

27 October 2022

APM Chair Address and CEO Presentation

APM Human Services International Limited (ASX: APM; 'APM') is pleased to provide the attached Chair address and CEO Presentation to be presented at the Company's AGM to be held at 10.00am AWST today.

- Ends -

Authorised for release by the CEO and Company Secretary of APM Human Services International Limited.

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About APM

Founded in 1994 in Perth, Western Australia, APM is an international human services provider with the purpose of "Enabling Better Lives".

Each financial year, APM supports more than 1 million people of all ages and stages of life through its service offerings that include assessments; allied health and psychological intervention; medical, psycho-social and vocational rehabilitation; vocational training and employment assistance; and community-based support services.

With over 1,000 sites spanning 11 countries (Australia, United Kingdom, Canada, United States of America, New Zealand, Germany, Switzerland, Sweden, Spain, Singapore, and South Korea), APM's more than 10,300 team members work to enhance community health and wellbeing, delivering services to clients across the early childhood, youth, employment, insurance, justice, veterans, disability, and aged care sectors. For further information please visit: <https://apm.net.au>

APM Chair Address – AGM 2022

It is with great humility and delight that I welcome you, our Shareholders to participate in our very first Annual General Meeting as a listed company, whether you are joining us in person or online.

This year was one of many significant 'firsts' at APM as we:

- Completed our IPO and transitioned to life as an ASX listed company.
- This saw 3,000 APMers become shareholders of the Company sharing in the value they have created through their hard work and commitment to our clients and to our company.
- We delivered on our Prospectus promises executing our strategy and exceeded earnings forecasts.
- And we entered our 11th market in Sweden with Clustera joining the APM family.
- We acquired nine businesses allowing entry into critical growth markets.
- Our finance team secured the first Social Loan linked corporate debt facility in Australia.
- And our Ingeus German team launched APM's pro bono humanitarian resettlement program for Ukrainians fleeing the conflict in their home country.

As all of this was happening, our teams remained focused first and foremost on delivering outcomes for our clients and market leading contract performance for our customers. And, while navigating the continued disruptions to daily and business life as a result of the COVID-19 pandemic, our people also produced exceptional financial results.

But most importantly, in FY22 we made a positive and lasting difference to the people for whom it matters most - our 1.1 million clients.

Given this is our first Annual General Meeting as a public listed company, I would like to start by talking about APM - who we are, how we began and why, and what continues to drive us 28 years on.

In 1994, APM started life as team of four people delivering vocational rehabilitation services here in Perth, Western Australia. From the beginning, our goal was to deliver access to our services to as many people as possible, no matter their means, or circumstances, or where they lived whether it be metropolitan, regional, rural or remote Australia.

Today we are a global team of 10,300 people delivering health and human services in 11 countries. This year we supported more than 1.1 million people of all ages and stages of life through the broad range of support services we deliver.

APM operates in the health and human services industry. We provide essential services on behalf of governments and the private sector across the Employment; Health and Wellbeing; Communities and Assessments; and Disability and Aged Care sectors. We also offer many services directly to the public.

Our mission is to empower people to realise their aspirations through improved independence, health and wellbeing, and increased social and economic participation in their community.

We enable better lives.



We do this by supporting individuals and communities to function at their highest capacity. The health and human services we provide help people overcome adversity through evidence-based and person-centred approaches and care, to support our clients to reach their potential and achieve optimal independence.

For people with injury, illness or disability, children, the elderly, the unemployed, veterans and those facing hardship or harm, APM is making a lasting social impact through the services we provide every day.

At APM we deliver on our promises. Our company's program outcomes and financial performance this year is testament to the unwavering commitment of our team to deliver outstanding results for our clients, our customers and our shareholders.

We believe our success is attributable to our people. APMers are ordinary people together doing extraordinary things, driven by passion and purpose, and a strong desire to be the best at what we do. Our people are our greatest asset, so we continue to invest heavily in attracting a team that is deeply aligned to our purpose of enabling better lives, to ensure we are well positioned to grow and create additional shareholder value.

