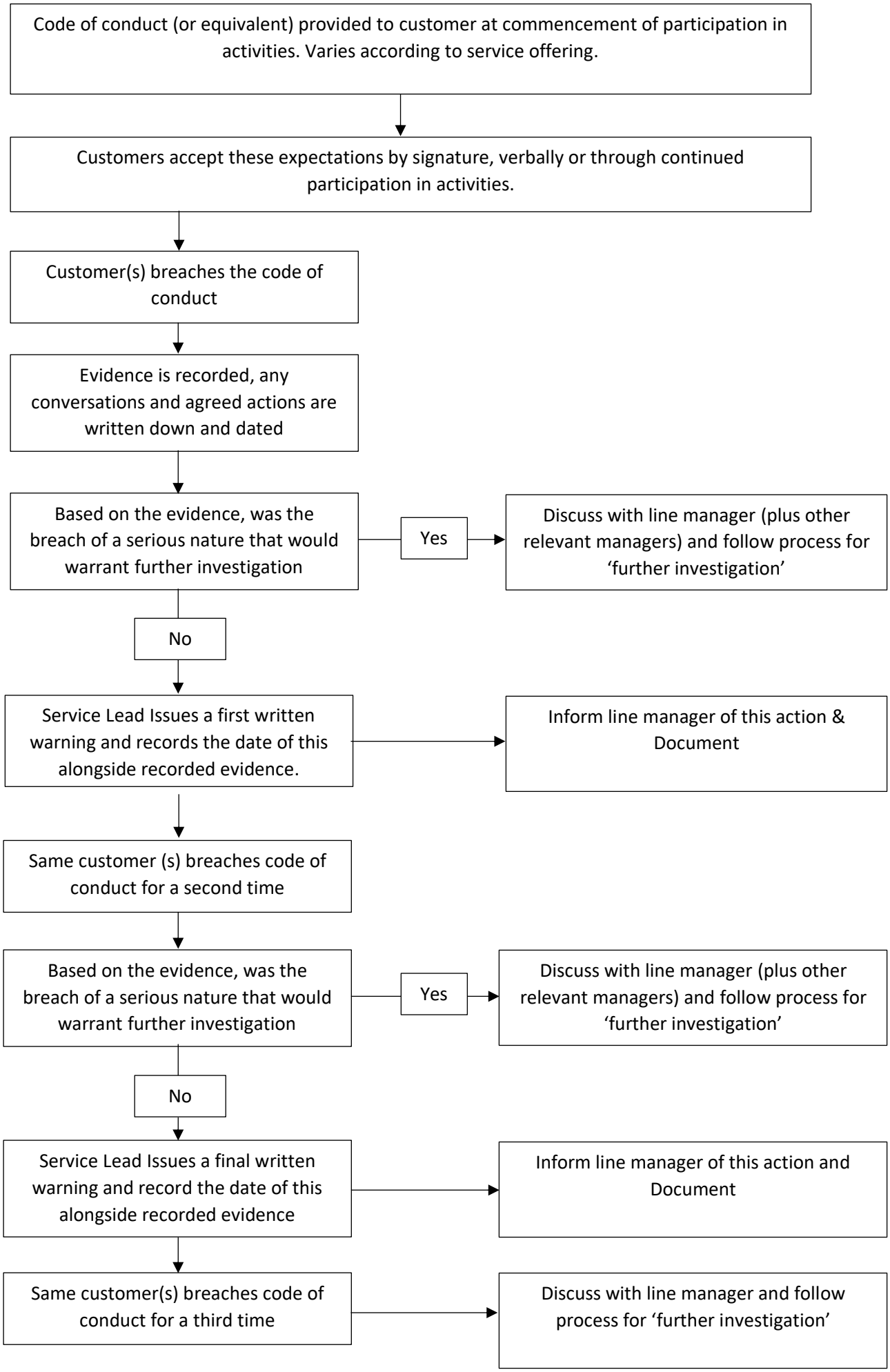Process for breaches of code of conduct for community customers - Dec 22