

ARVIDA VISION AND VALUES

OUR VISION

To improve the lives and wellbeing of our residents by transforming the ageing experience.

OUR VALUES

The way our people deliver services every day is embodied in our culture and values. It's an attitude that delivers more than just care. It's an attitude that helps us to make a real difference in lives every day and to help those around us to live as well as they can. We call this the Arvida 'attitude of living well'.

Passionate - We love what we do; our residents are our family:

- Promoting wellbeing and achievement.
- Encouraging residents to be active and enabling their independence.
- Working hard and thinking things through.
- Promoting health and safety at work.
- Putting residents' needs first.

Authentic - We are genuine and real:

- Working together with trust.
- Supporting colleagues in their work.
- Upholding the rights of others.
- Resolving misunderstanding or conflict.
- Obeying laws and reasonable instructions.
- Avoiding activity that could harm Arvida's reputation.

Fairness - We act with integrity and respond fairly and consistently in all interactions:

- Behaving fairly and reasonably at work.
- Being responsible for our own actions.
- Challenging unethical or unprofessional behaviour.
- Maintaining accurate and timely records.
- Respecting confidential or sensitive information.
- Using Arvida's assets and equipment responsibly.
- Avoiding any conflict of interest between our personal interests and those of Arvida.

Can do - We are empowered to get things done; we start with 'yes' and focus on solutions:

- Working together to ensure a safe and healthy workplace.
- Supporting employees working with our residents.
- Enabling decisions to be made quickly.
- Taking action quickly when something isn't right.
- Looking for ways to make it work.

- Collaborating, seeking advice and encouraging contribution.
- Focusing on solutions, not blame.

Innovative - We constantly search for better outcomes; we challenge 'normal':

- Welcoming challenges and supporting change.
- Assessing and managing risk to ensure success.
- Being comfortable trying new ideas.
- Listening and respecting different points of view.
- Welcoming diversity.
- Respecting the environment and sustainability.

Nimble and Flexible - We change things when it makes sense to create great resident outcomes:

- Embracing our Operational Model.
- Providing residents with choices.
- Being open minded and running with new ideas.
- Supporting our team to do new things.

These values are the key words that we believe define who we are, and how we'd like to be thought of by anyone who we come into contact with in our daily work.