

**THE HONGKONG AND SHANGHAI HOTELS, LIMITED**  
**(the “Company”)**

**SHAREHOLDER COMMUNICATION POLICY**  
**(the “Policy”)**

**OVERVIEW**

The aim of the Company’s communication arrangement is to provide both individual and institutional shareholders (“Shareholders”) with information about the Company and enable them to engage actively with the Company and exercise their rights as shareholders in an informed manner. The Company recognises that stakeholders other than Shareholders may have an interest in information about the Company. The Company aims to maintain ongoing dialogue with Shareholders using different means of communication and engagement.

The Company has developed and maintains effective systems, controls and procedures to ensure that information disclosed is reliable and is released in a timely manner.

**COMMUNICATION STRATEGIES**

**Shareholders’ Meetings**

The Company encourages participation of Shareholders at the Company’s general meetings. Shareholders who are unable to attend meetings of the Company are encouraged to participate in meetings by way of appointment of proxies.

The Company will use general meetings as a tool to effectively communicate with Shareholders and allow Shareholders a reasonable opportunity to pose questions to the Board of Directors.

Board members, in particular, either the Chairman or Deputy Chairman and Chairmen of Board committees or their delegates, appropriate senior levels of management and the external auditor will attend the annual general meeting to answer Shareholders’ questions.

**Corporate Communication\***

Corporate Communication will be provided to Shareholders in English and/or Chinese versions. Shareholders have a choice with regards to the language or means of receipt of the communication (in hard copy or through electronic means). The Company will hold press conferences following its annual and interim results announcements and after the annual general meeting, with simultaneous interpretation provided. Analyst briefings will also be organised biannually.

**Company’s Website**

- 1 The Company maintains a website at [www.hshgroup.com](http://www.hshgroup.com) with general information about the Company and its operations, all Corporate Communication, details of the Company’s corporate governance policies and procedures and information specifically targeted at keeping the Company’s Shareholders informed about the Company. Information on the Company’s website is updated on a regular basis.
- 2 Information released by the Company to the Stock Exchange is also posted on the Company’s website as soon as reasonably practicable.
- 3 Results presentation materials to analysts and press releases will be available to Shareholders and the public through the Company’s website.

- 4 Webcasts on the Company's website of analysts' meetings announcing the Company's latest interim and annual results are available.

### **Investment Market Communication**

Executive Directors hold briefings and meetings with institutional investors and research analysts to communicate the Company's performance, plans and objectives.

### **Contact Details**

- 1 Shareholders may, at any time, raise questions or provide feedback and request for the Company's information, to the extent such information is publicly available.
- 2 Shareholders enquiries or feedback are dealt with promptly. Enquires or feedback will be handled by the designated persons within the Company and will be brought to the attention of the Board where appropriate. The contact details are listed below:

The Hongkong and Shanghai Hotels, Limited  
8th, St. George's Building,  
2 Ice House Street,  
Central, Hong Kong  
Tel: (852) 2840 7788  
Fax: (852) 2810 4306

Investor Enquiries  
[www.hshgroup.com/investors](http://www.hshgroup.com/investors)  
Email: [ir@hshgroup.com](mailto:ir@hshgroup.com)

Corporate Responsibility and Sustainability Enquiries  
[www.hshgroup.com/sustainable-luxury](http://www.hshgroup.com/sustainable-luxury)  
Email: [cr@hshgroup.com](mailto:cr@hshgroup.com)

- 3 Shareholders should direct their questions related to their shares to the Company's Registrar at:

Computershare Hong Kong Investor Services Limited  
Shops 1712-1716, 17th Floor, Hopewell Centre,  
183 Queen's Road East, Wanchai,  
Hong Kong  
Customer services hotline: (852) 2862 8555  
Fax: (852) 2865 0990/2529 6087  
Online Enquiries: [www.computershare.com/hk/en/online\\_feedback](http://www.computershare.com/hk/en/online_feedback)

- 4 The Company recognises that privacy is important and will not disclose Shareholder details unless requested by the Shareholder himself or herself or otherwise required by law.

## **REVIEW OF THIS POLICY**

Audit Committee will review the implementation and effectiveness of the Policy annually.

- \* *Corporate Communication includes but not limited to: (a) the directors' report and annual accounts together with a copy of the auditor's report; (b) the interim report; (c) a notice of meeting; (d) a circular; and (e) a proxy form.*

*Note: The Audit Committee of the Company approved this Shareholder Communication Policy on 28 November 2022.*