

## ASX ANNOUNCEMENT

10 March 2020

### Response to media regarding Coronavirus (COVID-19)

1300SMILES Limited notes a number of recent media reports that some dental practices have been unable to operate because of a shortage of face masks following the recent Coronavirus (COVID-19) outbreak.

1300SMILES advises that it has not been affected by any shortage of face masks. We have an ample supply of health and safety supplies and all of our facilities are operating normally.

Infection control has always been a high priority and focus at all 1300SMILES' practices.

1300SMILES' practices meet the National Safety and Quality Health Services Standards that apply to dentistry. The NSQHS Standards were developed by the Commission in collaboration with the Australian Government, States and Territories, the private sector, clinical experts, patients and carers.

The primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of health care. They provide a quality assurance mechanism that tests whether relevant systems are in place to ensure that expected standards of safety and quality are met.

1300SMILES' compliance with the NSQHS Standards for Private Dental Practices has been assessed and Accredited by Quality Innovation Performance (**QIP**), an accrediting agency approved by the Australian Commission on Safety and Quality in Health Care (**Commission**), based on a Private Dental Practice Accreditation Program developed by QIP and the Australian Dental Association.

Private Dental Practice Accreditation reassures patients and consumers that 1300SMILES' dental practices are adhering to industry regulations and guidelines and that it is committed to quality improvement, patient safety and quality care.

We agree with Australia's health authorities that the COVID-19 outbreak needs to be addressed with care and attention by every member of society.

In addition to its normal operating procedures, 1300SMILES is implementing various specific COVID-19 risk management measures including:

- requiring dentists or staff suffering from any illness to stay at home (per existing policy);
- restricting staff travel to countries in which the Australian Government has advised has a heightened risk of transmission of COVID-19;

- minimising patient waiting time in our waiting rooms by using our patient scheduling systems;
- asking patients to self-identify if they have recently travelled to a high-risk location, have been in contact with someone diagnosed with COVID-19 or are unwell; and
- meeting where possible by phone or video conferencing.

1300SMILES is committed to minimising the impacts of COVID-19 and providing a rewarding and safe environment for its staff and the dentists using its facilities, as well as all our patients. At the same time, it remains focussed on its objective of increasing shareholder returns.

This market announcement has been authorised for release to the ASX by Dr. Daryl Holmes, Managing Director. This announcement and further information about 1300SMILES Limited can be found on the company's website at [www.1300SMILES.com.au](http://www.1300SMILES.com.au).

For further information, please contact:

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## **ABOUT 1300SMILES LTD**

### **OVERVIEW OF THE COMPANY'S BUSINESS**

1300SMILES Ltd owns and operates full-service dental facilities at its sites in New South Wales, South Australia, and in the ten major population centres in Queensland. The company continually seeks to expand its presence into other geographical areas throughout Australia. It does so both by establishing its own new operations and by acquiring existing dental practices. The administrative and corporate offices are in Townsville.

1300SMILES enables the delivery of services to patients by providing the use of dental surgeries, practice management and other services to self-employed dentists who carry on their own dental practices. The services provided by the company allow the dentists to focus on the delivery of dental services rather than on the administrative aspects of carrying on their businesses. The dentists pay fees to the company for the provision of these services under a Dental Service Agreement with the company. In some circumstances the company also employs qualified dentists.

The dentists who use the company's services range from new graduates to experienced dental professionals. Several dentists who use the company's services have special interests and experience in such areas as endodontics, oral surgery, implants and periodontics and cross-refer work to other dentists who use the company's services.

The company provides comprehensive services in the areas of marketing, administration, billing and collections, and facilities certification and licensing to all participating dentists. The company also provides all support staff, equipment and facilities, and sources all consumable goods using the buying power which derives from such a large group of dental businesses.

### **FUTURE DEVELOPMENTS**

The company's core objective is to continue to increase profits and shareholder returns while providing a rewarding environment for our staff and the dentists using our facilities.

The company aims to achieve a combination of organic growth in its existing locations and the addition of new practice management facilities.

The key drivers for future growth of the company are:

- Increasing profits by attracting more dentists to our existing facilities and expanding those facilities which are already at full capacity;
- Assisting dentists who already practice within the 1300SMILES system to increase their turnover and income through benchmarking, training, and mentoring;
- Establishing new practices in existing and new regions (greenfield sites);
- Acquiring substantial existing practices where we can do so on favourable terms; and
- Managing dental facilities owned by others.

### **DENTIST ENQUIRIES**

Owners of dental practices who are interested in unlocking the goodwill value of their businesses (or freeing themselves from all the management hassles) are invited to contact Dr. Daryl Holmes OBE, Managing Director, on +61 (7) 4720 1300 or [md@1300SMILES.com.au](mailto:md@1300SMILES.com.au).

Qualified dentists who wish to know more about joining one of our established facilities are encouraged to contact Dr. Holmes directly or email [dentalcareers@1300smiles.com.au](mailto:dentalcareers@1300smiles.com.au) or visit our website [www.1300smiles.com.au/careers](http://www.1300smiles.com.au/careers).