# Guidance and information

## TPA compliance goes live on the Web

The Commission has expanded its website to include a dedicated page on compliance programs. Designed as a self-help resource for individuals and companies interested in Trade Practices Act risk management, the compliance programs page addresses the following topics.

■ Do I need a corporate compliance program?

■ What are the essential elements of a corporate compliance program?

■ Can a manual and video be a compliance program?

■ Who can help me develop a compliance program?

■ What does the ACCC think of compliance programs?

■ What have the courts said about compliance programs?

The page also provides information on the new Australian Standard for compliance programs, a link to the Standards Australia site, information on the Best & Fairest training package including an order form, and a direct email link to the Commission's Compliance Unit.

Comments on the pages are welcome and should be directed to Richard Farmer on ph. (02) 6243 1050 or email *richard.farmer@accc.gov.au*

## New publications

### Utility regulation publication

A special volume of papers on utility regulation, *Infrastructure regulation and market reform — principles and practice*, has been jointly published by the Commission and the Public Utility Research Center (PURC), University of Florida.

The papers are based on material prepared for the Utility Regulation Training Program conducted by the Commission and PURC in Melbourne last year.

This volume reflects the work of 14 eminent authors of international standing, including National Competition Council head, Mr Graeme Samuel; ACCC Commissioner, Ms Rhonda Smith; and Dr Alan Bollard, former Chairman of the NZ Commerce Commission, on issues relevant to good economic regulation and its role as a key input to market reform of the utilities sector.

The publication is important reading for anyone interested in the theory and practice of utility regulation in the current environment of market reform. The papers cover the fundamental principles of infrastructure regulation and recent case studies, based on recent Australian and international literature and the work of pre-eminent academics and professionals.

Copies are available for $50 from Commission offices.

## Certification trade marks

In May 1998 the Commission published a booklet outlining its role in the approval of Certification Trade Marks.

A CTM is a sign used to distinguish goods or services that have been certified by the owner of the CTM, or another person approved by the owner, in relation to quality, accuracy or other characteristics (such as origin, material or mode of manufacture) from other goods or services provided.

An example would be the use of the 'Woolmark' in relation to goods made of Australian wool.

The Commission is required to assess CTMs in terms of a statutory test, and to consider variations to the rules of CTMs and assignments of registered CTMs.

The booklet outlines the Commission's requirements and assessment process, appeals procedures, assignments of CTMs and variations of rules.

*Certification Trade Marks* is available free from Commission offices.

## News for business — computer industry advertising

Misleading advertising in the computer industry is the topic of the Commission's latest News for Business. The Commission believes that, in an age of rapidly advancing technology, it is even more important that consumers be given accurate information when buying computer goods or services.

The leaflet outlines typical computer advertising that may lead to breaches of the Trade Practices such as:

- not including qualifications or making sweeping statements;

- not explaining warranties;

- misleading country of origin claims;

- fine print qualifications;

- fictitious regular prices; and

- misleading refund signs.

The leaflet includes a checklist for retailers to help them avoid using misleading advertising.

It is available free from Commission offices.