

Corporate Social Responsibility Policy

InvoCare 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 client family needs and enhancing value to all stakeholders.

The core elements are:

Corporate Governance

InvoCare strictly complies with all relevant legislation, listing rules and corporate governance guidelines and ensures ethical corporate behaviour in accordance with its Code of Conduct across all aspects of the business. The Company publishes its Corporate Governance Statement in its Directors' Report in its Annual Report each year and its corporate governance policies are on its website.

Employees

InvoCare creates a corporate culture and environment which attracts and retains reliable, respectful and ethical employees. The Company provides opportunities for development and promotion through a comprehensive and innovative range of training courses. It encourages teamwork, provides fair remuneration, and is an equal opportunity employer respecting human rights and supporting mutual respect between employees and management. It has a commitment to a safe workplace and balances innovation and advanced thinking for retention of people later in their career.

Employees are encouraged to participate in ownership of the business through employee share schemes.

Environmental

InvoCare complies with any applicable environmental legislation and regulations such as the *National Greenhouse and Reporting Act 2007* in addition to any government regulations applicable to business operations.

InvoCare acts responsibly in minimising its impact on the environment by reducing greenhouse gases (carbon emissions) associated with business operations as well as minimising the use of water resources and implementing recycling activities where appropriate. The Company reports on its carbon emissions each year as well as any potential impact of climate change on the business.

Community and Social Engagement

InvoCare interacts with the communities where it operates to develop positive relationships and support those communities' needs in several ways. The Company has a culture of service excellence allowing client families time to choose what they require from the available flexible, innovative and tailored service and product offerings. All client families are surveyed to ensure feedback on any concerns and to maintain the high level of service.

The Company will participate in community activities at both local and national level. For example, the Company and its employees support charity fund raising activities including direct financial assistance, educational seminars and making available facilities and equipment for community activities such as remembrance days and grief seminars as well as encouraging employees in volunteering their personal time for these activities.

The Company focuses on partnerships with Australian organisations in its supply chain and through membership of industry associations aims to maintain or raise standards in the industry.

The Company communicates with its wider stakeholder group through its regular communications such as the Company magazine 'Involve' and through information on its website.

Occupational Health & Safety

InvoCare 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 OHS & 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 the Company's OHS Policy.

Workers Compensation claims are monitored as to frequency and cost with a focus on improving workplace practices and reducing any lost time due to accidents.

The Company has in place an Employee Assistance Programme which is available to provide confidential counselling to employees.

General

InvoCare summarises the Corporate Social Responsibility activities in the Annual Report each year. This Policy will appear on the Company's website.

The Risk Committee of the Board is responsible for reviewing and updating this Policy each year as the Company considers that effective risk management also includes addressing factors that impact upon the Company's good standing with all its stakeholders including the community.