



Shareholder Communication Policy

Retail Zoo Holdings Limited (ACN 169 039 721)

1 Purpose

- (a) Retail Zoo Holdings Limited (ACN 169 039 721) (**Retail Zoo**) recognises that shareholders and other stakeholders are entitled to be informed in a timely and readily accessible manner of all major developments affecting Retail Zoo.
- (b) The purpose of this shareholder communications policy is to promote effective communication with shareholders and other stakeholders and to encourage and facilitate participation at Retail Zoo's general meetings and dealing promptly with the enquiries of shareholders and other stakeholders.

2 Methods of communication

Information is provided to shareholders and other stakeholders through, but is not limited to:

- (a) releases to the Australian Securities Exchange (**ASX**) in accordance with continuous disclosure obligations;
- (b) the corporate and investor sections of Retail Zoo's website (www.retailzoo.com.au/investors);
- (c) Retail Zoo's annual and half-yearly reports; and
- (d) the annual general meeting (**AGM**).

Retail Zoo encourages shareholders to receive company information electronically by registering their email address online with Retail Zoo's share registry.

3 ASX releases

- (a) Retail Zoo will make announcements to the ASX in a timely manner in accordance with the ASX Listing Rules (see also Retail Zoo's Disclosure Policy).
- (b) All announcements made to the ASX are available to shareholders:
 - (i) under the investor section of Retail Zoo's website; or
 - (ii) under the company announcements section of the ASX website.

4 Retail Zoo's website

- (a) The investor section of Retail Zoo's website is the primary medium of providing information to all shareholders and stakeholders. It has been designed to enable information to be accessed in a clear and readily accessible manner.

- (b) The corporate section of Retail Zoo's website will provide governance-related information including details of the Board of Retail Zoo (**Board**) and senior management team and copies of Retail Zoo's board committee charters and company policies.
- (c) The investor section of Retail Zoo's website will contain information relevant to shareholders and stakeholders including statements lodged with the ASX by Retail Zoo (including all financial results and annual reports), press releases and other material relevant to Retail Zoo shareholders.

5 Annual general meeting

- (a) The AGM provides an important opportunity for Retail Zoo to provide information to its shareholders and a reasonable opportunity for informed shareholder participation. At the AGM, shareholders can express their views to the Board and management and to vote on the Board's proposals. All shareholders are encouraged to attend and participate at the AGM.
- (b) The date, time and location of the AGM will be provided in the notice of meeting, in the annual report and on Retail Zoo's website.
- (c) Where practicable, Retail Zoo will consider the use of technological solutions for encouraging shareholder participation at meetings (which may include, for example, live webcasting of meetings, holding meetings across multiple venues linked by live telecommunications and hybrid meetings).
- (d) The notice of meeting and proxy form will be distributed to all shareholders prior to the AGM in the timeframe set by the Corporations Act and will be available on Retail Zoo's website.
- (e) Retail Zoo's auditor attends its AGM and is available to answer any questions regarding the conduct of and any issues arising from the audit or the preparation and content of the auditor's report.

6 General

- (a) **Annual report:** Unless the share registry has been notified otherwise, the annual report will be emailed to all shareholders (to the email address recorded on Retail Zoo's share register) prior to the AGM within the timeframe set by the Corporations Act.
- (b) **Half-year and full-year results:** The half-year and full-year results will be announced to the ASX pursuant to the ASX Listing Rules and are available to shareholders in the same manner as other ASX announcements. Following the release of Retail Zoo's half-year and full-year results, Retail Zoo may conduct investor and analyst briefings at which the media, institutional investors, and stockbroking analysts will be briefed and given an opportunity to ask questions of Retail Zoo's senior management.
- (c) **Dividends:** Australian resident shareholders are encouraged to provide Retail Zoo's share registry with Australian bank account details to enable Retail Zoo to pay dividends by electronic funds transfer, rather than by cheque.

- (d) **Share registry:** Shareholders with any questions related to their shareholding should contact Retail Zoo's share registry at:

Address	Yarra Falls, 452 Johnston Street, Abbotsford Victoria 3067
---------	---

Telephone number	03 9415 4000
------------------	--------------

- (e) Shareholder enquiries: Retail Zoo is committed to dealing with shareholder enquiries promptly and courteously and takes measures to ensure that its registry, Computershare Investor Services Pty Limited, also does so.
- (f) **Shareholder privacy:** Retail Zoo recognises that privacy is important and will not disclose registered shareholder details unless required by law. Shareholder details will only be used in accordance with applicable privacy laws.
- (g) **Shareholders' meetings:** Retail Zoo will ensure that all substantive resolutions at a meeting of shareholders are decided by a poll rather than by a show of hands.