

METCASH SHAREHOLDER COMMUNICATION POLICY

Introduction

Providing investors with confidence in all our dealings is paramount to Metcash. We are committed to not only ensuring we comply with our continuous disclosure obligations, so that our shareholders and the broader investment market have timely and equal access to important company information, but also generally promoting effective communication with shareholders and other stakeholders.

Our Market Disclosure Policy states that once the company becomes aware of any information that it would expect to have a material effect on the company's share price, that information is to be disclosed immediately (subject to certain exceptions as provided in the Listing Rules) and to ASX first. This material information can be provided to other stakeholders, including media and analysts, only after the ASX has informed Metcash that it has released the information to the market.

In addition to meeting these continuous disclosure obligations, Metcash ensures shareholders and the broader investment market have timely access to important company information through:

- providing material information and other information about the company and its governance via its website at www.metcash.com, including copies of its constitution, Board and Committee charters, Metcash's statement of values and core corporate governance policies; and
- a series of regular disclosure events during the financial year as set out below. The calendar for these events is posted on the company's website.

In addition, to facilitate effective two-way communication with shareholders, the Metcash website also contains a "Contact us" facility for shareholders to direct inquiries to the company.

Metcash encourages shareholders to receive communications from Metcash electronically by registering their email address online with Metcash's share registry at www.investorserve.com.au/.

Full and Half Year Results Announcements

Metcash announces financial results twice a year. Full year results are released in June and half year results in November or December, through an announcement to the ASX and supplementary briefings for the investment market and the media. The briefing to the investment market is webcast and the recording, as well as any investor or analyst presentation materials, are made available on the company's website for all shareholders and other stakeholders. Results announcements provide a summary of the company's overall performance for the period, including operating revenue, profit, earnings per share, and details of any dividends declared. They also provide details on the financial and operational performance of each of the company's business divisions. Results announcements are also posted on the company's website after the ASX has confirmed they have been released to the market.

Annual General Meeting

Metcash holds its Annual General Meeting (**AGM**) for shareholders in August or September each year. Metcash releases the notice of meeting and accompanying explanatory memorandum to the ASX and makes them available on its website.

At the AGM, shareholders have the opportunity to hear directly from the Board and Group CEO on company performance and objectives, ask questions about the management of the Company, and vote on resolutions. The Chair and Group CEO's AGM addresses and presentations are also released on the ASX prior to the AGM and then posted on the company's website.

Metcash seeks to maximise shareholders' ability to participate in the AGM process by:

- allowing shareholders in attendance a reasonable opportunity to ask questions of the Board, senior management and the auditor (regarding management of the Company, the items of business and the conduct of the annual audit and content of the auditor's report);

- providing shareholders who are unable to attend the AGM with an opportunity to submit questions in advance of the meeting; and
- allowing shareholders to lodge proxies electronically in advance of the meeting.

Annual Report

Metcash's Annual Report is released to the ASX and made available on the company's website. If a shareholder elects (to the company's share registry), a hard copy of the Annual Report is also mailed to them. The Annual Report provides a concise summary of financial information for the previous financial year, an explanation of company performance and business strategies, statements from the Chair and Group CEO, as well as information on management, remuneration and sustainability.

Investment Market Briefings and Meetings

To help ensure that our shareholders and the broader investment market have a full understanding of the company's performance and strategies, Metcash conducts investor and analyst briefings twice a year on the financial performance and objectives of the company overall, and each of its business divisions. These updates provide an opportunity for investors and analysts to speak directly with senior management and ask questions. These briefings are governed by strict protocols that ensure the company restricts its comments to information previously disclosed to the market or which is already in the public domain, or to non-material information.

From time to time, the company may also conduct business division site tours and presentations to further assist the investment market understand the business' operations, strategies and performance. These site tours and associated presentations are also governed by strict protocols that ensure the company restricts its comments to information previously disclosed to the market or which is already in the public domain, or to non-material information.

Any presentation materials for new and substantive investor or analyst presentations are released on the ASX ahead of the presentation, and then made available on the company's website.

From time to time Metcash may also conduct one-on-one and group meetings with shareholders, analysts and other investment market stakeholders to discuss its business operations, strategies and performance. Metcash endeavours to have at least two appropriate representatives in attendance at these meetings.

To prevent inadvertent disclosure of market sensitive information, the company imposes communications black-out periods in relation to financial information from one month before the end of the company's financial reporting periods, being 30 April and 31 October, and the disclosure of its financial results to the ASX. Metcash's policy is that during blackout periods it will not hold one on one briefings with institutional investors, individual investors or stockbroking analysts to discuss financial information concerning the Company and will not hold any open briefings to discuss anything other than information which has been announced to the ASX.

Any proposal to deviate from this Policy must be approved in advance by the Group CFO and, if any briefings or meetings are held during a blackout period, there must be no discussion or provision of financial or other information in breach of Metcash's continuous disclosure obligations. Metcash may also treat other periods as 'communication black-out periods' for the purposes of this policy.

Please refer to the 'External Communications' section of the Metcash Market Disclosure Policy for further information about Metcash's protocols around the release of information.