

## Module 2:

# Workplace Policies, Compliance, and Ethical Standards

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This module will provide you with essential knowledge on workplace policies, compliance requirements, and best practices to ensure a safe, ethical, and professional approach to sales, customer interactions, and data security at Awaken Energy.

Version 1.0 - May 2025

Welcome to the

# AWAKEN ENERGY

Employee Learning & Development Program

Welcome to Awaken Energy's Employee Learning and Development Program. This program is designed to equip you with the knowledge and skills needed to succeed within your role at Awaken Energy by maintaining the highest standards of compliance and customer care.

A strong workplace culture is built on integrity, respect, and accountability. At Awaken Energy, we are committed to fostering a safe, ethical, and inclusive environment where every employee understands their rights and responsibilities. This module will provide you with the foundation to navigate workplace expectations, uphold professional standards, and contribute to a positive and compliant work environment.

*Let's get started and awaken your potential in energy sales!*

# Anti-Discrimination and Equal Opportunity Policy

Awaken Energy is committed to a workplace free from discrimination, ensuring all employees are treated fairly and respectfully.

## Key Information

- **Workplace Respect:** Treat all colleagues, customers, and stakeholders with fairness, professionalism, and inclusivity.
- **Prohibited Conduct:** No discrimination, harassment, bullying, victimisation, or unfair treatment based on protected attributes (e.g., gender, race, disability).
- **Reporting & Complaints Process:** Report any discrimination, bullying, or harassment to a manager or HR. Complaints will be handled confidentially and without retaliation.
- **Compliance with Australian Laws:** Aligns with the Fair Work Act, Sex Discrimination Act, Racial Discrimination Act, and Disability Discrimination Act.
- **Consequences of Breach:** Violations may result in disciplinary action, including termination.



## Full Policy Link

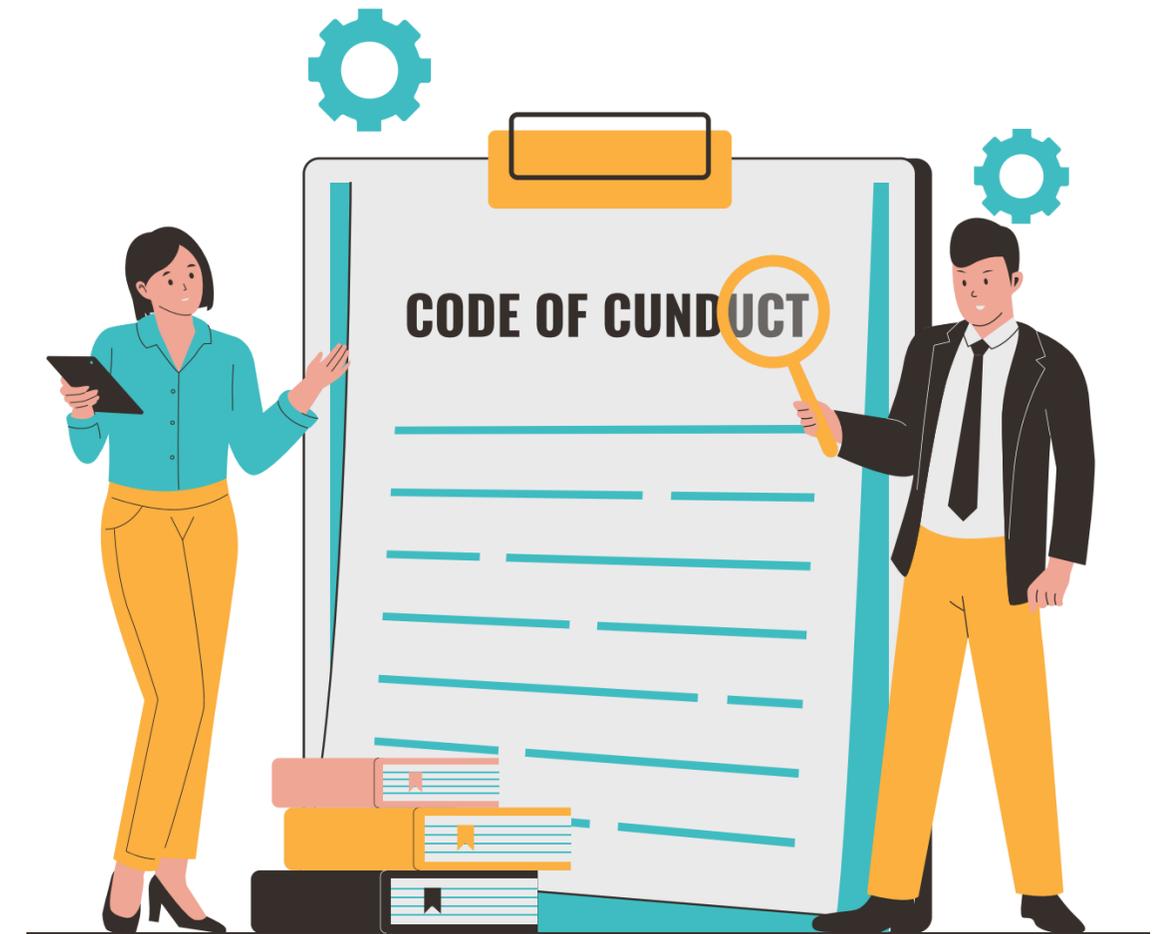
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# Code of Conduct