In FY22 we have maintained a keen focus on executing on our strategy to become the market leading health and human services company globally. We have done this by continuing to expand the depth and breadth of our service offering, both organically and through strategic acquisitions, pursuing new markets and integrating and scaling our newly acquired businesses to set us up for future growth.

Since listing, our focus and commitment to making a positive and sustainable difference, despite challenging conditions has not altered. We can see this in the way we have continued to conduct our business and ultimately, in our FY22 financial results.

The world continues to face significant economic and social challenges. Economic challenges include labour market imbalances, supply and demand shocks, protectionism, and widening digital, education and skills gaps.

The pandemic has also seen continuous stress on health systems as they struggle to deal with both the provision of acute care and responding to the longer term physical and mental health deterioration of the population.

Individuals, communities, governments, and business alike continue to come to terms with the ongoing economic, health and social impacts of the pandemic and the more recent political and fiscal shocks driven by the war in Ukraine.

Today, we also face the looming prospect of global recession as central banks raise interest rates to respond to inflationary pressures meaning further economic and financial disruption, causing life to be significantly harder than it already is for many of our 1.1 million clients.

Making the role a company like ours plays, more relevant than ever.

Pre-pandemic disparities that were already challenging societies are anticipated to widen and, sadly, we can expect to see more people fall into poverty. This creates not just economic consequences but has the capacity to heighten the risk of increased polarization and resentment within society.

Digital inequality is also more prevalent with the growing dependency on digital systems. The pandemic has intensified this dependency as industries have undergone rapid digitalization; workers have shifted to remote working where possible; and platforms and devices facilitating this change have multiplied.

The move away from carbon-intense industries, which currently employ millions of workers, means governments must contend with implementing policy to transition the workforce to avoid exacerbating unemployment, inequality, and societal tension.

Furthermore, Russia's invasion of Ukraine has caused a widespread humanitarian crisis and has also added further pressure on the global economy. We see this reflected in stalled economic growth, the sharp rise in food and energy costs and rising inflation, all of which are aggravating cost of living pressures, which were already acute.

The impacts of these events disproportionately affect those on low incomes; many of whom are our clients. Given the complexities of technological, economic and societal change at this scale, we at APM, in partnership with our customers, have a valuable role to play in helping to alleviate the impacts on the most disadvantaged.

Governments and policy makers in the markets in which we operate will continue to focus on minimising socioeconomic inequality, improving health and wellbeing outcomes; managing structural changes in labour markets; and responding to the issues I have just raised, thereby underpinning the company's longer term growth.

At APM we see these challenges as an opportunity to show, in practical terms, that our ESG commitment, particularly from a social perspective is making a significant, positive change in addressing pressing contemporary issues.

We recognise that social impact and sustainability is key to the ongoing success of our business. APM's vision is to make a positive and lasting social impact for the people, communities, customers and governments we support around the world. We work with vulnerable groups including youth, people with disability and ageing populations to ensure they can fully participate in their communities and economies.

We promote and actively contribute to inclusive and sustainable economic growth, full employment and decent work through our Employment Services business.

Our Health & Wellbeing, Communities & Assessments and Disability & Aged Care businesses help our clients with access to high-quality and essential health and community care services across the life course to support living well.

We also seek to reduce inequality by providing equitable access to opportunities and support for socioeconomic participation to our clients including First Nations peoples; people from culturally and linguistically diverse backgrounds; refugees; sole parent families; people within the justice system; and those facing entrenched disadvantage.

We are determined to empower the individuals we work with and the communities we operate within, to make sure people are not left behind.

In looking forward and reflecting on APM's achievements over nearly three decades, I have unwavering confidence that we will succeed in our strategy to become the market's leading global health and human services company.

The world is facing the most challenging social and economic outlook in fifty years, and those experiencing adversity require our support more than ever. So, we remain focused on increasing access to our services for our current and future clients, by expanding the breadth and reach of offerings, and the number of countries, locations, and channels in which we operate.

We will continue to build stronger partnerships with governments and our stakeholders by keeping our promises, doing the right thing, and supporting our clients to deliver outcomes that provide meaningful social benefit.

