



Annual Trustee Report to Members

For the year ending
30 June 2022

Contents

| | |
|---------------------------------------|----|
| Chair's message | 1 |
| CEO's report | 2 |
| An update on our merger | 3 |
| Super changes | 5 |
| Investments | 6 |
| Performance | 7 |
| Defined benefit division | 17 |
| AvSuper board | 18 |
| Executive team | 21 |
| 2021–22 Abridged financial statements | 23 |
| Risk management framework | 24 |
| Other important information | 24 |

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AvSuper at a glance*

*As at 30 June 2022

\$2.33B

in Funds under Management

\$334,000

Average account balance

14%

of our members have been with us for over **20 years**



75% of our Members are Male

Members by state

QLD – 1,586

VIC – 1,244

NSW – 834

ACT – 582

WA – 413

SA – 237

TAS – 119

NT – 73

Other – 100

73%

of Superannuation members



89%

of Pension members

are registered for **AvSuper online**



713

Advice appts

1,183
AvChats

11,594

Phone calls

Chair's message

AvSuper's 31st year came with some old challenges, and a new one too; and I am very proud of the way that our staff, headed up by Michael Sykes, faced those challenges and continued to serve its members.



Ben Firkins, Chair

As one of the original members of AvSuper, and subsequently as a Director, I have been impressed with the Trustee's continuing ethos of being present to serve the members' best interests.

In August 2021 APRA published the results of the first Your Future Your Super performance assessment which rated our default MySuper option as underperforming. This outcome was unexpected and unfortunately caused some uncertainty for members and disruption to business over the latter half of 2021. I have to acknowledge the dedication and hard work of the entire team in rising to that challenge and the support of our members during this period. I am pleased and comforted that these efforts have resulted in the default option passing the second test in August 2022.

The financial year ending 30 June 2022 has been one of the most volatile years in investment markets that I have seen during my service as an AvSuper Director, and as a result superannuation returns have been disappointing. While no one wants an investment return that is negative over a 12-month period, superannuation should be undertaken with a long-term horizon. AvSuper's default option has more than doubled in value over a ten-year period, with an annualised return of 8.13% after all relevant fees, costs and taxes, which is above both its benchmark and objectives for the period. We provide more detail later in the Investment section of this report.

AvSuper, like all funds, has come under growing pressure because of increasing costs relating to both compliance and regulation. Despite these increasing costs, we continue to look for further efficiencies and to maintain our priority to support members with the same highly personalised manner as we have done for the previous 30 years. It was very pleasing during the year to be able to introduce an annual cap on the percentage based administration fees and costs.

In early 2021, our insurer Hannover RE notified AvSuper of its intention to exit the Australian market, which led to the challenge of transitioning to an insurer who was able to offer members the same levels of protection. We were pleased to commence with a new insurer, AIA, in April 2022,

providing a competitive insurance offer particularly for those employees who are unable to obtain insurance elsewhere, or face exclusions or high insurance fees.

We have had some changes to the Board this year. Julie-Anne Schafer ceased her directorship in December 2021, after more than six years of service to AvSuper. I thank her for her substantial contribution and wish her well. We welcomed our new employer director, David Coogan to the AvSuper Board in March 2022. I acknowledge the efforts and commitment that my fellow directors have shown over such a challenging period.

The changing nature of the superannuation landscape meant that the Board took the decision in late 2021 to explore a potential merger partner through an Expression of Interest process. Our newly established Merger Committee oversaw this searching and thorough competitive process, with the ultimate selection of Commonwealth Superannuation Corporation (CSC) as preferred partner.

In May 2022 we signed a Memorandum of Understanding with CSC, a non-binding agreement which allows us to explore a merger.

We believe that the common heritage, similar investment beliefs, and superior fee offering achieved through CSC's scale means that a merger with that Fund may be in your best financial interests.

The Board remains of this view despite the positive outcome in this year's performance assessment and the continued outstanding service to members.

While any potential merger will take some time, I know that AvSuper's staff and Directors, will continue to act prudently and in your best financial interests, as they have done for the last 30+ years. We will continue to engage and keep you informed during this period of significant change for AvSuper and its members.

Ben Firkins
Chair

CEO's report

As I reflect on my first year as CEO, I must acknowledge the extraordinary circumstances we've seen in the past year.



Michael Sykes, CEO

The long-term impacts of COVID-19 are still being felt, combined with cost-of-living pressures, rising inflation, global market and geo-political instability and general uncertainty about the future.

Unfortunately, these factors resulted in volatility and falls in markets, which negatively impacted our investment performance in FY2022. As a result, all of our investment options had a negative annual return, except our Cash option, a consistent tale for most super funds in 2022. Despite this, AvSuper's longer-term performance remains positive, with good results over three, five and 10-year investment horizons.

The initial Your Future Your Super performance assessment results were published by APRA in August 2021. Disappointingly, our Growth (MySuper) option was assessed as underperforming for the seven years to 30 June 2021, which for many members appeared inconsistent when the option had achieved its highest single year performance. To help explain the assessment, we undertook a series of webinars and had great member involvement and feedback. We have continued webinar updates as a communication channel throughout the year. It is most satisfying to report that the Growth (MySuper) option has been assessed as meeting its benchmark under APRA's latest performance assessment over the eight years to 30 June 2022. We are grateful to all members who have continued to support AvSuper.

Pleasingly, we delivered a range of member-first initiatives during the year, including the introduction of an annual cap on percentage based administration fees and costs. This is part of our ongoing commitment to reducing costs for our members, leaving more super savings to enjoy in retirement.

We also introduced a new-look website to make it easier to find important information and access to resources that can help you boost your super. We continued to provide education and advice to support members impacted by AirServices Retirement Incentive Scheme.

Our insurance offering changed in April as we partnered with a new insurer, AIA Australia Limited. Importantly, we have maintained comprehensive insurance options for all our members, even those in occupations that may be excluded from insurance by many other funds.

The Trustee's decision to seek a merger partner was not an easy one given AvSuper's proud history but was solely focused on getting a positive long-term outcome for AvSuper members. We are now well-placed to embrace new opportunities through a potential merger with the Commonwealth Superannuation Corporation. The first stage of due diligence is nearing completion, and we will continue to keep members informed on next steps, as we have throughout the process.

I would like to thank our Board, staff and service providers for their ongoing dedication to our members. We had some changes in our team this year, with farewells and new faces. The resilience of the current team and their commitment to our members in such a challenging year has been inspiring.

We also had movement in our Trustee Board directors, with Julie-Anne Schafer leaving and David Coogan and Julie Orr joining. We wish Julie-Anne all the best and welcome the contribution of our new directors and staff.

Finally, thank you – our members for your continued support of AvSuper. As we embrace the exciting opportunities ahead, rest assured that we remain as committed as ever to delivering you the best possible outcomes.

Michael Sykes
CEO

An update on our merger

In late 2021 we announced our intention to explore a merge to create scale and reduce costs for members.

The recent performance assessments combined with pressure across the industry from the regulator for consolidation of funds, meant the Trustee wanted to position the Fund to ensure that members best financial interests continue to be managed over the long term.