This policy sets the behavioural and ethical expectations for all employees at Awaken Energy.

## Key Information

- **Integrity & Honesty:** Provide accurate, honest, and transparent information to customers and colleagues.
- **Professionalism:** Maintain a high standard of conduct, treating customers and colleagues with respect.
- **Client Confidentiality:** Keep all customer and business information secure and private.
- **Ethical Sales Practices:** Do not use misleading tactics, high-pressure sales, or deceptive marketing.
- **Accountability:** Take responsibility for your actions. Failure to follow the Code may result in disciplinary action.



## Full Policy Link

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# Compliance Framework

Ensures employees understand and follow all Australian laws related to privacy, consumer rights, and marketing.

## NECF Jurisdictions (NSW, QLD, SA, ACT):

- **National Energy Retail Law and Rules (NERL/NER):** Sets the national standard for customer protections, marketing conduct, and billing in most states and territories.

## Victoria:

- **Victorian Energy Retail Code of Practice:** Outlines obligations for retailers regarding contracts, billing, and customer interactions.
- **Electricity Industry Act 2000 and Gas Industry Act 2001:** Core legislation governing the supply and sale of electricity and gas in Victoria.



## Applies Nationally:

- **Privacy Act Compliance:** Handle all customer data responsibly and in line with the Australian Privacy Principles.
- **Australian Consumer Law (ACL):** Employees must ensure fair, honest treatment of customers in all sales and marketing interactions.
- **Spam Act Requirements:** All marketing must have clear consent and provide a simple opt-out option.
- **General Legal Responsibilities:** Includes compliance with workplace safety, equal opportunity, and anti-discrimination legislation.
- **Enforcement:** Breaches may result in penalties for both the company and individual staff members.

# Steps to Handle a Customer Complaint



## Listen Actively

Acknowledge the issue and let the customer explain their concern.



## Gather Information

Ask clarifying questions and document the complaint.



## Provide a Solution

Offer assistance or escalate the complaint if necessary.

**Step 1**

**Step 2**

**Step 3**

**Step 5**

**Step 4**



## Follow Up

Ensure the customer is satisfied and the issue has been resolved.



## Document the Complaint

Log the case including details of the complaint against the customer profile in the CRM system for tracking.

# Confidentiality Policy

Outlines employee responsibility in protecting sensitive company and customer information.

## Key Information

- **Confidential Information Includes:** Business strategies, customer data, financial reports, and employee records.
- **Data Protection:** Securely store all sensitive information and do not share it with unauthorised individuals.
- **No Unauthorised Disclosure:** Discuss confidential matters only with those who are permitted to know.
- **Reporting Breaches:** Report any suspected confidentiality breaches to management immediately.
- **Consequences:** Breaching confidentiality may lead to disciplinary action, termination, or legal consequences.