In closing, with deep gratitude, I would like to thank:

- Our clients who are at the core of everything we do.
- Our team who commits every day to achieve the best possible outcome for our clients. Their steadfast commitment to changing lives for the better is the most satisfying measure of our performance.
- Our tireless CEO, Michael Anghie and our dedicated executive team for guiding us through the fast paced and complex environment in which APM operates and for their commitment to our clients and our team.
- Our customers and stakeholders with whom we partner to deliver innovative services that create positive and lasting social impacts.
- My fellow directors who work diligently to help position us for future growth.
- And to you, our shareholders, whose continued support is helping to "enable better lives".

That brings me to the end of my Address this morning. I now invite Michael to present in respect to the 2022 financial year, and the Company's operations.

APM Human Services Annual General Meeting

Thursday, 27 October 2022



APM
enabling better lives

Important notice and disclaimer

This presentation has been prepared by APM Human Services International Limited ACN 639 621 766 (Company). This presentation contains summary information about the Company and its subsidiaries (Group) and the business conducted by the Group as at 29 August 2022. The Financial Information contained within this presentation for the year ended 30 June 2022, and as at that date, is unaudited. The information in this presentation is general information only, in summary form and does not purport to be complete or comprehensive nor does it purport to summarise all information that an investor should consider when making an investment decision. This presentation should be read in conjunction with the Company's other periodic and continuous disclosure announcements lodged with the Australian Securities Exchange.

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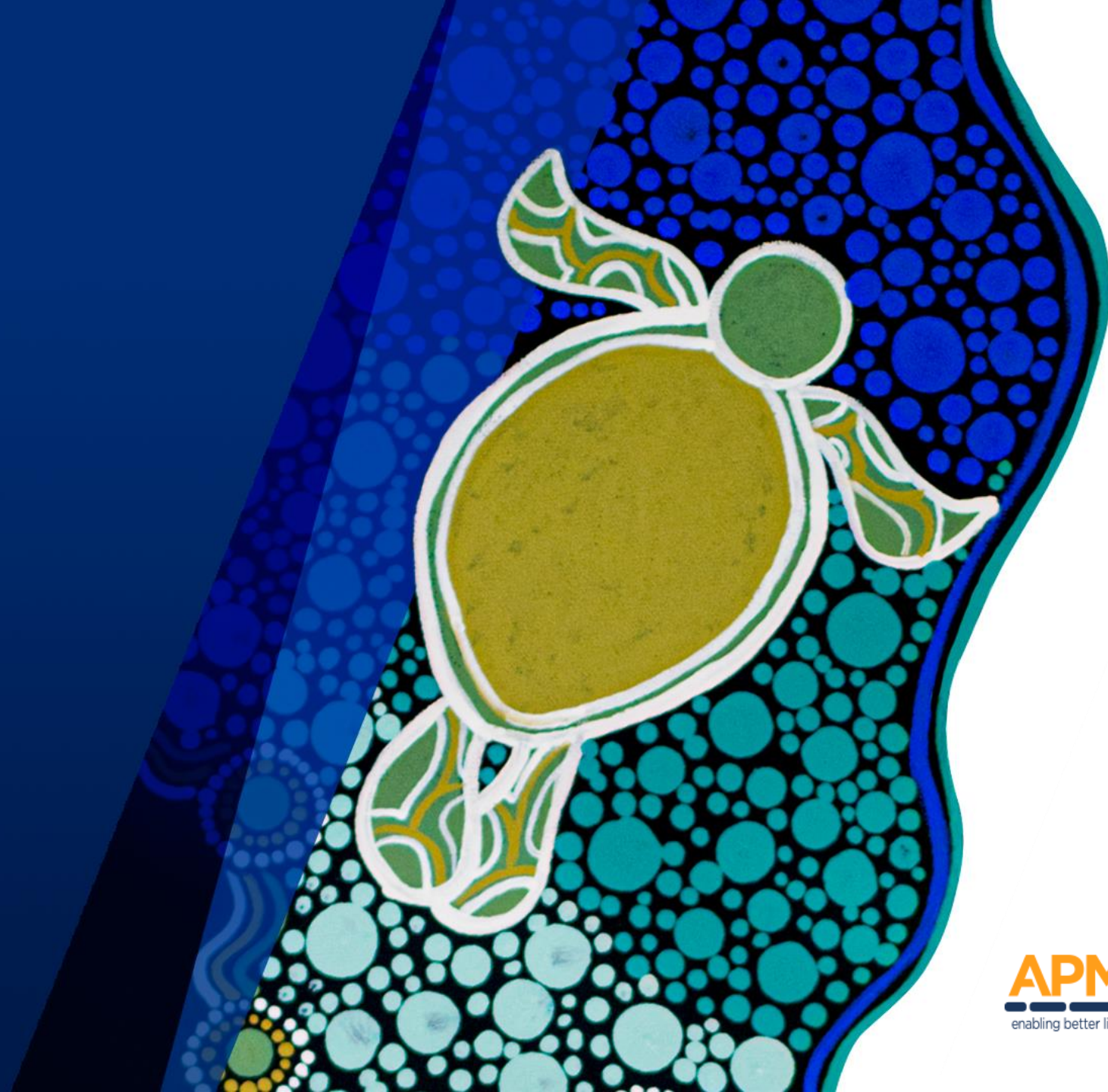
A number of figures, amounts, percentages, estimates and calculations of value in this presentation are subject to the effect of rounding. Accordingly, the actual calculation of these figures may differ from the figures set out in this presentation. All dollar values are in Australian dollars (A\$), unless otherwise stated.

