

ADVOCACY

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# ACAPMA

## Retail Compliance Program Assisted Compliance Audit



## About ACAPMA's Retail Compliance Programs

In response to calls from the industry to assist businesses in achieving best practice compliance in the areas of employment, safety and environment, ACAPMA has developed two retail compliance programs: CPP and CPP+.

Both CPP and CPP+ provide the confidence of an annual 'Assisted Compliance Audit' into these areas. CPP+ takes the program one step further by adding access to the online '*Petroleum Convenience Compliance Training for Console Operators (PCC)*' course.

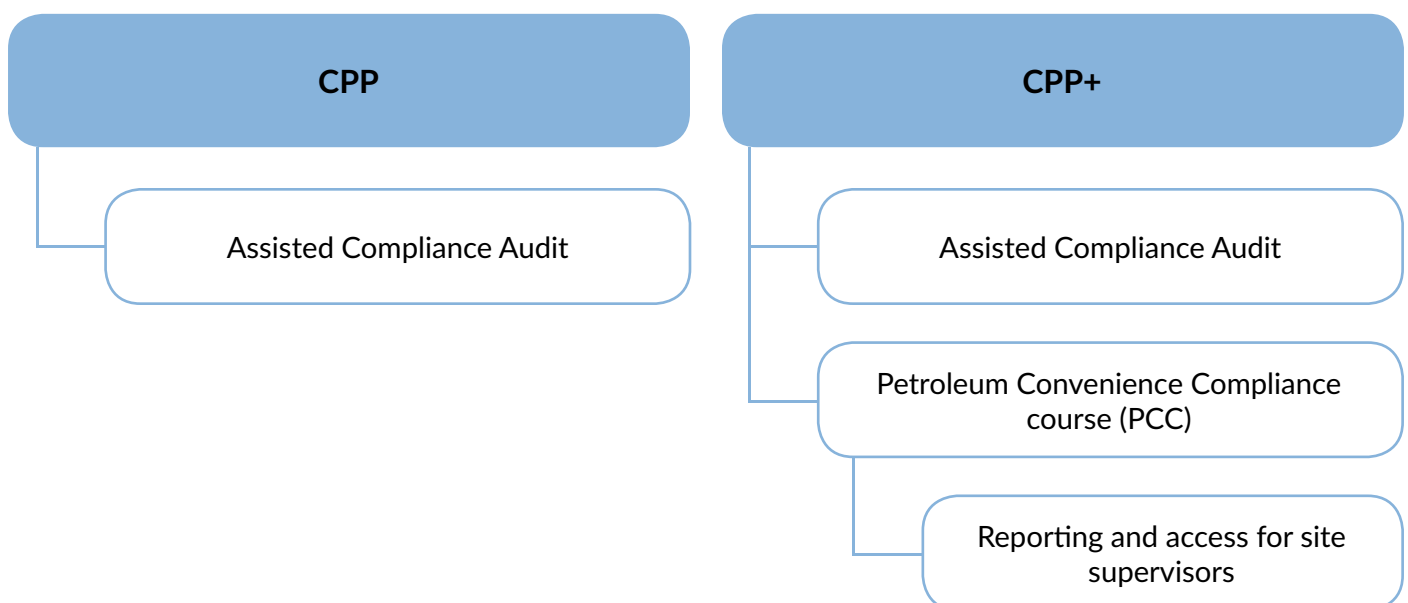
These programs provide retail fuel operators with confidential assistance in identifying the gaps in their own compliance, and more importantly, providing the templates and support required to close those gaps.

Under CPP+ all staff at the retail sites can undertake the PCC course as many times as required each year, this allows for staff turnover at no additional cost.

In an environment of increasing and changing compliance pressures, CPP and CPP+ offer confidence in the management of risks within their business.

Each business that participates in the Assisted Compliance Audit is provided with 'certification of completion' which can aid with demonstrating management of compliance obligations under commercial and branding agreements.

Participation in the CPP and CPP+ is priced based on the number of retail sites operated.





## Assisted Compliance Audits

ACAPMA provides the Assisted Compliance Audits, an industry specific auditing services developed to allow fuel retail businesses to identify compliance requirements and receive professional advice, support and customised resources to address compliance gaps, resulting in a strengthened ability to demonstrate compliance to external parties.

The Audits focus on in-depth analysis of employment compliance, as well as higher level best practice based safety, environmental, tobacco, food safety and other fuel specific compliance areas.

