

UNLOCK THE UPSIDE OF CONDUCT

KPMG Conduct Insights Lab

Understand your impact, enhance your reputation and grow.



KPMG

“Conduct is not an afterthought or a compliance check. It needs to be embedded into an organisation’s strategy. Using the conduct lens to drive decision making will not only help to manage the cost of managing conduct, but the complexity it can create when managing transformation.”

HESSEL VERBEEK

Partner, KPMG Strategy

Uncertainty is not a threat, it's an opportunity

Uncertainty is a chance to take a fresh look at ingrained systems and behaviour. To challenge the status quo. To drive growth.

Ultimately, to create a sustainable business

That's not to say there aren't dangers, there are. But if you choose a conduct partner purely on mitigating uncertainty and loss then you're missing half the picture.

Organisations need to be proactive and choose to self assess their conduct positioning in the market. A truly innovative partner keeps a careful eye on the changing regulatory landscape and the evolving marketplace.

Now is the time to put your best foot forward – to identify opportunities early and make better decisions.

Become a 'Conduct Native' by taking the first step with our KPMG Conduct Insights Lab

Over the course of a single working day you will:



Deal with a hypothetical scenario with real world implications.



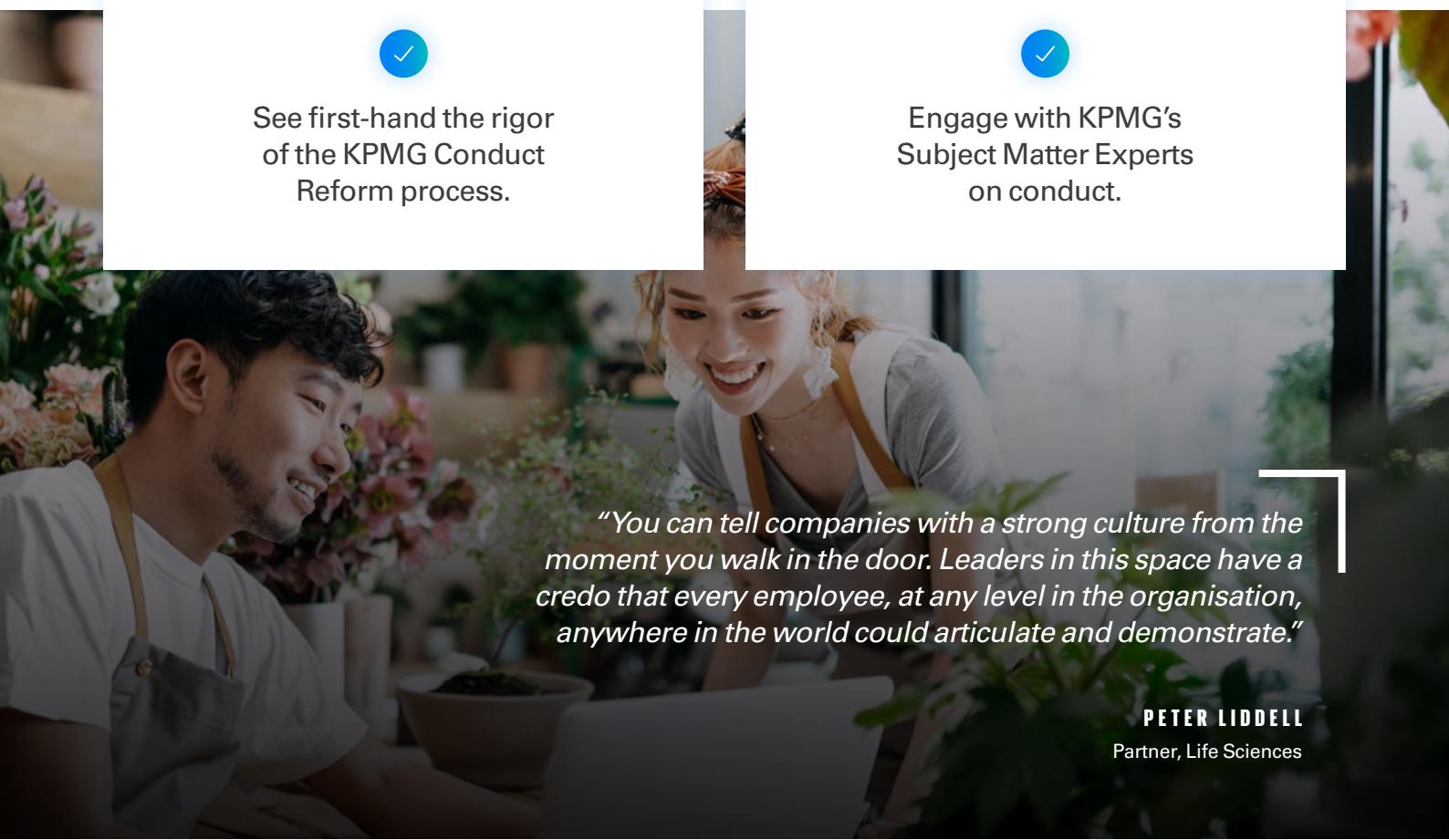
See first-hand the rigor of the KPMG Conduct Reform process.



