



CleanTech
ENERGY

CleanTech Energy Pty Ltd
Gas Retail Licence Application
Essential Services Commission - Victoria

April 2021

Appendix B

Public version



CleanTech
ENERGY

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1. General Information – The Applicant

1.1 Name of applicant

CleanTech Energy Pty Ltd (CTE)

1.2 Legal identity of applicant

ABN: 26 603 595 704

ACN: 603 595 704

1.3 Contact details and address of the applicant

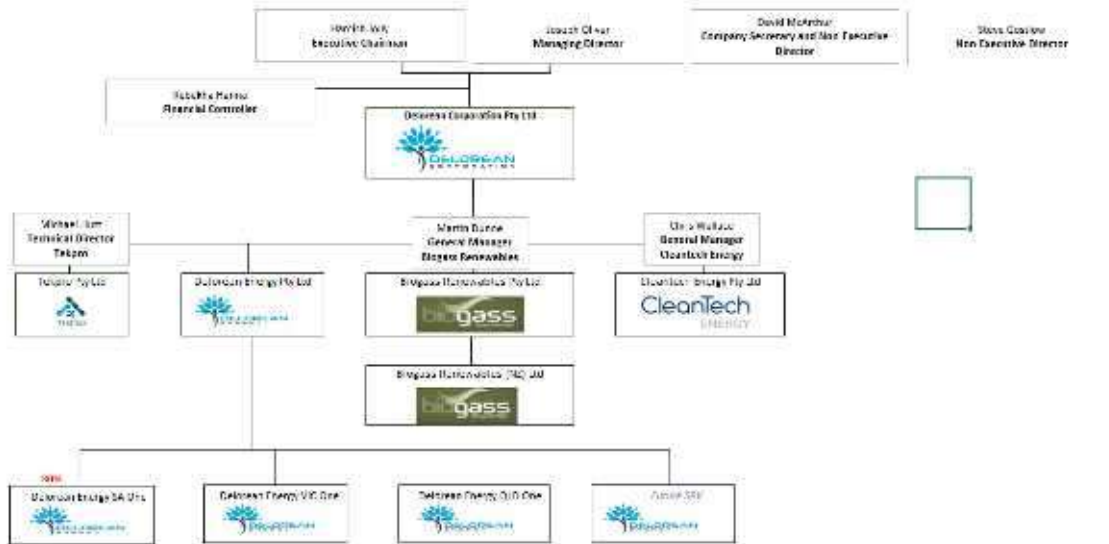
Ground Floor,
U1, 1205 Hay Street
West Perth WA 6005

Address for correspondence:

PO Box 262, West Perth WA 6872

1.4 Diagram of corporate and organisational structure:

a. Delorean Corporation Organisational Structure

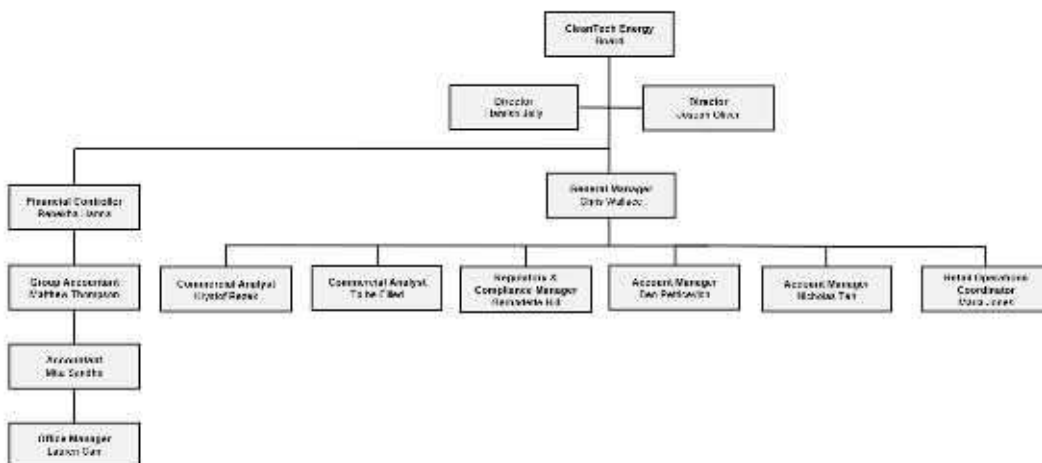


b. CleanTech Energy Organisational Structure

See Attachment CleanTech Energy Company Registration



**CleanTech Energy Pty Ltd
 Organisational Structure**



CTE Key Personnel by Business Unit
2 Directors
2 Non-Directors
1 General Manager
1 Wholesale Commercial Advisor
1 Retail Commercial Analyst – to be filled
1 Operations
2 Sales
1 Regulatory & Compliance
3 Accountants
1 Indirect Channels

