

# Stakeholder Communication Policy



australia  
group

## 1. Purpose

Virgin Australia is committed to ensuring that our people and community are at the centre of everything we do.

- Virgin Australia Holdings Limited (ACN 100 686 226) (**Virgin Australia**) recognises that its stakeholders are entitled to be informed in a timely and readily accessible manner of all major developments affecting Virgin Australia.
- Virgin Australia also acknowledges its obligation under ASX Listing Rule 3.1 to immediately notify the ASX of any information concerning the Company that a reasonable person would expect to have a material effect on the price or value of the Company's securities, subject to the exceptions set out in Listing Rules 3.1A.
- The purpose of this communications policy is to promote effective communication with shareholders, suppliers, customers, employees, employees' representatives, financiers, creditors and other stakeholders and to encourage and facilitate engagement at Virgin Australia's general meetings and in Virgin Australia's growth.

## 2. Our values

This Policy is underpinned by our values. Our values guide our behaviour and apply to every aspect of our business:

- **We put safety first** – we put the health and safety of our people, customers and communities above all else.
- **We have a big heart** – our customers live at the centre of everything we do.
- **We do the right thing** – everything we do for our people, our customers and our community – is done with absolute integrity, always.
- **We own it** – we're different and that's not going to change. We all, in our own way, embody Virgin's flair and laid back, authentic spirit.

## 3. Methods of communication

### 3.1 Communications with shareholders and the market

Information is provided to stakeholders through, but is not limited to:

- releases to the Australian Securities Exchange in accordance with continuous disclosure obligations;
- the corporate and investor sections of Virgin Australia's website;
- Virgin Australia's annual and half-yearly reports;
- the Annual General Meeting and other general meetings;
- Virgin Australia media releases;
- shareholder meeting information including addresses by the Chairman and Chief Executive Officer (**CEO**);

- presentations to investors and analysts; and
- charters, policies, codes of conduct and statements.

Virgin Australia encourages shareholders to receive shareholder communications electronically by registering their email address online with Virgin Australia's share registry.

## 3.2 Communications with employees

Virgin Australia believes its employees are critical to its success. To help employees perform at their best in a supportive environment, Virgin Australia is committed to maintaining clear, non-selective communication with its staff.

Virgin Australia aims to achieve this through employee briefings and 'town halls', company wide messages and tailored communication channels that promote the effective and timely dissemination of information.

## 3.3 Communications with other stakeholders

Virgin Australia is dedicated to ensuring all stakeholders receive regular updates about the organisation and its operations. Although individual meetings may be conducted with key stakeholders, such as Virgin Australia's financiers or its employees, we are committed to ensuring compliance with our continuous and periodic disclosure requirements, in line with our Continuous Disclosure Policy. The primary method for stakeholders to access information will be via Virgin Australia's website and its releases to the ASX.

## 3.4 Legal requirements

All communications made by Virgin Australia to stakeholders and through the methods identified in this stakeholder communications policy will be made in accordance with the laws and contractual requirements which apply to Virgin Australia from time to time. As a result of these legal requirements we may be compelled to communicate different information to different stakeholders at different times and we may also be prohibited from disclosing certain information to some groups of stakeholders.

Virgin Australia has a specific policy, its Continuous Disclosure Policy, regulating our disclosure of information to ASX which conforms with and facilitates our compliance with the ASX Listing Rules.

## 4. ASX and media releases

- Virgin Australia will make announcements to the ASX in a timely manner in accordance with the ASX Listing Rules and its Continuous Disclosure Policy.
- All announcements made to the ASX are available to shareholders:
  - under the investor section of Virgin Australia's website; or
  - under the company announcements section of the ASX website.
- Copies of Virgin Australia media releases are located in the 'Newsroom' section of Virgin Australia's website.

- If a media release relates to market sensitive information it will not be released until confirmation is received that the market sensitive information has been disclosed to the ASX.

## 5. Virgin Australia's website

- The investor section of Virgin Australia'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.
- The corporate governance section of Virgin Australia's website will provide governance-related information including details of the Board of Virgin Australia (Board) and Executive Leadership Team and copies of Virgin Australia's constitution, board charter, board committee charters and company policies.
- The investor section of Virgin Australia's website will contain information relevant to shareholders and stakeholders including statements lodged with the ASX by Virgin Australia (including all financial results and annual reports), copies of any materials distributed at investor analyst presentations, press releases and other material relevant to Virgin Australia shareholders.

## 6. Annual general meeting

- The AGM provides an important opportunity for Virgin Australia 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 Executive Leadership Team and to vote on the Board's proposals. All shareholders are encouraged to attend and participate at the AGM.
- The date, time and location of the AGM will be provided in the notice of meeting and on Virgin Australia's website.
- Where practicable, Virgin Australia 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).
- 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 Virgin Australia's website.
- Virgin Australia'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.
- Virgin Australia will release transcripts of the Chairman's address, CEO's address and any presentation information to the ASX prior to the commencement of the AGM.
- At each AGM, the Chair will allow a reasonable opportunity for members to ask questions of the auditor or their representatives.
- The outcome of the voting on each resolution put to shareholders at the AGM is released to the ASX following the meeting.

