



ENSA

Telecommunications Compliance Policy

Updated: 23 August 2017



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Objectives of this Compliance Plan

This compliance plan sets out the general principles that ENSA P/L will apply to its telecommunications activities in order to foster and maintain a culture of compliance with all requirements of the Telecommunications Consumer Protection Code C637:2012 (the Code). This compliance plan does not establish specific compliance targets or metrics but aims to establish the core compliance principles that are to be adhered to in the day to day operations of ENSA P/L.

Statement of commitment

ENSA P/L confirms its commitment to effective compliance with the Code at all staff and management levels. This commitment to compliance with the Code is aligned with the strategic and business objectives of ENSA P/L and is endorsed by our Management Team. Appropriate resources will be allocated to develop, implement and maintain a company-wide culture of compliance with the Code.

Key Responsibilities

Compliance with the Code will be the joint responsibility of all staff of ENSA P/L. All employees will perform their duties in a manner that ensures that compliance with the Code is a key driver and are encouraged to be vigilant and proactive in fostering a commitment to compliance amongst other employees.

Training and Awareness

ENSA P/L will ensure that competence and training needs are identified and that appropriate measures will be taken to address these needs in order to enable employees to fulfill their Code compliance obligations.

Practices and behaviours that support compliance will be encouraged and behaviour that that compromises compliance efforts will not be tolerated.

Where necessary, ENSA P/L may choose to allocate specific staff with the responsibility for ensuring that compliance with the Code is adhered to and training on Code awareness is provided, be that in addition to their existing roles, or in the form of a dedicated Compliance Manager role.

Mitigation of non-compliance

All staff of ENSA P/L must report any instances of non-compliance with the Code to management or to the delegated Compliance Manager.

In the event that ENSA P/L identifies a risk of ongoing non-compliance, it will identify the risk to Communications Compliance and will engage with Communications Compliance to consider options for mitigating the identified risk.

