

SHAREHOLDER COMMUNICATION POLICY

Overview

The Company is committed to:

- (a) ensuring that shareholders are provided with full and timely information about the activities of the Company in a balanced and understandable way; and
- (b) communicating effectively with shareholders of the Company and making it easier for shareholders to communicate with the Company.

Purpose

The purpose of this policy is to encourage and facilitate effective two-way communication between the Company and its shareholders, enabling shareholders to exercise their shareholder rights in an effective and efficient manner. This policy sets out the way in which shareholders can:

- (a) engage and communicate actively with the Company;
- (b) participate actively and effectively at Annual General Meetings; and
- (c) obtain information about the activities of the Company.

Obtaining Information as a Shareholder

To promote effective communication with shareholders and encourage active participation at general meetings of the Company, information is communicated to shareholders in a number of ways including:

Company Website

- (i) The Company maintains a comprehensive website through the domain www.harveynormanholdings.com.au (Website). The information available through the Website forms an important part of, and informs, this policy. A lot of important information of the Company is posted on the Website. The Website includes designated pages, including "Reports and Announcements", "News" and "Share Price", where important Company information and relevant announcements, both current and past, made to the market are published. This information can also be accessed via the ASX website.
- (ii) The Website also includes pages dedicated to Governance, where shareholders may access the Company's Board and Committee charters and other key governance documents, and a Company Profile page which summaries the Company's business activities and includes profiles of the directors and management team.

Annual Reports and Dividend Statements

- (i) Electronic access to the Company's Annual Reports is available from the Website. A shareholder may also elect or request a paper copy of the current Annual Report from the Company's Registry, whose contact details are included on the Website.
- (ii) All shareholders have electronic access to dividend statements through the Company's

Registry and at a shareholder's election or request a paper copy of a dividend statement will be posted to the shareholder.

Annual General Meetings and Other Presentations

The Company considers its Annual General Meeting (AGM) to be an important means by which the Company can communicate with its shareholders. To facilitate communications between shareholder and the Company:

- (i) shareholders will be notified of the details of the Annual General Meeting as required by the relevant law;
- (ii) the Chairman will endeavor to allow sufficient time following the consideration of reports for questions and comments by the shareholders at the AGM;
- (iii) for shareholders who are not present at the AGM, questions can be sent to the Company Secretary prior to the meeting and the Chairman will cover as many of the more frequently asked questions during the AGM as possible; and
- (iv) the external auditors of the Company are required to attend the AGM and are available to answer any shareholder questions about the conduct of any audit and the preparation of audit reports.

Where the Board thinks it appropriate, it may make other presentations to shareholders or investors. Transcripts and copies of those presentations will be made available in the Reports and Announcements page of the Website and via the ASX website.

Other Communications

The Company welcomes correspondence from shareholders, including any comments or concerns, by phone, letter, email or facsimile. The relevant contact details for the Company are located on the Website. The Company will endeavour to respond to all correspondence in a timely manner.

Shareholders can also access ASX announcements by the Company through the ASX website.

Policy Review

This policy will be reviewed regularly and may be amended by the Company from time to time as necessary.

Shareholder queries or concerns

If a shareholder has any concerns regarding this Policy, please contact the Company's Registry.

Definitions

Where used in this document, the following terms or expressions shall have the following meanings:

Act means the Corporations Act 2001 (Cth)

Policy Owner	Board of Directors
Document Control	Version 1.0 2019