## Full Policy Link

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# Cyber Security Policy

Protects Awaken Energy's digital assets and customer information from security threats.

## Key Information

- **Secure Login Practices:** Use strong passwords and multi-factor authentication (MFA) for system access.
- **Device Security:** Keep devices locked, avoid public Wi-Fi for work, and report lost/stolen devices immediately.
- **Phishing & Scam Awareness:** Never open suspicious links or emails requesting login details.
- **Data Protection:** Encrypt sensitive information and only share with authorised personnel.
- **Incident Reporting:** Report security breaches, hacking attempts, or data loss immediately to IT.



## Full Policy Link

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# Data Breach Reporting and Response Framework

Defines how employees should report and respond to data breaches.

## Key Information

- **What is a Data Breach?** Any unauthorised access, disclosure, loss, or compromise of customer or company data.
- **Reporting Process:** Notify IT Security or a manager immediately if you suspect a breach.
- **Containment Measures:** Lock affected accounts, disable compromised systems, and secure backup data.
- **Legal Compliance:** Some breaches must be reported to the Office of the Australian Information Commissioner (OAIC).
- **Preventative Actions:** Regular security training and system updates help prevent breaches.



## Full Policy Link

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# What to Do If You Suspect a Data Breach

Employees must immediately report and contain potential data breaches.

## Key Information



### Step 1

#### Detect the Breach

Recognise unauthorised access, data leaks, or missing files.



### Step 2

#### Contain the Issue

Do not delete anything; immediately log out of compromised accounts.



### Step 3

#### Report the Breach

Notify IT Security or your manager immediately.



### Step 4

#### Investigation Begins

IT Security assesses the extent of the breach and takes corrective action.



### Step 5

#### Follow-Up Actions

If necessary, the company will notify authorities and affected customers.

# Information Classification Policy

Defines how information is classified to ensure secure handling, storage, and access control.

## Key Information

### Classification Levels:

- **Public:** General information that can be shared externally.
- **Internal:** Non-sensitive business information available to all employees.
- **Confidential:** Sensitive business or customer data that requires restricted access.
- **Restricted:** Highly sensitive data requiring strict security controls.
  
- **Data Handling:** Confidential and restricted data must be encrypted, stored securely, and shared only when necessary.
- **Access Controls:** Employees should only access information relevant to their job role.
- **Secure Disposal:** Confidential and restricted data must be securely deleted or shredded when no longer needed.



## Full Policy Link

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# IT Access Control Policy

Protects company systems by ensuring only authorised personnel can access them.

## Key Information

- **Access Restrictions:** Employees only receive access necessary for their role.
- **Authentication Requirements:** Strong passwords and MFA are mandatory.
- **Regular Access Reviews:** IT audits user access to ensure compliance.
- **Remote Access Security:** Employees must use company-approved VPNs for remote work.
- **Immediate Revocation:** System access is removed immediately upon termination.



## Full Policy Link

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# IT Password Policy

Establishes guidelines for creating and managing secure passwords to prevent unauthorised access to company systems.

## Key Information

- **Password Complexity:** Must be at least 12 characters with a mix of uppercase, lowercase, numbers, and symbols.
- **Change Frequency:** Employees must update their passwords every 90 days.
- **Multi-Factor Authentication (MFA):** Required for accessing critical systems such as AWS and Salesforce.
- **No Sharing:** Employees must never share passwords or store them in unsecured locations.
- **Account Lockout:** After five failed login attempts, accounts will be locked and require IT reset.



## Full Policy Link

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# How to Reset Your Password Securely

<b>Step 1</b>	<b>Go to the Password Reset Portal</b>	Use the official IT security page.
<b>Step 2</b>	<b>Create a Strong Password</b>	Follow the company password guidelines (12+ characters, mix of symbols).
<b>Step 3</b>	<b>Enter Your Details</b>	Provide your work email and answer security questions.
<b>Step 4</b>	<b>Enable Multi-Factor Authentication (MFA)</b>	Set up an authentication app if required.
<b>Step 5</b>	<b>Log In &amp; Test</b>	Ensure your new password works before closing the reset page.



