



Collection House Group

# Investor Relations Guideline

## DOCUMENT CONTROL

### Endorsement

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# INVESTOR RELATIONS GUIDELINE

## INTRODUCTION – COLLECTION HOUSE COMMITMENT

Collection House is committed to providing shareholders/investors with full and timely information about its business activities.

The purpose of this policy is to:

- promote and encourage effective two-way communication between shareholders/investors and Collection House; and
- provide shareholders/investors and other financial market participants an opportunity to express their views to Collection House on matters of concern or interest to them; and
- allow Collection House shareholders/investors and other financial market participants to gain a greater understanding of our business, governance, financial performance and prospects.

This Investor Relations Guideline has been endorsed by the Board of Collection House.

These Guidelines may change over time to ensure best practice.

## COMMUNICATION – INVESTOR RELATIONS – GUIDING PRINCIPLES

Collection House acknowledges and respects the rights of its shareholders/investors and recognises the importance of facilitating the effective exercise of those rights. Collection House is committed to empowering its shareholders/investors by:

- communicating openly, honestly and effectively;
- providing, promoting and encouraging two-way communication between shareholders/investors and the Collection House Senior Executive and/or the Board;
- providing ready access to balanced and easily understandable information about Collection House, its business activities and its governance; and
- facilitating effective participation in Annual General Meetings.

## ELECTRONIC COMMUNICATION

Not only is Collection House empowering its shareholders/investors through the use of its website to complement the official release of material information to the Market as detailed in the Continuous Disclosure Policy, but Collection House intends, at its discretion, to:

- place the full text of Notice of Meetings and Explanatory Material on the website;
- place press releases, annual reports, results announcements, presentations, other company announcements and financial data relating to the past 3 years onto the website; and
- provide investors with the choice of receiving shareholder/investor information updates, notices and other material via e-mail on a regular basis.

## COMMUNICATION GUIDELINES

Collection House recognises the importance of clear and succinct Notice of Meetings or other notices or communications with its shareholders/investors (Notice) to ensure effective communication and encourage greater shareholders/investors participation.

In drafting its Notices, Collection House complies with the following guidelines:

- (a) the Notices shall be honest, accurate and not misleading;
- (b) the Notices shall clearly state and, where necessary explain the nature of, the business of the meeting or the purpose of the communication;
- (c) where resolutions are mandated, explanatory notes on each resolution shall be provided;
- (d) at least 28 days notice of a shareholder's meeting shall be given. The meeting will then be held during normal business hours at a place convenient for the greatest number of shareholders;
- (e) the appointment of proxies shall be able to be lodged electronically by shareholders with the use of protected passwords for authentication purposes;
- (f) the drafting methods adopted for the Notice shall use plain English, avoid unnecessary repetition, employ a structure that is uniform, succinct, easily legible and involves a sequential treatment of resolutions;
- (g) clear guidance shall be provided in Notices containing resolutions for the election of directors, including separate consideration of each candidate in a distinct resolution and ensuring that Notices for election or removal fairly and equitably represent the view of each candidate;
- (h) clear guidance shall be provided in Notices containing resolutions for the removal of directors, including separate consideration of the removal of each candidate in a distinct resolution;
- (i) Notices shall provide clear guidance on directors' recommendations on resolutions, including the classification (non-executive, executive, independent) of a director subscribing to a particular view and the presentation of a balance of views on the merits of the proposal;
- (j) Notices shall provide clear guidance on shareholders' conflicts of interest to the extent that they are known to Collection House and clear details regarding which

shareholders will be excluded from voting. Any conflicts of interests of directors, associates, senior management shall be outlined; and

- (k) Notices shall be sent to shareholders electronically, if requested.

## **EXTERNAL AUDITOR TO ATTEND AGM TO ANSWER SHAREHOLDER QUESTIONS**

As part of empowering its shareholders, the Collection House external auditor will attend the Annual General Meeting and be available to answer any shareholder/investor questions about the conduct of the audit and the preparation and content of the Auditor's Report.

At each Annual General Meeting, the Chairperson will allow a reasonable opportunity for members to ask questions of the external auditor or their representatives.

Collection House not only regards this process as promoting and encouraging participation of shareholders/investors in the meeting and providing balanced and understandable information, but believes it also strengthens the role of the external auditor and the external auditor's accountability to shareholders.

## **NON-ATTENDING SHAREHOLDER/INVESTOR QUESTIONS/COMMENTS FOR AGM**

Collection House will afford shareholders/investors who are unable to attend the AGM and exercise their right to ask questions about, or make comments on, the management of the entity, the opportunity to provide questions or comments ahead of the AGM. Where appropriate, these questions or comments will be read and answered at the AGM or by providing a transcript of the question and a written answer at the AGM.