

APPENDIX 19: POLICY ON SHAREHOLDERS' COMMUNICATION

1. Purpose

- 1.1 This Policy aims to promote effective communication with shareholders of The Hong Kong and China Gas Company Limited (the "Company") (the "Shareholders") and enable them to exercise their rights as shareholders in an informed manner and to furnish the investment community with equal and timely access to information about the Company.
- 1.2 For the purpose of this Policy, references to the investment community is intended to include the Company's potential investors and analysts (where appropriate).

2. General Policy

- 2.1 The Company 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 ("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. Any question regarding this Policy shall be directed to the Company Secretary or Head – Corporate Affairs and Investor Relations (where appropriate).
- 2.4 This Policy will be updated in response to any subsequent changes in internal structure, regulatory and market developments.

3. Shareholders' enquiries

- 3.1 Share registrar of the Company shall be responsible for answering the questions raised by Shareholders relating to their shareholdings and share registrations.
- 3.2 Shareholders and the investment community may at any time make a request for the Company's information to the extent such information is of public domain.
- 3.3 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 enquiry in respect of the Company.

4. Corporate Communication

- 4.1 “Corporate communication” generally refers to 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, the directors’ report and annual accounts together with a copy of the auditor’s report, the interim report, a notice of meeting, a circular and a proxy form. Definition of “corporate communication” can be referred to Rule 1.01 of the Rules Governing the Listing of Securities on SEHK for details.
- 4.2 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 both) or means of receipt of the corporate communications (in hard copy or through electronic means).

5. Corporate Website

- 5.1 Information on the Company’s website (www.towngas.com) is updated on a regular basis. A dedicated Investor Relations section is available on the Company’s website.
- 5.2 Information released by the Company to SEHK is also posted on the Company’s website immediately thereafter. Such information in bilingual versions includes financial statements, results announcements, circulars and notices of general meetings and associated explanatory documents, etc.
- 5.3 Press releases issued by the Company will be made available on the Company’s website.
- 5.4 Information about the business and operations of the Company is made available on the Company’s website.

6. Shareholders’ Meetings

- 6.1 Shareholders have rights to participate in general meetings or to appoint proxy/proxies to attend and vote at meetings for and on their behalf if they are unable to attend the meetings.
- 6.2 The general meetings will be conducted with simultaneous interpretation in English and Chinese to let Shareholders fully understand the proceedings of the meeting.
- 6.3 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.
- 6.4 Board members, in particular, either the chairmen of board committees or their delegates, executive directors and external auditor will attend annual general meetings to answer Shareholders’ questions.

7. Investment Market Communications

- 7.1 Investor/analysts briefings and meetings and roadshows (both domestic and overseas) for investors and analysts will be arranged in order to facilitate communication between the Company, Shareholders and the investment community.

8. Administration

- 8.1 This Policy is administered by Company Secretarial Department.

Effective Date: 2 September 2021