As a small fund, AvSuper has been managing increasing operating costs resulting from changes in legislative requirements, while still delivering a high-quality service to our members.

As we move through the merger process, our members best financial interests remains our sole purpose.

Timeline of key merger activities

Below are details of the key activities that have been undertaken so far.

October 2021

The Trustee completed a market scan to consider suitable merger partners. As part of this process, a shortlist of funds were identified that had the ability to best support the membership.

December 2021 – Expressions of Interest Process (EOIs)

We invited EOIs from a select group of super funds with a series of questions. Through this phase the funds developed proposals on why their offer would best support AvSuper members in the long term.

January/February 2022 – Review of EOI responses

Pleasingly the Trustee received a strong response to the EOI. Submissions were reviewed with the key considerations being:

- net overall benefit to members including fee and insurance offerings
- demonstrated defined benefit capability
- a high quality and tailored service model; and
- where possible an alignment of key service providers to ensure transition costs were minimised.



Market Review

Shortlist for Expression of Interest (EOI)

EOI issued
Dec 21

Responses received and reviewed
Jan/Feb 22

Decision to proceed
to MOU with CSC

Memorandum of Understanding
May 22

Preliminary due diligence

Government approval

Heads of Agreement

Legislative change

Successor Fund Transfer (merger)



Australian Government
Commonwealth Superannuation Corporation

May 2022 – Signed Memorandum of Understanding (MOU)

On 3 May 2022, the Trustee signed a memorandum of understanding (MOU) with CSC based on the criteria listed on the previous page. This is a non-binding agreement to explore a potential merger.

June 2022 to current – due diligence

At the time of writing, AvSuper and CSC are undertaking initial due diligence to confirm that a merge of the two entities is in both memberships best financial interests. This process is expected to be completed in quarter 3 of 2022.

Next steps

On the successful completion of the initial due diligence process, if:

- both trustees consider that a merger is likely to be in the best financial interest of their respective members; and
- the Trustee considers that the CSC fund (or each CSC fund, if there is more than one) is capable of satisfying the legal requirements to qualify as a “successor fund” to AvSuper; and
- the Government approves* the merger,

the parties will negotiate a Heads of Agreement that will set out the terms and conditions for the proposed merger.

Once we enter a Heads of Agreement, the Trustee will proceed to the final due diligence stage.

** Due to the nature of the CSC business, a merger will require Government approval and will also be subject to the appropriate legislation passing through Parliament. This means that the timing of the SFT remains uncertain although current planning has the transition occurring in mid-2023.*

More information

As things progress, we will provide members with regular updates via emails, webinars and our website.

To find out more about the merger in the meantime, visit avsuper.com.au/mou-with-csc or call us on **1300 128 751**.

AvSuper and Commonwealth Superannuation Corporation (CSC) at a glance

As at 30 June 2022

| | AvSuper | CSC |
|------------------------|---|--|
| Years in operation | 32 | 100+ |
| Origin | Employees in the Public Service and working for the then Civil Aviation Authority | Current and former Australian Government employees and Australian Defence Force employees and veterans |
| Funds under management | \$2.3 billion | \$58 billion |
| Number of members | 5,188 | 730,000 |
| Number of staff | 14 | 470 |
| Account types | Defined Benefit, accumulation, income stream | Defined benefit, accumulation, Income Stream, Hybrid (part defined benefit and part accumulation) |
| Public offer | ✓ | × |
| Insurer | AIA Australia | AIA Australia |
| Administrator | Mercer Administration Services | Mercer Administration Services |

Super changes

A number of super changes took effect from 1 July 2022. Below is a summary of these changes and information about how you may be impacted.

Increase of Superannuation Guarantee (SG) amount

The SG rate increased from 10% to 10.5% from 1 July 2022. This means your employer will generally pay at least 10.5% of your before-tax income into super on your behalf.

As part of the Government's commitment to helping Australians build retirement savings, the SG rate will continue to increase by 0.5% every year until it reaches 12% from 1 July 2025.

Removal of work test for people aged between 67 and 74

The work test was removed from 1 July 2022 for people aged between 67 and 74 (unless claiming a tax deduction).

Previously, you would need to meet the work test to have contributions accepted into your super. The work test required you to have been employed for at least 40 hours in a consecutive 30-day period during the financial year.

If you're aged between 67 and 74, the usual contribution caps for super still apply, and you will need to meet the work test if you want to claim a tax deduction on any voluntary contributions you make to super.

Removal of \$450 income threshold to receive super contributions

From 1 July 2022, workers are entitled to superannuation payments from their employer regardless of how much they earn. Previously, workers had to earn at least \$450 per month to be eligible for superannuation.

This change will help to ensure that all workers can build their superannuation savings, regardless of their income.

If you're under age 18, you'll need to work 30 hours or more per week to be eligible for super, unless you're covered by a workplace agreement that states otherwise.

Change to eligibility age for downsizer contributions

The eligible age for making downsizer contributions has lowered from age 65 to age 60.

If you meet eligibility requirements, the downsizer contribution allows you and your partner to contribute up to \$300,000 each into super from the sale of your home.

Extension of minimum drawdown reduction

During the COVID-19 pandemic, the Government reduced the minimum annual withdrawal amount for account-based pensions and annuities by 50%. This change was made to allow individuals to keep more of their capital invested while markets recover.

The Government has announced that the minimum drawdown reduction will continue for the 2022–23 financial year.

The standard and temporarily reduced minimum withdrawal amounts are shown below:

| Your age | Standard minimum drawdown rates | Reduced minimum drawdown rates for 2019–2020 to 2022–2023 |
|-------------|---------------------------------|---|
| | % of your account | % of your account |
| Under 65 | 4.0 | 2.0 |
| 65 to 74 | 5.0 | 2.5 |
| 75 to 79 | 6.0 | 3.0 |
| 80 to 84 | 7.0 | 3.5 |
| 85 to 89 | 9.0 | 4.5 |
| 90 to 94 | 11.0 | 5.5 |
| 95 or above | 14.0 | 7.0 |

We're here to help

Further information about SG contributions, the work test, downsizer contributions and other super changes can be found at ato.gov.au.

We can talk to you about the recent changes or any aspect of your super account. AvSuper Advice is a service to help our members make the most of their super savings.

To find out more about our advice services, call us on **1300 128 751** or visit our website, avsuper.com.au/advice



Investments

Market Update

Financial year ending 30 June 2022 at a glance

Following a year of high returns in 2021, the 2022 financial year witnessed volatile global market conditions driven by a range of factors including new COVID-19 strains, the Ukraine invasion, high inflation, and the tightening of monetary policy. Notably, these factors resulted in traditional safe haven strategies, such as bonds, performing just as poorly as higher risk equities. This impacted on superannuation annual returns across all options.

Market overview

International equities performed poorly during the 2022 financial year, with results being negatively affected by issues such as geopolitical tensions (including the war in Ukraine), shifting Chinese policies, rising inflation and increased interest rates. The same issues impacted Australian equities to a lesser extent because, for example, resource and energy stocks increased in value following increased demand resulting from the war in Ukraine, while other sectors decreased in value.

