

Toll Holdings Limited

Shareholder Communication Policy

Adopted by the Board 25 August 2010
ACN 006 592 089

The Company aims to ensure that shareholders are kept informed of all major developments affecting the state of affairs of the Company. Additionally, the Company recognises that potential investors and other interested stakeholders may wish to obtain information about the Company from time to time.

To achieve this, the Company communicates information regularly to shareholders and other stakeholders through a range of forums and publications.

One of the Company's key communication tools is its website located at www.tollgroup.com. The Company endeavours to keep its website up-to-date. Important information about the Company can be found under the sections marked "About Toll" (which includes a section marked "Corporate Governance") "Shareholder" and "News" on its website.

The "About Toll", "Shareholder" and "News" sections of the website include details of the following:

- the Company's constitution;
- the Company's Board and Board Committee charters;
- the Company's core corporate governance policies;
- press releases and announcements made by the Company within at least the last 10 years; and
- financial information about the Company.

The website also contains a facility for shareholders to direct inquiries to the Company. Measures for communicating the following important aspects of the Company's affairs include:

- **Notice of meeting:** The Company places the full text of all notices of meetings and explanatory material on its website. The Company, with the assistance of the Company's Share Registrar, encourages shareholders to provide email addresses so that notices of meeting and explanatory material can be sent to shareholders via email.
- **Annual General Meeting (AGM):** The Company encourages full participation of shareholders at its AGM each year. The AGM is the main opportunity for shareholders to hear the Managing Director and Chairman provide updates on Company performance, ask questions of the Board, and to express a view and vote on the various matters of business on the agenda. For those shareholders who are unable to attend in person, the Company webcasts on its website its Annual General Meetings and provides a full transcript of the Chairman's and the Managing Director's speeches on its website. Shareholders are encouraged to lodge proxies electronically, subject to the adoption of satisfactory authentication procedures. The company's external auditor will attend the AGM and be available to answer shareholder questions about the conduct of the audit and the preparation and content of the auditor's report. The external auditor will also be allowed a reasonable opportunity to answer written questions submitted by shareholders to the auditor as permitted under the Corporations Act.
- **Financial Reports:** The Company's Annual Report for the past ten years are available on its website and contain important information about the Company's activities and results for each financial period. Shareholders can elect to receive the Company's Annual Report as an electronic copy or in hard copy through the mail.
- **Relevant announcements lodged with the Australian Securities Exchange (ASX):** Key ASX announcements made to the market, including annual and half year financial results, are posted on the Company's website as soon as they have been released by ASX.
- **Presentations:** Copies of all investor presentations made to analysts and media briefings are posted on the Company's website, and where appropriate, the Company uses webcasting or teleconferencing of these presentations and briefings.
- **"Toll Today":** Copies of the Company's quarterly publication are available on the Company's website.
- **Other information:** Links to the current share price of the Company's ordinary shares trading on the ASX as well as to the share registry's website are available on the Company's website. The Company provides contact information on its website to assist shareholders with any queries. Information can also be communicated to shareholders via periodic mail outs, or by email to shareholders who have provided their email address.