Summary of skills and experience of directors, senior managers and other key personnel, and relevance of those skills and experience to CleanTech Energy's ability to operate its business. The staff that will be involved in the performance of functions under the Retail Licence have a range of experience in the energy industry and have been heavily involved in CleanTech Energy's activities in the Western Australian electricity/gas market, as well as experience with other electricity/gas retailers who operate in Victoria and relevant industries. This includes development of the electricity/gas market in Victoria, systems and process experience, regulatory markets and strong business development.

CleanTech Energy believes the skills and experience of our personnel means it is well placed to successfully carry out its activities under the Retail Licence and comply with all regulatory obligations.

A summary of the qualifications and experience of relevant CleanTech Energy directors, non-directors, senior managers and key personnel is provided below.

Hamish Jolly, Director - Executive Chairman

Hamish is responsible for the future direction, risk mitigation, and opportunity maximisation of CleanTech Energy. He brings decades of local experience in various sectors to the company. A Chartered Accountant (ACA), Hamish's career is in executive management (to CEO level) around commercial strategy, innovation and commercialisation, investment analysis, project management, banking, IT and environment. Hamish consulted as the National Chief Executive Officer of Greening Australia, Australia's largest environmental NGO, having undertaken the role of Chief Executive Officer of Greening Australia Western Australia for 3 years to 2011.

Hamish has 20 years of professional services includes his role as a Consulting Director of global firm where he was part of the leadership team.

Joseph (Joe) Oliver, Managing Director

Joe is responsible for liaising with and developing new renewable electricity generation facilities. Holding a Higher National Certificate in Electrical and Electronic Engineering, Joe was recruited from

the United Kingdom due to his previous experience in project managing the construction of renewable energy power plants across Europe.

Joe has extensive experience in project management, business development, sales, managing cash flow, optimisation of company efficiencies' which will assist in managing company risks assisting in the safe growth of CleanTech Energy.

Steve Gostlow, Non-Executive Director

Steve has over 20 years' experience in the waste management industry. Steve was Managing Director of Tox Free Solutions Ltd (Toxfree) for 16 years with overall responsibility for strategic growth, employees and operations. During Steve's tenure as Managing Director he developed Toxfree into one of Australia's largest waste management companies.

David McArthur, Non-Executive Director and Company Secretary

David McArthur has assumed the dual roles of Non-Executive Director and Company Secretary of the Company.

David has a Bachelor of Commerce Degree from the University of Western Australia and is a Chartered Accountant, with over 30 years' experience in the accounting profession.

David has worked for a major international accounting firm, as well as been actively involved in the

Chris Wallace, General Manager

Chris has worked in the energy industry for over 13 years and from 2006 until 2016 worked for two large electricity / gas retailers who hold licenses to supply to residential, small and large-use customers. Chris has a Graduate Diploma Business Administration and Master of Business Administration and Management from Griffin University.

Chris worked for just over 6 years for AGL in various roles across the retail and merchant energy. Roles included Team Leader Sales and Service, Account Manager Major Customers and Business Development Manager, Merchant Energy. Chris' experience in managing teams in a retail sales and service environment, negotiated retail and wholesale contracts for electricity, gas and renewables developed trading and origination strategies and signed long term PPA's for the output of renewable asset.

Krystof Rezek, Commercial Analyst

Krystof has a Bachelor of Business, majoring in Economics and Finance and has been working for CleanTech Energy for 4 years. As a Commercial Analyst, Krystof is responsible for forecasting, commercial and financial analysis, and risk assessment.

Krystof is also responsible for the administration of market operation requirements and price and forecasting analysis and currently responsible for the billing of all CleanTech Energy customers.

Ben Petricevich, Business Account Manager

Ben has over 10 years' experience in sales roles where he has managed large portfolios of customers which ranged from commercial to government sectors to which he managed customer contracts, supplier contracts and also customer complaints. Working in government sectors which is highly regulated the skills Ben brings will assist CleanTech Energy in operating our business.