Rising inflation has caused central banks to raise interest rates, increasing bond yields. Rising bond yields may generate capital losses as bond prices fall, leading to negative returns from fixed income. Cash investments are starting to gain from rising interest rates, however term deposits need time to mature before benefiting from rate rises.

The stability of longer-term unlisted assets, such as infrastructure and private markets, helped to smooth returns this year. Infrastructure assets act as an inflation hedge and performed well, while property investments also recovered this year. The AvSuper Private Markets portfolio has matured and produced a strong annual return.

2023 financial year outlook

With global markets still declining and investors scrambling to predict the bottom of the current cycle, uncertainty prevails. Early indications are that inflation and the economic effects of the global pandemic are still not under control, and further volatility in markets is expected. The threat of recession looms and a US recession could see Australia follow suit.

In line with other expert commentary, interest rates are expected to rise further, with the 10-year bond rate currently around 4%.

How does AvSuper compare?

To ensure we provide competitive investment outcomes, our performance is tracked relative to similar funds' performance. At the end of the financial year ending 30 June 2022, the Growth (MySuper) option performance was in line with the median performance for all MySuper funds for the year. The Cash and Stable Growth investment options are both in the first quartile against peers from one year through to 10 years.

Source: BNP Paribas, Rainmaker Customised Performance Report to 30 June 2022. Report produced for Trustee, based on funds surveyed by Rainmaker Pty Ltd.

Performance

As a result of the volatile investment conditions in the 2022 financial year, most of our investment options had a negative annual return, which was in line with other superannuation funds.

AvSuper's Growth (MySuper) option returned -3.7% for the year for accumulation members, and the Balanced Growth Option returned -3.8% for the year for pension members. These results highlight the potential for volatility when investing, and the importance of viewing super as a long-term investment.

Our Growth (MySuper) option returns remain positive over the longer term, with a 4.3% return over three years, 5.5% over five years and 8.0% over 10 years.

AvSuper investment returns below are shown after allowing for relevant investment related fees, costs and taxes. AvSuper's investment returns are passed onto accumulation and income stream members through unit prices applicable to their investments.

Past performance is not a reliable indicator of future performance.

| Accumulation Account Returns to 30 June | | | | | | Compound Returns | |
|---|--------|-------|-------|------|-------|------------------|--------|
| Investment Option | 2022 | 2021 | 2020 | 2019 | 2018 | 5 Yr* | 10 Yr* |
| Growth (MySuper) Default | -3.7% | 20.6% | -2.1% | 6.3% | 8.8% | 5.5% | 8.0% |
| Conservative Growth | -2.5% | 7.2% | 0.5% | 4.5% | 4.4% | 2.7% | 4.2% |
| Stable Growth | -1.6% | 11.2% | 0.1% | 5.3% | 6.1% | 4.1% | 5.9% |
| Balanced Growth | -3.1% | 14.9% | -1.2% | 5.6% | 7.2% | 4.4% | N/A |
| Diversified Index | -5.8% | 17.0% | -0.7% | N/A | N/A | N/A | N/A |
| High Growth | -8.8% | 26.9% | -3.0% | 6.6% | 10.7% | 5.7% | 9.4% |
| Cash | 0.6% | 0.3% | 1.1% | 1.8% | 1.7% | 1.1% | 1.8% |
| Australian Shares | -5.2% | 27.5% | -7.6% | 5.9% | 14.6% | 5.6% | 9.2% |
| International Shares | -15.2% | 27.5% | 0.6% | 6.5% | 15.4% | 4.9% | 9.2% |

* Compound returns net of relevant fees, costs and taxes

| Income Stream Returns to 30 June | | | | | | Compound Returns | |
|----------------------------------|--------|-------|-------|------|-------|------------------|--------|
| Investment Option | 2022 | 2021 | 2020 | 2019 | 2018 | 5 Yr* | 10 Yr* |
| Growth | -3.8% | 22.1% | -1.8% | 7.0% | 9.9% | 6.2% | 9.0% |
| Conservative Growth | -3.4% | 8.5% | 0.4% | 5.3% | 5.0% | 3.0% | 4.8% |
| Stable Growth | -2.4% | 12.7% | -0.2% | 6.0% | 6.9% | 4.5% | 6.5% |
| Balanced Growth (Default) | -3.8% | 16.7% | -1.2% | 6.4% | 8.5% | 5.0% | N/A |
| Diversified Index | -6.2% | 19.3% | -0.2% | N/A | N/A | N/A | N/A |
| High Growth | -8.2% | 28.8% | -2.8% | 7.2% | 11.9% | 6.4% | 10.5% |
| Cash | 0.6% | 0.4% | 1.3% | 2.1% | 2.0% | 1.3% | 2.0% |
| Australian Shares | -5.2% | 27.7% | -6.4% | 6.7% | 14.2% | 6.7% | 10.1% |
| International Shares | -17.6% | 31.8% | 0.3% | 6.6% | 10.6% | 5.1% | 10.2% |

* Compound returns net of relevant fees and costs

Investment earnings in our Income Stream products are tax free for members, so returns may vary from those in accumulation accounts. Superannuation payments made to members aged 60 or over in either division are also generally tax free.

Investment options

Each option has its own performance objectives, investment strategy and risk/return profile as shown on the following pages.

Actual asset allocations may vary from the Strategic Asset Allocations shown, due to market conditions or investment strategy decisions.

Diversification of investments

When constructing an investment portfolio, individual investments are classified into asset classes or sectors, which exhibit similar characteristics and risk and return profiles. When investing, different asset classes can impact on overall investment performance and risk.

AvSuper utilises a number of asset classes across its various investment options to achieve its investment objectives and diversify risk.

The core asset classes include Cash, Diversified Fixed Income (such as bonds and debentures), listed shares (both Australian and International), Real Assets (retail, commercial or industrial real estate and infrastructure such as airports, energy utilities and toll roads), Private Markets (investments in private companies' assets and pooled investments), and Alternatives (including Hedge Funds, credit managers and unique opportunity investments which can use pooled investments, derivatives and other different strategies to achieve alternative sources of return and may be less correlated with listed markets).

We continually review our unlisted portfolio and monitor market fluctuations, with the expectation these assets can potentially provide increased diversification and stability and therefore give more value to members' savings.

AvSuper's pre-mixed options, invest with a long term focus and diversify across several asset classes and multiple investment managers. This allows for more consistent returns and takes advantage of various investment styles. These options offer more diversification than our single asset class options.

AvSuper's Cash, Australian Shares and International Shares options invest in one asset class each. To maintain diversity and manage risk, investments in these asset classes are managed by multiple managers across a number of sectors and companies.

AvSuper's Diversified Index option invests in Macquarie True Index to offer a balanced index return, with lower investment fees.

Diversified options

Growth

Designed for members who accept medium risk with short term fluctuations in a diversified portfolio for higher long term returns.