The Audits are voluntary and as such there are no penalties issued for non-compliance areas identified, rather the process is a confidential undertaking where ACAPMA, as an employer organisation, provides participants with information, assistance and customised resources required to close any compliance gaps identified and achieve and demonstrate compliance in the future.

“ ACAPMA is an employer organisation, and under the law we are tasked with helping our members achieve compliance in their business. We are a safe place to say “I don’t know”, “I don’t have that” or “I think I have done this wrong”, where members do not receive judgment or penalties for getting it wrong, they receive the support and assistance they need to address the issue and put into place systems to ensure that compliance gaps are addressed. ACAPMA is, in short, your Compliance Partner. ”

- Elisha Radwanowski BCom (HRM & IR),  
Executive Manager for Employment and Training,  
ACAPMA

### Audit overview

Enrolment

Logins and Passwords issued

Information and Evidence upload

Document review and gap analysis

Audit meeting

Review and rectification

Audit Participation Certificate

## How does the Audit take place?

When a retail fuel site applies to participate in the Audits, they are set up with a login to the on-line audit platform. The system will request information in the form of questionnaires and will request the site to upload documents as evidence (file, scan or photo)

ACAPMA then reviews the form and documents requested and identifies any compliance gaps and creates the Gap Analysis and Resources for the site.

This remote desktop audit is followed by the Audit Meeting, a teleconference that explores the gaps and the resources and recommendations.

The Audit Meeting is followed by a Review and Rectification period, allowing the site to use the resources provided to close identified gaps and resubmit new documents for review.



## Scope of the Assisted Compliance Audit

### Employment

Engagement documents

Pay slips

Wage rates

EFT

Superannuation

Business policies

Training registration

Performance management system

Visa restriction management system

Rights and responsibility communications

### Safety

Risk, hazard and response training

Manifest box contents

Emergency response planning

Dangerous goods registration

Contractor management system

Incident Reporting

Safety Data Sheets

Return to work system

High risk operation management

### Environment

Environmental Protection Agency registration

Groundwater monitoring

Loss monitoring

Fuel delivery documentation

### Tobacco

Licensing

Display restrictions

Sale restrictions

Staff restrictions

### Food Safety

Food safety management system

Supervisor training

Handler training

### Other

Fuel price transparency compliance

## Outcomes of the Assisted Compliance Audit

After the Review and Rectification period, the Audit Participation Certificate is provided to the site. This document indicates the participation of the site in the program and identifies only the compliance gaps that remain open at the end of the audit process.

For example:

If a gap is identified as part of the audit, and is closed by the site through the use of resources provided and the resubmission of documents to ACAPMA, then the gap is considered closed and no gap is recorded on the Audit Participation Certificate.



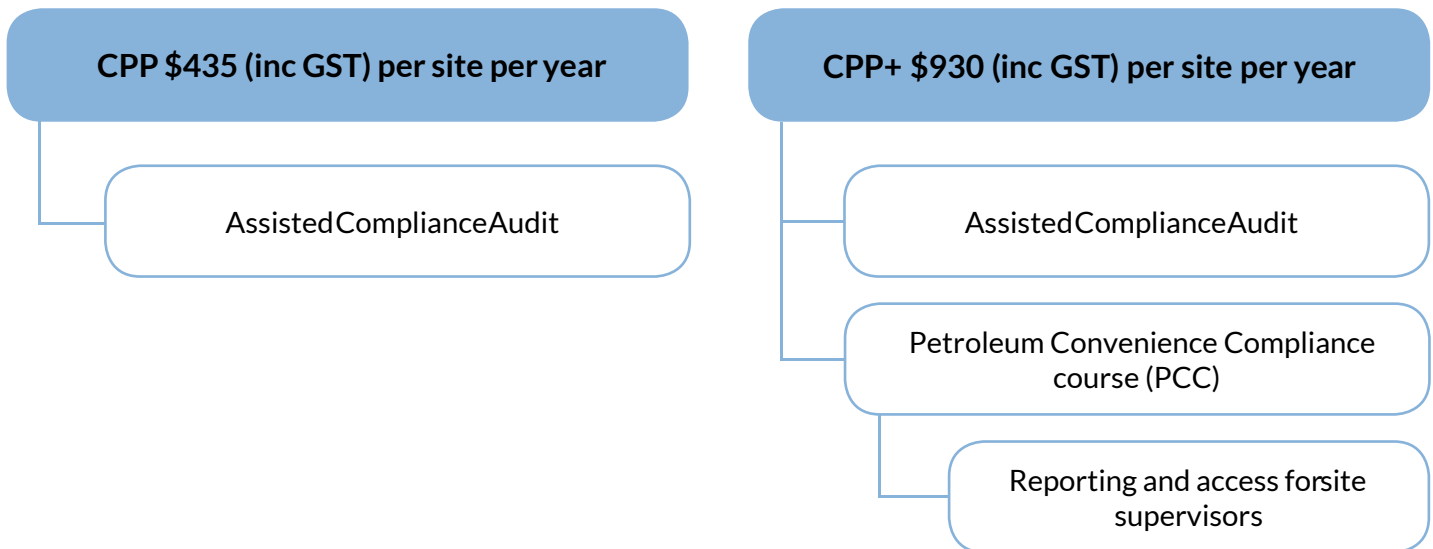
## Cost of the Assisted Compliance Audit