Ben has an aviation degree and has a very technical mind and has a strong background in client, account management, retention and customer service, sales and had over 10 years working in aviation, real estate and the hire industry. Ben is fully aware on ensuring that positive results and customer satisfaction are imperative and is accustomed to going above and beyond to exceed client's/customers' expectations.

Maria Jones, Retail Operations Co-ordinator

Maria has a Diploma in Business and Management and is currently in her second year completing a bachelor in business law.

Maria has only recently commenced with CleanTech Energy and is looking after all operational functions. Previously Maria has managed general administration, document control, customer service, payments, debt management, dispute resolution, billing, data entry and a range of experience that can be used in her current role.

Bernadette (Bee) Hill, Regulatory & Compliance Manager

Bernadette has 19 years' experience working in the energy market in WA with Alinta Energy and two of those years were managing National Compliance Reporting for the East / West Coast Markets. Bernadette was then the Manager Customer Advocacy for a further two years managing a team in Victoria and a team in Western Australia who looked after hardship customers and ombudsman complaints and all the team worked across all jurisdictions.

Whilst working for Alinta Energy Bernadette had the opportunity to work across many areas of the business dealing with residential, small and large use business customers, and which included the following: billing, credit, payments, complaints, managing hardship/ombudsman complaints with EWOV, and also worked with financial counsellors in both the East and West Coast markets.

Rebekha Hanna – Financial Controller

Rebekha joined CleanTech Energy in July 2019 and is CPA qualified and joins CTE from UGL – an engineering, construction and maintenance services company and part of CIMIC Group – one of the world's largest contractors.

Prior to that Rebekha held Finance Manager/Financial Controller roles for two groups of companies of similar size and growth as CleanTech Energy – one in multi-services and the other in subsea technologies. This is supported by a Tax Accountant role with national firm Crowe Horwath.

Rebekha is also completing a Master of Applied Finance majoring in Corporate Finance and Financial Analysis which will be complementary to our existing skills and corporate growth plan.

Matthew Thompson – Group Accountant

Matthew, a Chartered Accountant, studied a Commerce Degree in Accounting and Small Business. He has recently come onboard with CleanTech Energy due to our recent growth in WA.

Previously, Matthew worked as a group accountant for the Kargotich Group as their Group Accountant while studying a graduate diploma in Governance. Previously, he spent seven years with PKF Chartered Accountants in a senior business services role

Matthew brings strong financial oversight and analytical skills to inform stakeholders of key trends and financial performance which will assist in the NEM market.

Aasmita (Mita) Sandhu - Junior Accountant

Mita has a degree in Accounting and Business Law and recently joined CleanTech Energy after excelling at an internship with Delorean Corporation.

Mita manages account receivables and payables, records and keeps track of transactions, admin, website updates, booking travel arrangements, assists group accountant with monthly preparation of end of month reporting, reconciliations and also assists in all other areas of the CleanTech Energy business.

See Appendix D

1.5 The Licence

a. Date from which licence is sought - August 2021

b. Nature and scope of operations:

b. CleanTech Energy is applying for a Licence to sell Gas under the Gas Industry Act 2001(Victoria). We seek to retail to Gas customers >1 TJ - large use customers.

CleanTech Energy is a fully owned subsidiary of ASX Listed, Delorean Corporation Limited (DEL). Delorean Corporation is developer, owner and operator of waste to energy facilities. The technology takes organic and food waste and processes in an anaerobic digester producing a biogas. The biogas can then be utilised to fuel power generation or put through a secondary process that allows the Biogas to be injected directly into the gas market.

The process diverts waste from landfill and decreases the release of carbon intense emissions direct to atmosphere. This process has a net positive impact on the environment and aligns with international and Australian abatement standards and programs. Discussions with market participants and retail customers about our biogas technology has led us to now plan to be able to supply biogas through wholesale/retail supply arrangements across the National Energy Market.

See Appendix C – Business Case

2. Technical capacity

2.1 Experience and knowledge of the industry:

a. manage wholesale exposure:

CleanTech Energy has commenced the registration process with AEMO as a market participant (retail) in the Wholesale Gas Market (DWGM). The business has experience in dealing with AEMO's B2B process in the WEM and will apply this knowledge to implementing a solution for the Victorian region.