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This presentation may contain forward-looking statements with respect to the operations and businesses of the Group. Forward-looking statements can generally be identified using words such as "may", "will", "would", "could", "expects", "intends", "anticipates", and other similar words that involve risks and uncertainties. The assumptions underlying these forward-looking statements involve circumstances and events that have not yet taken place, and which are subject to uncertainty and contingencies outside the Group's control. Readers are cautioned not to place undue reliance on any forward-looking statements. No representation, warranty or assurance (express or implied) is given that the occurrence of the events expressed or implied in any forward-looking statement in this presentation will actually occur. The Group does not undertake any obligation to publicly release the result of any revisions to forward-looking statements in this presentation or to otherwise update forward-looking statements, whether as a result of new information, future events, or otherwise, after the date of this presentation, except as required by law.

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Welcome to Country



APM acknowledges the Traditional Custodians of the lands on which we gathering today. We pay our respects to Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

Globally, APM recognises the significance of indigenous peoples' communities and the important role they play within our own workforce and the world, underpinning our efforts to build a culture that embraces diversity, equality and inclusion.





Items of business

- > Welcome and Introduction
- > Chairperson's Address
- > CEO Address
- > Formal Business of the Meeting
(including Resolutions)

Webcast Procedure – Shareholder Voting (Poll)

Online Voting

- > Select the 'Vote' icon and the voting options will appear on your screen.
- > Select your voting direction. A tick will appear to confirm receipt of your vote.
- > To change your vote, select 'Click here' to change your vote' and press a different option to override.

For Assistance

- > If you require assistance during the meeting call +61 3 9415 4024



Items of Business

1 Non-binding resolution to adopt remuneration report

FOR	AGAINST	ABSTAIN
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2 Re-election of Ms Elizabeth Betten as a Director

FOR	AGAINST	ABSTAIN
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3 Re-election of Mr William Ritchie as a Director

FOR	AGAINST	ABSTAIN
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Chairperson's Address



Megan Wynne

Founder and Executive Chair

CEO Address



Michael Anghie

Group CEO and Executive Director

Our Vision, Purpose and Values

Vision



To be the most trusted, highest performing and successful human services company in our chosen markets

Purpose



Enabling better lives

Values

- I Integrity
- C Customer focus
- R Respect
- E Empathy
- A Achievement
- T Teamwork
- E Enthusiasm



Positive and lasting social impact

We contribute to the achievement of the United Nations Sustainable Development Goals through the work we do everyday.

