

## Annexure A

### COMPETITION AND CONSUMER COMPLIANCE PROGRAM

#### LEVEL 1

[COMPANY NAME and/or DIRECTOR'S NAME] will establish a competition and consumer compliance program (**Compliance Program**) that complies with each of the following requirements:

#### Staff Training and Induction

1. Within [X] days of the undertaking under s 87B of the *Competition and Consumer Act 2010* (Cth) (**CCA**) provided by [COMPANY NAME and/or DIRECTOR'S NAME] to the ACCC (**Undertaking**) coming into effect (**Commencement Date**), the director of [COMPANY NAME] will complete the ACCC's Small Business Education Program provided on its website at <https://www.accc.gov.au/business/selling-products-and-services/small-business-education-program>.
2. Within [X] days from the Commencement Date, [COMPANY NAME] will provide confirmation of successful completion of the training set out in **paragraph 1 of this Annexure** to the ACCC.
3. For a period not less than 3 years from the Commencement Date, permanent employees of [COMPANY NAME] will complete the ACCC's Small Business Education Program offered on its website at <https://www.accc.gov.au/business/selling-products-and-services/small-business-education-program>, within [X] days of commencing employment or within [X] days of the Commencement Date for existing employees.

#### Complaints Handling System

4. Within [X] months of the Commencement Date, [COMPANY NAME] will develop and implement procedures for identifying, classifying, storing and responding to competition and consumer law complaints (**Complaints Handling System**).

**DRAFTING NOTE** – *Please see Level 3 or 4 templates for optional provisions on product safety.*

#### Provision of Compliance Program Documents to the ACCC

5. [COMPANY NAME] will maintain copies of all documents relating to and constituting the Compliance Program for a period not less than [X years – being the number of years the Compliance Program is required + an additional 2 years].
6. If requested by the ACCC during the period of [X years - being the number of years the Compliance Program is required + an additional 2 years] following the Commencement Date, [COMPANY NAME] will, at its own expense, cause to be produced and provided to the ACCC copies of all documents constituting the Compliance Program, including:

- 6.1. confirmation from employees referred to in paragraph 3 of this Annexure that they have completed the training;
- 6.2. an outline of the Complaints Handling System; and
- 6.3. [DELETE IF NOT APPLICABLE] an outline of the Product Safety Procedures.

**ACCC Recommendations**

7. [COMPANY NAME] will promptly and fully implement any recommendations that the ACCC considers reasonably necessary to ensure that [COMPANY NAME] maintains and continues to implement the Compliance Program in accordance with the requirements of this Undertaking.