It is expected that as we develop our products and the potential for 0 "green gas" product that we will recruit expertise to the business to manage the wholesale exposure and gas transport to in preparation for contract start dates and to ensure that CleanTech Energy can fulfil our obligations to be a gas retailer in Victoria.

CleanTech Energy has engaged with Energy Safe Victoria as to the requirements around a Gas Safety Case.

Austraclear – CleanTech Energy is a current user of the Austraclear system and has been using this system since 26 July 2015 for the West Australian Electricity Market.

b. market to customers:

CleanTech Energy is currently operating a personalised account management service model for our existing business customers in Western Australia. The personalised service ensures all customer enquiries and market interactions are actioned by our current team or a dedicated account manager.

CleanTech Energy will outline the service offerings to each individual customer:

- Customer obligations
- Retailer obligations
- Explicit informed consent
- Onboarding process
- Document retention
- Dedicated Account Manager
- Pricing information and options
- Contract terms (include terms & conditions of contract, termination provisions)
- Meter reading schedule and / estimation arrangements
- Billing period, how bills are issued, content of bill, basis of bills
- Contact details (billing, payments, complaints etc)
- Payment (terms of payment, methods of payment, advance payment late payment, instalments, concessions)
- Termination of supply

- Reconnection of supply (customer obligations, timeframe to reconnect, charges)
- Complaint's handling and dispute resolution process (retailers obligations, customers rights)

c. bill customers – CleanTech Energy has established a comprehensive billing system Salesforce, and all payment and credit and collections functions are managed through Xero.

SALESFORCE

- End to End sales management services and operational resources to assist with all billing and collection activities
- Bill cycle management
- Bill design and presentment
- Billing and payment exception management
- Onboarding customers
- Business processes for managing billing, payments and collections
- Coordination of bill printing and dispatch
- Refunds management
- A range of billing and payment options
- Life support customers
- Exception reporting
- Reporting on all customer data
- CTE will provide the following information to customers:
 - Welcome pack
 - Customer contract including pricing and payment terms
 - Customer obligations
 - Pricing information
 - Billing information
 - Payment terms and methods of payment and payment channels
 - Complaints management and dispute resolution procedures
 - Account manager information

d. manages connection and disconnection processes: - (SALESFORCE & XERO)

- Well established business process for managing connection and disconnection processes.
- Credit management workflow
- Disconnection policy

e & f manage customer complaint and dispute resolution: (SALESFORCE)

CleanTech Energy will use its current back office function's to provide customers with high quality, and expert customer service. CTE currently operate in the WA Electricity market so an understanding and knowledge of the industry already exists.

When any new CTE team member is hired they are required to understand the following:

- CTE has a complaint handling policy and all staff are trained to ensure they are compliant with the following and that customers complaint /dispute is managed in a timely, efficient and courteous manner.
 1. Complaints and Dispute Resolution Policy
 2. Complaints Procedure -
 3. Complaints Register to assist in the identification of the nature of complaints and if

- there is a systemic issue
4. CleanTech Energy is currently a member of the Energy Ombudsman – EWOWA and intends to become a member in ALL states if/when we have customers within that jurisdiction
 5. Privacy and Credit Reporting Policy

g. complies with regulatory reporting requirements:

The General Manager and Regulatory & Compliance Manager are the nominated business members responsible for the development of appropriate operational procedures and other measures to ensure that CleanTech Energy complies with regulatory obligations.

The Regulatory & Compliance Manager is responsible for the preparation and submission of compliance reports to the relevant

Attachment reference:

Appendix D Corporate Structure

Appendix E Complaints & Dispute Resolution

Appendix F Internal Complaints Procedure

Annexure 1 Complaints Register

See attached – Standards Complaints Handling and Dispute Resolution Policy AS/NZS 10002:2014 Guidelines for complaint management in organisations

Appendix G Disconnection Policy

Appendix H Privacy and Credit Reporting Policy

Appendix i Life Support Policy

Risk management

CleanTech Energy have established a risk policy that has been externally reviewed by an independent lawyer. CTE recognises that risk cannot be totally eliminated, and a framework has been established to guide the team on how best to mitigate risk and minimise the severity and impact. A Risk Assessment is used to review the major compliance areas in the retail gas market which includes disruption of supply.