Investment Return objective:

To achieve a return, after fees and tax, which exceeds Consumer Price Index (CPI) over **rolling ten-year periods**:

- By 3.0% p.a. for super members
- By 3.5% p.a. for income stream members

Suggested minimum timeframe (years)

5+

Risk/Return profile

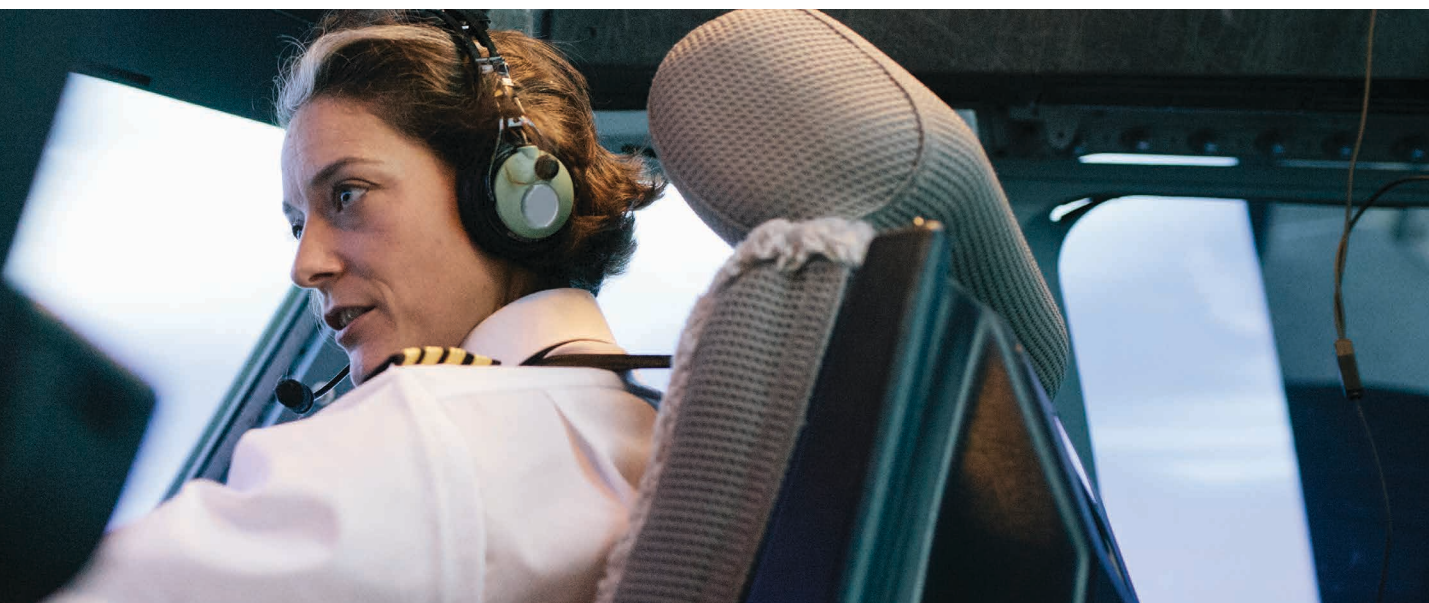
Standard Risk Measure

| | | | | | | | |
|--|---|---|---|---|---|------------------|---|
| Risk band | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Risk label | | | | | | High | |
| Estimated frequency of negative annual returns in 20 years | | | | | | 4 to less than 6 | |

Strategic asset allocation

| Asset Class | Allocation | Range |
|--------------------------|------------|--------|
| Australian Shares | 27% | 20–45% |
| International Shares | 30% | 20–45% |
| Real Assets | 21% | 0–45% |
| Private Markets | 4% | 0–15% |
| Alternatives | 5% | 0–30% |
| Diversified Fixed Income | 11% | 0–30% |
| Cash | 2% | 0–15% |

Default (MySuper) investment option for accumulation (superannuation) members



Conservative Growth

Designed for members who are generally risk averse or wanting short term access to their money, but want some capital expansion.

Investment Return objective:

To achieve a return, after fees and tax, which exceeds Consumer Price Index (CPI) over **rolling ten-year periods**:

- By 0.5% p.a. for super members
- By 1.0% p.a. for income stream members

Suggested minimum timeframe (years)

2–4

Risk/Return profile

Standard Risk Measure

| | | | | | | | |
|--|------------------|---|---|---|---|---|---|
| Risk band | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Risk label | Medium | | | | | | |
| Estimated frequency of negative annual returns in 20 years | 2 to less than 3 | | | | | | |

Strategic asset allocation

| Asset Class | Allocation | Range |
|--------------------------|------------|-------|
| Australian Shares | 9% | 0–20% |
| International Shares | 11% | 0–20% |
| Real Assets | 10% | 0–20% |
| Private Markets | 0% | 0–10% |
| Alternatives | 10% | 0–60% |
| Diversified Fixed Income | 30% | 0–60% |
| Cash | 30% | 0–60% |

Stable Growth

Designed for members who want a diverse investment portfolio to obtain steady returns over time.

Investment Return objective:

To achieve a return, after fees and tax, which exceeds Consumer Price Index (CPI) over **rolling ten-year periods**:

- By 1.5% p.a. for super members
- By 2% p.a. for income stream members

Suggested minimum timeframe (years)

3–5

Risk/Return profile

Standard Risk Measure

| | | | | | | | |
|--|------------------|---|---|---|---|---|---|
| Risk band | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Risk label | Medium to High | | | | | | |
| Estimated frequency of negative annual returns in 20 years | 3 to less than 4 | | | | | | |

Strategic asset allocation

| Asset Class | Allocation | Range |
|--------------------------|------------|-------|
| Australian Shares | 13.5% | 5–30% |
| International Shares | 16.5% | 5–30% |
| Real Assets | 17% | 0–30% |
| Private Markets | 5% | 0–10% |
| Alternatives | 8% | 0–40% |
| Diversified Fixed Income | 20% | 0–40% |
| Cash | 20% | 0–40% |



Diversified options (continued)

Balanced Growth

Designed for members who accept medium volatility and risk through a balanced investment portfolio for a moderate return.

Investment Return objective:

To achieve a return, after fees and tax, which exceeds Consumer Price Index (CPI) over **rolling ten-year periods**:

- By 2.5% p.a. for super members
- By 3.0% p.a. for income stream members

Suggested minimum timeframe (years)

4-6

Risk/Return profile

Standard Risk Measure

| | | | | | | | |
|--|---|---|---|---|---|------------------|---|
| Risk band | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Risk label | | | | | | High | |
| Estimated frequency of negative annual returns in 20 years | | | | | | 4 to less than 6 | |

Strategic asset allocation

| Asset Class | Allocation | Range |
|--------------------------|------------|--------|
| Australian Shares | 19% | 10-35% |
| International Shares | 24% | 10-35% |
| Real Assets | 18% | 0-35% |
| Private Markets | 5% | 0-10% |
| Alternatives | 8% | 0-35% |
| Diversified Fixed Income | 14% | 0-35% |
| Cash | 12% | 0-25% |

Part of the default Income Stream investment strategy



Diversified Index

Designed for members who accept the high short-term volatility of listed markets and seek passive market returns with a long term investment horizon.

