

# **FRIENDLY SOCIETY MEDICAL ASSOCIATION LIMITED**

## **CHAIRMAN'S ADDRESS**

### **ANNUAL GENERAL MEETING 2020**

Welcome ladies and gentlemen to our 2020 Annual General Meeting and thank you for taking the time to be here today. Due to the recent COVID-19 lockdown in South Australia, the Annual General Meeting originally scheduled for Friday, 20 November 2020 was unable to be held as planned. As a result the AGM was adjourned until today. We are now here to transact the business outlined in the original Notice of Meeting dated 20 October 2020. All proxies previously received are still applicable.

We acknowledge that the land we meet on today is the traditional lands for the Kurna people and that we respect their spiritual relationship with their Country. We also acknowledge the Kurna people as the custodians of the Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today. We pay our respects to their Elders past, present and emerging. We also pay our respects to the cultural authority of Aboriginal people attending from other areas of South Australia.

2020 has undoubtedly been the most challenging of our 109 years and I thank all our staff for their efforts in supporting our members and communities during the COVID-19 pandemic. I would particularly like to thank our Victorian teams for keeping the pharmacies open and maintaining our services during the recent Stage 4 restrictions in that state.

Mr Borrello will provide details of the financial result for the financial year ended 30 June 2020 in his presentation. The result was affected by a number of factors, including COVID-19, but also the introduction of our dispensary pricing initiative and a range of legacy issues which needed to be addressed. However, I am pleased to say that 20/21 is already shaping up to be a much better year.

I would like to recognise Mr Ian Witton who is retiring today. Mr Witton was appointed to the Board in October 1980 and was Chairman of the Board from 1986 to 1991 and Deputy Chairman from 2009 to 2018. Mr Witton has overseen many major changes during his 40 years on the Board including the introduction of computers in 1983 (prior to that a tablet was something you swallowed and not something to watch Netflix on) the introduction of our optical division in 1990 and our expansion into Victoria and New South Wales in 1998. In 2009, Mr Witton, together with Mr Robert Kennedy, played a pivotal role in ensuring National Pharmacies gained its independence.

On behalf of the Board and management of National Pharmacies I would like to thank Mr Witton for his long and valuable contribution to the organisation.

I would also like to thank our Chief Executive Officer, Mr Vito Borrello, for his efforts in guiding the organisation through such a difficult period, while minimising the effect on our customers and employees. Under Mr Borrello's leadership, National Pharmacies has kept its doors open throughout the pandemic to provide essential services to the community. During his first 12 months Mr Borrello has also introduced a number of new initiatives including an improved management structure to better support the business and a comprehensive performance appraisal system for all employees.

Today we vote on two resolutions. The first is to elect Mr Richard England. Mr England was appointed to the Board by the Directors in January 2020. Mr England's performance has been reviewed by the Board and without hesitation the Board recommends him for appointment.

The second resolution is the re-election of myself, Pauline Carr. The Board has considered my performance and has recommended me for re-appointment.

My thanks go to all of our members for their loyalty and continued support. I also take this opportunity to thank our employees, management and my fellow directors for their dedication and support of our members and customers over the past 12 months.

**P F CARR**  
**CHAIRMAN**