



SHAREHOLDER **COMMUNICATION** **POLICY**

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1. Introduction

I&M Holdings Limited (herein after referred to as IMHL or the Company) believes in maintaining full and open communication with its shareholders and observing the highest standards in corporate governance and shareholder communications. This Policy sets out the Company's policy for communication with its shareholders. This Policy also outlines the processes which the Company has in place to facilitate and encourage participation at shareholder meetings.

2. Aim of this Policy

The aim of this Policy is to nurture the loyalty and confidence of the Company's shareholders through frequent, full and forthright communication, both directly to shareholders and indirectly through analysts and the media. The Company seeks to ensure that each investor interaction with the Company meets the highest levels of professionalism and quality.

The Company's aim is to ensure that all shareholders, both individual and institutional, have simultaneous access to all information. Ordinarily, market analysts, the stock exchange and industry bodies will also have access to information at the same time as the shareholders

3. Regular Communications between the Company and its Shareholders

1. The Company is committed (subject to commercial and confidentiality constraints) to maintaining direct, open, timely and effective two-way communications with all shareholders.
2. Shareholders may communicate with the Company by writing to the Company at any contact address on the Company's website www.imbank.com. The views or comments of shareholders communicated to the Company will be distilled and if considered appropriate, will be passed on to the Board. If appropriate, a representative of the Company may meet with the shareholder to discuss the matter.

3. From the Company, shareholders will receive the following at a minimum:
 - a. The Annual Report and Audited Financial Statements for each financial year;
 - b. Notice of the Annual General Meeting together with an invitation to attend the same together with the accompanying papers.
4. All of the communications listed above are mailed to all shareholders listed on the Company's share register at the appropriate time.
5. All announcements made by the Company to the Nairobi Securities Exchange are also posted on the Company's website at www.imbank.com
6. To the extent practicable, all communications to shareholders will be formatted to be easily readable on a computer screen and other electronic devices commonly used for that purpose, and include a printer-friendly option for shareholders who wish to retain a hard copy of the communication.

4. General Meetings

1. The Company aims to give the maximum number of shareholders the opportunity to participate in general meetings.
2. Shareholders are encouraged to attend and participate in the general meetings of the Company. Those unable to attend are able to vote on the resolutions proposed by appointing a proxy or using any other means included in the notice of meeting. Shareholders are also able to exercise their right to ask questions about, or make comments on, the management of the Company and are provided that opportunity to provide questions or comments before the meeting. Where appropriate, these questions should be answered at the meeting, either by being read out and then responded to at the meeting or by providing a transcript of the question and written answer at the meeting.
3. The Company seeks to ensure that the form, content and delivery of notices of general meetings will comply with its Memorandum and Articles of Association, the Companies Act, 2015 and the regulations /guidelines issued by the Capital Markets Authority and Nairobi Securities Exchange. The Company seeks to facilitate shareholder participation in general meetings by ensuring that the notices of meeting and accompanying explanatory notes are clear, concise and accurately set out the nature of the business to be considered at the meeting. The Company will place notices of general meetings and accompanying explanatory material on the Company website.

4. Board members, in particular, the Chairpersons of Board committees or their delegates, and appropriate management executives will attend annual general meetings to answer shareholders' questions.
5. The Company will ensure that the external auditor attends the AGM and will be available to answer shareholder questions about the financial position of the Company, conduct of the audit and the preparation and content of the auditor's report. The process of the Company's general meetings shall be monitored and reviewed on a regular basis, and, if necessary, changes made to ensure that shareholders' needs are best served.

5. Special shareholder communications

From time to time the Company will communicate other information to shareholders. Such communications will be on a *needs be* basis and may be disseminated by direct written communication to shareholders or by way of a Company announcement to the Nairobi Securities Exchange which would also be published on the Company's website.

6. Corporate Website

1. A dedicated Investors section is available on the Company's website www.imbank.com/about-us/i-and-m-holdings/investor-relations/
2. Information released by the Company to the Stock Exchange shall be posted on the Company's website simultaneously. Such information includes financial statements, results announcements, circulars, notices of general meetings and associated explanatory documents.
3. All presentation materials provided in conjunction with the Company's annual general meeting and results announcement each year will be made available on the Company's website as soon as practicable after their release.
4. All press releases issued by the Company will be made available on the Company's website.

7. Shareholder Privacy

The Company recognises the importance of shareholders' privacy and shall only disclose shareholders' information to any party on a "need-to-know" basis.
