

CLP Holdings Limited
Shareholders' Communication Policy

1. Introduction

We are aware that to maintain the trust and confidence of our Shareholders we must do our best to ensure that our Shareholders are properly informed of the performance of CLP Holdings Limited (CLP), that there is clarity about CLP's future direction and confidence about the stewardship of CLP's assets on behalf of its Shareholders. This policy sets out clearly CLP's principle of maintaining an effective ongoing dialogue with Shareholders, and the different means of two-way communication between CLP and its Shareholders.

2. Means of Communication with Shareholders

A. Through General Meetings

CLP holds an Annual General Meeting (AGM) every year and encourages Shareholders' participation.

A separate resolution is proposed by the chairman of the General Meeting for each substantially separate issue, and in particular on the Financial Statements and election or re-election of Directors.

CLP regards the AGM as an important event in the corporate year. All Directors and senior executives make a special effort to attend the AGM. The Chairman of the Board attends the AGM and arranges for the chairmen of all Board Committees to attend the AGM and answer questions. In the absence of a chairman of a Board Committee, members of the respective Board Committee, or failing them, the duly appointed delegates will attend the AGM and answer questions.

The chairman of the Independent Board Committee (if any) is available to answer questions at any General Meeting to approve a connected transaction or any other transaction that requires independent Shareholders' approval.

Management ensures the external auditor attends the AGM to answer questions, if any, about the conduct of the audit, the preparation and content of the auditor's report, the accounting policies and auditor independence.

Notices of the AGM and related papers are sent to Shareholders no less than 20 clear business days before the meeting. For any other meetings, they are sent to Shareholders no less than 10 clear business days before the meeting unless the business to be conducted at the meeting requires special notice. For general meetings where a Special Resolution is moved, a notice period of no less than 21 clear days will be given.

Proceedings at the AGM and its minutes are broadcast on CLP's website as soon as practicable following the meeting.

B. Through Company Reports and Announcements

(i) *Financial Reporting*

Through our integrated Annual Report, CLP aims to present a clear and balanced assessment of its financial position and prospects, and to announce financial results as early as possible. Audited financial statements are published within three months after the end of the financial year. Interim financial statements are published within two months after the end of the half-year period. Quarterly statements are issued to keep Shareholders informed of the performance and operations of the Group.

(ii) *Environmental, Social and Governance (ESG) Reporting*

In addition to the discussion of ESG topics relevant to our business in our integrated Annual Reports, our online Sustainability Report also aims to disclose our achievements and shortcomings in managing those aspects in a comprehensive, honest and accessible way. We shall continue to engage our stakeholders including shareholders openly and report honestly on our progress in those areas. We welcome constructive and critical feedback.

(iii) *Announcements*

To ensure that Shareholders are informed in a timely manner on the performance of CLP, we issue quarterly statements and announcements of the Company's half-yearly and annual performance on both the Stock Exchange and the CLP websites.

CLP is aware of its obligations under the Listing Rules and the Securities and Futures Ordinance and the overriding principle that inside information should be announced as soon as reasonably practical after it becomes known to the Board of the Company and/or is the subject of a decision by the Board of the Company unless the information falls within any of the safe harbours as provided in the Securities and Futures Ordinance. In this respect, CLP has published a set of Continuous Disclosure Obligation Procedures which formalise the current practices for monitoring developments in our businesses for potentially inside information and communicating such information to our Shareholders, the media and analysts. These Procedures are available on the CLP website.

C. Through CLP Website

We make full use of the internet to make information widely available to our Shareholders. Our website captures a wide range of up-to-date shareholder information including:

