

Corporate responsibility

Policy

Goodwin Aged Care Services Limited (Goodwin) is committed to operating in a way that considers, manages and balances the financial, social and environmental impacts of its business activities in a positive, responsible and ethical manner whilst understanding and professionally servicing its resident and client needs and enhancing value to all stakeholders.

Goodwin will continue to aim to provide high quality services whilst maintaining a flexible approach to meet emerging needs and expectations from our consumers, their families and the broader community in which we operate. We will, be innovative, ensure continuous improvement and ongoing evaluation and assessment to ensure service provision is affordable and effective.

The core elements of the Corporate Responsibility Policy are:

Corporate Governance

Goodwin will operate ethically, with integrity and cultural sensitivity in employing clear standards of corporate governance, respecting the rule of Law and striving to achieve the most ethical standards of corporate behaviour.

Goodwin strictly complies with all relevant legislation, corporate governance guidelines and professional standards and ensures ethical corporate behavior in accordance with its Code of Conduct across all aspects of the organisation.

Employees

Goodwin creates a corporate culture and environment which attracts and retains reliable, respectful and ethical employees. We respect fundamental human rights and the dignity of people by actively promoting equal opportunity, equality and diversity irrespective of race, ethnic or national origins, gender, sexuality, disability, marital status and religious belief.

We provide opportunities for development and promotion through a comprehensive and innovative range of training opportunities. Goodwin encourages teamwork, provides fair remuneration, and is an equal opportunity employer respecting human rights and supporting mutual respect between employees and management. We have a commitment to a safe workplace and balance innovation and advanced thinking for retention of people throughout their career.

Accountability and transparency – trust

Goodwin will be accountable and transparent and, subject to privacy and other obligations, prepared to disclose our performance and experiences in the management of our social and environmental impacts, using recognised frameworks for corporate responsibility and sustainability reporting.

We will integrate corporate responsibility and sustainability principles as a core component of business activity, through the Strategic Plan and Business Plans, so that the principles form part of the objectives and decision-making processes of all management and staff at Goodwin.

Financial/Non-financial risk

Goodwin recognises both financial and non-financial risks in its operation. Goodwin will manage and balance the economic, social and environmental impacts of its activities through its long-term planning and decision making.

Consideration of the non-economic drivers for decision-making leading to improved outcomes includes; employee recruitment, motivation and retention; learning and innovation; reputation management; competitiveness and market positioning; operational efficiency; and stakeholder relations. These drivers incorporate a range of non-financial risks as well as financial risks Goodwin assesses and manages these risks ongoing in accordance with the risk appetite of the organisation.

The trust in our business is likely to be strongest and most resilient where there is high levels of transparency and accountability.

Socially responsible investing

Socially responsible investing seeks to consider financial returns along with social, environmental, corporate and/or ethical factors to bring about a positive change. Socially responsible investing is one of several related concepts and approaches that influence and govern how Goodwin invests its assets. By Goodwin integrating non-financial factors – such as ethical, social or environmental concerns into the investment process, Goodwin aims to earn both a financial and moral return, thereby contributing to our social obligation.

Goodwin seeks to balance a commitment to socially responsible investment with a fiduciary responsibility to meet its obligations. Goodwin will continue to examine investment options available to simultaneously meet our operational objectives and our prudential obligations. We are committed to improving the implementation of our Investment policy.

Environmental

Goodwin complies with all applicable environmental legislation and regulations in addition to any government regulations applicable to business operations.

Goodwin is seeking to adopt a proactive approach to the challenges facing the organisation, the broader community and a rapidly changing world facing significant global-scale challenges such, climate change, resource constraints and an ageing population. Goodwin is committed to ensuring that its environmental footprint is neutral and that sustainability is a core value in all our endeavours.

Goodwin recognises that sustainability is about ensuring that we do all things necessary to improve our environmental, economic and social performance without compromising the ability of future generations to enjoy the same or better economic, social and environmental conditions that we do today.

Community and social engagement

Goodwin maintains active consumer engagement and communication processes and mechanisms with the aim of enhancing our existing processes and developing new consumer engagement communication processes, garnishing their current and future support and feedback and increasing the level of repeat and/or referral business to our various services.

We seek to enhance the opportunities for increasing consumer participation and satisfaction by empowering consumers with information about their care and Goodwin services. Goodwin also implements strong, evidence based measures of consumer satisfaction and

communicates with our wider stakeholder group through regular communication via our website, Facebook page and the Goodlife magazine.

Work health & safety

Goodwin is committed to providing a safe and healthy workplace for all employees and visitors to its facilities. A healthy workplace is key to retaining employees and attracting new employees. A comprehensive WHS & Injury Management system is in place to manage the workplace and employees are encouraged to report any hazardous conditions for immediate rectification in accordance with Goodwin's WHS policy. Workers Compensation claims are actively managed with a focus on improving workplace practices and reducing any lost time due to accidents. There is an Employee Assistance Programme in place which is available to provide confidential counselling to employees.

General

This policy will appear on the Goodwin website. The Audit and Risk Committee of the Board is responsible for reviewing and updating this policy each year as we consider that effective risk management also includes addressing factors that impact upon the Company's good standing with all its stakeholders including the community.