Investment Return objective:

To achieve a return, after fees and tax, which exceeds Consumer Price Index (CPI) over **rolling ten-year periods**:

- By 2.5% p.a. for super members
- By 3.0% p.a. for income stream members

Suggested minimum timeframe (years)

7+

Risk/Return profile

Standard Risk Measure

| | | | | | | | |
|--|---|---|---|---|---|---|------------------|
| Risk band | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Risk label | | | | | | | High |
| Estimated frequency of negative annual returns in 20 years | | | | | | | 4 to less than 6 |

Strategic asset allocation

| Asset Class | Allocation | Range |
|--------------------------|------------|--------|
| Australian Shares | 31.5% | 15–50% |
| International Shares | 38.5% | 15–60% |
| Diversified Fixed Income | 17% | 0–40% |
| Cash | 13% | 0–40% |

High Growth

Designed for members who accept higher risk and short term volatility through shares and real assets for greater long term returns.

Investment Return objective:

To achieve a return, after fees and tax, which exceeds Consumer Price Index (CPI) over **rolling ten-year periods**:

- By 3.5% p.a. for super members
- By 4.0% p.a. for income stream members

Suggested minimum timeframe (years)

7+

Risk/Return profile

Standard Risk Measure

| | | | | | | | |
|--|---|---|---|---|---|---|--------------|
| Risk band | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Risk label | | | | | | | Very high |
| Estimated frequency of negative annual returns in 20 years | | | | | | | 6 or greater |

Strategic asset allocation

| Asset Class | Allocation | Range |
|----------------------|------------|--------|
| Australian Shares | 40.5% | 20–70% |
| International Shares | 49.5% | 30–70% |
| Real Assets | 5% | 0–40% |
| Private Markets | 5% | 0–25% |

Single Class options

Cash

Designed for members who have a short investment horizon for some or all of their investment and want to safeguard their savings.

Investment Return objective:

To achieve a return, after fees and tax, which exceeds the Bloomberg AusBond Bank Bill Index over **rolling 10-year periods**.

| | |
|-------------------------------------|-----|
| Suggested minimum timeframe (years) | 0-3 |
|-------------------------------------|-----|

Risk/Return profile

| Standard Risk Measure | | | | | | | |
|--|---------------|---|---|---|---|---|---|
| Risk band | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Risk label | Very Low | | | | | | |
| Estimated frequency of negative annual returns in 20 years | Less than 0.5 | | | | | | |

Strategic asset allocation

| Asset Class | Allocation | Range |
|-------------|------------|-------|
| Cash | 100% | N/A |

Part of the default Income Stream investment strategy

Australian Shares

Designed for members who want to invest in local sharemarkets and accept higher risk for greater long term returns.

Investment Return objective:

To achieve a return, after fees and tax, which exceeds the S&P / ASX 300 Accumulation Index over **rolling 10-year periods**.

| | |
|-------------------------------------|----|
| Suggested minimum timeframe (years) | 7+ |
|-------------------------------------|----|

Risk/Return profile

| Standard Risk Measure | | | | | | | |
|--|--------------|---|---|---|---|---|---|
| Risk band | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Risk label | Very high | | | | | | |
| Estimated frequency of negative annual returns in 20 years | 6 or greater | | | | | | |

Strategic asset allocation

| Asset Class | Allocation | Range |
|-------------------|------------|-------|
| Australian Shares | 100% | N/A |

International Shares

Designed for members who want to invest in global sharemarkets and accept higher risk for greater long term returns.

Investment Return objective:

To achieve a return, after fees and tax, which exceeds the Morgan Stanley Capital International All Country World Index (ex Australia) 33% hedged and 67% unhedged in \$A over **rolling 10-year periods**.

| | |
|-------------------------------------|----|
| Suggested minimum timeframe (years) | 7+ |
|-------------------------------------|----|

Risk/Return profile

| Standard Risk Measure | | | | | | | |
|--|--------------|---|---|---|---|---|---|
| Risk band | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Risk label | Very high | | | | | | |
| Estimated frequency of negative annual returns in 20 years | 6 or greater | | | | | | |

Strategic asset allocation

| Asset Class | Allocation | Range |
|----------------------|------------|-------|
| International Shares | 100% | N/A |

Member investment choice

AvSuper accumulation and/or income stream members have access to member investment choice.

Our investment options are outlined on pages 8 to 12 and described in detail on our website and in AvSuper's Member Investment Choice Guide. We may change, delete or add new investment options at any time but will give members at least 30 days notice where required.

AvSuper's investment choice enables you to choose one or any combination of our investment options. You can have your current super balance and future contributions (or drawdowns) invested identically or in different ways. You can change the way your super is invested in our investment options at any time. If you do not make an investment choice, your accumulation account will be invested in the Growth (MySuper) option. Income Stream accounts will be invested in the Balanced Growth option (77%) and the Cash option (23%).



Other investment information

Unit pricing

Each investment option is divided into units, with each 'unit' representing a share of the assets in the option. The unit price represents the value of assets per unit in the option. Every unit you own in that investment pool represents your share of that investment option. Each time you invest in an investment option (e.g. by making contributions or switching to an option), you buy units and each time you reduce your investment in an option (e.g. by making a withdrawal or switching out of an option) you sell units.

Daily unit prices are calculated for each investment option and represent the Net Asset Value (NAV) for a particular investment option divided by the number of units issued for that option at a point in time. The estimated value of your account balance at any point in time will be the number of units you hold multiplied by the unit price for the relevant investment option/s at that point in time.

Current and historical unit prices can be found on our website at avsuper.com.au/accum-up or for income stream accounts, at avsuper.com.au/incomestream-up

Derivatives

AvSuper's derivatives policy imposes tight controls on investment managers' use of derivatives, which must be used conservatively and for controlling risk, and never to gear portfolios.

Underlying investment managers

AvSuper uses a range of professional investment managers who specialise in different investment areas to invest members' money according to specific objectives and strategies (including strategies to guard against excessive risk) set out by the AvSuper Trustee.

