



SHAREHOLDER COMMUNICATION POLICY

INTRODUCTION

1. Caltex Australia Limited, (ASX:CTX) supports governance practices that are designed to give a clear and factual picture of our business performance and promote engagement with our shareholders.
2. This policy sets out Caltex's approach to engaging with our shareholders and encourage participation at general meetings.
3. This policy should be read together with the Caltex Continuous Disclosure Policy which sets out how Caltex complies with the continuous disclosure obligations under the ASX Listing Rules and the *Corporations Act 2001* (Cth) (Corporations Act).

COMMUNICATION PRINCIPLES

4. Through clear and timely communication, Caltex provides investors with access to factual information to enable them to make informed assessments of Caltex's performance.
5. Caltex uses clear and concise language in communicating with shareholders but recognises the nature of our complex operations will mean industry terminology is required from time to time in order to more accurately communicate company performance.
6. Caltex provides investors with equal and timely access to market sensitive information, and adopts practices, as outlined in the Caltex Continuous Disclosure Policy, to prevent selective disclosure of market sensitive information.
7. Caltex encourages the use of electronic communication with investors including via the following channels:
 - 7.1 Caltex Website (www.caltex.com.au);
 - 7.2 Email (Caltex.queries@computershare.com.au); and
 - 7.3 Webcast and conference calls, as scheduled by Caltex.

COMMUNICATIONS WITH INVESTORS

ASX announcements

8. Caltex makes announcements to the ASX in accordance with the ASX Listing Rules.
9. All announcements to the ASX are made available to investors on the Caltex website as soon as practical following confirmation of release of the announcement by the ASX.

Financial results & results briefings

10. Caltex reports financial results twice a year, in accordance with the Corporations Act and the ASX Listing Rules. Financial results for the first half (for the six months ending 30 June) are reported in August, while the full year results (for the 12 months ending 31 December) are reported in February. These dates and relevant links are provided on the Caltex website.
 11. On these occasions, Caltex releases to the ASX:
 - 11.1 the relevant financial report for the period;
 - 11.2 a media release;
 - 11.3 an investor and analyst presentation; and
 - 11.4 any other documents required by the ASX Listing Rules.
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This material can be viewed on the ASX website at the time of release and is subsequently made available on the Caltex website.

12. On the day of results, investor and analyst briefings are delivered by the Managing Director & Chief Executive Officer and Chief Financial Officer and include a formal presentation followed by a question and answer session. Participants are invited to attend in person, or by webcast.
13. An archive copy of the most recent webcast of the Investor and Analyst Presentation is available to shareholders on the Caltex website.
14. An investor roadshow will take place in the days following results, including one-on-one and group meetings with key investors and analysts. Discussions in these meetings are restricted to information previously disclosed to the ASX.

Investor and analyst briefings

15. From time to time, Caltex may hold investor and analyst briefings to discuss various aspects of the company's operations. In line with the ASX Listing Rules and the Caltex Continuous Disclosure Policy, no information will be provided in these briefings that has not previously been released to the ASX. For internal use, a summary record of the issues discussed at group or one-on-one briefings with investors and analysts is maintained. The record generally also includes details of those present, and the time and place of the meeting.
16. Caltex does not impose blackout periods in relation to briefing investors and analysts on the basis that Caltex does not disclose market sensitive information to investors and analysts at any time, unless that information has been lodged with and receipted by the ASX.

