

SHIMAO SERVICES HOLDINGS LIMITED

世茂服務控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(Stock code: 873)

SHAREHOLDERS COMMUNICATION POLICY

1. Purpose

- 1.1 This Shareholders Communication Policy (the “**Policy**”) of Shimao Services Holdings Limited (the “**Company**”) aims to set out the provisions with the objective of ensuring that the Company’s shareholders, both individual and institutional (collectively, the “**Shareholders**”), and, in appropriate circumstances, the investment community at large, are provided with complete, equal and timely access to balanced and understandable information about the Company (including its financial performance, strategic goals and plans, material developments, governance and risk profile), in order to enable Shareholders to exercise their rights in an informed manner, and to allow Shareholders and the investment community to engage actively with the Company.
- 1.2 For the purpose of the Policy, references to the investment community are intended to include the Company’s potential investors as well as analysts reporting and analyzing the Company’s performance.

2. General Policy

- 2.1 The board of directors of the Company (the “**Board**”) shall maintain an on-going dialogue with Shareholders and the investment community, and will regularly review this Policy to ensure its effectiveness.
- 2.2 Information shall be communicated to Shareholders and the investment community mainly through the Company’s financial reports (interim and annual reports), annual general meetings and other general meetings that may be convened, as well as by making available all the disclosures submitted to The Stock Exchange of Hong Kong Limited (the “**SEHK**”) and its corporate communications and other corporate publications on the Company’s website.
- 2.3 Effective and timely dissemination of information to Shareholders and the investment community shall be ensured at all times.

3. Communication Strategies

3.1 *Shareholders' enquiries*

- 3.1.1 Shareholders should direct their questions about their shareholdings to the Company's Registrar.
- 3.1.2 Shareholders and the investment community may at any time make a request for the Company's information to the extent such information is publicly available.
- 3.1.3 Shareholders and the investment community shall be provided with designated contacts, email addresses and enquiry lines of the Company in order to enable them to make any query in respect of the Company.

3.2 *Corporate Communication* *

- 3.2.1 Corporate communication will be provided to Shareholders in plain language and in both English and Chinese versions to facilitate Shareholders' understanding. Shareholders have the right to choose the language (either English or Chinese) or means of receipt of the corporate communications (in hard copy or through electronic means).
- 3.2.2 Shareholders are encouraged to provide, amongst other things, in particular, their email addresses to the Company in order to facilitate timely and effective communications.

3.3 *Corporate Website*

- 3.3.1 Information released by the Company to the SEHK on the website of Hong Kong Exchange and Clearing Limited is also posted on the Company's website immediately thereafter. Such information includes financial statements, results announcements, circulars and notices of general meetings and associated explanatory documents, etc.
- 3.3.2 All presentation materials provided in conjunction with the Company's annual general meeting and results announcement each year will be made available on the Company's website as soon as practicable after their release.
- 3.3.3 All press releases and newsletters issued by the Company will be made available on the Company's website.

3.4 *Shareholders' Meetings*

- 3.4.1 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.
- 3.4.2 Appropriate arrangements for the annual general meetings shall be in place to encourage Shareholders' participation.

3.4.3 The process of the Company's general meeting will be monitored and reviewed on a regular basis, and, if necessary, changes will be made to ensure that Shareholders' needs are best served.

3.4.4 Board members, in particular, either the chairmen of Board committees or their delegates, appropriate management executives and external auditors will attend annual general meetings to answer Shareholders' questions.

3.5 *Investment Market Communications*

3.5.1 Investor/analysts briefings and one-on-one meetings, roadshows (both domestic and international), media interviews, marketing activities for investors and analysts etc will be available on a regular basis in order to facilitate communication between the Company, Shareholders and the investment community.

3.5.2 The Company's Directors and employees who have contacts or dialogues with investors, analysts, media or other interested outside parties are required to comply with relevant disclosure obligations and requirements.

4. **Shareholder Privacy**

4.1 The Company recognizes the importance of Shareholders' privacy and will not disclose Shareholders' information without their consent, unless required by law to do so.

* *Corporate Communication refers to any document issued or to be issued by the Company for the information or action of holders of securities of the Company, including but not limited to annual report, summary financial report (where applicable), interim report, summary interim report (where applicable), quarterly report, notice of meeting, listing document, circular and proxy form.*