

COMMUNICATIONS STATEMENT

Member Communications

National Pharmacies seeks to keep our members informed through a variety of communication mediums which are regularly reviewed to improve our communications and utilise new technologies.

The methods currently used include but are not limited to:

- Store teams who are capable of actioning and answering most Member enquiries across all store trading hours with items which stores cannot answer being referred to the National Support Office
- A Company website, nationalpharmacies.com.au, which contains information about National Pharmacies including locations, the Annual Report and some of its relevant member related policies. The website, on-line store and health information sites all feature member sign up and functionality to enable members to change their personal details.
- An e-newsletter sent each month to members and customers who subscribe to receive this email which contains information about National Pharmacies' products and services, promotions and health and wellbeing information.
- Sending a copy of the Annual Report and notices of member meetings to those members who have opted to receive them.
- Inviting members to attend the Annual General Meeting to provide feedback to, or ask questions of, the Board and management.
- A "Facebook" page where members can be provided with up to date information on the organisation's activities and in-store activities.

National Pharmacies is bound by the Australian Privacy Principles set out in the *Privacy Act 1988* of the Commonwealth of Australia, and is committed to complying with those principles in all aspects of our business including our communications with members and other parties as outlined in our Privacy Statement on our Company website.

Media Communication

The Chief Executive Officer, Chairman and other Senior Executives as approved by the Managing Director, are authorised to speak to the media on behalf of National Pharmacies. Please direct all enquiries to them on 08 8223 0318 or email to info@fsma.com.au.