In FY22 we supported:

- > **639,466** people to improve their employability
- > **185,802** people with disability to optimise independence
- > **44,604** people emerging from the criminal justice system
- > **111,493** people with mental health needs
- > **25,807** defence personnel and veterans with their health and transition to civilian life



Supporting 1.1 million people

Key statistics

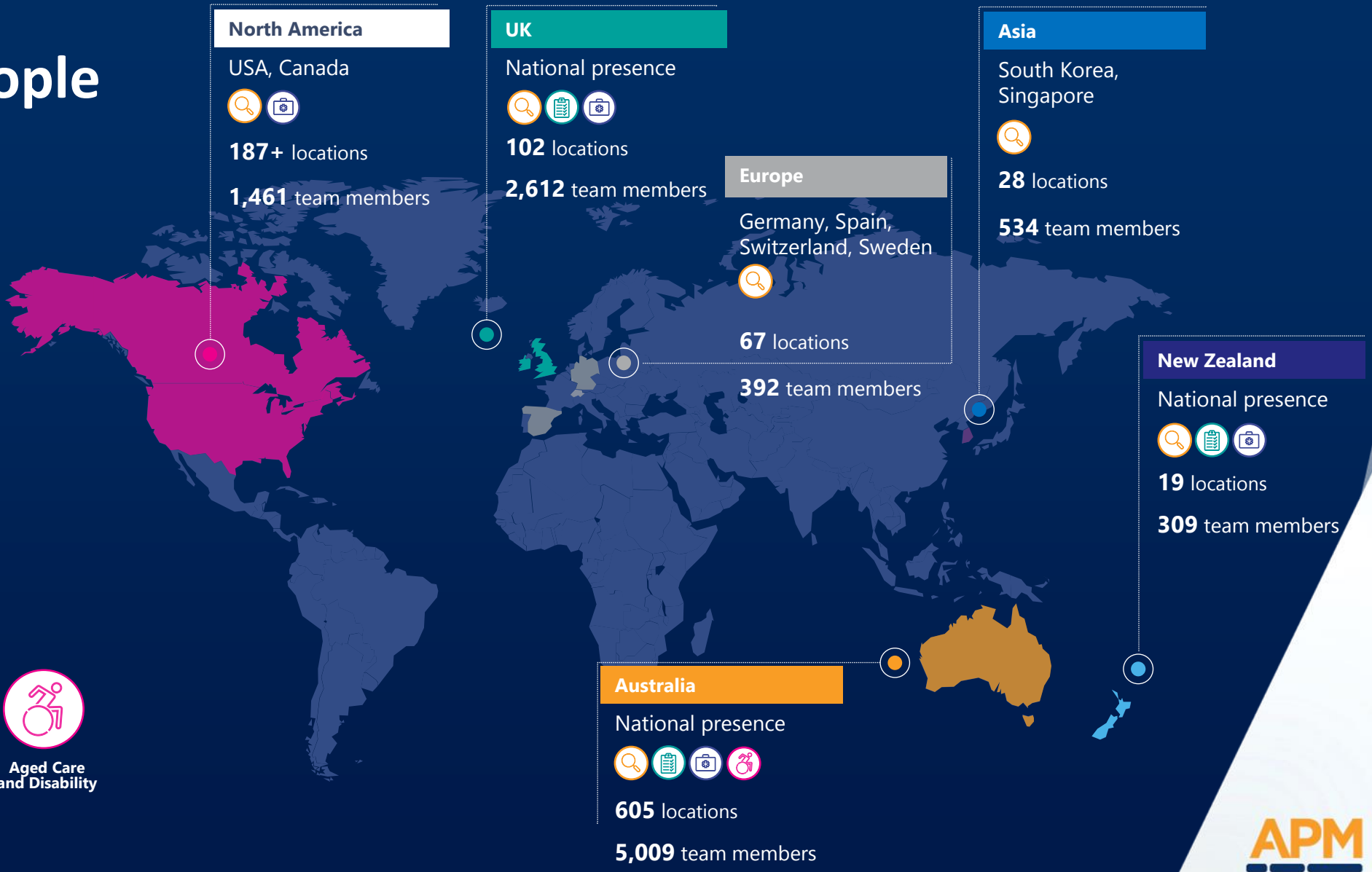
11 Countries

10,300 Team members

1,195 Locations

Our sectors

-  Employment Services
-  Communities and Assessments
-  Health and Wellbeing
-  Aged Care and Disability



