferencing, messaging platforms, and collaborative tools • On personal social media when associated with 3CIR • In any context where you could be identified as representing the organisation

PROFESSIONAL CONDUCT

04

Every interaction we have — internal or external — shapes 3CIR's reputation. The following expectations apply to every person acting on behalf of the organisation.

- Treat all colleagues, students, clients, and partners with courtesy, patience, and respect in every interaction.
- Maintain professionalism in all communications — email, video calls, instant messaging, phone, and social media.
- Bullying, harassment, discrimination, and violence are strictly prohibited and will not be tolerated in any form.
- Protect confidential information at all times and use it only for legitimate business purposes.
- Avoid conflicts of interest; disclose any actual or potential conflicts to your manager or the COO immediately.
- Comply with all 3CIR policies, procedures, and reasonable management directions.
- Fulfil the responsibilities of your role to the best of your ability and seek support when needed.
- Act honestly in all dealings — misrepresentation, fraud, and deceit are grounds for immediate termination.

DIVERSITY & INCLUSION

05

3CIR is committed to a diverse and inclusive workplace and student community. We celebrate differences and build environments where every individual can thrive.

Discrimination or harassment based on any protected attribute is strictly prohibited. We enforce this standard across every level of the organisation — in hiring, training delivery, student assessment, promotion, workplace culture, and contractual relationships.

PROTECTED ATTRIBUTES UNDER AUSTRALIAN LAW

Race • Colour • Sex • Sexual orientation • Gender identity • Intersex status • Age • Physical or mental disability • Marital or relationship status • Family or carer responsibilities • Pregnancy • Breastfeeding • Religion • Political opinion • National extraction • Social origin • Trade union membership

APPLICABLE LEGISLATION

Anti-Discrimination Act 1991 (Qld)

Fair Work Act 2009 (Cth)

Disability Discrimination Act 1992 (Cth)

Racial Discrimination Act 1975 (Cth)

Sex Discrimination Act 1984 (Cth)

Age Discrimination Act 2004 (Cth)

HEALTH, SAFETY & WELLBEING

06

The safety and wellbeing of all workers, students, and contractors is a shared responsibility. This extends to physical safety, psychological health, and the specific risks of remote and home-based work.

- All workers must comply with 3CIR's WHS policies and procedures, including those specific to remote and home-based work.
- Report all hazards, incidents, near-misses, and psychosocial concerns immediately through the appropriate channel.
- Participate in WHS training, risk assessments, and emergency preparedness activities as required.
- Support the mental health and psychological wellbeing of yourself and your colleagues — reach out if you or someone else is struggling.
- Do not attend work (including remote work) while under the influence of any substance that impairs your performance or judgement.
- Take regular breaks, manage workload pressures responsibly, and raise concerns about workload, pace, or psychosocial hazards early.

URGENT SAFETY CONCERNS

If you or a colleague is in immediate physical or psychological danger, contact emergency services on **000**. For all other WHS concerns, report through your manager, the COO, or directly to info@3cir.com. All reports are treated confidentially.

BUSINESS ETHICS

07

Ethical conduct is non-negotiable. It protects our students, our partners, our regulator relationships, and our ability to trade.

- Comply with all relevant Australian laws and regulations, including consumer protection, competition, and anti-corruption law.
- Bribery and corruption are strictly prohibited — refer to the Anti-Bribery and Corruption Policy (3CIR-POL-GEN-003).
- Do not accept or offer gifts or hospitality that could influence or be perceived to influence business decisions — report gifts above \$100 to your manager.
- Ensure all business dealings are honest, transparent, and properly documented.
- Never misrepresent 3CIR's qualifications, capabilities, or student outcomes to any person or organisation.
- Suppliers and partners are expected to uphold equivalent ethical standards and comply with all relevant laws.

CROSS-REFERENCE

This section operates alongside the **Anti-Bribery and Corruption Policy (3CIR-POL-GEN-003)** and the **Conflicts of Interest Policy**. Where a situation is ambiguous, escalate to the COO before acting.

USE OF COMPANY RESOURCES

08

3CIR provides tools, systems, and information to do your job well. These resources must be protected and used responsibly.

- Company resources including time, equipment, software, information, and systems must be used responsibly and primarily for legitimate business purposes.
- Protect 3CIR's IT systems: use strong passwords, enable multi-factor authentication, and report any suspicious activity or security incident immediately.
- Do not share access credentials or allow unauthorised persons to use 3CIR systems.
- Report any loss, damage, or theft of company property or data immediately.
- All data created using company resources or systems remains the property of 3CIR.
- Confidential and student information must be handled in accordance with the Privacy Policy and relevant Privacy Act obligations.