Annual General Meeting

17. The Caltex Annual General Meeting (AGM) is held before the end of May each year.
18. The time, date and location of the Caltex AGM is available to shareholders in the notice of meeting and on the Caltex website. The AGM pack is lodged with the ASX and is made available to shareholders.
19. The notice of meeting is drafted to clearly state and explain the nature of the business of the meeting with consideration to guidelines issued by bodies including the ASX Corporate Governance Council and Governance Institute of Australia.. The notice of meeting gives clear guidance on Board recommendations on resolutions.
20. Shareholders are encouraged to attend and vote at the AGM or, if they are unable attend in person, they are encouraged to vote by proxy on any resolutions to be decided at the meeting.
21. At the AGM, shareholders have the opportunity to ask questions about or make comments on Caltex's operations and performance. Shareholders may also direct questions and comments to Caltex's external auditor on their audit of Caltex's annual financial report, the preparation and content of the auditor's report, the accounting policies adopted by Caltex and the auditor's independence.
22. Shareholders are also able to submit questions prior to the AGM. The Chairman typically responds to common shareholder questions that are raised prior to the AGM in the Chairman's address at the meeting.
23. In accordance with the Corporations Act, shareholders may also submit written questions to Caltex's external auditor in relation to the conduct of their audit of Caltex's annual financial report, the preparation and content of the auditor's report, accounting policies adopted by the company in relation to the financial statements and the auditor's independence in relation to the conduct of the audit.
24. The AGM is webcast which enables interstate and overseas shareholders to view the meeting. However, shareholders are not able to vote on resolutions nor ask questions of or make

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comments to the Board via the webcast. An archived copy of the webcast of the most recent AGM is available on the Caltex website.

25. The Chairman's address and the Managing Director & Chief Executive Officer's address to the AGM are released to the ASX prior to commencement of the AGM, and are made available to shareholders on the Caltex website as soon as practical following confirmation of release from the ASX.
26. Following the AGM, the results of voting on resolutions put to the meeting are released to the ASX and are also made available on the Caltex website.

Annual Report

27. The Annual Report is lodged with the ASX and made available to shareholders. The timing of the publication of the Annual Report is in accordance with the timeframes set by the Corporations Act. All previous years' reports are available on the Caltex website or by contacting the Share Registry.
28. Caltex encourages shareholders to elect to receive all shareholder communications electronically or refer to the Caltex website. Shareholders are also encouraged to send communications to the Share Registry electronically.
29. Shareholders can elect to receive shareholder communications in hard copy by contacting the Share Registry.
30. Caltex may also issue a Half Year Report or a Chairman's Letter summarising the results for the half year (ending 30 June) which is lodged with the ASX and made available to shareholders.

One-on-one meetings

31. Caltex's policy for one-on-one meetings with investors and analysts is detailed in the Caltex Continuous Disclosure Policy.

Conference calls

32. As for any investor briefing, the content of any call with investors is restricted to information that has been previously released to the ASX. Further details can be found in the Caltex Continuous Disclosure Policy.

Commenting on analyst reports and forecasts

33. Caltex's policy for commenting on analyst reports and forecasts is detailed in the Caltex Continuous Disclosure Policy.

Financial calendar

34. A copy of Caltex's financial calendar is available to shareholders on the Caltex website. The financial calendar lists the dates of the AGM, proposed dividend record and payment dates and full year and half year results announcements.

Dividends

35. Statements for any declared dividend will be made available to shareholders on or around the date the dividend is paid.
36. Shareholders can obtain historical information regarding dividend payments on the Caltex website. This information includes the amount of the dividend paid and the record date.
37. Shareholders seeking specific information regarding dividend payments, or method of payment, should contact the Caltex Share Registry.

Chat rooms, blogs or other communication channels

38. Caltex does not participate in any informal communication in relation to its performance.

MEDIA RELEASES

39. Media releases for the current year, and recent years (3 years), are available on the Caltex website. Those that contain information deemed important to investors will be released first to the ASX, in line with ASX Listing Rules.

SHAREHOLDER / INVESTOR ENQUIRIES

40. Shareholders with queries relating to their holding of Caltex securities should contact the Share Registry.
41. Caltex's Share Registry is administered by Computershare Investor Services Pty Limited. Contact details are available on the Caltex website.
42. Shareholder or investor questions of a more specific nature should be directed to the Caltex Investor Relations Manager. Contact details are available on the Caltex website.

REVIEW OF POLICY

43. The Board will review this policy at least every two years. The policy was last reviewed and approved by the Board on 6 December 2018.

PUBLICATION

44. This policy will be made available on the Caltex website (www.caltex.com.au).