The Risk Management Strategy sets out details of the organisational procedures for designing, implementing, monitoring, reviewing and continually improving risk management throughout the business. This is supported by our Risk Register which will be used to identify, record, and categorise risks. Any potential risks will be evaluated against a rating criterion to be assessed, and measures will be put in place to deal with risk accordingly.

The Risk Management Strategy has also been endorsed by the General Manager and Directors of CleanTech Energy and aligns with the Risk Management Principles and Guidelines AS/NZS 31000:2009.

Attachment reference:

Appendix J Risk Management Strategy

Annexure 2 Risk Register

Risk management principles and guidelines AS/NZS ISO 31000:2009

2.2 Registration with the Australian Energy Market Operator

CleanTech Energy has commenced the application process to be a Gas participant with AEMO.

2.3 Licences held in other Australian jurisdictions

CleanTech Energy are a registered market participant and electricity retailer in Western Australia who hold an electricity retail licence, ERL24, for the retail of electricity of large use and small-use business customers in South West Interconnected System (SWIS), Western Australia. The licence was issued on 18th of August 2015 and was amended to allow CleanTech Energy to supply electricity to small-use business customers on 4th May 2018.

CleanTech is also a registered Market Generator with AEMO (referred to as CTE) from 26th June 2015 in Western Australia for the BIOGAS01 facility.

CleanTech Energy received approval from the AER licence on the 24th February 2020 to retail to Electricity Small and Large Market customers in South Australia, New South Wales, Australian Capital Territory, Tasmania and Queensland.

On 9th December 2020 CleanTech Energy also received approval by the ESC in Victoria to retail to Electricity Medium and Large use customers.

- ERA – ERL24 – Electricity
- AER – E20001 – Electricity
- ESC – ER05 – 2020 – Electricity

2.4 Previously unsuccessful licence applications in other Australian jurisdictions

CleanTech Energy has not previously had an unsuccessful Licence application in Victoria or any other jurisdiction.

2.5 Licences held by associates of the applicant

No associates of CleanTech Energy Pty Ltd have held license's in Victoria or any other jurisdiction.

2.6 Compliance Management

CleanTech Energy is committed to maintain a culture of compliance to all laws, policies, procedures, regulatory frameworks and organisational requirements applicable to its roles as an energy retailer. This includes finance, reporting, employment, right to information and privacy law.

The purpose of this policy is to:

- outline CleanTech Energy's key categories of compliance obligations
- set out CleanTech Energy's compliance management objectives in all its organisations maintaining a culture of compliance and to clearly promote a positive compliance culture with all employees in relation to meeting its compliance objectives and risks: and
- document a clean plan to identify and monitor all compliance obligations, including those imposed on authorised retailers.

This policy aligns with the principles and requirements set out in ISO 19600:2014 Compliance Management System Guidelines and has been endorsed by the CleanTech Energy's Directors and General Manager.

The Compliance and Risk Management Committee is focused on regulatory compliance and business risk. The committee will meet regularly to review current regulatory compliance, reporting obligations applicable to our retail energy business and will have them recorded in compliance obligations register.

Non-Compliance:

All non-compliance needs to be appropriately reported. While the reporting of systemic and recurring problems is particularly important a one-off non-compliance can be of equal concern if it is major or deliberate. Even a small failure may indicate serious weakness in the current process and compliance management system. If not reported in a timely manner it can lead to a view that the failure does not matter and can result in such a failure becoming a systemic problem.

Any non-compliance matters that are high risk will be escalated by the Regulatory & Compliance Manager to the General Manager / CRMC for discussion with the Director's through CleanTech Energy's non-compliance process.

Attachment reference:

Appendix K Compliance Management Policy

Annexure 3 Obligations Register

Compliance management system Guidelines AS ISO 19600 2015

2.7 Additional information

CleanTech Energy has put in place a range of internal controls, policies and procedures to ensure the smooth running of business operations to ensure we are compliant with all relevant gas codes, rules and regulations. All current staff and any new recruits will go through training to ensure they understand all the below regulations, policies and procedures.