Diversity and Inclusion

- > We have over 100 nationalities represented across APM's team members
- > **62%** of the senior leadership team self-identify as female
- > **18.7 %** of our people in Australia, and New Zealand have lived experience with disability
- > **15%** of our team members in CRS Justice program in UK have a previous connection with the justice system
- > **4.8%** of our people in Australia, New Zealand and the UK self-identify within the LGBTQIA+ framework
- > Our fourth Reconciliation Action Plan (RAP) has been endorsed by Reconciliation Australia





Exceeded FY22 Prospectus earnings forecast

PRO FORMA NPATA¹

\$166.3m

Up 29% on FY21
7% above Prospectus Forecast

STATUTORY NPATA

\$92.4m

Up 89% on FY21
36% above Prospectus Forecast

PRO FORMA EBITDA¹

\$308.0m

Up 31% on FY21
5% above Prospectus Forecast

REVENUE

\$1,330.7m

Up 31% on FY21
In-line with Prospectus Forecast

DIVIDEND

\$0.05 per share

Top-end of Prospectus guidance³

PRO FORMA OPERATING CASH²

\$281.9m

Up 25% on FY21
11% above Prospectus Forecast

(1) Pro forma excludes one off non-recurring expenses associated with the IPO, advisory fees, debt and capital structure costs (see slide 26 for a reconciliation of EBITDA and NPATA).

(2) Pro forma operating cash (statutory operating cash adding back cash income tax paid, net finance costs and one-off IPO and advisory fees).

(3) At \$0.05 per share equates to top-end of prospectus guidance when compared to prospectus NPATA of \$155.1m less H1'22 of \$77m x 60%

Delivering on our promises

FY22 was transformational in many ways for our business. We set ourselves goals for FY22 and we delivered on them

- > Delivered on contracts globally through variable market conditions
- > Large contract awards - Workforce Australia and Restart
- > Successful re-tenders, including Singapore, South Korea, and Residential Aged Care Assessments (in Australia)
- > Delivered on our strategy to build scale in our core business, enter adjacent areas and new geographies



Australia

APM performed strongly in Australia and continued investing in key growth sectors

- > Strong performance in Australian Employment Services
- > Awarded largest market share in Workforce Australia contract and Residential Aged Care Assessments contract extension
- > Continued to invest in expansion of the Health, Disability and Aged Care businesses
- > Disability Employment Services (DES) program extension to 2025



Asia Pacific

- > Client volumes in South Korea and New Zealand impacted by COVID-19
- > Renewal of key Singapore's Workforce contract,
- > Renewal of key South Korea contract, Ministry of Employment and Labour (MOEL) Success package



Europe

APM Europe achieved strong organic growth

- > Transformational year with strong financial performance
- > Commencement of the Restart program and awards across the new Justice framework (UK)
- > National Citizenship Services program supporting social cohesion (UK)
- > Established operations in Sweden through the acquisition of Clustera



North America

APM North America continued its expansion

- > Full-year delivery of Ontario, Canada prototype and awarded the York contract in phase 1 procurement
- > Start-up of the Canadian Rehabilitation Services and Vocational Assistance Program (RSVAP) on track for January 2023 commencement
- > Acquisition and integration of DWFS (US) and entry into Job Corps market together with contract wins expanding US operations to 24 States and Territories (excluding Equus)



A leading provider of employment, disability and community services in North America

Over 1 million individuals assisted in North America each year:

- > **850,000** individuals served through Career Centre and workforce development programs in 2021
- > **250,000** average number of public assistance program recipients supported in 2021
- > **240,000** Workplace courses completed in 2021
- > **94%** satisfaction rate of our services

Team of 3,100 in 370 locations spanning 38 U.S. states and territories, as well as Canada

