

# Risk Management Policy

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## 1. Introduction

This Risk Management Policy is the policy statement regarding the role of risk management within Helloworld. This policy applies to all directors and employees of Helloworld Limited, our contractors and their employees.

A risk is defined as the effect of uncertainty (either positive or negative) of Helloworld achieving its objectives. Risk management is the coordination of activities that direct and control the actions of Helloworld with respect to identified risks.

## 2. Objective

In order to deliver value in a controlled environment to our shareholders, consumers and employees, all at Helloworld Limited and controlled entities must understand and manage the risks faced across our organisation. Risks are inherent in all of our business activities and can relate to strategic threats, operational issues, compliance with laws and reporting obligations. Risks can be mitigated to acceptable level via a strong risk management framework.

This document defines the approach Helloworld Limited has in place for the oversight and management of its risks and any other areas of uncertainty or exposure, at an enterprise-wide level, that could have an adverse impact on the achievement of Helloworld Limited's commercial objectives.

## 3. Oversight

The Board is responsible for overseeing and approving Helloworld Limited Group risk management strategy and policy. The active identification of risks and implementation of mitigation measures is the responsibility of the Senior Leadership Group. To assist the Board in discharging its responsibility in relation to risk management, the Board has delegated certain activities to the Audit & Risk Committee.

Helloworld will actively integrate risk management processes into our business activities, functions and processes through the implementation of an organisational wide enterprise risk management framework.

## 4. Management of Risks

Through the risk management framework, across the Group, risks will be identified and assessed in a consistent manner. Proactive treatment and contingency plans will be designed and implemented and its effectiveness will be systematically reviewed and improved where necessary.

The risk management performance of Helloworld will be monitored, reviewed and reported. The Board will receive assurance of compliance to this policy through oversight of our risk management framework.

## 5. Policy Review

This Risk Management Policy will be reviewed at least annually by the Board to ensure continued application and relevance.