- CLP Code on Corporate Governance;
- CLP Fair Disclosure Policy;
- CLP's Value Framework including Code of Conduct and Responsible Procurement Policy Statement;
- CLP Whistleblowing Policy;
- CLP Anti-Fraud Policy;
- CLP Procurement Values and Principles;
- Continuous Disclosure Obligation Procedures;
- Board Diversity Policy;
- Onboarding Guidelines for Directors;
- General Representation Letter;
- Guidelines on Disclosure of Related Party Transactions;
- Code for Securities Transactions by CLP Holdings Directors and Specified Individuals;
- Policy on Making Political Contributions;
- Articles of Association;
- Procedures for Shareholders to Convene General Meetings/ Put Forward Proposals;
- Shareholders' Guide;
- Biographical data on Directors and Senior Management;
- Model Letter of Appointment for Non-executive Directors;
- Terms of Reference of Board Committees as well as the frequency and length of meetings and Members' attendance;
- AGM and General Meeting proceedings;
- Top 10 Shareholders of CLP;
- Board and Board Committees Performance Evaluation Conclusion;
- Review of the Fees payable to Non-executive Directors;
- Summary shareholdings identified pursuant to Section 329 of the Securities and Futures Ordinance;
- Responses to Consultations;
- Most frequently asked questions (regularly updated);
- Announcements made during the preceding five years;
- Annual Report, Interim Report, Sustainability Report, Quarterly Statements;
- Analysts' briefings and presentations;
- Credit Ratings; and
- Share Price.

We recognise that not all Shareholders and stakeholders have ready access to the internet. For those who do not, hard copies of the CLP website information listed above are available free of charge upon request to the Company Secretary.

D. Through Investor Meetings

CLP maintains an ongoing communication with investors through non-deal roadshows, participation in investor conferences and 1-on-1 meetings with institutional investors, where we ensure strict adherence with our Continuous Disclosure Obligations. Records are kept of the issues discussed at such meetings.

E. Through Analysts Briefings

Analyst briefings are conducted regularly. A briefing on CLP's performance and results is normally organised for analysts in the afternoon on the same day after the results have been announced and is simultaneously broadcast on our website. The archived copies of the recent briefings and presentation materials can be found on the website.

3. Means of Getting Feedback from Shareholders

Our communication with Shareholders is not a monologue; it is a dialogue. CLP belongs to its Shareholders. They have the right to express their opinions and we have a duty to listen. This involved:

- A. Face to face dialogue – including the “Shareholders’ Corner” at our AGM and investor meetings as described in 2D above.
- B. Feedback forms sent out with our Annual Report and Sustainability Report – to obtain Shareholders’ views on the Reports and on additional information that they would like to receive in the following year’s Annual Report or Sustainability Report, together with questions that they would like to have answered in the “Frequently Asked Questions” section of our website. We consider the feedback received and post answers on the website. We also send direct replies to Shareholders in response to the specific questions that they raise.
- C. Comments and reports from analysts – we review research reports regarding CLP Holdings received from brokerage firms. Under normal circumstances, we make no comment on analyst’s financial projections or opinions. Where a research report contains inaccurate information, we will inform the analyst of the correct information if that information is already in the public domain and does not constitute inside information.

- D. Shareholders' hotline and email contacts – any Shareholders who have questions or comments on what we are doing on his, her or their behalf, are most welcome to contact us at any time. Our contact details are:

Address: 8 Laguna Verde Avenue, Hung Hom, Kowloon, Hong Kong

Telephone: (852) 2678 8228
(Shareholders' hotline)

Facsimile: (852) 2678 8390
(Company Secretary)

Email: cosec@clp.com.hk
(Company Secretary)

Institutional investors and analysts are encouraged to contact the Investor Relations department through the direct relationships set up with the team or via the general Investor Relations email:

Email: ir@clp.com.hk
(Director - Investor Relations)

- E. Shareholder correspondence – our aim is to provide a substantive reply within seven days to written Shareholder queries. If those queries raise a matter of more general interest to Shareholders, we take this into account and seek to address this in subsequent corporate communications to all our Shareholders.
- F. Shareholders' visits to our facilities – every year we invite and receive Shareholders to visit our facilities in Hong Kong. This provides a good opportunity for Shareholders to meet local management and see the assets of the Company. Directors and Management have volunteered to participate as lunch hosts of the visits to seek views of shareholders on the performance of CLP and understand their expectations.

4. Evolution

To ensure that this Policy continues to operate smoothly and effectively in practice, the Audit & Risk Committee will undertake regular reviews of this Policy having regard to the regulatory requirements and the expectations of our Shareholders and investors. Changes to this Policy will be posted on the CLP Group Website.

Comments, questions or queries regarding this Policy may be addressed to the Company Secretary at 8 Laguna Verde Avenue, Hung Hom, Kowloon, Hong Kong or by email to cosec@clp.com.hk.

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