

**THE HONG KONG AND CHINA GAS COMPANY LIMITED**  
**(the “Company”, and together with its subsidiaries, the “Group”)**

**APPENDIX 19: SHAREHOLDERS COMMUNICATION POLICY**  
**(“this Policy”)**

**1. Purpose**

- 1.1 The Company recognises the importance of maintaining good relations and communication with the Company’s shareholders (the “Shareholders”) and the investment community.
- 1.2 This Policy aims to promote effective communication with Shareholders and to ensure timely and accurate information is provided equally to all Shareholders and the investment community, in order to enable Shareholders to exercise their rights in an informed manner to engage actively with the Company.

**2. General Policy**

- 2.1 The Company shall maintain an on-going dialogue with Shareholders and the investment community, and will regularly review and amend this Policy to ensure its effectiveness.
- 2.2 The Company uses a range of communication tools, such as annual and interim reports, annual general meetings and other general meetings that may be convened, various notices, announcements and circulars published at the websites of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Company to ensure that Shareholders and the investment community are kept informed of the Group’s developments.
- 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 of Group Corporate Affairs and Sustainability or General Manager of Group Investor Relations (where appropriate).

**3. Shareholders’ enquiries**

- 3.1 Shareholders should direct their questions about their shareholdings to the Company’s share registrar. The contact details of the Company’s share registrar are:

Computershare Hong Kong Investor Services Limited  
Shops 1712-1716, 17th Floor, Hopewell Centre,  
183 Queen’s Road East, Wanchai, Hong Kong  
Website: [www.computershare.com.hk/hk/contact](http://www.computershare.com.hk/hk/contact)  
Telephone: (852) 2862 8555

- 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 publicly available.

#### **4. Corporate Communication\***

- 4.1 Corporate communications are written in plain English and/or Chinese languages for Shareholders' ease of understanding.
- 4.2 The English and Chinese versions of all Corporate Communications are available on the Company's website at [www.towngas.com](http://www.towngas.com) and on the HKEXnews website at [www.hkexnews.hk](http://www.hkexnews.hk).
- 4.3 For communication efficiency, environmental protection and to the extent permitted by the Rules Governing The Listing of Securities of The Stock Exchange of Hong Kong Limited (the "Listing Rules"), applicable laws and regulations, and the Company's Articles of Association, the Company shall supply all Corporate Communication (other than Actionable Corporate Communications\*\*) to Shareholders (i) by making such Corporate Communications available on the Company's website and the HKEXnews website and/or (ii) by sending the electronic version to the email address provided by the Shareholders for such purpose, unless hard copy is otherwise requested. Actionable Corporate Communications will be sent to Shareholders (I) individually in electronic form; or (II) in hard copy form (for those Shareholders who did not provide their functional email address).
- 4.4 Shareholders have the right to choose the language (English and/or Chinese) or request for printed form of the Corporate Communications free of charge. The relevant arrangements for requesting Corporate Communications in printed form are disclosed under "Investor Relations" section of the Company's website.

#### **5. Corporate Website**

- 5.1 A dedicated "Investor Relations" section is available on the Company's website. Information on the Company's website is updated on a regular basis.
- 5.2 Information released by the Company to the Stock Exchange is also posted on the Company's website immediately thereafter. Such information in bilingual version includes financial statements, results announcements, circulars and notices of general meetings and other regulatory disclosures.
- 5.3 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.
- 5.4 All Corporate Communications, press releases, newsletters and information relating to the latest developments of the Company will also be made available on the Company's website.

## **6. Shareholders' Meetings**

- 6.1 Shareholders are encouraged to participate in annual general meetings and other 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.
- 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 Company shall arrange for the notice of annual general meetings to be sent to Shareholders at least 21 clear days before the meeting and for the notice of other general meetings be sent to Shareholders at least 14 clear days for such other general meetings.
- 6.4 Board members, in particular, either the chairman of board committees or their delegates, executive management and external auditor will attend annual general meetings to answer Shareholders' questions.

## **7. Investment Market Communications**

- 7.1 Investors or analysts briefings, meetings and roadshows will be arranged on a regular basis in order to facilitate communication between the Company, Shareholders and the investment community.

## **8. Review of this Policy**

- 8.1 The Company will review this Policy from time to time as appropriate, and in any event, once a year.

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\* Corporate communications refer to any documents 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) the directors' report, its annual accounts together with a copy of the auditor's report and, where applicable, a summary financial report; (b) the interim report and, where applicable, a summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a proxy form.

\*\* Actionable Corporate Communications refer to any corporate communications that seeks instructions from issuer's securities holders on how they wish to exercise their rights or make an election as issuer's securities holder.