

Universal Store

Shareholder Communication Policy

1. Purpose

- a) Universal Store Holdings Limited (ACN 628 836 484) (**Universal Store**) recognises that shareholders and other stakeholders are entitled to be informed in a timely and readily accessible manner of all major developments affecting Universal Store.
- b) The purpose of this shareholder communications policy is to promote effective communication with shareholders and other stakeholders and to encourage and facilitate participation at Universal Store's general meetings and dealing promptly with the enquiries of shareholders and other stakeholders.

2. Methods of communication

Information is provided to shareholders and other stakeholders through, but is not limited to:

- a) releases to the Australian Securities Exchange (**ASX**) in accordance with continuous disclosure obligations;
- b) the corporate and investor sections of Universal Store's website;
- c) Universal Store's annual and half-yearly reports; and
- d) the annual general meeting (**AGM**).

Universal Store encourages shareholders to receive company information electronically by registering their email address online with Universal Store's share registry.

3. ASX releases

- a) Universal Store will make announcements to the ASX in a timely manner in accordance with the ASX Listing Rules (see also Universal Store's Disclosure Policy).
- b) All announcements made to the ASX are available to shareholders:
 - i. under the investor section of Universal Store's website; or
 - ii. under the company announcements section of the ASX website.

4. Universal Store's website

- a) The investor section of Universal Store's website is the primary medium of providing information to all shareholders and stakeholders. It has been designed to enable information to be accessed in a clear and readily accessible manner.
- b) The corporate section of Universal Store's website will provide governance-related information including details of the Board of Universal Store (**Board**) and senior management team and copies of Universal Store's board committee charters and company policies.
- c) The investor section of Universal Store's website will contain information relevant to shareholders and stakeholders including statements lodged with the ASX by Universal Store (including all financial results and annual reports), press releases and other material relevant to Universal Store shareholders.

5. Annual general meeting

- a) The AGM provides an important opportunity for Universal Store to provide information to its shareholders and a reasonable opportunity for informed shareholder participation. At the AGM, shareholders can express their views to the Board and management and to vote on the Board's proposals. All shareholders are encouraged to attend and participate at the AGM.
- b) The date, time and location of the AGM will be provided in the notice of meeting, in the annual report and on Universal Store's website.
- c) Where practicable, Universal Store will consider the use of technological solutions for encouraging shareholder participation at meetings (which may include, for example, live webcasting of meetings, holding meetings across multiple venues linked by live telecommunications and hybrid meetings).
- d) The notice of meeting and proxy form will be distributed to all shareholders prior to the AGM in the timeframe set by the Corporations Act and will be available on Universal Store's website.
- e) Universal Store's auditor attends its AGM and is available to answer any questions regarding the conduct of and any issues arising from the audit or the preparation and content of the auditor's report.

6. General

- a) **Annual report:** Unless the share registry has been notified otherwise, the annual report will be emailed to all shareholders (to the email address recorded on Universal Store's share register) prior to the AGM within the timeframe set by the Corporations Act.
- b) **Half-year and full-year results:** The half-year and full-year results will be announced to the ASX pursuant to the ASX Listing Rules and are available to shareholders in the same manner as other ASX announcements. Following the release of Universal Store's half-year and full-year results, Universal Store may conduct investor and analyst briefings at which the media, institutional investors, and stockbroking analysts will be briefed and given an opportunity to ask questions of Universal Store's senior management.
- c) **Dividends:** Any dividend, interest or other money payable in respect of shares may be paid by electronic funds transfer to an account with a bank or other financial institution nominated by the holder (or in the case of joint holders, to the account nominated by, the joint holder first named in that register) and which is acceptable to the Company or in any other manner the directors decide. Where payment is made by electronic funds transfer but no account is nominated by the holder or an electronic funds transfer into a nominated account is rejected or refunded, the company may credit the amount payable to an account of the Company to be held until the holder nominates a valid account.
- d) **Share registry:** Shareholders with any questions related to their shareholding should contact Universal Store's share registry at:

Link Market Services Limited
Level 12
680 George Street
Sydney NSW 2000
Telephone: 1300 554 474

- e) **Shareholder enquiries:** Universal Store is committed to dealing with shareholder enquiries promptly and courteously and takes measures to ensure that its registry, Link Market Services Limited, also does so.

- f) **Shareholder privacy:** Universal Store recognises that privacy is important and will not disclose registered shareholder details unless required by law. Shareholder details will only be used in accordance with applicable privacy laws.
- g) **Shareholders' meetings:** Universal Store will ensure that all substantive resolutions at a meeting of shareholders are decided by a poll rather than by a show of hands.