

**INTERNATIONAL BUSINESS SETTLEMENT HOLDINGS LIMITED**  
**國際商業結算控股有限公司**  
(Incorporated in Bermuda with limited liability)  
(the “Company”)

**SHAREHOLDERS COMMUNICATION POLICY**

**1. PURPOSE**

This Policy sets out the provisions for ensuring that the shareholders, both individual and institutional (collectively, “Shareholders”) of International Business Settlement Holdings Limited (the “Company”) are provided with ready, equal and timely access to balanced and understandable information about the Company (the “Information”). Its objective is to enable Shareholders to exercise their rights in an informed manner, and to allow them and the investment community to engage actively with the Company.

**2. GENERAL POLICY**

- 2.1 The Board shall maintain an on-going dialogue with Shareholders and the investment community.
- 2.2 Shareholders and the investment community will receive the Information mainly in the form of the Company’s financial reports (interim and annual reports), or through annual general meeting(s), and disclosures required by law and regulations and made on the Company website.
- 2.3 The Company shall ensure effective and timely dissemination of the Information to Shareholders and the investment community at all times.

**3. COMMUNICATION STRATEGIES**

**Shareholders’ Enquiries**

- 3.1 Shareholders should direct questions about their shareholdings to the Company’s Registrar (see paragraph 5.2 for the contact details).
- 3.2 Shareholders and the investment community may, at any time, direct questions or request for publicly available information, and provide comments and suggestions to the Company by post by use of the contact details in paragraph 5.1.

## **Corporate Communications**

- 3.3 Corporate communications have the meaning ascribed thereto in the Rules Governing the Listing of Securities on the Stock Exchange, which include but are not limited to (i) the directors' report, the annual accounts together with a copy of the auditor's report; (ii) the annual reports and interim reports; (iii) a notice of meeting; (iv) a listing document; (v) a circular; and (vi) a form of proxy ("**Corporate Communications**").
- 3.4 Corporate Communications are provided to Shareholders in plain language and in both English and Chinese versions to facilitate their understanding. Shareholders are encouraged to access Corporate Communications electronically via Company website. Shareholders may change their choice of language (either English and/or Chinese) and means of receipt of Corporate Communications (in hard copy or through electronic means). They may change their election at any time by notifying the Company by post or email.
- 3.5 Shareholders are encouraged to provide their contacts, e.g. their email addresses, to the Company in order to facilitate timely and effective communications.

## **Corporate Website**

- 3.6 A dedicated Investors section is available on Company's website. The information on the website is updated on a regular basis.
- 3.7 The information released by the Company to The Stock Exchange of Hong Kong Limited will be posted on Company's Website as soon as practicable after their release. Such information includes financial reports, results announcements, circulars, notices of general meetings and other regulatory disclosures.
- 3.8 All presentation materials provided in conjunction with the Company's results announcements each year will be made available on Company's Website as soon as practicable after their release.
- 3.9 Press releases issued by the Company will be made available on Company's Website.

## **Webcasts**

- 3.10 Webcasts of the Company's interim and annual results briefings are made available on Company's Website.

## **Shareholders' Meetings**

- 3.11 Shareholders are encouraged to participate in general meetings or to appoint proxies to attend and vote at meetings for and on their behalf if they are unable to attend the meetings.
- 3.12 Appropriate arrangements for the annual general meetings are put in place to encourage Shareholders' participation.

- 3.13 The Company monitors the process of its general meetings on a regular basis, and if necessary, it will make changes to ensure that Shareholders' needs are best served.
- 3.14 Board members, including the chairman of Board committees, key senior executives and the external auditors will attend annual general meetings to answer Shareholders' questions.

#### **Investment Community Communications**

- 3.15 In order to facilitate communication between the Company, Shareholders and the investment community, executive directors, key senior executives and the Head of Corporate Marketing of the Company meet with institutional shareholders, investors and analysts regularly. This communication takes the form of investors/analysts briefings, one-on-one meetings, roadshows (both domestic and international) and investment conferences.
- 3.16 The dedicated management personnel who have contacts and dialogues with analysts and investors are required to comply with the disclosure obligations and requirements under the Company's Continuous Disclosure Policy.

#### **4. REVIEW OF THE POLICY**

The Company will review this Policy annually to ensure its effectiveness and reflect current best practice. Its review of the effectiveness of the Policy conducted during the year (including how it arrives at the conclusion) will be reported in its Corporate Governance Report.

#### **5. CONTACT DETAILS**

- 5.1 Any question regarding this Policy shall be directed to the Head of Corporate Marketing of the Company. The contact details of Company are available on the Contact Us section of Company website.
- 5.2 Shareholders should direct their questions about their shareholdings to the Company's share registrar, namely Tricor Secretaries Limited.

January 2022

**Note:** *If there is any inconsistency between the English and Chinese versions of this document, the English version shall prevail.*