## 7. General

- **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 Virgin Australia's share register) prior to the AGM within the timeframe set by the Corporations Act.
- **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 Virgin Australia's half-year and full-year results, Virgin Australia 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 Virgin Australia's senior management.
- **Share registry:** Shareholders with any questions related to their shareholding should contact Virgin Australia's share registry, Computershare, at:

Web Address: [Computershare Investor Centre - Australia](#)

Telephone number (Australia) 1300 555 159; (Overseas) +61 3 9415 4062

- **Shareholder enquiries:** Virgin Australia is committed to dealing with shareholder enquiries promptly and courteously and takes measures to ensure that its share registry also does so.
- **Other stakeholder enquiries:** Virgin Australia values responding to all requests quickly and effectively and encourages customers, suppliers, employees and all other stakeholders to communicate through the relevant channels, including its website, to resolve any questions or concerns they may have.
- **Shareholder privacy:** Virgin Australia 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.
- **Shareholders' meetings:** Virgin Australia will ensure that all substantive resolutions at a meeting of shareholders are decided by a poll rather than by a show of hands.
- **Investor relations:** All dealings with analysts and investors will be managed by the Virgin Australia Investor Relations team and limited to publicly available information as disclosed to the ASX. All meetings and presentations to analysts and investors should, where possible, always include Investor Relations.  
  
Investor Relations will keep a record of all meetings, material discussions, complaints or further contact with investors and analysts. The Investor Relations team ensures Virgin Australia communicates its financial, operational and strategic progress and goals clearly and on an ongoing basis to the investment community
- **Authorised spokesperson:** Only the following persons are authorised to make public statements on behalf of Virgin Australia:
  - (i) The Chairman;
  - (ii) The CEO,

- (iii) The CFO;
- (iv) The CCASO;
- (v) General Manager, Communications for any Media enquiries; and
- (vi) General Manager, Investor Relations for any Investor enquiries.

The CEO may delegate this authority to another member of the Executive Leadership Team if both the CEO and the CFO will be unavailable at any time.

## 8. Definitions

Term	Definition
AGM	Annual General Meeting
ASX	Australian Securities Exchange
Board	the Board of Directors of Virgin Australia
CEO	Chief Executive Officer of Virgin Australia
CFO	Chief Financial Officer of Virgin Australia
CCASO	Chief Corporate Affairs & Sustainability Officer
Chair	the Chairperson at Virgin Australia's Annual General Meeting
Chairman	Chairman of Virgin Australia's board of directors
Corporations Act	Corporations Act 2001 (Cth)
Team Member	employees, officers, directors, consultants and contractors of Virgin Australia as well as Connected Members
Virgin Australia	Virgin Australia Holdings Limited (ACN 100 686 226)

## 9. Roles and responsibilities

Role	Responsibility
CEO	Authorised to make public statements on behalf of Virgin Australia in accordance with section 7.
Chairperson	Authorised to make public statements on behalf of Virgin Australia in accordance with section 7.
Communications Team	<ul style="list-style-type: none"> <li>All dealings with Media will be managed by the Communications team and limited to publicly available information, in accordance with section 7.</li> </ul>
Investor Relations Team	<ul style="list-style-type: none"> <li>All dealings with analysts and investors will be managed by the Investor Relations team and limited to publicly available information, in accordance with section 7.</li> <li>Maintain a record of all meetings, material discussions, complaints or further contact with investors and analysis.</li> </ul>

## 10. Related documents

✓	Continuous Disclosure Policy
✓	Virgin Australia's Constitution
✓	Board Charter
✓	Board Committee Charters
✓	Code of Conduct

## 11. Document details

<b>Version:</b>	1
<b>Policy Owner:</b>	Chief Financial Officer
<b>Policy Contact:</b>	General Manager, Investor Relations
<b>Approval Authority:</b>	VAH Board
<b>Approval Date:</b>	May 2025
<b>Last Amendment Date:</b>	N/A
<b>Revision Date:</b>	N/A
<b>Review Period:</b>	This Policy may be reviewed and amended from time to time and at least every two years.
<b>Consequences:</b>	It's each Team Member's responsibility to comply with this Policy. Virgin Australia treats non-compliance seriously and resulting action could include suspension or termination of employment or engagement with Virgin Australia.
<b>Governance, Monitoring and Reporting:</b>	<p>The Chief Financial Officer is responsible for oversight and implementation of this Policy and for establishing reporting and compliance procedures designed to ensure that Virgin Australia's interests are appropriately protected.</p> <p>Compliance will be periodically reviewed by the Chief Legal Officer and the outcome reported to the Executive Leadership Team and Audit Risk and Compliance Committee (as needed).</p>
<b>Further Information and Advice:</b>	<p>The Investor Relations and Communications Teams can provide you with guidance and support relating to the application or interpretation of this Policy.</p> <p>This Policy is non-contractual and may be replaced, amended from time to time in accordance with legislative changes or operational requirements or withdrawn.</p>