

Table of Contents

1	Introduction	3
2	Purpose	3
3	Scope	3
4	Principles of Engagement	3
4.1	Transparency and Timely Disclosure	3
4.2	Fair and Equal treatment	3
4.3	Open and Effective Communication	4
4.4	Accountability	4
5	Communication Channels	4
5.1	General Meetings of Shareholders	4
5.2	Financial Reporting	4
5.3	Investor Relations	5
5.4	Corporate Website and Media	5
6	Communication Modes	5
6.1	Communication via E-mail	5
6.2	Communication by Post	6
7	Shareholder and Investor Engagement	6
8	Access to Information	6
9	Decisions on Investing	7
10	Compliance and Ethics	7
11	Shareholder and Investor Privacy	7
12	Access to this Policy	7

Name of the Document: - Policy On Relations With Shareholders And Investors		Document Number: - LH/POLICY/LEGAL/08		Page: - 01 of 09
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LH/POLICY/LEGAL/08

POLICY ON RELATIONS WITH SHAREHOLDERS AND INVESTORS

13	Review and Amendments	7
14	Contact Information	8
15	References	8

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Name of the Document: - Policy On Relations With Shareholders And Investors		Document Number: - LH/POLICY/LEGAL/08		Page: - 02 of 09
Issue No: - 01	Issue Date: - 19.09.2024		Revision No: - 00	Date of Rev: - N/A
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1. Introduction

The Lanka Hospitals Corporation PLC values its shareholders and investors as crucial stakeholders in the success of the Company and its subsidiary. This policy outlines the principles and practices that govern our interactions with shareholders and investors, ensuring transparency, fairness, and effective communication. It is designed to foster trust, provide timely and accurate information, and promote active engagement.

2. Purpose

The purpose of this policy is to establish clear guidelines for maintaining positive and constructive relationships with shareholders and investors. It seeks to ensure effective communication, promote transparency, ensure fair treatment and protect the rights of all shareholders, including those investing through the Colombo Stock Exchange (CSE).

3. Scope

This Policy shall apply to all communications and relations with shareholders and investors of The Lanka Hospitals Corporation PLC and Lanka Hospitals Diagnostics (Private) Limited, as applicable.

Accordingly, any reference to "the Company" in this Policy shall be deemed to refer, jointly and severally, to The Lanka Hospitals Corporation PLC and/or Lanka Hospitals Diagnostics (Private) Limited, where necessary.

4. Principles of Engagement

4.1 Transparency and Timely Disclosure

- a) The Company is committed to providing timely, accurate, and comprehensive information about the company's performance, financial performance, strategic direction and material developments.
- b) The Company will ensure that all information is disclosed in accordance with regulatory requirements, including those set by the Colombo Stock Exchange (CSE) and other relevant authorities.
- c) The Company will ensure to publish annual reports, financial statements, and other key disclosures in a clear and accessible format.

Name of the Document: - Policy On Relations With Shareholders And Investors		Document Number: - LH/POLICY/LEGAL/08		Page: - 03 of 09
Issue No: - 01	Issue Date: - 19.09.2024		Revision No: - 00	Date of Rev: - N/A
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4.2 Fair and Equal Treatment

- a) All shareholders and investors, regardless of the size of their holdings, will be treated equally and fairly ensuring that no group has an unfair advantage over others.
- b) The Company will ensure that communications and disclosures are consistent and equitable, providing all shareholders and investors with the same level of information and such information will be communicated to all shareholders and investors (as applicable) simultaneously, without favoring any specific group

4.3 Open and Effective Communication

- a) The Company aims to maintain open and constructive lines of communication with shareholders and investors, providing multiple channels for engagement, including annual general meetings (AGMs), investor presentations, and direct communications.
- b) This policy encourages all shareholders and investors to raise questions, give feedback, and express concerns. The Company strives to address shareholders' and investors' concerns in a timely and respectful manner.

