

COUNTRY GARDEN SERVICES HOLDINGS COMPANY LIMITED

SHAREHOLDERS COMMUNICATION POLICY

1. Purpose

- 1.1 Country Garden Services Holdings Company Limited (the “**Company**”) is well aware of the value of full and timely disclosure of company information, so that shareholders and investors can make the best investment decisions. The Company believes that effective communication with shareholders and investors is essential for enhancing investor relations and enhancing shareholders and investor’s understanding of the Group’s business performance and strategies.
- 1.2 This Policy aims to set out the provisions with the objective of ensuring that the Company’s shareholders, both individual and institutional (collectively, “**Shareholders**”), and, in appropriate circumstances, the investment community at large, are provided with ready, 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). Under this policy, the provisions to promote continuous and effective communication with Shareholders set out by the Company enable Shareholders to exercise their rights in an informed manner, as well as to allow Shareholders and the investment community to engage actively with the Company.
- 1.3 For the purpose of this Policy, references to the investment community is intended to include the Company’s potential investors as well as analysts reporting and analysing the Company’s performance.

2. General Policy

- 2.1 The Board shall maintain an on-going dialogue with Shareholders and the investment community, and will regularly review this Policy to ensure its effectiveness. Changes relating to this Policy will be published on the Company's website.
- 2.2 The Company communicates information to Shareholders and the investment community mainly through, including its periodical financial announcements and reports, annual general meetings, and other extraordinary general meetings (if any), all the disclosures submitted to The Stock Exchange of Hong Kong Limited (“**SEHK**”) and its corporate communications and other corporate publications on the Company website.

For the purpose of this Policy, “corporate communication” means any document issued or to be issued by the Company for the information or action of holders of any of its securities, including, but not limited to: (a) annual report and its summary financial report (if applicable); (b) interim report and its summary report (if applicable); (c) a notice of meeting; (d) listing documents; (e) a circular; and (f) a proxy form.

- 2.3 The Company will make equal, regular, timely, and effective communication and dissemination of information to Shareholders and the investment community. The Company Secretary, Head of Investor Relations or Listing Compliance of the Company will answer all questions in respect of this Policy.

3. Communication Channels and Mechanisms

Shareholders’ Enquiries

- 3.1** Shareholders should direct their questions about their shareholdings or corporate communication to the Company’s share registrar Tricor Investor Services Limited.

3.2 Shareholders and the investment community may at any time make a request to the board of directors or the management team of the Company for the Company's information to the extent such information is publicly available, or provide comments and suggestions, only through the company's public mail address irps@bgyfw.com, enquiry telephone and fax. The Company has also set up a national service hotline for Shareholders, the investment community, and people from all circles of life who take concern in the Company for supervision and suggestions.

Corporate Communication

3.3 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).

Corporate Website

3.4 the Company's website (www.bgyfw.com) contains a dedicated Investor Relations section under which the relevant recent corporate communications as released by the Company to SEHK will be made available. Information on the Company's website is updated on a regular basis.

3.5 Information released by the Company to SEHK is also posted on the Company's website immediately thereafter. Such information includes financial statements, results announcements, circulars, and notices of general meetings, etc. The relevant press releases and speeches as well as interviews made by directors and the management team of the Company are also made available on the Company's website to facilitate communication between the Company, Shareholders and the investment community.

3.6 Shareholders may, as a standing or an ad hoc instruction, elect to receive hard copies of certain corporate communications in English and/ or Chinese from the Company by post. In the absence of any such instructions, Shareholders will receive a notification letter informing them of the release of the documents on the websites of the Company and SEHK (www.hkexnews.hk).

3.7 All presentation materials provided in conjunction with the Company's results announcement each year will be made available on the Company's website as soon as practicable after their release.

Shareholders' Meetings

3.8 The annual general meetings and other general meetings of the Company ("**General Meetings**") are the primary forum for communication with Shareholders and for Shareholders' participation. The Company encourages Shareholders to participate in General Meetings physically or to appoint proxies to attend and vote at such meetings for and on their behalf if they are unable to attend.

3.9 Notices of General Meetings and the accompanying documents are provided within a prescribed time prior to the meetings on the websites of the Company and SEHK, and by post to those Shareholders who have elected to receive a hard copy version of such communication.

3.10 General Meetings are held at a convenient location where the chairman of the board of the directors and directors of the Company, and if required, chairmen of board committees, representatives from the auditor and appropriate administrators will be present and are available to answer questions from Shareholders.

3.11 The Company will monitor and review the process of the Company's General Meetings on a regular basis, and, if necessary, make changes to ensure that Shareholders' needs are best served.

Investment Market Communications

3.12 The Company launches various activities, including investor/analysts' briefings and one-on-one meetings, roadshows (online, domestic or international), media interviews, marketing activities for investors, and holding or attending specialist industry forums, etc on a regular basis in order to facilitate communication between the Company, Shareholders and the investment community.

3.13 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 the disclosure obligations and requirements under the Company's relevant information disclosure policy and other laws and regulations.

4. Shareholder Privacy

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

5. Publication of Policy

5.1 This Policy is available on the website of the Company for reference.