



# Media Relations

## Operational Policy

**Version:** 4.1

**Approval date:** 22 October 2020

---

## Table of contents

<b>1. POLICY OVERVIEW</b> .....	<b>5</b>
1.1. POLICY STATEMENT.....	5
1.2. PURPOSE.....	5
1.3. SCOPE.....	5
<b>2. LEGAL AND COMPLIANCE REQUIREMENTS</b> .....	<b>6</b>
2.1. LEGAL & COMPLIANCE REQUIREMENTS .....	6
2.2. PENALTIES AND CONSEQUENCES .....	6
2.3. REVIEW AND UPDATE OF THE POLICY STATEMENT.....	6
<b>3. OPERATING PRINCIPLES AND GUIDELINES</b> .....	<b>7</b>
3.1. PRIVACY.....	7
3.2. MEDIA RELATIONS STANDARDS .....	7
3.3. APPROVAL OF INFORMATION PROVIDED TO MEDIA .....	7
<b>4. ROLES AND RESPONSIBILITIES</b> .....	<b>8</b>
4.1. AUTHORISED SPOKESPERSONS .....	8
4.2. EMPLOYEE RESPONSIBILITIES .....	8
<b>5. DOCUMENT INFORMATION</b> .....	<b>9</b>

## Company information table

### Confidentiality and Copyright

© Copyright 2020 Genworth Mortgage Insurance Australia Limited (Genworth). All rights reserved. This document is confidential. No part of this document may be reproduced in any form or by any means, or provided to any third party, without the express written permission of Genworth. Genworth, Genworth Financial and the Genworth logo are registered service marks of Genworth Financial, Inc.

### References within this document

Within this document, a reference to Genworth or 'the Company' refers to Genworth Mortgage Insurance Australia Limited and its subsidiary companies.

References to the Board are to the Boards of Directors of Genworth and its subsidiary companies unless a specific Board is specified. All References to amounts are in Australian Dollars (AUD).

---

## 1. Policy Overview

### 1.1. Policy statement

This Genworth Media Relations Policy Statement ("Policy Statement"):

- Sets out Genworth's high level requirements for engaging with the media.
- Defines the standards to be adhered to in engaging with the media.
- Defines employees' responsibilities in this regard.

### 1.2. Purpose

This document details Genworth's policy on Media Relations and provides a detailed explanation of the responsibilities of employees.

This policy should be read in conjunction with the Genworth Disclosure Policy.

### 1.3. Scope

This document specifically addresses:

- Media Relations activities.
- Individual and team responsibilities with reference to these activities.

Communications covered by this policy are:

- All information provided to the media, including but not limited to written statements, verbal statements, images/data and interviews.

Out of scope for this policy is media relations during a crisis, which is covered separately in the Genworth Business Continuity Management Policy.

---

## 2. Legal and Compliance Requirements

### 2.1. Legal & Compliance requirements

In all discussions with representatives of the media, Genworth Employees must comply with this policy. Adherence with this policy may from time to time be subject to review and audit.

### 2.2. Penalties and consequences

Non-compliance with this policy may expose the Company to regulatory sanctions including fines. Additionally, non-compliance with this policy may lead to brand damage which may have either reputational or financial implications for the Company.

### 2.3. Review and update of the policy statement

This Policy Statement and associated Genworth Policies are reviewed at least once every three years by Genworth to ensure:

- the business meets its compliance obligations, and the Policy is reviewed in the context of any changes in law or market practice;
- it maintains its relevance to the business' current and planned operations; and
- it remains consistent with other related Company policies and procedures (such as the Disclosure Policy).

---

## 3. Operating Principles and Guidelines

### 3.1. Privacy

Personal information held by Genworth will be managed in compliance with Genworth's Privacy Policy.

### 3.2. Media Relations standards

- Genworth maintains an open policy with the media; the Company responds to all media inquiries expeditiously and respectfully.
- Only authorised spokespersons may represent the Company to the media. No employee may represent the Company to the media, except as indicated below.
- Other employees may be approved by the CEO from time to time to represent the Company to the media for a particular matter or on a particular occasion.
- Company employees must immediately inform the Head of Corporate Affairs and Investor Relations if a member of the media contacts them.
- Genworth does not publicly speculate or comment on marketplace rumours or speculation about the Company's business intentions; nor will we publicly discuss shareholder attitudes or opinions about the Company. See also the Disclosure Policy (section 3.8) in relation to market rumours that are based on credible market sensitive information and that may have a material impact on the price of, or trading volumes in, Genworth's shares.
- It should be assumed that all communication with the news media will be "on the record" unless prior arrangements are made.

### 3.3. Approval of information provided to media

All information provided to the media is required to be:

- reviewed by the Head of Corporate Affairs and Investor Relations, General Counsel, CFO and relevant Senior Leadership Team member.
- approved by the CEO or delegate appointed.
- compliant with the requirements of the Disclosure Policy in relation to the information contained therein.

---

## 4. Roles and Responsibilities

This section identifies the individual roles (by title) and responsibilities associated with the management/implementation of this policy.

### 4.1. Authorised spokespersons

The Genworth employees who have been authorised as spokespersons for media, are as follows.

Employee	Approved Subject Matter
Chairman	All issues pertaining to Genworth
Chief Executive Officer	All issues pertaining to Genworth
Chief Financial Officer	All issues pertaining to Genworth
Chief Commercial Officer	All Commercial issues pertaining to Genworth
Head of Corporate Affairs and Investor Relations	All issues pertaining to Genworth
Senior Manager Investor Relations	Matters relating to Genworth disclosures

### 4.2. Employee responsibilities

Genworth employees wishing to express their own opinions to the media on an issue must do so in a manner that makes it clear they are not representing the Company and in accordance with the Disclosure Policy.

## 5. Document Information

### Version history

Version	Approved date
1.0	29/07/2014
2.0	3/04/2018
3.0	15/03/2019
4.0	08/07/2020
4.1	21/10/2020

### Reference documents

The following documents have been referenced in the preparation of this policy.

Ref.	Document name	Business owner
1.	Genworth Financial Inc. Code of Conduct (Integrity First)	Genworth Financial, Inc.
2.	Genworth Privacy Policy	General Counsel & Company Secretary
3.	Genworth Disclosure Policy	General Counsel & Company Secretary
4.	Business Continuity Management Policy	Chief Risk Officer
5.	Operational Control Framework (OCF) Policy	General Counsel & Company Secretary