

Shareholder Communications Policy

Helloworld Travel Limited

ABN 60 091 214 998

Approved and effective 5 October 2017

Shareholder Communications Policy

1. Overview

1.1 Purpose

The purpose of this Shareholder Communications Policy is to promote effective communication with shareholders and encourage effective participation at general meetings of Helloworld Travel Limited. The requirement for HLO, as an ASX listed entity, to have a Shareholder Communication Policy is pursuant to Recommendation 6.3 of the ASX Corporate Governance Council's Corporate Governance Principles and Recommendations.

1.2 Maintaining Shareholder Communications

Helloworld Travel Limited will ensure that:

- (a) materials detailed in this Policy are maintained and updated on the Helloworld Travel Limited website (www.helloworldlimited.com.au) within a reasonable timeframe;
- (b) shareholder communications are distributed to shareholders in accordance with the *Corporations Act 2001* (Cth) (Corporations Act), Listing Rules of the Australian Securities Exchange (ASX) (**Listing Rules**) and ASX Corporate Governance Council Principles and Recommendations (**Principles**);
- (c) shareholders are given ready access to information about Helloworld Travel Limited and its corporate governance; and
- (d) the Shareholder Communications Policy is updated and maintained as required.

1.3 Methods of Communication

- (a) The following methods of communication are available to shareholders:
 - (i) Helloworld Travel Limited website
 - (ii) email
 - (iii) telephone;
 - (iv) mail;
 - (v) facsimile; and
 - (vi) face to face at general meetings.
- (b) This Policy details the method of communication available for various areas.

2. ASX Announcements

2.1 Outline

Helloworld Travel Limited makes announcements to the ASX in accordance with the ASX Listing Rules.

2.2 Availability

Announcements made by Helloworld Travel Limited to the ASX are available to shareholders:

- (a) via a link to the ASX website in the Investor Centre section of the Helloworld Travel Limited website

- (b) under the Company Announcements section of the ASX website (for announcements made in the current year or previous two years); and
- (c) by email notification (when shareholders provide Helloworld Travel Limited's Share Registry with their email address and elect to be notified of all Helloworld Travel Limited ASX Announcements).

3. Helloworld Travel Limited's Share Registry

3.1 General

Shareholders are able to access information relevant to their shareholding via the Helloworld Travel Limited Share Registry Website, www.investorcentre.com. Shareholders who do not have access to the internet should contact Helloworld Travel Limited's Share Registry with any enquiries relating to their shareholdings.

3.2 Contact Details

Computershare Investor Services
Yarra Falls
452 Johnson Street
Abbotsford Victoria 3067
Australia

Or

GPO Box 242
Melbourne Victoria 3001

Freecall: 1300 85 05 05

International: + 61 3 9415 4000

Facsimile: + 61 3 9415 2500

Email: web.queries@computershare.com.au

3.3 ASX Code

The ASX Code for Helloworld Travel Limited is HLO.

4. Helloworld Travel Limited Share Registry Forms

4.1 Amendment of Shareholder Details

- (a) If shareholders wish to amend any of their details on the Helloworld Travel Limited Share Register they must go to the Share Registry website, www.investorcentre.com, or complete the appropriate form and send it to Helloworld Travel Limited's Share Registry (see Helloworld Travel Limited's Share Registry above for contact details). Forms available from the Share Registry include:
 - (i) Change of Address;
 - (ii) Direct Credit of Payments;
 - (iii) Communications; and
 - (iv) Tax File Number or Australian Business Number Notification.
- (b) These forms may be downloaded from the Share Registry website, www.investorcentre.com. Shareholders who do not have access to the internet should contact Helloworld Travel Limited's Share Registry (see Helloworld Travel Limited's Share Registry above for contact details).

5. Annual General Meetings

5.1 Date and location of Annual General Meeting (AGM)

- (a) Helloworld Travel Limited usually holds its AGM in October/November each year.
- (b) The specific date, time and location of each AGM will be detailed:
 - (i) in the relevant Notice of Meeting; and
 - (ii) on the Helloworld Travel Limited website.
- (c) Alternatively, shareholders can contact Helloworld Travel Limited's Share Registry or Company Secretary directly to obtain this information.

5.2 Notice of Meeting

The Notice of Meeting will be distributed to all shareholders prior to the AGM within the timeframe set by the Corporations Act and the Helloworld Travel Limited Constitution. The full text of the Notice of Meeting will also be available via the 'Investor Centre' section of the Helloworld Travel Limited website, www.helloworldlimited.com.au under 'ASX Releases').

5.3 Questions From Shareholders to the Chairman and External Auditor at the AGM

- (a) At the AGM, shareholders can ask questions about or comment on:
 - (i) the management of Helloworld Travel Limited;
 - (ii) the conduct of the audit, preparation and content of the auditor's report, accounting policies adopted by Helloworld Travel Limited in relation to the preparation of the financial statements, and the independence of the auditor in relation to the conduct of the audit;
 - (iii) the remuneration report; and
 - (iv) the other items of business at the AGM.
- (b) If shareholders are present at the AGM, the Chairman will provide reasonable time following the consideration of reports for questions and comments on these matters. If shareholders are not present at the AGM:
 - (i) the necessary instructions for shareholders to ask questions will accompany the Notice of Meeting, giving shareholders the opportunity to forward their questions and comments to Helloworld Travel Limited prior to the AGM; and
 - (ii) as many as possible of the more frequently asked questions will be answered by the Chairman (or, where appropriate, the auditor) at the AGM.
- (c) Shareholders may attend the AGM in person or by proxy, representative or attorney. A proxy form will accompany the Notice of Meeting.

5.4 Chairman's Address

The Chairman's Address (and any Chief Executive Officer Address) will be released to the market just prior to the commencement of the AGM. It will be available to shareholders in the same manner as other ASX Announcements (see ASX Announcements above).

