

STATEMENT RE: A CURRENT AFFAIR

Date: Friday 8 March 2019

As Australia's foremost provider of funeral care, InvoCare is disappointed to hear the allegations of inappropriate behaviours in the funeral industry featured on A Current Affair on Channel 9 on Thursday 7 March 2019. We want to reassure all Australians that our funeral brands are in no way involved in, or associated with these actions. We uphold the highest possible professional standards for the families who trust us to help commemorate and celebrate the lives of their loved ones.

As an industry leader, InvoCare has instilled a stringent code of ethics across its 270 funeral locations and 16 cemeteries. Additionally, each team member undergoes extensive training to ensure they provide exemplary standards of care throughout the funeral process. InvoCare has appropriate policies in place and regularly audits the business to ensure it meets these standards.

InvoCare's ongoing commitment to customer service excellence is demonstrated through our Protect & Grow strategy, where we are reinvesting ~ \$200m in our people, locations and business systems.

We want to reassure the community and all our client families that they can trust our brands to deliver the excellence of service they deserve.

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BACKGROUND

InvoCare, headquartered in Sydney, is the largest provider of funeral services in Australia, New Zealand and in Singapore. It is also the largest operator of private cemeteries and crematoria in Australia.

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