

Satu Holdings Limited

Policy Manual – Shareholders’ Communications Policy

(Adopted on 29 May 2017

and

last revised on 31 August 2022)

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Shareholders' Communications Policy

1. Purpose

- 1.1 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), in order to enable Shareholders to exercise their rights in an informed manner, and to allow Shareholders and the investment community to engage actively with the Company.
- 1.2 For the purpose of this policy, references to the investment community are 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 of directors of the Company (the "Board") 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 (quarterly, 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 (the "Stock Exchange") and its corporate communications and other corporate publications on the Company's website (www.satuhome.com).
- 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 the Board.

3. Communication Strategies

Shareholders' enquiries .

3.1 Shareholders should direct their questions about their shareholdings to Tricor Investor Services Limited, the Hong Kong branch share registrar of the Company (the “**Hong Kong Branch Share Registrar**”)

3.1A Shareholders may raise questions, request for publicly available information and provide comments and suggestions to the directors and management of the Company. Such questions, requests, comments and suggestions can be addressed to the Company by post to Unit 2504, 25th Floor, Nanyang Plaza, 57 Hung To Road, Kwun Tong, Kowloon, Hong Kong

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.

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 query in respect of the Company.

Corporate Communication *

3.4 Corporate communication will be provided to Shareholders in plain language and in both English and Chinese versions to facilitate Shareholders' understanding. Shareholders can elect to receive the corporate communications in the printed form or through electronic means and in the language(s) selected. Shareholders who have elected to receive the corporate communications by electronic means have the right to obtain printed copies of the corporate communications free of charge.

** Corporate Communication 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.*

3.4A Shareholders are encouraged to provide their up-to-date contact details to the Hong Kong Branch Share Registrar, in order to facilitate timely and effective communications.

Corporate Website

3.5 A dedicated “Investor Relations” section is available on the Company's website. Information on the Company's website is updated on a regular basis.

3.6 Information released by the Company to the Stock Exchange is also posted on the

Company's website immediately thereafter. Such information includes financial statements, results announcements, circulars and notices of general meetings and associated explanatory documents etc.

- 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.
- 3.8 All press releases issued by the Company will be made available on the Company's website.

Shareholders' Meetings

- 3.9 Shareholders are encouraged to participate in 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.
- 3.10 Notices of the general meetings, related circulars and forms of proxy are provided within a prescribed time prior to the general meetings on Stock Exchange's website (www.hkexnews.hk) and the Company's website (www.satuhome.com) and by post to the Shareholders.
- 3.11 Appropriate arrangements for the annual general meetings shall be in place to encourage Shareholders' participation.
- 3.12 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.
- 3.13 Board members, in particular, either the chairmen of Board committees or their delegates, appropriate management executives and external auditors will attend annual general meetings to answer Shareholders' questions.
- 3.14 Shareholders are encouraged to attend shareholders' activities organised by the Company, where information about the Company, including its latest strategic plan, products and services etc. will be communicated.
- 3.15 The Chairman of the general meetings will propose to vote the resolutions (except resolutions which relate purely to procedural or administrative matters) by poll in accordance with the Articles of Association of the Company. Scrutineer will be appointed for the vote-taking at the general meetings and the voting results will be published on the Stock Exchange's website (www.hkexnews.hk) and the Company's website (www.satuhome.com) subsequent to the close of the general meetings.

Investment Market Communications

- 3.16 Investor/analysts briefings and one-on-one meetings, roadshows (both domestic and international), media interviews and marketing activities for investors etc. will be available on a necessary basis in order to facilitate communication between the Company, Shareholders and the investment community.
- 3.17 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 Policy for Disclosure of Information of the Company.

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.