

Compliance Policy

Our compliance policy applies to all of the Bendigo Telco Group of companies (Bendigo Telco Group, we, us, our) comprises BCT Shepparton Pty Ltd, Vicwest Community Telco Ltd, Geelong Community Telco Ltd and Ballarat Community Enterprise Ltd, all being wholly owned subsidiaries of Bendigo Telco Ltd. Our Bendigo Telco Group of companies includes all companies trading under the names 'Bendigo Telco', 'VicWest Telco', 'Goulburn Valley Telco', 'South East Qld Telco', 'TasTel', 'Central Coast Telco' or 'BCT Precision Networks'.

We are committed to running our operations in a compliant manner. Our commitment to compliance will help to shape our processes, systems and customer interactions.

As a member of the telecommunications industry, we are regulated by the Federal Government and are principally bound the following Commonwealth and state legislation:

- the *Telecommunications Act 1997* (Cth);
- the *Competition and Consumer Act 2010* (Cth) including the Australian Consumer Law;
- the *Privacy Act 1988* (Cth);
- the *Trade Practices Act 1974* (Cth);
- the *Spam Act 2003* (Cth);
- the *Disability Discrimination Act 1992* (Cth);
- Industry codes and guidelines – such as the *Telecommunications Consumer Protection Code C628:2015*
- Our own internal policies and procedures.

Objectives of this policy

The objectives of this policy and our 'Compliance Process' are to:

- Promote and foster a compliance culture within our company.
- Integrate compliance processing within our everyday business strategy and day to day decision making.
- Raise awareness of our compliance obligations throughout the business, by providing relevant compliance related training, education and guidance.

Application of this policy

Our commitment to compliance is supported by our management team and board. This policy is supported by our 'Compliance Process' which describes the key tasks undertaken by us to help maintain and manage our compliance obligations.

Proactive reporting of breaches and complaints

We encourage proactive reporting and resolution of compliance related complaints, breaches, incident's and issues.

Compliance Education and Training

As part of our commitment to delivering organisation wide compliance we incorporate compliance training into our Employee Induction Program. This helps to ensure that all employees have the necessary competencies to understand their compliance obligations and perform their roles efficiently and effectively.

In addition to this, compliance refresher training is scheduled for employees on an annual basis.

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