



Investor Relations Policy

1. Introduction

- 1.1 The Board of Directors (the Board) of Bank of Queensland Limited (the Bank) has established an Investor Relations Policy (the Policy).
- 1.2 The objectives of the Policy are to promote:
- effective communication with shareholders;
 - ready access to balanced and clearly understandable information about the Bank and corporate proposals; and
 - easy participation in general meetings.

2. Effective communication

- 2.1 This Policy is in addition to, and is designed to enhance, the Bank's Market Disclosure Policy.
- 2.2 The Bank recognises that effective communication with investors assists the creation and maintenance of an informed market in the Bank's securities and enhances corporate governance by encouraging a culture of transparency in relation to the Bank's corporate activities and proposals.
- 2.3 The Bank will keep investors and the market fully informed of information that may have a material effect on the price or value of the Bank's securities by timely disclosure of information through the Australian Securities Exchange (ASX).
- 2.4 The Bank, where appropriate, will also provide relevant information to media organisations to ensure the broadest possible communication with investors and the general market.
- 2.5 The Bank will encourage the development of effective communication tools to implement this Policy. In particular, the Bank will enhance electronic communications and general meeting participation in accordance with this Policy.

3 Electronic communication

- 3.1 The Bank embraces, wherever practicable, new technologies that provide:

- greater opportunities for more effective communication with its shareholders; and
 - improved access for shareholders unable to be physically present at meetings.
- 3.2 The Bank's website will be used to complement the official release of material information to the market.
- 3.3 To use electronic communications effectively and enable broader access to company information by investors and stakeholders, the Bank will, where possible:
- place all major announcements made to the market and related information on the Bank's website after it has been released to the Australian Securities Exchange (ASX);
 - post speeches and presentations for significant conferences and meetings (including general meetings) on the Bank's website and, will (where possible), webcast or teleconference significant briefings or meetings. Advance notice of significant meetings will be posted on the Bank's website;
 - place the full text of notices of meeting and explanatory material on the Bank's website; and
 - provide information about the last three years' press releases or market announcements and at least three years of financial data on the website.

4. Meetings

- 4.1 General meetings are used to communicate with shareholders and allow a reasonable opportunity for informed shareholder participation.
- 4.2 The Bank will place the full text of notices and accompanying explanatory material on the Bank's website and will send notices of meetings to shareholders by electronic means if requested. The Bank will distribute explanatory material by other means, so that shareholders who do not have access to the Internet and other forms of electronic communication are not disadvantaged.
- 4.3 The Bank encourages shareholders to request that notices of meetings and other shareholder updates be sent to them by electronic means on an 'opt in' basis. Shareholders are able to change that election at any time, and have the right to request a paper version of a document that has been sent electronically.
- 4.4 The Bank will release full notice documentation to the ASX Companies Announcements Office, as required by the ASX Listing Rules.
- 4.5 All material will be kept by the Bank in such a way that it can be reproduced in written form at any time. The material will also be presented in a way that will

allow recipients to keep a copy of it so they have ready access to it in the future.

- 4.6 In preparing notices of meeting and explanatory material, the Bank will have due regard to the guidelines for notices of meeting in Annexure A to the ASX “Principles of Good Corporate Governance and Best Practice Recommendations”.

5 Records

- 5.1 The Bank’s Investor Relations Manager will keep a summary record, for internal use, at those group, investor or analyst briefings attended by the Investor Relations Manager, that will include a record of those present, and the time and place of the meeting.

6 Policy review

- 6.1 This policy will be reviewed annually and revised as required.

7 Conclusion

- 7.1 The Bank is committed to listening to its shareholders and welcomes shareholder participation at its Annual General Meeting.
- 7.2 Feedback from shareholders is also welcome throughout the year and may be made via your branch, by telephoning (07) 3212 3463 or through the 'Contact Us' page of the Bank's website.