# Maintaining Accurate Records of Customer Interactions

Ensures customer interactions are properly recorded for compliance, dispute resolution, and service quality.

## Key Information

- **Documentation Standards:** All calls, emails, and live chats must be recorded in the CRM system.
- **Retention Periods:** Customer records must be stored securely and retained as per company guidelines.
- **Accuracy & Compliance:** Employees must ensure records accurately reflect customer interactions.
- **Security & Access Control:** Only authorised personnel can access customer records.
- **Audit & Quality Assurance:** Regular audits ensure records are accurate and compliant.



## Full Policy Link

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# Marketing & Media Policy

Ensures employees follow ethical marketing practices and comply with consumer protection laws when promoting services.

## Key Information

### Advertising Ethics:

- No misleading claims about energy savings, pricing, or product benefits.
- No deceptive high-pressure sales tactics—customers must make informed decisions.

### Social Media Use:

- Only authorised employees may post about Awaken Energy services online.
- Personal accounts must not misrepresent company offerings.

### Customer Data & Consent:

- Do not store or use customer contact details for marketing without consent.
- Marketing emails and SMS must have an opt-out option (Spam Act).

### Handling Customer Complaints:

- All marketing complaints must be logged and handled appropriately.
- If a customer feels misled, the issue must be escalated immediately.

## Full Policy Link

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# Performance Management and Disciplinary Action Policy

Outlines expectations for employee performance and the disciplinary process for policy violations.

## Key Information

- **Performance Expectations:** Employees must meet job performance benchmarks.
- **Performance Improvement Plans (PIP):** Employees underperforming will receive a structured improvement plan.
- **Disciplinary Actions:** Can include verbal warnings, written warnings, final warnings, and termination.
- **Employee Rights:** Employees can appeal disciplinary actions through an internal review process.
- **Fair Process:** Managers must provide clear feedback before disciplinary steps are taken.



## Full Policy Link

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# Physical Security Policy

Outlines security measures to protect company assets, facilities, and sensitive information.

## Key Information

- **Access Control:** Only authorised employees may enter restricted areas using company-issued ID badges.
- **Device Security:** Laptops and mobile devices must be password-protected and securely stored when not in use.
- **Visitor Management:** Visitors must be pre-approved, signed in, and escorted in restricted areas.
- **Incident Reporting:** Report unauthorised access, theft, or suspicious activity to management immediately.
- **Compliance:** Employees must follow all security protocols to prevent data breaches and loss of company property.



## Full Policy Link

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# PII & Privacy Risk & Mitigation 2025

Ensures employees understand the risks of mishandling personally identifiable information (PII) and how to mitigate them.

## Key Information

### Common Risks & Mitigations:

- **Unsecured storage:** Always store customer data in encrypted systems (e.g., Salesforce).
  - **Weak passwords:** Use multi-factor authentication (MFA) to prevent unauthorised access.
  - **Phishing attacks:** Do not click on suspicious links or share login details via email.
  - **Unauthorised data access:** Access to PII is granted on a need-to-know basis only.
- 
- **Handling PII Safely:** Only collect, store, and process PII when necessary and with customer consent.
  - **Employee Responsibility:** If unsure, seek guidance on proper data handling procedures.
  - **Reporting Security Issues:** Immediately report any potential breaches or unauthorised access to IT.



## Full Policy Link

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# Privacy Policy

Outlines how Awaken Energy collects, stores, and protects customer data in compliance with Australian privacy laws.

## Key Information

- **Types of Data Collected:** Includes customer contact details, payment information, and energy usage data.
- **Purpose of Collection:** Data is used only to provide services, improve offerings, and meet legal obligations.
- **Sharing of Data:** Customer data will not be shared with third parties without consent, except when legally required.
- **Compliance:** This policy aligns with the Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs).

## Employee Responsibilities:

- Do not store or transfer customer data to personal devices.
- Always verify customer identity before discussing private information.

## Full Policy Link

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# Record Retention Policy

Defines how long different types of records should be retained and how they should be securely disposed of.