Investment managers engaged to manage investments that were in excess of 5% of total fund assets as at 30 June 2022 managed assets as follows:

- BlackRock (Cash) – managed a cash portfolio
- AvSuper (Term deposits) – internally managed portfolio of bank term deposits
- Cooper Investors, Schroder Investments and WaveStone (Australian Shares) – managed portfolios of listed Australian equities
- MFS (International shares) – managed a portfolio of listed global equities
- Investa (Australian Property) – managed a portfolio of unlisted property (office)
- Loomis Sayles (International fixed income) – managed a portfolio of listed and some unlisted fixed income securities

For further information on AvSuper's investment managers and portfolio holdings, visit our website at avsuper.com.au/investment-managers



| Summary of Fund Assets | Percentage of Fund June 2022 | Percentage of Fund June 2021 |
|---------------------------------|------------------------------|------------------------------|
| Cash/Short Term Deposits | | |
| Cash at Account | 0.20% | 2.70% |
| BlackRock* | 6.70% | 8.00% |
| Term Deposits* | 6.50% | 6.20% |
| Foreign Cash | 0.10% | 0.00% |
| Kapstream | 2.00% | 3.20% |
| Australian Shares | | |
| Cooper Investors* | 6.10% | 7.60% |
| Hyperion Asset Management | 3.60% | 4.80% |
| Schroder Investment* | 5.40% | 5.90% |
| WaveStone* | 5.40% | 4.70% |
| Macquarie True Index | 0.40% | 0.30% |
| International Shares | | |
| Ariel Global | 4.60% | 3.70% |
| Baillie Gifford | 2.50% | 3.80% |
| Hardman Johnston | 3.30% | 3.50% |
| Martin Currie | 3.30% | 4.20% |
| MFS* | 5.10% | 4.80% |
| Sanders Capital | 5.00% | 4.40% |
| Macquarie True Index | 0.50% | 0.30% |
| Private Market | | |
| Coller International | 1.50% | 0.30% |
| Continuity Capital | 0.40% | 0.20% |
| Flexstone | 1.40% | 0.70% |
| Hayfin | 0.70% | 0.90% |
| Partners Group | 2.70% | 2.20% |
| Siguler Guff | 0.40% | 0.30% |

| Summary of Fund Assets | Percentage of Fund June 2022 | Percentage of Fund June 2021 |
|---------------------------------|------------------------------|------------------------------|
| Real Asset | | |
| Atlas Infrastructure | 3.30% | 3.20% |
| EG Funds | 0.30% | 0.30% |
| GPT | 1.70% | 1.40% |
| Investa* | 6.80% | 5.40% |
| North Haven | 2.00% | 0.90% |
| QIC | 2.70% | 1.70% |
| Brookfield | 3.50% | 2.60% |
| Alternative | | |
| Bentham | 2.20% | 2.00% |
| Stone Harbor | 1.80% | 1.90% |
| Diversified Fixed Income | | |
| Loomis Sayles* | 6.80% | 5.70% |
| Macquarie | 1.70% | 2.20% |
| Macquarie True Index | 0.20% | 0.30% |
| Currency | | |
| Russell | -1.00% | -0.50% |
| | 99.80% | 97.30% |
| TOTAL | 100% | 100% |

* As at 30 June 2022, these investment managers were engaged to manage investments that were in excess of 5% of total Fund assets



Defined benefit division

If you are a defined benefit member, your superannuation benefit is based on a combination of your years of service, contribution rate and final average salary (subject to a minimum requisite benefit). Increases or decreases in the value of the defined benefit assets don't affect your final payment as investment risk is not borne by the member. AvSuper's defined benefit division remains fully funded and is supported by AirServices Australia and CASA.

When you cease working for an AvSuper Corporate employer, your defined benefit arrangement must crystallise (and your benefit will be transferred to the accumulation division). Remember, you can still remain with AvSuper and receive contributions from your new employer.

If you remain with AvSuper after your defined benefit crystallises, the value of your benefit will be affected by the performance of AvSuper's accumulation assets (depending on the investment option(s) applicable to your account) and investment risk.

Investment returns & objectives

The investment objective for the division is a return (after tax and fees) that exceeds Average Weekly Ordinary Time Earnings (AWOTE) increases by at least 1.5% over a rolling ten year period.

Investment returns for the Defined Benefit division (after relevant fees, costs and taxes)

| | |
|---|-------|
| One year return for 2021–22 | –1.7% |
| Five year compound average return per annum | 3.7% |
| Ten year compound average return per annum | 6.5% |

Long term strategic asset allocation for the defined benefit division as at 30 June 2022

| Asset Class | Allocation | Asset ranges |
|--------------------------|------------|--------------|
| Australian shares | 13.5% | 5–30% |
| International shares | 16.5% | 5–30% |
| Real Assets | 17.0% | 0–30% |
| Private markets | 5.0% | 0–10% |
| Alternatives | 8.0% | 0–40% |
| Diversified Fixed Income | 20.0% | 0–40% |
| Cash | 20.0% | 0–40% |

Superannuation surcharge

The superannuation surcharge was a contributions tax that was discontinued in July 2005. Your annual member statement shows any applicable outstanding surcharge debt. Interest is applied to this debt. Unless you make arrangements to repay the debt earlier, any outstanding surcharge debt will be deducted from your final benefit when you leave the defined benefit division.

Defined benefit surplus

For defined benefit members, AirServices Australia and CASA make lump sum contributions rather than on a per member basis. Currently, there is a surplus in the defined benefit division, so AirServices Australia and CASA did not contribute to the division in 2021–22. The Trustee is satisfied this will not adversely affect the financial position of the defined benefit division in the near term.

Under the Trust Deed, AirServices is able to repatriate a portion of any surplus within the division, subject to legislative requirements and the relevant provisions of the Trust Deed.

Past performance is not a reliable indicator of future performance.

AvSuper board

The Trustee of AvSuper is AvSuper Pty Ltd, a professional corporate trustee obliged to operate the Fund in members' best financial interests.

The Trustee consists of a Board of nine Trustee Directors governed by the AvSuper Constitution and Trust Deed.

Trustee Directors must satisfy both propriety and competency requirements on appointment and thereafter. Collectively, they possess significant specialty expertise in super, investment management and the wider aviation industry. The Principal Employer, AirServices Australia, nominates three employer representative Directors (Mr Burgess, Mr Rothwell and Mr Coogan) and the three member representatives are nominated by the ACTU (Mr Firkins, Mr Farrell and Mr Brades). The Trustee appoints three independent directors (Mr Cox, Ms Orr and Ms Darroch).

Nomination of Directors

AirServices, ACTU and the Trustee may nominate a person to be an AvSuper Director, by written notice to the Trustee. Current Directors can be re-nominated. The Trustee undertakes an extensive due diligence review to ensure that nominated candidates are suitable, fit and proper persons, eligible to be appointed to the Trustee Board. In particular, checks are carried out to ensure the nominee:

- meets APRA's Fit and Proper Standards
- meets AvSuper's own requirements under its Fit and Proper Policy
- satisfies the eligibility requirements
- as a Director, would not hinder AvSuper in satisfying the requirements of relevant laws and any board policy relating to the composition of the board or the operation of the Fund.



Appointment of Directors

The Trustee has the final decision on appointing Directors to the Trustee Board, after consideration of any nominated candidates and a review of the due diligence checks as described above. Directors will generally serve for a term of three years, or any other period that may be determined by the Trustee from time to time. Directors can be reappointed for further terms.

Removal of a Director

Directors may cease being a Director by resigning, dying or being removed from their position by the Trustee. If an employer or member representative Director position becomes vacant, a new Director must be appointed within 90 days. The Trustee may appoint an interim Director if necessary, subject to due diligence checks as described above. AvSuper has policies and procedures in place to ensure that the requirements of the Fit and Proper Standard are met at all times, including processes for the Trustee to remove persons in such circumstances where it becomes necessary to do so. The Trustee may remove a director at any time if the director fails to meet the 'fitness and propriety' conditions, fails to comply with relevant laws, fails to meet any conditions determined by the directors from time to time or acts in conflict with his/her duties as a Trustee Director.