Place your senior executives under decision-making pressure.



Engage with KPMG's Subject Matter Experts on conduct.



"You can tell companies with a strong culture from the moment you walk in the door. Leaders in this space have a credo that every employee, at any level in the organisation, anywhere in the world could articulate and demonstrate."

PETER LIDDELL

Partner, Life Sciences



The struggle is, where to start?

Conduct risks can surface from anywhere, at any time. So, it's crucial to be nimble, to respond quickly, to get ahead of an issue.

KPMG Conduct Insights Lab

Is designed to surface potential risks before they become major problems.

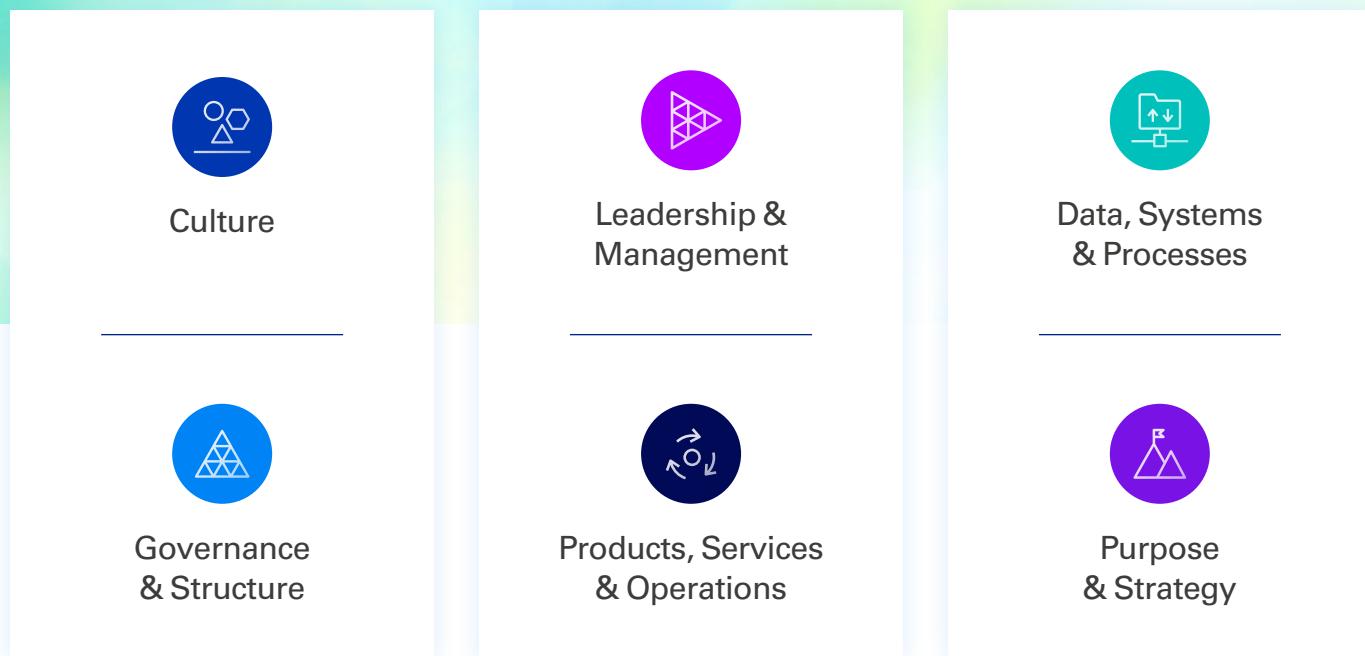
To ask hard questions of your business and leadership in a safe environment to debate vulnerabilities and opportunities – to uncover moments of truth and clarity.

The result is a practical, actions driven plan aligned to conduct for your board, executives and governance decision-makers.

Start charting a path towards sustainable growth for your business by being proactive in identifying areas of conduct vulnerabilities and pivoting to realise missed opportunities.

Conduct reform through careful, thoughtful engagement

KPMG's six-part conduct methodology will help you identify where you're at risk and where there's opportunities to be realised from good conduct outcomes. By proactively exploring these themes, organisations can start to identify areas of priority to protect their social licence to operate, deliver (and exceed) on stakeholder expectations and ultimately enhance their brand and reputation.



Underpinned by key attributes of greater:

Ability

Humanity

Integrity

Adapted from Gillespie, N. & Dietz, G. (2009). Trust repair after an organisation-level failure. *Academy of Management Review*, 34 (1), 127-145; and Gillespie, N. & Fentener van Vlissingen, R. (2019) Trustworthy by Design: A practical guide to organisational trust. The University of Queensland and KPMG.

