



CAR & GENERAL (KENYA) PLC

Investor Relations Policy

This Investor Relations Policy is also referred to as Shareholder Communications Policy. It applies to Car & General (Kenya) PLC. C&G recognizes the value of providing relevant up-to-date information to its shareholders and of empowering them through effective communication through a timely and readily available manner. This ensures effective participation of shareholders and other stakeholders.

The policy outlines the processes followed by C&G to ensure that communication with shareholders and the wider investor community is effective and consistent and that reasonable access to senior management and directors is provided to shareholders and the investor community while seeking information on C&G.

An effective investor relations program allows investors and other financial market participants to gain a greater understanding of the entity's business, governance, financial performance and prospects. Associated best practice recommendations focus on improving communications with shareholders through the implementation of an investor relations program, facilitating effective two-way communication between the Company and investors.

The Company should provide investors with useful information about the Company and its governance, its policies and the processes in place to facilitate shareholder participation in company meetings, as well as providing security holders with the option to receive communications from, and send communications to, the Company electronically.

Purpose

This IR Policy shall help Car & General build trust and awareness in the investor community by ensuring that investor relation activities are conducted in compliance with relevant rules, regulations and recommended practices. The policy shall help ensure that shareholders, potential investors, the market in general and other stakeholders shall gain simultaneous access to accurate, clear, relevant, comprehensive and up-to-date information about C&G.

Good relations and an open, active dialogue with shareholders, potential investors, analysts and other participants in the capital markets shall build trust and contribute to reduced costs of capital for C&G. This policy shall also contribute to the management and the board of directors of C&G obtaining information about the market's views and opinion on C&G.

C&G's Investor Relations team (IR team) comprises the chief executive officer (CEO) and the chief financial officer (CFO).

Shareholder Contact and Communication with the Financial Market

All communication with shareholders shall be on an equal treatment basis and in compliance with applicable laws and regulation. C&G shall continually provide its shareholders, the Nairobi stock exchange and the securities market and financial market in general with timely and precise information about C&G and its operations. The IR team is responsible for all day-to-day contact with C&G's shareholders on behalf of the Company.

Inside information shall be dealt with in compliance with the Company's instruction for handling of inside information. The IR team may continually communicate with shareholders for the purposes of developing an understanding of which matters affecting C&G from time to time that are of particular importance to its shareholders. The IR team will in such cases ensure that the communication with shareholders is in compliance with the provisions of applicable laws and regulations and consistent with the principle of equal treatment of shareholders.

Relevant information about C&G shall be given in the form of annual reports, quarterly reports, press releases, notices to the stock exchange and investor presentations in accordance with what is deemed appropriate from time to time. All such information shall be published on the C&G Group's website, <http://www.cargen.com>

C&G shall offer subscription service for stock exchange announcements and press releases.

Investor Relations Policy

Car & General will keep its shareholders informed of its activities, its financial status and its strategy. The Company will communicate effectively with shareholders and make all company information understandable and accessible. The Company is firmly committed to encouraging and facilitating shareholder communication with the Company and endeavours to ensure this is made as simple and effective as possible for shareholders.

The Board aims to ensure that shareholders are kept informed of all major developments affecting the Company. Examples of ways in which information is communicated to shareholders are:

- a) through the distribution of the annual information form to all shareholders, unless a shareholder has specifically requested not to receive the document;
- b) through making available on the Company's website the Company's annual information form and other required reports;
- c) releases made to the relevant stock exchanges by the Company throughout the year with respect to changes in the business, future developments, and other pertinent issues, all of which are available on the Company's website;
- d) in the chairman's address delivered at the annual general meeting; and
- e) shareholder update documents periodically distributed to all shareholders.