Ben Firkins

Chair

- GAICD
- AdvDipFin Services(Super)
- DipFinPlan, ASFA
- ASFA PS 146
- ASFA 200 Trusteeship Cert
- ASFA 102 Administration
- ASFA Running your Super Fund

Appointed 4 April 2002



Stuart Brades

Member Representative Director

- MPAcc
- BSc(Computing Science)
- DipBus(Frontline Mgt)
- DipAviation

Appointed 13 March 2019



Geoffrey Burgess

Employer Representative Director

- GAICD
- BA(Actuarial Studies)
- FIA
- ASFA 146

Appointed 1 July 2019



David Coogan

Employer Representative Director

- BBusStudies
- FCA

Appointed 1 March 2022



Lawrie Cox

Independent Director

- GAICD
- PS146 ASFA
- ASFA 200 Trusteeship Cert

Appointed 15 October 2010 (1 July 2018 as Independent director)



Susan Darroch

Independent Director

- GAICD
- GradDip, FINSIA
- BEc(Hons)

Appointed 25 May 2021



Michael Farrell

Member Representative Director

- Trustee Director Accreditation Program (current)

Appointed 1 March 2015



Julie Orr

Independent Director

- GAICD
- MCom(Ec) (Hons)
- MCom(Fin)
- GradDip(Applied Risk Mgt and Corporate Governance)
- FGIA

Appointed 1 July 2021



Tim Rothwell

Employer Representative Director

- MAICD
- BEc(Acc) (Hons)
- FCA
- ASFA 146

Appointed 27 June 2021

Committees

The Trustee has established Committees to focus on specific areas of fund business. AvSuper directors are appointed to committees as part of our Governance framework. Each committee has a Chair and meets as often as required and at least quarterly.

Our committees are:

| | |
|--|--|
| Investment Committee | Assists the board to develop investment strategy and oversee the Investment Governance Framework implementation |
| Audit, Compliance and Risk Management | Oversees the systems of risk management, internal controls, financial management and compliance with applicable laws |
| Remuneration and Nomination | Oversees AvSuper employment arrangements and remuneration, as well as Board governance, composition and conflicts |
| Administration and Member Services | Oversees the provision of member services, claims, insurance, complaints and general administration |
| Merge committee | Oversees the successor fund transfer process and makes recommendations to the Trustee in that regard |

| Directors attendance at meetings for the period 1 July 2021 to 30 June 2022 | | | | | | |
|---|---------------|--|----------------------|--|---------------------------------------|------------------|
| Director Name | Trustee Board | Audit Compliance and Risk Management Committee | Investment Committee | Administration and Member Services Committee | Remuneration and Nomination Committee | Merger Committee |
| B Firkins | 9 | 1 | 4 | – | 6 | 13 |
| S Brades | 9 | 1 | – | 4 | 5 | – |
| G Burgess | 9 | 4 | 6 | – | – | 14 |
| L Cox | 9 | – | 6 | – | 6 | 14 |
| S Darroch | 9 | – | 6 | 4 | – | – |
| M Farrell | 9 | 5 | – | 4 | – | 14 |
| J Orr* | 8 | 4 | – | 4 | – | 14 |
| T Rothwell | 9 | 5 | – | 2 | 2 | – |
| J-A Schafer [#] | 6 | 3 | – | 2 | 4 | – |
| D Coogan [^] | 2 | 1 | – | – | – | – |

*Joined AvSuper on 1 July 2021 [#] Left AvSuper on 24 December 2021 [^] Joined AvSuper on 1 March 2022

Executive team



Michael Sykes
CEO

- MBA
- BEc
- CIMA
- CPA

Appointed 6 April 2021



Shan Badowski
Executive Manager, Governance
and Company Secretary

- AdvDipBus(Accounting)
- Dip(Financial planning)
- Cert(Governance Practice)

Appointed 1 January 2022



Nick Smith
Executive Manager, Finance and Tax

- BCom(Acc)
- BA(Politics)
- CA

Appointed 21 February 2018



Michael Irving
Executive Manager, Operations

- MBA
- GradCertMgt

Appointed 19 July 2021

Director and Executive remuneration

| Name | Directors Fees / Salary ⁺ | Super (SG) contributions | Total 2022 |
|---|--------------------------------------|--------------------------|------------|
| Directors | | | |
| T Rothwell <i>Commenced 27/06/2021</i> | \$36,403 | \$3,638 | \$40,041 |
| S Brades | \$57,479 | \$5,681 | \$63,160 |
| G Burgess | \$53,286 | \$5,268 | \$58,554 |
| L Cox | \$65,524 | \$6,474 | \$71,998 |
| M Farrell | \$54,085 | \$5,344 | \$59,429 |
| B Firkins <i>CHAIR</i> | \$87,886 | \$8,677 | \$96,563 |
| J-A Schafer <i>Ceased 24/12/2021</i> | \$47,384 | \$4,654 | \$52,038 |
| S Darroch <i>Commenced 25/05/2021</i> | \$42,692 | \$4,248 | \$46,941 |
| J Orr <i>Commenced 01/07/2021</i> | \$39,880 | \$3,988 | \$43,868 |
| D Coogan <i>Commenced 1/03/2022</i> | \$4,643 | \$464 | \$5,107 |
| Executives | | | |
| M Sykes <i>Appointed 6 April 2021</i> | \$345,496 | \$26,153 | \$371,649 |
| N Smith <i>Appointed 21 February 2018</i> | \$221,470 | \$26,430 | \$247,900 |
| M Irving* <i>Appointed 19 July 2021</i> | \$198,695 | \$19,869 | \$218,564 |
| S Badowski* <i>Appointed 1 January 2022</i> | \$98,004 | \$12,250 | \$110,254 |

* Reflects part financial year * Disclosed fees are inclusive of additional fees paid for committee and chair positions

Director remuneration

AvSuper pays remuneration to Directors for their role on the Trustee Board, together with reimbursement of travel and other expenses properly incurred when attending to Fund business. AvSuper's Directors are not paid any short or long term incentives, or given bonuses, equities or other retirement benefits while they hold (or when they cease to hold) office, other than superannuation benefits that have accrued under relevant legislation.

Trustee remuneration is reviewed annually by the Remuneration and Nominations Committee and the Trustee Board.

Executive remuneration

Executives' base salary is determined with reference to external benchmarking data of equivalent roles in other financial services companies. Executive KPIs are generally tied to the achievement of targets set in the Fund's strategic and business plans.

The Chief Executive Officer's remuneration is reviewed by the Remuneration and Nominations Committee which makes recommendations to the Trustee Board for approval. The CEO's remuneration consists of a base salary (including superannuation) as fixed remuneration.

The Remuneration and Nominations Committee is also responsible for annually reviewing executive performance against the required standard for their KPIs.