6. Annual Report

6.1 Timing and availability

The Annual Report contains key financial information about Helloworld Travel Limited, as well as important operating and corporate information. As permitted by the *Corporations Act*, the default method of receiving Helloworld Travel Limited Annual Reports is electronically via the Investor Centre section of the Helloworld Travel Limited website (under 'Annual Reports'). A printed copy of the Annual Report is only sent to shareholders who elect to receive one. Shareholders who wish to receive a printed copy of the Annual Report should complete the Communications form available on the Helloworld Travel Limited Share Registry website (www.investorcentre.com) or contact Helloworld Travel Limited's Share Registry (see Helloworld Travel Limited's Share Registry above for contact details). The Annual Report will be available to all shareholders prior to the AGM within the timeframe set by the *Corporations Act*. It is usually published and available in August/September each year.

7. Half-Year & Full-Year Results

7.1 Timing

The financial results for the half-year ended 31 December are reported in February each year. The financial results for the full-year ended 30 June are reported in August each year.

7.2 Availability

As the Half-Year and Full-Year Results are announced to the ASX pursuant to the Listing Rules, they will be available to shareholders in the same manner as other ASX Announcements (see ASX Announcements above). In addition, the results will be accessible via the 'Investor Centre' section of the Helloworld Travel Limited website (under 'ASX Releases').

7.3 Investor & analyst presentations

Presentations that are made to investors and analysts at a group briefing will be available to all shareholders via the 'Investor Centre' section of the Helloworld Travel Limited website (under 'Presentations') and will be where necessary released to the market prior to delivery.

8. List of Important Dates

8.1 Availability

Helloworld Travel Limited's list of important dates is available via the 'Investor Centre' section of Helloworld Travel Limited's website (under 'Key Dates').

9. Corporate Governance

9.1 Corporate Governance website

In accordance with Recommendation 6.1 of the ASX Principles, Helloworld Travel Limited has a Corporate Governance section within the Helloworld Travel Limited website.

9.2 Corporate Governance statement

Helloworld Travel Limited's Annual Corporate Governance Statement is prepared in accordance with the ASX Listing Rules. It is contained in the Annual Report each year and is also available under the Corporate Governance section of the Helloworld Travel Limited website.

9.3 Board and Committee Charters

(a) In accordance with Recommendation 1.1 of the ASX Principles, Helloworld Travel Limited has a formal Board Charter, containing details of the functions and

responsibilities of the Helloworld Travel Limited Board. To assist the Board in fulfilling its duties and responsibilities, it has established three Board Committees:

- (i) Remuneration and Nominations Committee;
 - (ii) Audit & Risk Committee; and
 - (iii) Nominations & Governance Committee.
- (b) Each Committee has a formal Charter. The Board and Committee Charters are available to shareholders under the Corporate Governance section of the Helloworld Travel Limited website.

9.4 Policies of the Board and Board Committees

- (a) In accordance with ASX Recommendations Helloworld Travel Limited will make available through the Corporate Governance Section of the Helloworld Travel Limited website a copy (or a summary of it) of the following policies:
- (i) Diversity Policy (Recommendation 1.5);
 - (ii) Continuous Disclosure Policy (Recommendation 5.1);
 - (iii) Code of Conduct Policy (Recommendation 3.1); and
 - (iv) Share Trading Policy (Recommendation 8.3).

10. Election and Re-Election of Directors

In accordance with Recommendation 1.2 of the ASX Principles, Helloworld Travel Limited will provide security holders with information which is material and relevant to making a decision to elect a director to the Board of Directors for the first time or re-elect a Director for any subsequent term.

11. ASX Releases

Access to Helloworld Travel Limited ASX releases is available under the 'Investor Centre' section of the Helloworld Travel Limited website (under 'ASX Releases') and they are released to the market via the ASX.

12. Media and Investor & Analyst Briefings

12.1 General

Typically at the time of announcement to the ASX of Helloworld Travel Limited's Half-Year and Full-Year Results Helloworld Travel Limited conducts investor and analyst briefings (see Half-Year and Full-Year Results). Investor and analyst briefings may occur at other times during the year as Helloworld Travel Limited thinks appropriate.

12.2 Presentations

If and when investor and analyst briefings occur at other times during the year, any presentation materials provided will be made available to all shareholders via the 'Investor Centre' section of the Helloworld Travel Limited website (under 'Company Presentations') and will be released to the market prior to delivery.

12.3 Meetings with analysts

Where there is a meeting between HLO and an investor or analyst, HLO must use its best endeavours to arrange for there to be at least two Helloworld Travel Limited persons present in the room. Where the circumstances are more difficult in relation to the presence of HLO

personnel, such as the meeting is overseas or interstate, best endeavours are to be made to have at least another non-analyst present.

13. Dividends

13.1 Dividend Statements

Shareholders are advised electronically of the availability of their Dividend Statements which are accessible via Helloworld Travel Limited's Share Registry or are mailed to them by Australia Post.

13.2 Dividend information

Shareholders can obtain historical dividend information via the 'Investor Centre' section of the Helloworld Travel Limited website (under 'Dividend History'). This information includes the amount of the dividend and the level of franking. If shareholders require specific dividend information they can obtain this via the 'Investor Centre' section of the Helloworld Travel Limited website (see Helloworld Travel Limited's Share Registry above). Shareholders who do not have access to the internet should contact Helloworld Travel Limited's Share Registry with any dividend-related enquiries (requests to the Share Registry may attract an administrative charge).

14. Information to Beneficial Owners

Beneficial owners of Helloworld Travel Limited shares are encouraged to contact Helloworld Travel Limited's Share Registry to arrange the direct receipt of shareholder materials.