Regulations:

- Contract Law
- Competition and Consumer Law
- Privacy Act
- Transfer Code
- Code of Conduct Marketing
- Gas Distribution Code
- Energy Retail Code
- Gas Safety Act 1997
- Gas Industry Act 2001
- Essential Services Commission Act 2001
- Policies & Procedures:
- Risk Management Strategy
- Risk Register
- Compliance Management Policy
- Complaints and Dispute Resolution
- Internal Complaints Procedure
- Complaints Register
- Life Support Policy
- Disconnection Policy
- Hardship Policy
- Privacy and Credit Reporting Policy
- Obligations Registers

CleanTech has engaged with Energy Safe as to the requirements around a Gas Safety Case. The initial steps are:

- A discussion with Energy Safe Victoria around the requirements for a Gas Safety Case.

- o Development of a program with relevant managers/ team members with regards to responsibilities.
- o The development of a policy and procedure relevant to the Gas Safety Case and
- o Then the preparation of a draft Gas Safety Case.

3 Financial viability

3.1 Financial resources

b) the applicant will be a registered market participant with the Australian Energy Market Operator for its retail business and subject to prudential requirements under the National Electricity Rules (if applicable).

b. CleanTech Energy is an authorised electricity retailer in the West Australian market and engages directly with AEMO on market interfaces and transactions, settlement activities and prudential requirements. CleanTech Energy is a registered market participant with AEMO for our Electricity retail licence under the AER but currently have no customers.

CleanTech Energy has commenced discussions with AEMO around the submission of application.

4 Fit and proper person

a) Have any directors of the applicant, directors of any entity that can exert control over the applicant, or any person with significant managerial responsibility or influence on the applicant:

- (i) been declared bankrupt,
- (ii) had their affairs placed under administration,
- (iii) been disqualified from managing a company,
- (iv) been subject to debt judgements, or
- (v) insolvency proceedings (including any administration, liquidation or receivership in connection with the affairs of a company)?

If yes, provide details:

- a. CleanTech Energy Pty Ltd or CleanTech Energy's parent company Delorean Corporation Pty Ltd Directors or any person with significant managerial duties or influence have never been declared bankrupt had their affairs placed under administration, disqualified, from managing any companies, been subject to debt judgements or insolvency proceedings (including any administration, liquidation or receivership in connection with the affairs of a company).

- b) Has the applicant, any directors of the applicant, directors of any entity that can exert control over the applicant or any person with significant managerial responsibility or influence on the applicant been prosecuted for any offences or had any enforcement action taken under any state, territory, Commonwealth or foreign legislation (including, but limited to, the Competition and Consumer Act 2010 (Cth), Corporations Act 2001 (Cth), or the Australian Securities and Investments Commission Act 2001 (Cth))?

If yes, provide details:

- b. CleanTech Energy can confirm that the Directors, Non-Executive Directors who are the shareholders of the parent company Delorean Corporation or any person with significant managerial responsibility or influence on the applicant have never been prosecuted for any offences or had any enforcement action taken under any state, territory, Commonwealth or foreign legislation (including, but limited to, the Competition and Consumer Act 2010 (Cth) or the Australian Securities and Investments Commission Act 2001 (Cth))

- c) Has the applicant, any directors of the applicant, any related body corporate, or any person with significant managerial responsibility or influence on the applicant been involved in any material breaches of obligations regulated by the commission or any other regulator?

If yes, provide details:

- c. CleanTech Energy can confirm that the Directors and Non-Executive Directors who are the Shareholders of the parent company Delorean Corporation or any person with significant managerial responsibility or influence on the applicant have never been involved in any material breaches of obligations regulated by the commission or any other regulator.

- d) Has the applicant, any related body corporate or any person with significant managerial responsibility or influence on the applicant, been refused a licence or authorisation, or had restricted, suspended or revoked any such licence?

If yes, provide details:

- d. CleanTech Energy's Directors or Non-Executive Directors who are the shareholders of the parent company DeLorean Corporation, significant managerial responsibility or influence on the applicant have never been refused a licence or authorisation, or had restricted, suspended or revoked any such licence.

- e) Please provide any other information the applicant considers is relevant to the commission's fit and proper person assessment.

Additional information

Please answer the following questions and, where the answer to any question is "no", provide further detail.