C&G complies with the IR Code. Any future deviations from the IR Code will be explained as required by the IR Code. Disclosure and reporting to the financial markets and contact with shareholders, investors and analysts shall be based on the following main principles:

- a) Compliance with laws and regulations: All disclosure, communication and reporting shall be in compliance with the applicable laws and regulations from time to time, in particular the Nairobi Securities Trading Act, the Kenyan Accounting Act and Nairobi Stock Exchange continuing obligations for listed companies. C&G shall also comply with the relevant recommendations and market practices for reporting financial and other IR information.
- b) Inside information: Unless exceptions apply and are invoked, C&G shall promptly disclose all inside information (as defined by the Nairobi Securities Trading Act).
- c) Language: All financial and other IR information shall be published in English.
- d) Information on value drivers: C&G shall publish accurate and relevant information about its historical earnings, operations, outlook and any other information that C&G has defined as significant and relevant for the shares. Such information shall be balanced and consistent over time.
- e) Guiding: C&G shall not publish specific guiding on the Group's future financial results. C&G operates in accordance with a set of financial and non-financial strategic targets,

established by the board of directors. These targets govern the Group's operations within a defined strategic period.

- f) Quiet period: Investor and analyst meetings shall not be held in the last three weeks prior to the presentation of results. In the same period, no comments shall be made to the media or other external parties regarding the Group's earnings and outlook.
- g) Information on the Company's website: C&G shall comply with the principles of the IR Code in respect of disclosing information to shareholders and the market on the Company's website as further set forth therein. C&G shall follow the Nairobi Code of Practice for Corporate Governance, including the code's principles regarding transparency, equal treatment of shareholders and disclosure of relevant information. Information shall therefore be available on <https://www.cargen.com> places where it is relevant.

Communication Channels

C&G has established different channels of communication to ensure that all interested parties have access to corporate information. Corporate communication will contain regulatory disclosures and notices including financial reports, corporate announcements and circulars. These will be distributed in accordance to the legal and regulatory requirements applicable to the Company.

In addition to making information easily available on a timely basis to shareholders and the financial markets in general, the IR team shall prioritize raising awareness of, and interest in, C&G and its shares among various market participants - both nationally and internationally.

Website

All corporate communication and general information concerning C&G such as press releases, presentation materials and operating performance will be posted on the corporate website (www.carge.com) and/or distributed to the media as soon as practicable. The website is the key day-to-day information resource for shareholders and the investment community.

Annual General Meetings (AGM)

C&G's intent is to encourage participation of shareholders at the AGM and other shareholder meetings conducted by C&G. Shareholders who cannot participate in these meetings and encouraged to appoint proxies to attend and vote on their behalf. The Chairman allows reasonable time for shareholders to raise questions and comments.

C&G will ensure that its external auditors are available to answer questions about the conduct, audit and the preparation of the auditor's reports.

Financial Results

The financial results for half year that ends 31 March and those for the full year that ends 31 September are reported in accordance to the regulatory requirements.

Annual Reports

The annual report contains key financial information about C&G as well as important operating and corporate information. The annual report will be sent to the relevant parties within the

timelines set by the Company's Act. Current and previous annual reports are available on the website. Annual reports shall be published within three months after the end of the financial year and these shall be available via webcast on www.cargen.com

Investor and analyst meetings

C&G shall hold regular meetings with investors and regulators. C&G's ability to provide information to individual market participants, including investors and analysts, is limited by regulations applicable to listed companies, including the rules on good stock exchange practices, and the general requirement of equal treatment.

Maintaining good communication practices

To improve shareholder communication the Company undertakes the following in relation to communication with its shareholders:

- a) Has an officer to deal with shareholder enquiries via the website.
- b) Provides a 'contact us' email address on the website to facilitate the prompt response to shareholder queries and concerns.
- c) Places the full text of notices of meeting and accompanying explanatory material on the Company website, or provide that such information can be downloaded from the website.
- d) Ensures all information is released on the Company website promptly after release to the relevant stock exchanges.
- e) Provides information about previous press releases or announcements and financial data on the website.
- f) Posts the investor relations policy on the website.

Access to Management

Shareholders and the investor community will have access to specific authorised senior management and directors of C&G to ask direct questions and seek additional information on the business.

They must, however, ensure they observe the requirements of the company policies and other relevant disclosure regulations. Requests for additional information may be through the website, or by mail or phone to the company's registered office.

Contact details for these communication access points are as follows:

Website: www.cargen.com

Registered office: New Cargen House, Dunga/Lusaka Road, Industrial Area, Nairobi

Telephone: +254 20 6943000 / 6943100

Email: info@cargen.com

Shareholder Privacy

C&G recognizes the importance of shareholder's privacy and will not disclose shareholders' information without their consent, unless required by law to do so.