

# Compliance plan for Acacia Cove Retirement Village DUML 2022

Location of each item of load		
Non-compliance	Description	
Audit Ref: 2.3 With: 11(2)(b) of Schedule 15.3  From: 01-Jun-17 To: 20-May-22	11 items of load with insufficient location details because they are recorded as "scattered around". Potential impact: Low Actual impact: Low Audit history: Three times previously Controls: Weak Breach risk rating: 3	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls in place are rated as weak as the information is not being provided despite requests from Mercury. The impact is assessed to be low as these are included in submission, but the location details prevent confirming their existence or accuracy.	
Actions taken to resolve the issue	Completion date	Remedial action status
We are liaising with Acacia Cove to confirm the location of the 11 items of load.	July 2022	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
Our customer is aware of the requirements to provide accurate and timely database updates. We will remind our customer of the importance of this and will continue to work with them to improve database maintenance processes.	Ongoing	