## Key Information

### Retention Periods:

- *Employee Records*: 7 years after termination.
- *Customer Data*: Retained until no longer needed for service purposes.
- *Financial & Tax Records*: 5–7 years as per ATO regulations.
- *Marketing Consent Records*: 7 years under the Spam Act 2003.

### Secure Disposal:

- *Physical Records*: Must be shredded or incinerated.
- *Digital Records*: Must be permanently deleted using secure data removal methods.
- **Employee Responsibility**: Do not delete or remove company records without approval.
- **Compliance**: Failure to comply may result in legal consequences or fines.

## Full Policy Link

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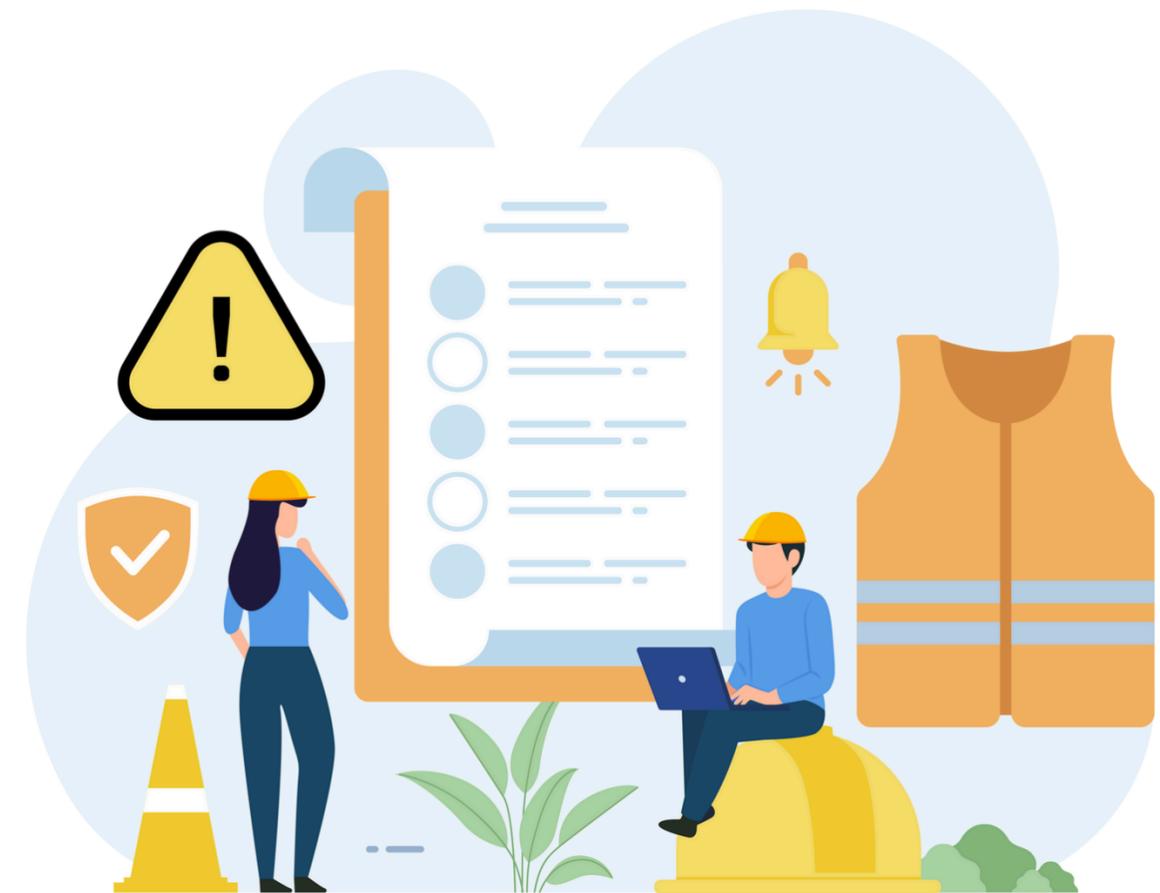


# WHS Training – Door-to-Door Sales

This training ensures door-to-door sales staff understand workplace health and safety risks, safe work practices, and compliance with WHS laws.

