

**JAPARA**

**JAPARA HEALTHCARE LIMITED**

**ACN 168 631 052**

## **Communication Strategy**

**Approved by the Board of Japara Healthcare Limited  
on 2 December 2019**

# Communication Strategy

---

Japara Healthcare (**the Company**) aims to ensure that shareholders are kept informed of all major developments affecting the state of affairs of the Company. Additionally, the Company recognises that potential investors and other interested stakeholders may wish to obtain information about the Company from time to time.

To achieve these outcomes, the Company communicates information regularly to shareholders and other stakeholders through a range of forums and publications.

One of the Company's key communication tools is its investor centre website at [investor.japara.com.au/Investor-Centre/](http://investor.japara.com.au/Investor-Centre/). The Company endeavours to keep the investor centre website up-to-date.

In addition to the material specifically referred to below, the investor centre website includes the following:

- the Company's constitution;
- the Company's Board and Board Committee charters;
- the Company's core corporate governance documents;
- ASX announcements and other releases made by the Company within at least the last 3 years;
- dividend payment details;
- information on the Board of directors; and
- financial information about the Company.

The website also contains details where shareholders can direct inquiries to the Company, including by email, and how they can contact the Company's share registry.

Measures for communicating the following important aspects of the Company's affairs include:

- **Notice of meeting:** The Company places the full text of all notices of meetings and explanatory material on its investor centre website. The Company encourages shareholders to provide email addresses so that notices of meeting and explanatory material can be sent to shareholders electronically.
- **Annual General Meetings (AGMs):** The Company encourages full participation of shareholders at its AGMs. For shareholders and other stakeholders who are unable to attend in person, the Company provides copies of addresses and presentations, including by the Chairman and the Chief Executive Officer, on its investor centre website. Live audio webcasting of AGMs is also available to shareholders and stakeholders. Shareholders are encouraged to lodge proxies electronically and to direct written questions about the operations and management of the Company or independent audits to the Chairman or the external auditor respectively for addressing at AGMs. The Company's external auditor attends AGM's and is available to answer shareholder questions about the conduct of the audit, accounting policies adopted by the Company, the preparation and content of the auditor's report and its independence. The external auditor is also allowed a reasonable opportunity to answer any written questions received from shareholders.
- **Annual Reports:** The Company's Annual Reports are available on its investor centre website and contains important information about the Company's activities and results for the previous financial years. Shareholders can elect to receive the Company's Annual Report as an electronic copy or in hard copy via mail.
- **Announcements lodged with the Australian Securities Exchange (ASX):** All ASX announcements made to the market, including annual and half year financial results, are available on the Company's investor centre website promptly following their release by the ASX.
- **Presentations:** Copies of investor presentations made to analysts and media releases are provided to the ASX and are also available on the Company's investor centre website.
- **Other information:** The Company, through its share registry, provides a telephone helpline facility and an online email inquiry service to assist shareholders with queries.

Information is also communicated to shareholders via periodic mail outs, or by email to shareholders who have provided their email details.