

1. Policy Statement

This Policy stipulates the manner in which the Board and Management engage with Shareholders of the Company. It also explains how shareholders can communicate with the Board and Management.

The Board of Directors (the Board) understands that to make informed decisions about the Company and to communicate its views to shareholders; shareholders need to understand the Company's business operations and performance. The Board believes that engaging with shareholders increases transparency and encourages them to take an active interest in how the Company is run.

Shareholders may wish to communicate with the Board on:

- Board structure, composition, and performance
- General Board oversight, including committee charters
- Material strategic decisions
- Corporate governance practices
- Disclosure of financial and non-financial information
- Executive compensation
- monitoring of risk, including environmental and social risks
- Succession planning

This Policy is consistent with our core values which reflect our commitment to high standards of business conduct and ethics.

2. Engaging with Shareholders

The Board and Management communicate with shareholders in several ways:

- 2.1 The Board and Management discuss critical business developments and answer Shareholders' questions at General meetings. The Company's external auditor is also present and can answer questions about the most recent audit of the Company's financial statements.
- 2.2 Management holds conference calls for half and full-year earnings releases and major corporate developments as soon as practical after the information is publicly released. These calls are open to all shareholders, investors, and analysts and feature a live webcast with a question-and-answer period after the results announcement.
- 2.3 The Company communicates with shareholders through its Annual Report; Report to the Society, press releases; website; participation in industry conferences, and other meetings.

3. Contacting the Board

Writing to the Chairman or Directors

Shareholders can contact the Chairman or Directors in writing or by e-mail. Please contact:

Office of the Chairman of the Board of Directors.

C/O The Company Secretary
Stanbic IBTC Nominees Limited
Stanbic IBTC Towers
Walter Carrington Crescent
Victoria Island
Lagos

Asking questions at Annual General Meetings

The Board encourages questions from shareholders at Annual General Meetings. There are several ways to ask questions including the following:

- In person at the shareholder meeting;
- Before the meeting, by e-mail to the Company Secretary or letter addressed to:

The Company Secretary

Stanbic IBTC Nominees Limited
Stanbic IBTC Towers
Walter Carrington Crescent
Victoria Island
Lagos

Contacting Management

For questions or comments about general business operations, financial results, strategic direction, or other similar matters, contact the Company's Management through the office of the Chief Executive Officer (CE). The CE is the official spokesperson and, as a director and executive, is the best person to communicate the views of both the Board and Management. On certain occasions, the CE will ask other senior members of Management to communicate with shareholders.

For Management, including the CE or Investor Relations:

The Chief Executive
Stanbic IBTC Nominees Limited
Stanbic IBTC Towers
Walter Carrington Crescent
Victoria Island
Lagos

The Company Secretary

Stanbic IBTC Nominees Limited
Stanbic IBTC Towers
Walter Carrington Crescent
Victoria Island
Lagos

4. Policy Administration

Contact Details:	
Title	Company Secretary
E-mail	StanbicNigeria-CoySecretariat@mail.standardbank.com
Department	Governance (Company Secretariat)
Telephone	(020) 1422 8204