## Key Information

- **Personal Safety & Public Interactions:** Assess risks in unfamiliar locations and disengage from aggressive customers.
- **Travel Safety:** Follow road safety laws, avoid distractions, and ensure your vehicle is roadworthy before travel.
- **Workplace Risks:** Be mindful of slips, trips, falls, weather conditions, and carrying sales materials safely.
- **Incident Reporting:** Report workplace incidents, injuries, hazards, and near misses to management immediately.
- **WHS Compliance:** Complete required safety training, follow all WHS procedures, and participate in regular safety discussions.



## Full Policy Link

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# How to Report an Incident at Work



## Step 1

**Identify the Incident**  
Recognise injuries, hazards, or near misses.



## Step 2

**Ensure Immediate Safety**  
Move to a safe area if needed and seek first aid if required.



## Step 3

**Report the Incident**  
Notify your manager or WHS representative immediately.



## Step 4

**Document the Incident**  
Complete the incident report form (time, location, people involved).



## Step 5

**Follow Up**  
Management will review and implement safety improvements.

# Workplace Behaviour and Harassment Policy

Ensures a respectful workplace free from bullying, harassment, and discrimination.

## Key Information

- **Expected Behaviour:** Employees must treat colleagues, customers, and stakeholders with respect.
- **Zero Tolerance for Harassment:** Includes verbal, physical, and sexual harassment.
- **Reporting Procedures:** Report incidents immediately to HR or management.
- **Confidentiality in Reporting:** Complaints will be handled discreetly with no retaliation.
- **Consequences:** Harassment may lead to termination or legal action.

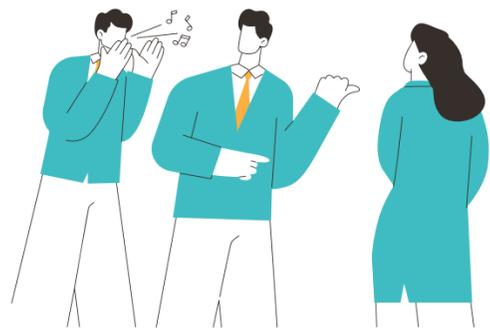


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# How to Report Workplace Harassment Discreetly & Safely



## Step 1

**Identify the Behaviour**  
Determine if the action is harassment, discrimination, or bullying.



## Step 2

**Document the Incident**  
Record dates, times, and any witnesses.



## Step 3

**Report Confidentially**  
Speak to HR, your manager, or use a formal complaint channel.



## Step 4

**Investigation & Response**  
HR will review the case and take necessary action.



## Step 5

**Follow Up & Protection**  
The company will ensure no retaliation against complainants.

# Workplace Health & Safety (WHS) Policy

Ensures a safe work environment for all employees and compliance with WHS laws.

## Key Information

- **Hazard Identification:** Employees must assess risks before starting work and report unsafe conditions.
- **Incident Reporting:** All workplace injuries and near misses must be logged immediately.
- **Safe Work Practices:** Follow WHS guidelines for manual handling, extreme weather, and working in public areas.
- **Training & Awareness:** WHS training is mandatory and refreshed regularly.
- **Compliance:** Aligns with the *Work Health and Safety Act 2011* and state regulation



## Full Policy Link

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# Employment Policy Acknowledgment Form

Ensures employees acknowledge and agree to follow all workplace policies.

## Key Information

- **Mandatory Agreement:** Employees must sign the acknowledgment form as part of their onboarding.
- **Policies Covered:** WHS, Code of Conduct, Anti-Discrimination, Cyber Security, Confidentiality, and more.
- **Ongoing Responsibility:** Employees must stay informed about policy updates and comply at all times.
- **Failure to Comply:** Violating policies may result in disciplinary action.



## Full Policy Link

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# Workplace Policies Workbook

Test your understanding of Awaken's key workplace policies, ethical expectations, and your responsibilities around privacy, behaviour, and compliance.





We hope this training has helped to awaken your enthusiasm and energise your potential as you step into your roles in the energy sales industry. Your passion is the spark that will drive our success at Awaken Energy, lighting the way to a brighter, more sustainable future. Embrace the journey and let your energy shine!