INFORMATION SECURITY INCIDENT

If you suspect a security breach, phishing attempt, lost device, or unauthorised access to 3CIR systems or student data, report it within 24 hours to info@3cir.com and your direct manager. Early reporting enables containment and regulatory compliance under the Notifiable Data Breaches scheme.

SOCIAL MEDIA & PUBLIC COMMUNICATIONS

How we appear in public — collectively and individually — shapes 3CIR's reputation, student trust, and commercial standing. Public communications must be deliberate and considered.

- Represent 3CIR positively and accurately in all public communications.
- Do not disclose confidential, commercially sensitive, or student information on social media or in public forums.
- Ensure all public statements about 3CIR are accurate, factual, and approved where required.
- Personal social media accounts must not be used in a way that could damage 3CIR's reputation or create legal liability.
- Only authorised spokespersons may make statements to the media or respond to public commentary on behalf of 3CIR.
- If you are contacted by a journalist, regulator, or media outlet, refer them to the COO before responding.

REPRESENTING 3CIR ONLINE

If your personal social media identifies you as working for or with 3CIR, your posts and interactions can be associated with the organisation. Think before posting: would this content damage trust with students, regulators (ASQA), or partners? When in doubt, don't post.

ENVIRONMENTAL RESPONSIBILITY

10

3CIR is certified to ISO 14001:2015. Our commitment to environmental performance is a structural part of how we operate — not a marketing message.

- Support 3CIR's environmental objectives by minimising waste, conserving energy, and adopting sustainable digital practices.
- Use digital alternatives to paper wherever possible — 3CIR is committed to paper-free operations.
- Dispose of electronic waste responsibly through approved channels — never in general waste.
- Report environmental concerns or incidents through the Incident and Improvement Register (3CIR-REG-IMS-005).
- Engage suppliers and partners who share our environmental commitment where commercially reasonable.

PAPER-FREE OPERATIONS

3CIR operates a digital-first assessment, enrolment, and records management environment. Printed documents should only be produced where legally required or where a student has specifically requested a hard copy. Printed copies of controlled documents are uncontrolled — always check the Document Control Register (3CIR-REG-IMS-001) for currency.

CROSS-REFERENCE

This section operates alongside the **Environmental Management System** documentation under ISO 14001:2015. See the Integrated Management System Manual for full environmental objectives, targets, and monitoring procedures.

REPORTING & COMPLIANCE

11

If you witness or suspect a breach of this Code or any other 3CIR policy, you have a duty to report it. Whistleblower protections apply.

HOW TO RAISE A CONCERN

Direct Manager

First point of contact for most concerns.

COO or CEO

For serious matters or where a manager is involved.

Confidential Email

info@3cir.com — treated confidentially.

WHISTLEBLOWER PROTECTION

Retaliation against anyone who raises a genuine concern in good faith is strictly prohibited and will itself constitute a breach of this Code. All reports are investigated promptly, fairly, and with appropriate confidentiality. Protections extend to current and former workers, contractors, and suppliers.

CONSEQUENCES OF BREACH

Breaches of this Code are managed in accordance with the **Enforcement (Disciplinary) Policy (3CIR-POL-HR-004)**. Consequences may range from counselling and written warnings to immediate termination of employment or contract, depending on severity. Serious breaches may be reported to relevant regulatory or law enforcement authorities.

REVIEW CYCLE

This Code is reviewed annually by the CEO and COO in consultation with staff. Next scheduled review: 14 April 2027.

AUTHORISATION & APPROVAL

12

This Code of Conduct (3CIR-POL-GEN-005) is authorised and approved for release in accordance with 3CIR's Integrated Management System governance framework under ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018.

AUTHORISED BY

Marcella Knottenbeld

Chief Executive Officer

Signature

Date: / / 2026

AUTHORISED BY

Matthew Pitt

Chief Operating Officer & Director

Signature

Date: / / 2026

DOCUMENT CONTROL NOTICE

This is a **Controlled Document**. Printed copies are uncontrolled. Check the Document Control Register (**3CIR-REG-IMS-001**) to verify currency before relying on this document. The current authoritative version is maintained within the 3CIR Integrated Management System.

VERSION HISTORY NOTE

Signature block updated 22 April 2026 to reflect the current governance structure per **3CIR-REC-IMS-018 Governance Structure Formalisation Record v1.0**. Document content and original effective date remain unchanged. This update is an authorised configuration correction, not a material revision of the document.



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CORE VALUES

**Courage · Commitment · Comradery
Integrity · Respect**

CONNECT · LEARN · SUCCEED