- a) Is the applicant a resident of, or does it have permanent establishment in, Australia?
CleanTech Energy's Directors or Non-Executive Directors who are the shareholders of the parent company DeLorean Corporation and senior management have permanent establishment in Australia.
- b) Is the applicant under external administration (as defined in the Corporations Act 2001) or under a similar form of administration under any laws applicable to it in any jurisdiction?
CleanTech Energy's Directors and Non-Executive Directors who are the shareholders of the parent company DeLorean Corporation, significant managerial responsibility is not under external administration (as defined in the Corporations Act 2001) or under similar form of administration under any laws applicable to it in any jurisdiction.
- c) Is the applicant immune from suit in respect of the obligations under the Electricity Industry Act 2000?
CleanTech Energy's Directors and Non- Executive Directors who are the shareholders of the parent company DeLorean Corporation is not immune from suit in respect of the obligations under the Electricity Industry Act 2000.
- d) Is the applicant capable of being sued in its own name in a court of Australia?
CleanTech Energy's Directors and Non-Executive Directors who are the shareholders of the parent company DeLorean Corporation and senior management are not being sued in its own name in a court of Australia.

4 Commission objectives

Section 8 1 & 2

Long Term interests of Victorian consumers

CleanTech Energy has identified an opportunity not just to retail to Electricity customers but to Gas customers by expanding to operate in all states in the NEM. This will provide a greater level of choice for consumers in the market. It will also support the future investment in the Victorian energy sector to provide longer term benefits to Victorian consumers.

Promoting retail competition within the industry

In CleanTech Energy's Business case (Appendix C) objective is to grow our retail position in support of renewable projects being developed by DeLorean Energy and retail energy to customers that seek competitive renewable products and contracts.

Essential services – price, quality, and reliability

Our products will be developed with clear guidance for all customers on the source of the energy,

the applicable risks and opportunities to optimise demand side. Depending on the customer's requirements we can tailor the parameters to meet their capability and sophistication.

CleanTech Energy's product can be packaged as bundled organic waste management and energy supply solution. Driving change in how market values both waste and gas commodities.

Ultimately, we want to continue to promote renewable energy as a viable alternative to current standard energy products. CleanTech Energy want to be agile and move quickly to change within the industry.

Section 8A 1 & 2

Industry efficiency and long term-investment

As a current market participant and electricity retailer in WA, CleanTech Energy is in an advantageous position as it looks to expand in the NEM. Our business plan (Appendix C) for targeted growth will mean a relatively small investment in resource and systems. We anticipate much of the corporate activities will be based in Perth with a small team of market facing energy professionals based across the NEM. This will allow us to manage the overhead and ensure the incremental costs to grow the business in the NEM will be managed and allow for competitive products from our launch.

Promoting a consistent regulatory approach within the industry

The Regulatory and Compliance Manager will ensure that the CTE team understand the Rules, Laws Regulation & Codes in all jurisdictions, to ensure that we comply with our licence conditions and promote a compliant business approach across all states and define any that are specific to Victoria.

Promoting consistency in regulation between states

The Regulatory and Compliance Manager will ensure that all our team is across the Rules, Laws Regulation & Codes in all jurisdictions to ensure that we comply with our licence conditions and promote a compliance business approach across all states and define any that are specific to Victoria.

5 Statutory declaration

Please see attached from the Directors of Delorean Corporation who are the Directors of the parent company CleanTech Energy Pty Ltd

Appendix N - HJ

Appendix O - JO

6 Appendix Title	Public/Commercial in Confidence
Appendix A ESC – Licence Application	Commercial in Confidence
Appendix B Public – Licence Application	Public
Appendix B -1 Certificate Registration	Public
Appendix C Business Case	Commercial in Confidence
Appendix D Corporate Structure	Commercial in Confidence
Appendix E Complaints & Dispute Resolution Policy	Public
Appendix F Internal Complaints Procedure	Commercial in Confidence
Appendix G Disconnection Policy	Public
Appendix H Privacy & Credit Reporting Policy	Public
Appendix i Life Support Policy	Public
Appendix J Risk Management Policy	Commercial in Confidence
Appendix K Compliance Policy	Commercial in Confidence
Appendix N, O Statutory Declarations	Commercial in Confidence
Annexure 1 Complaints Register	Commercial in Confidence
Annexure 2 Risk Register	Commercial in Confidence
Annexure 3 Obligations Register	Commercial in Confidence
AS- NZS 10002 2014 Complaints Guideline	Commercial in Confidence
Compliance Management System Guideline	Commercial in Confidence
Risk Management Principles and Guideline	Commercial in Confidence

