

Position Statement: Retirement Living Code of Conduct

Aveo Group (Aveo, we, us, our) is committed to the delivery of high quality, consistent, compliant and sustainable retirement living and care services.

We act in accordance with our organisational values of Kindness, Care and Respect in the provision of innovative retirement living choices, and strive to meet the following general principles when dealing with our current, potential and future residents, and other stakeholders:

- We act with integrity;
- We act professionally;
- We maintain regulatory compliance;
- We are fair and reasonable;
- We strive for clarity;
- We are transparent and accountable; and
- We respect the dignity of residents and stakeholders.

As a signatory to the Retirement Living Council Code of Conduct (the Code), we are committed to ensuring we meet the Code's commitments.

This includes ensuring appropriate policies, procedures, systems and training programmes are in place to deliver high quality outcomes, services, and fit-for-purpose product.

We will ensure that prospective, current and former residents:

- are communicated with appropriately;
- have their questions and concerns acknowledged and actioned in an appropriate and timely manner;
- experience the benefits of living in an Aveo community; and
- benefit from secure, well-maintained accommodation, facilities and communal areas.

Aveo's Group Community Governance and Compliance Manager shall have the primary responsibility for implementing and monitoring our compliance with the Code and acts in the capacity of Code Compliance Officer, as defined in the Code.

It is the responsibility of all employees, contractors and any other party engaged by us, to understand and comply fully with the requirements of the Code.

Managers will ensure that a copy of the Code is made available to all employees, and that the requirements and obligations conferred on individuals are understood, practised and included in ongoing training and development.

A copy of the Retirement Living Council Code of Conduct is available for download by following this link:

<https://www.awisemove.com.au/code-of-conduct>

Residents can also request a copy of the Code from their Aveo Community Manager.

Tony Randello
Chief Executive Officer
Aveo Group Limited

Approved: December 2019
Last Updated: June 2021