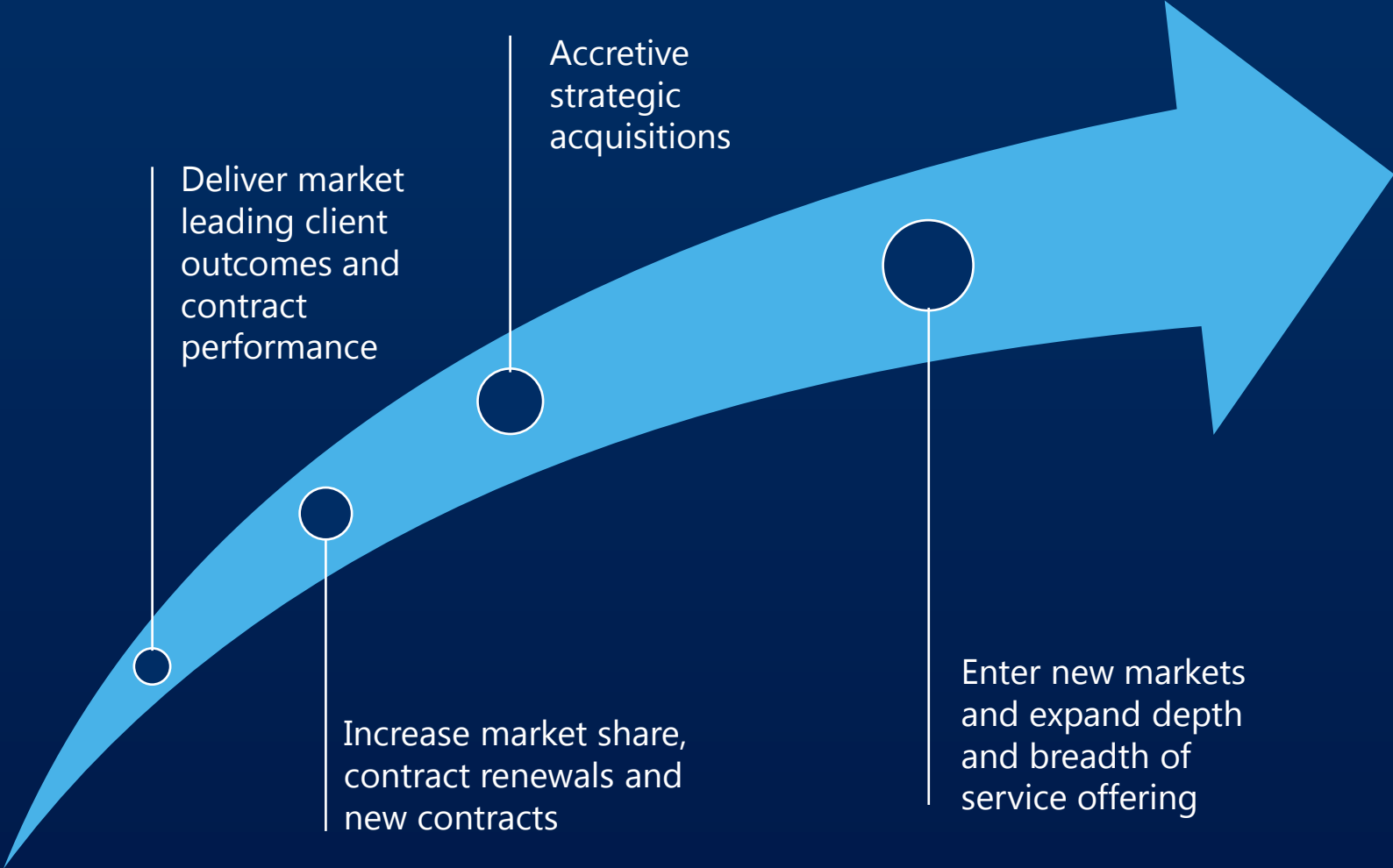
Established in 1968, representing over 50 years in the sector

Established leadership team with more than 200 years collective sector experience

Primarily operates cost reimbursement contracting models

Strong contract performance with high win rates on both re-bid and new contracts

Growing shareholder value



(1) Mid-teens annual target is based on annualised compound annual growth rate (CAGR) in the medium term

Our brands

Our main corporate brand is APM, and our growth strategy is acquisition-focused. When a brand becomes a part of the APM Group, in most cases it joins our range of brands in the relevant service line, maintaining its presence in the market.



Employment Services



Employable



Health and Wellbeing



Communities and Assessments



Aged Care and Disability



Thank you