2021–22 Abridged financial statements

| Statement of changes in net assets for the period ended 30 June 2022 | | |
|--|---------------|---------------|
| | 2022 (\$) | 2021 (\$) |
| Net Assets available to pay benefits at the start of the year | 2,697,835,355 | 2,389,691,448 |
| Plus Income | | |
| Contributions Received | 77,802,839 | 74,872,240 |
| Transfers from other Funds | 11,857,565 | 18,105,232 |
| Net Investment Income | -109,986,057 | 389,627,122 |
| Insurance Paid to Members | 2,025,779 | 769,296 |
| Less Expenses | | |
| Benefits paid and payable | 356,399,157 | 124,404,108 |
| Insurance Expenses | 2,654,361 | 2,437,512 |
| Operating & Administration Expenses | 6,445,168 | 7,031,710 |
| Tax on Contributions | 8,344,230 | 9,843,714 |
| Income tax Expense | -20,809,937 | 31,512,939 |
| Net Assets available to pay benefits at the end of the year | 2,326,502,502 | 2,697,835,355 |

| Statement of financial position for the year ending 30 June 2022 | | |
|--|---------------|---------------|
| Investments | 2,335,939,369 | 2,743,353,598 |
| Cash | 5,160,888 | 7,348,648 |
| Other receivables | 116,545 | 121,880 |
| Property, Plant and Equipment | 1,632,681 | 1,705,898 |
| Other Payables | (3,690,340) | (2,892,498) |
| Net Tax Liabilities | (12,656,641) | (51,802,171) |
| Net Assets available to pay benefits at the end of the year | 2,326,502,502 | 2,697,835,355 |

For full audited financial statements and auditor's report, visit avsuper.com.au/financials-2022

Operational risk reserve

The Trustee holds a separate reserve to meet losses arising from significant operational risk events. The reserve may only be used for operational risk events as defined under the relevant APRA prudential standard (SPS114) and consistent with the Trustee's policy.

The Trustee has determined a target for this reserve of 0.35% of Funds Under Management (FUM). It regularly reviews the level of the reserve and annually assesses its target amount to ensure it remains adequate based on the size, business mix and complexity of its operations. The Trustee invests 100% of the reserve in cash products (including term deposits).

Other reserves

Other reserves represent a pool of funds held to meet the general operating and administration costs of the Fund, specific projects and any unexpected or otherwise unforeseeable operating costs that may arise.

Administration fees that are deducted from members' accounts fund this expenditure. Any tax benefits associated with expenditure met from other reserves are applied back to the reserves. These reserves are not physically segregated from other assets held in the Fund's investment options.

| Year ending 30 June | | |
|--------------------------|-----------------------|----------|
| | Reserve balance (\$M) | % of FUM |
| Operational risk reserve | | |
| 2022 | \$8.8 | 0.38 |
| 2021 | \$10.5 | 0.39 |
| 2020 | \$10.5 | 0.44 |
| Other reserves | | |
| 2022 | \$17.3 | 0.74% |
| 2021 | \$46.2 | 1.71% |
| 2020 | \$29.0 | 1.21% |

Risk management framework

Our approach to managing risk

AvSuper is committed to embedding and continuously improving the management of strategic, financial and non-financial risk within the business. The Trustee's appetite to risk is articulated within the risk appetite statement which provides guidelines as to exercising business risk and opportunities. AvSuper uses its risk management framework to guide its decision making and to align risk with strategy to deliver optimal outcomes for the membership. These processes are embedded in the Risk Management Framework (RMF) that details the Trustee's Risk Management strategy and defines the Risk Culture for the Fund.

While our business exposes AvSuper to both financial and non-financial risks, it is the understanding of this risk environment that is crucial in supporting the Trustee's strategic decision-making and associated operational planning. The RMF outlines how we identify, assess, manage, mitigate, and monitor risks. It focuses on eleven (11) key strategic risks namely:

- Outsourcing Risk
- Operational Risk
- Strategic Risk
- Investment Governance Risk
- Legal, Regulatory and Compliance Risk
- Governance Risk
- Financial Management Risk
- Fraud Risk
- Liquidity Risk
- Insurance Risk
- Information Security Risk (including cyber)

The Trustee is responsible for the RMF and the Risk Manager reports its status to the Chief Executive Officer and the Board and Audit, Compliance and Risk Management (ACRM) Committee.

The RMF establishes not only the rules, processes, and standards for managing risks but also our risk culture. AvSuper is committed to fostering a positive risk culture at all levels of our organisation. A positive risk culture will ensure all employees can monitor and manage risk as part of their day-to-day work.

Other important information

Enquiries and complaints

Please contact AvSuper if you have any enquiries. In most cases, enquiries can be answered over the phone. Answers to written enquiries will generally be provided within five days.

- 1 We work hard to help with your super, but if you have any complaints or concerns please contact us on **1300 128 751** or email avsinfo@avsuper.com.au or write to

Complaints Officer,
AvSuper,
PO Box 223,
Civic Square,
ACT 2608

We will deal with your complaint or concerns as soon as possible within 45 days of receiving your complaint (or 90 days for a death benefit distribution complaint).

- 2 You may have the right to refer to the Australian Financial Complaints Authority (afca.org.au), although they generally expect you to use AvSuper's complaints process first. They can be contacted at no charge on **1800 931 678** or info@afca.org.au or by mail to
GPO Box 3,
Melbourne VIC 3000.

Other Trustee and Fund information

The following information about the Trustee and Fund can be found on our website.

- Trust Deed – avsuper.com.au/trust-deed
- Significant event notices over the last 2 years – avsuper.com.au/significant-event-notice

Trustee indemnity insurance

The Trustee has Professional Indemnity insurance to protect it from certain liabilities that may be incurred in carrying out its duties as Trustee. Protection from liability does not extend to loss incurred through gross or willful misconduct and is subject to the terms and conditions of the indemnity insurance policy.

Service providers

The Trustee Board uses the services of professional external service providers to assist in the efficient management and operation of AvSuper:

| | |
|---------------------------|---|
| Administrator | Mercer Administration Services (Australian) Pty Ltd, ABN 48 616 275 980 |
| Auditor | Ernst Young, ABN 75 288 172 749 |
| Internal auditor | Willis Towers Watson, ABN 45 002 415 349 |
| Group Life Insurer | AIA Australia Limited, ABN 79 004 837 861 |
| Investment Adviser | Frontier Advisors Pty Ltd, ABN 21 074 287 406 |
| Custodian | BNP Paribas Fund Services Australasia, ABN 71 002 655 674 |
| Actuary | cHr Consulting Pty Ltd, ABN 95 094 545 892 |
| Legal Advisor | Greenfields Financial Services Lawyers, ABN 70 109 832 840 |

Save the date

Our Annual Member Meeting (AMM)
will be held on **22 November 2022**.



Contact Us

Phone 1300 128 751 or 02 6109 6888
Email avsinfo@avsuper.com.au
Post AvSuper, PO Box 223
Civic Square, ACT 2608

*Issued by AvSuper Pty Ltd (ABN 46 050 431 797, AFS Licence No. 239078)
as Trustee of the AvSuper Fund (ABN 84 421 446 069)*

