

# Link Group Shareholder Communications Policy

**May 2020**

<b>Document Name:</b>	<b>Link Group Shareholder Communications Policy</b>
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<b>Executive Sponsor:</b>	Managing Director
<b>Policy Owner (Author):</b>	Company Secretary
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<b>Information Security Document Classification</b>	Public

## 1. What is this policy?

The Link Group Shareholder Communications Policy (**Policy**) sets out how Link Group communicates with its Shareholders.

## 2. Why do we need this policy?

Link Group is committed to communicating with shareholders in a timely, transparent, accessible and clear way.

This Policy aims to promote effective communication with shareholders through a range of forums and publications.

Link Group, as both an issuer and share registry, is committed to dealing with shareholder enquiries promptly and respectfully.

## 3. Who does the policy apply to?

This Policy applies to all Link Administration Holdings Limited and its subsidiaries (**Link Group**) directors, Employees, contractors and all other people who represent Link Group or undertake work for the benefit of Link Group (our People) globally.

There are no exceptions.

## 4. How to comply with this policy?

### Continuous Disclosure

As set out in its Continuous Disclosure Policy, Link Group is committed to complying with, and taking a proactive approach to, its continuous disclosure obligations. Link Group will make announcements to the ASX promptly in accordance with its Continuous Disclosure Policy and the ASX Listing Rules.

All announcements made to the ASX are available to shareholders under the investor section of the Link Group website and under the company announcements section of the ASX website.

### Website

Link Group's website at [www.linkgroup.com](http://www.linkgroup.com) is kept up to date to maintain effective communication with shareholders and provide timely access to key information about Link Group. The website includes:

- an overview of Link Group's business;
- copies of the Company's Constitution, Board and committee charters and key corporate governance policies;
- copies of all announcements, press releases, briefings, presentations and speeches made to the ASX, institutional investors, analysts or the media;
- half-year and full-year financial results of Link Group;
- Link Group's Annual Reports, in both interactive and downloadable formats;

- notices of shareholder meetings, and explanatory and other related material;
- the names, photographs and brief biographical information for each of Link Group’s directors and senior executives;
- webcasts (as and when available);
- a means for shareholders to submit enquiries directly to Link Group; and
- other material relevant to Link Group’s shareholders.

Other information and updates may be provided to shareholders via periodic communication. In addition, Link Group allows shareholders to elect to receive communications from, and send communications to its share registry, Link Market Services Limited, electronically.

### **Annual General Meeting**

Link Group’s Annual General Meeting (**AGM**) provides an important opportunity for shareholder engagement where:

- Link Group provides information to its shareholders;
- shareholders participate in the meeting through voting and by asking questions about the business of the AGM and management of Link Group;
- Link Group’s independent external auditor attends and is available to answer questions from shareholders about the conduct of the audit and preparation of the auditor’s report.

Link Group encourages maximum shareholder engagement and participation at the AGM, regardless of the geographic location of shareholders, by giving all shareholders the opportunity to participate in the AGM through Link Group’s online platform. Shareholders who choose to participate in the meeting online are able to view the AGM live via webcast and vote and ask questions online. Further information is provided in the Notice of Meeting each year, and in the [Link Group Online Platform Guide](#).

Presentations and speeches made by the Chair and Managing Director will also be made available via Link Group’s and ASX’s website immediately prior to the commencement of the meeting.

Shareholders who attend the AGM in person can cast their votes using the LinkVote App on their mobile phone or tablet device. Link Group will conduct voting on all resolutions at shareholder meetings by a poll rather than by a show of hands.

Shareholders who are unable to attend the AGM either online or in person are encouraged to vote on the proposed resolutions by casting a direct vote prior to the AGM or by appointing a proxy.

In addition, shareholders have the opportunity to submit written questions Link Group and its independent external auditor, and make comments on the management of the Company. Link Group encourages shareholders to submit questions or requests for information ahead of the AGM via the Link Group Investor Centre (login via [www.linkmarketservices.com.au](http://www.linkmarketservices.com.au), select Voting then click “Ask a Question”).

## Institutional Investors and Proxy Advisers

Link Group is committed to managing its relationships with institutional investors, in compliance with Link Group's Continuous Disclosure Policy and the ASX Listing Rules. A structured engagement program is in place to facilitate proactive communication with institutional investors, including post-results briefings and periodic investor days. All information given to analysts at a briefing, such as presentation slides, and any presentation material from public speeches given by Directors or members of management that relate to Link Group or its business will be released to the ASX and posted on Link Group's website. The information will always be released to the ASX before it is presented at an analyst or investor briefing in line with the Continuous Disclosure Policy.

Link Group also has a proactive approach to engaging with proxy advisers in relation to corporate governance matters.

**Beneficial Owners** of Link Group shares may choose to receive shareholder materials directly by email on request.

## Contact Details

Shareholders who want to update personal or contact information, elect to receive communications electronically, or ask a question related to their shareholding in the Company should contact their broker or Link Group's share registry, Link Market Services Limited.

The share registry contact details are:

Email: [LNK@linkmarketservices.com.au](mailto:LNK@linkmarketservices.com.au)

Telephone: 1300 934 599 or +61 2 8767 1361

Post: Locked Bag A14, Sydney South NSW 1235

Website: [www.linkmarketservices.com.au](http://www.linkmarketservices.com.au)

Shareholder queries relating to the management of Link Group can be directed to Link Group Investor Relations, at the following email address:

investor.relations@linkgroup.com.

## 5. How will policy compliance be monitored?

### Reporting/Monitoring

Any issues should be reported to the Company Secretary.

### Non-compliance

Breaches of this Policy will be viewed seriously and may lead to disciplinary action being taken against the relevant Employee. In serious cases, such action may include dismissal or termination of employment or engagement with Link Group.

## 6. Are there any interrelated policies?

This Policy should also read in conjunction with Code of Conduct and Ethics, Securities Trading Policy and Continuous Disclosure Policy.

## 7. Definitions

Term	Definition
ASX	Australian Securities Exchange
Beneficial Owner	A beneficial owner holds shares indirectly
Company	Link Administration Holdings Limited
Employees	Any permanent employee, temporary worker and contractor, full time and part time of the Link Group.
Link Group	Link Administration Holdings Limited and each of its subsidiaries
Shareholder	Policy includes holders of shares, options and other securities of Link Administration Holdings Limited
ELT	Executive Leadership Team comprising the Managing Director and direct reports to the Managing Director