



COMPLIANCE QUARTER

SERVICES SUMMARY

2020 SERVICES SUMMARY

WWW.COMPLIANCEQUARTER.COM.AU

FOR NEW CLIENTS, PLEASE CALL CONNOR JAMES ON 0406 509
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TAKING THE BURDEN OFF YOUR SHOULDERS

Compliance is a heavy burden for all businesses. Our sole objective is to lift that burden from your shoulders.

The world's largest businesses trust CQ to manage their compliance program. When it comes to compliance and informed decision making, experience matters, and you will find that experience at CQ.

An effective compliance program is essential for good corporate governance and risk management. We reduce the risk of oversight, substantial fines, and demonstrate compliance.

Our products and services are either offered on a stand-alone basis or as a part of the Compliance Manager package.



EXTERNAL ASSURANCE AND COMPLIANCE MANAGEMENT

The purpose of assurance is to identify and address regulatory risks. The outcome of assurance is to give you peace of mind that your business is operating compliantly.



Compliance Manager

We act as your 'virtual compliance manager.' This is an alternative to you finding and paying for an experienced regulatory expert. You will pay less than 65% of the wages you would pay to employ someone of similar experience.

The service includes fortnightly or monthly compliance meetings where we will update you on regulatory developments, including proposed regulatory changes. We will draft correspondence to regulators on behalf of your business, submit regulatory reports, and answer any questions your employees have asked. The Compliance Manager service includes ongoing audits, the Compliance HUB, online training and webinars, regulatory guides and checklists, regulatory updates, and ad-hoc advice.

Ongoing Assurance Audit

CQ conducts ongoing assurance audits of its clients' compliance programs to ensure that they are operating as intended and that risks are identified early.

Our ongoing assurance audits operate according to an agreed schedule as part of our Compliance Manager service.

ASSURANCE FOR THE ENERGY INDUSTRY

20-20 Audit

Our 20-20 Audit reports provide you with a clear list of action items to help you maintain compliance now and in the future.

Our non-financial audit and regulatory specialists will meet the needs of your business by providing:

- Comprehensive assurance audits on your third-party suppliers, including your system providers and sales force;
- Assurance on business processes and controls in place to manage regulatory risk;
- Advice on design and implementation of a Regulatory Risk Management Framework for ongoing management of regulatory obligations;
- Assurance on interpretation and practical application of the Energy Law and Rules;
- Audits on the effectiveness and efficiency of your risk management controls.

Case Study: CQ has been engaged on several occasions by law firms and VCs to provide comprehensive 20-20 Audits on potential acquisition targets for M&A activity. Our reports were used to determine the risk profile and underlying issues with M&A targets for our clients.

The outcome of a 20-20 Audit is a comprehensive analysis of your regulatory risk and the adequacy of the controls you have. Our 20-20 Audit reviews existing and proposed regulatory obligations and benchmarks your business against others of similar size in the same industry.



TOOLS FOR SUCCESS - THE COMPLIANCE HUB AND ONLINE TRAINING



Compliance HUB

All businesses must ensure that they have a responsive compliance program. CQ provides online technology via the Compliance HUB that streamlines your compliance program and gives you a sense of ease and control.

You, and staff within your business, will have access to the Compliance HUB during the term of any licence. All of the actions undertaken in the Compliance HUB, such as updates to regulatory policies, risk assessments, and completed training, are tracked.

Our Compliance HUB is designed to demonstrate your compliance program. It can be used when presenting your compliance program to potential partner businesses and regulators. The Energy Retail Law requires that you have systems in place as part of your compliance program, and the Compliance HUB is such a system.

Online Training

Over the past three years, we have developed extensive online and webinar training material for all major areas of regulatory risk for energy retailers.

We have online training modules on the Australian energy market, family violence, regulatory obligations concerning hardship, explicit informed consent, complaints management, marketing and advertising, notification of price change obligations, disconnection, and customers who require life-support equipment. On completion of our online courses, your employees will be able to download a certificate.

Case Study: CQ delivered regulatory training to sales representatives engaged by a retailer. Our training comprehensively assessed sales representatives' understanding of the energy law and rules.

In addition to our online and webinar training materials, we hold fortnightly webinar training for all of our clients on key areas of compliance and updates in your sector.

EXPERT ADVICE AND RESOURCES

Regulatory Guides and Checklists

We provide our clients with comprehensive regulatory guides, checklists, and template policies and procedures. Our documents are consistent with the relevant Australian Standards and Energy Law and Rules. Even when you have existing material, our guides and checklists will provide you with a reference point.

Our regulatory guides, checklists, and template policies and procedures are updated each month.

Regulatory Updates

Regulatory updates ensure that your business is prepared for regulatory change. We provide you updates on all the upcoming and proposed regulatory changes for your industry via email each month.

Ad Hoc Advice and Drafting

Our regulatory experts are on call to provide expert, accurate, and effective advice on your regulatory obligations and interactions with regulators. We have been providing such advice for over 15 years.

Timely advice is critical. We respond to every request for advice within half a day, either with our complete advice or with a timeline on delivery.

Case Study: Our regulatory specialists provided in-depth support to TransGrid during its transition to a new Regulatory Risk Management Framework. Our team advised on the implementation of a modern risk and compliance management system and conducted a business-wide update of regulatory obligations and associated controls.