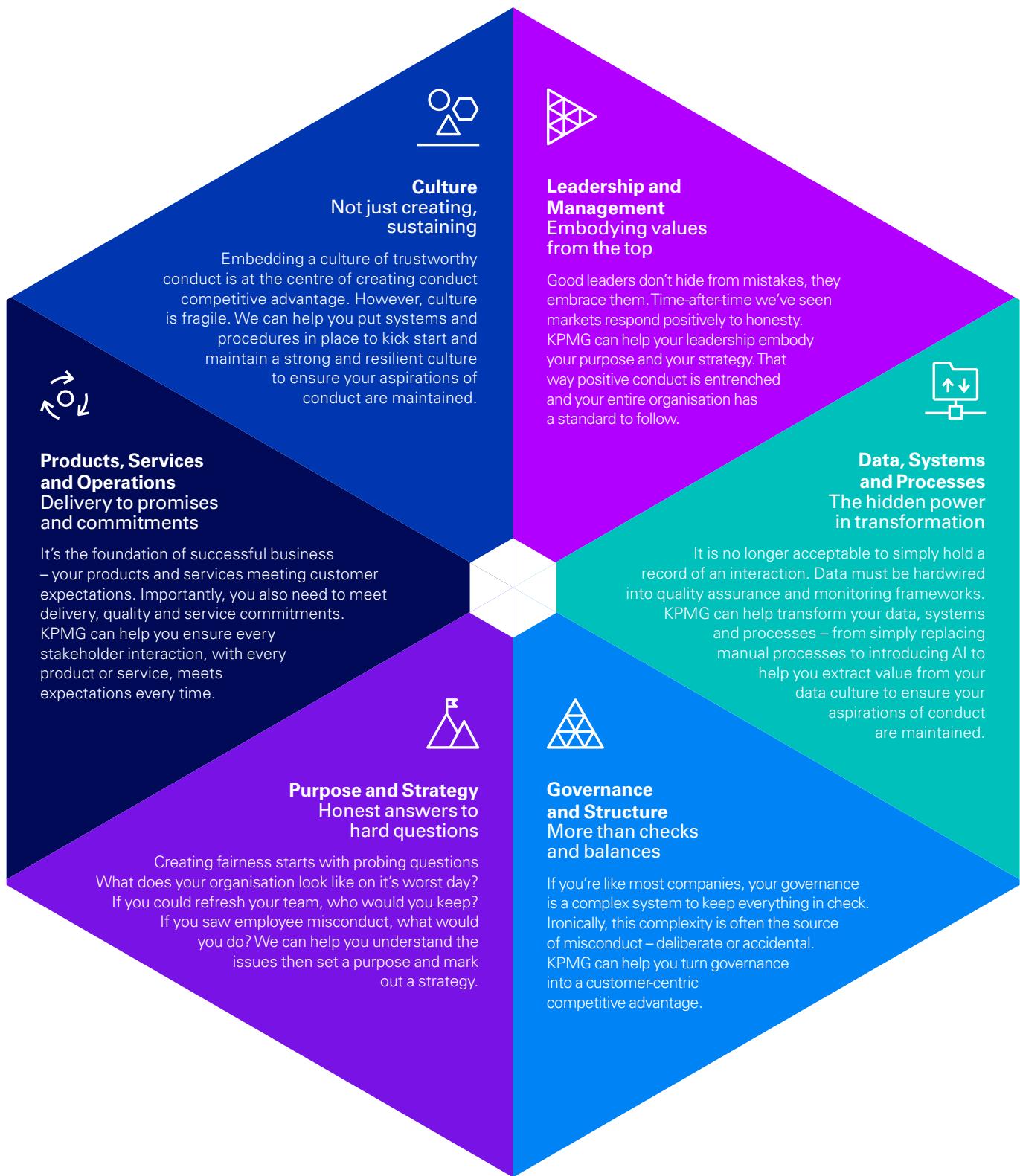


“It’s not just what you offer, but who you offer it to, and how it is offered that matters. Expectations are set not just by what is explicitly said ‘on the tin’, but in stakeholders’ implicit assumptions of what is fair and reasonable.”

VIVIENNE HARDY

Partner, Risk Consulting
and Firm’s Co-Lead for Conduct

An inclusive approach to conduct reform



To unlock the upside with a KPMG Conduct Insights Lab, contact us directly.



Vivienne Hardy
Partner, National KPMG
ThinkPay Lead, Risk
Consulting & Assurance

T: +61 402 316 889
E: vhardy@kpmg.com.au



Richard Boele
Global Leader,
Business & Human
Rights Services

T: +61 412 409 988
E: rboele@kpmg.com.au

KPMG.com.au

The information contained in this document is of a general nature and is not intended to address the objectives, financial situation or needs of any particular individual or entity. It is provided for information purposes only and does not constitute, nor should it be regarded in any manner whatsoever, as advice and is not intended to influence a person in making a decision, including, if applicable, in relation to any financial product or an interest in a financial product. Although we endeavour to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

To the extent permissible by law, KPMG and its associated entities shall not be liable for any errors, omissions, defects or misrepresentations in the information or for any loss or damage suffered by persons who use or rely on such information (including for reasons of negligence, negligent misstatement or otherwise).

©2021 KPMG, an Australian partnership and a member firm of the KPMG global organisation of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organisation.

Liability limited by a scheme approved under Professional Standards Legislation.

August 2021. 666704029DTL