Due to the extensive instruction that is provided by ACAPMA to each business, the Audit is only offered to ACAPMA Members.

Under the Compliance Partner Program, the Assisted Compliance Audits are available as a stand-alone product (CPP) or in a bundle with the online ACAPMA console operator training - the *Petroleum Compliance Course* (CPP+).

## Further information

Further information on the operation of the Assisted Compliance Audit program can be sought by contacting ACAPMA on 1300 160 270 or sending an email to [communications@acapma.com.au](mailto:communications@acapma.com.au).



# ASSISTED COMPLIANCE AUDIT APPLICATION FORM



## Application Form

Please print these pages, fill and return to [communications@acapma.com.au](mailto:communications@acapma.com.au).

Business Name

ABN

Street Address

State

Postcode

Contact Name

Contact Email

Contact Phone

On behalf of the business listed above, I am applying for the following program:

number of retail sites to participate in

**Compliance Partner Program (CPP)**

> Assisted Compliance Audit

**\$435 inc GST per site per year**

**Compliance Partner Program + (CPP+)**

> Assisted Compliance Audit

> Petroleum Convenience Compliance course (PCC)

> Reporting and access for site supervisors

**\$930 inc GST per site per year**

The details for these sites are provided below.

I understand that access to the program is on a per site per year basis and that access will be automatically renewed on anniversary and the business will be re invoiced.

I understand that myself, or another such representative of the business, can withdraw from the program by submitting a request to withdraw to [communications@acapma.com.au](mailto:communications@acapma.com.au).

I understand that each annual access period, or part therefore, will be invoiced and paid in full unless withdrawal from the program is submitted in writing prior to the commencement of the renewal date.

Contact Signature

Date



## Confidentiality, Privacy and Data Collection

The information collected as part of the Audit process may be subject to Privacy Laws. All such information will be collected, used, stored and destroyed as per the ACAPMA Privacy Policy. All personal information will be held confidential at all times. ACAPMA will not provide the detailed Gap Analysis to any person, other than at the direction of the business commissioning the Audits. ACAPMA will not disclose any compliance gaps identified to any person, other than at the direction of the business commissioning the Audits. ACAPMA does collect aggregated data on compliance issues across the industry, all site, business and personal information are removed prior to such aggregation.

ACAPMA may provide Audit enrollment and completion details (showing business and site name, date enrolled and date completed) to third parties on a case by case basis.

## Disclaimer

While the Assisted Compliance Audits are undertaken with all due professional care, they are voluntary, remote, desktop audits only, and as such cannot give a guarantee of compliance within any business, due to the limited visibility that ACAPMA has. Detailed information is provided as part of the Audits, on what is reviewed and the gaps identified.

## Site Details

### Site #1

Site Name

Street Address

State

Postcode

Site Manager Full Name

Site Manager Email

### Site #2

Site Name

Street Address

State

Postcode

Site Manager Full Name

Site Manager Email

# ASSISTED COMPLIANCE AUDIT APPLICATION FORM



## Site #3

Site Name

Street Address

State

Postcode

Site Manager Full Name

Site Manager Email

## Site #4

Site Name

Street Address

State

Postcode

Site Manager Full Name

Site Manager Email

## Site #5

Site Name

Street Address

State

Postcode

Site Manager Full Name

Site Manager Email

Please provide additional site details as a separate attachment if required