

Competition and Consumer Law Compliance

Lion's competition and consumer law compliance program demonstrates the continuing commitment of our Board and senior management to maintaining strong awareness and understanding of these laws. The key components of the training program include:-

- A custom built online training module which uses hypothetical case studies relevant to our business
- *The Ropes - Competition and Consumer Law Guide*, which includes our competition and consumer law compliance policy
- *The Golden Rules* – a quick competition and consumer law reference document for Australia and New Zealand
- A intranet portal where team members can readily access competition and consumer law resource materials
- Tailored face-to-face competition and consumer law training and discussion sessions with specific teams in our business. This helps reinforce the online training and helps team members better understand their legal obligations in specific contexts. Face-to-face training sessions also provide an opportunity for discussion of specific issues or questions in a group learning environment

The competition and consumer law program compares favourably with 19600:2014 Compliance Management – Guidelines, which is the relevant standard for compliance programs. It's assessed each year and performs well against the Guidelines' principles of compliance. In addition, we regularly assess and review the program's effectiveness and update and improve it when required.