



Compliance Policy

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 publicly listed company and a member of the telecommunications industry, we are regulated by both Federal & State Government requirements. The below list is a summary only, it is not the complete list of Federal or State legislation, industry codes or standards.

- Commonwealth and state legislation – such as:
 - Archives Act 1983
 - Australian Consumer Law – Schedule 2 of the Competition and Consumer Act 2010
 - Intelligence Services Act 2001
 - Privacy Act 1988
 - Privacy Amendment (Notifiable Data Breaches) Act 2017
 - Security of Critical Infrastructure Act 2018
 - Telecommunications Act (1997)
 - Telecommunications (Consumer Complaints Handling) Industry Standard 2018
 - Telecommunications (Financial Hardship) Industry Standard 2024
 - Telecommunications (Interception and Access) Act 1979
 - Telecommunications Sector Security Reforms (Part 14 of the Telecommunications Act)
- Industry codes and guidelines – such as:
 - Australian Cyber Security Centre (ACSC) – Essential Eight
 - Australian Government Information Security Manual
 - CPG 234 Information Security – APRA Prudential Practice Guide
 - C628:2019 Telecommunications Consumer Protection (TCP) Code
 - C661:2022 Reducing Scam Calls and Scam SMS
 - C525:2023 Handling of Life Threatening and Unwelcome Communications
 - C540:2023 Local Number Portability
 - C555:2020 Integrated Public Number Database (IPND)
- Our own internal policies and procedures – such as:
 - Risk Management Framework
 - Cyber Security Framework
 - Information Security Framework
 - People & Culture Policies

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, incidents, 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.

For further information:

Please phone Bendigo Telco on **1300 228 123**.