4.4 Accountability

The Board of Directors and senior management will be accountable to shareholders and investors for the Company's performance and strategic decisions and, where necessary, will provide clear explanations for significant business decisions, financial results, and corporate actions.

5. Communication Channels

The Board of Directors through applicable Board sub-committee or by itself or the Chairman or Chief Executive Officer will approve shareholder communications keeping in line with the Policy of Corporate Disclosure (as applicable). The communication channels will include;

5.1 General Meetings of Shareholders

The annual general meeting and other general meetings of the Company are the primary forum for communication by the Company with its shareholders and for shareholder participation.

The Company commits to hold the general meetings of Shareholders in accordance with regulatory requirements, providing shareholders with an opportunity to engage with the Board, vote on key resolutions, and ask questions. The Company will arrange for the notice of the Annual General Meeting and/or other general meetings of shareholders and related papers to be sent to

Name of the Document: - Policy On Relations With Shareholders And Investors		Document Number: - LH/POLICY/LEGAL/08		Page: - 04 of 09
Issue No: - 01	Issue Date: - 19.09.2024	Revision No: - 00	Date of Rev: - N/A	
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shareholders as determined by the applicable laws and regulations prior to the meeting. The Company encourages Shareholders to participate in shareholders' meetings in whichever the way the meetings are held either physically/virtually and to appoint proxies to attend and vote at such meetings for and on their behalf if they are unable to attend.

5.2 Financial Reporting

The Company commits to publish quarterly and annual financial reports, including audited financial statements, annual report and other information in accordance with the applicable laws and Listing Rules of the CSE. Further, the Company strives to provide updates on significant developments, including changes in financial performance, corporate strategy, and major business initiatives keeping in line with the Policy of Corporate Disclosure.

The Company's Annual Report to shareholders is the major communication provided to shareholders each year. In addition to meeting all formal requirements, the Annual Report shall be informative. The Annual Report shall contain information that assists shareholders to understand the Company's financial results, trends, developments of importance, relationship with employees and any other relevant matters that may impact on the community and environment. The report will be made easily available to shareholders and other stakeholders in a timely manner.

5.3 Investor Relations

The Company commits to maintain an investor relations function responsible for managing communications with institutional and individual investors and also to offer regular briefings, presentations, and updates to analysts, institutional investors, and other key stakeholders keeping in line with the Policy of Corporate Disclosure.

5.4 Corporate Website and Media

The Company has a website which can be found at www.lankahospitals.com. The Company's website is designed to provide shareholders and other investors with helpful information about the Company. The Company is committed to ensuring that the website is regularly updated and accessible to shareholders and investors.

6. Communication Modes

The Company recognizes the efficiency of electronic communication over paper-based methods and aims to inform and encourage shareholders and investors to opt for receiving communications via email. However, the Company also acknowledges that some shareholders/investors may prefer

Name of the Document: - Policy On Relations With Shareholders And Investors		Document Number: - LH/POLICY/LEGAL/08		Page: - 05 of 09
Issue No: - 01	Issue Date: - 19.09.2024	Revision No: - 00	Date of Rev: - N/A	
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to receive printed documents. Regardless of the chosen medium, the Company will ensure that all shareholders and investors have access to the necessary information. The Company's website will serve as a key component of our shareholder communications policy among other channels stated above, providing a wide range of information relevant to shareholders about the Company's operations.

6.1 Communication via E-mail

Shareholders have the option to receive communications from the Company via email. It is the responsibility of shareholders to notify the Company Secretary of their preferred email address if they wish to receive electronic communications. It is the responsibility of the shareholder to keep a current e-mail account and e-mail address and to notify the Company Secretary of any changes to these details. If the Company receives rejection advice for any shareholder e-mail, the relevant material will not be sent to the shareholder again.

6.2 Communication by Post

The Company has in the past communicated with its shareholders via post and will continue to do so where a shareholder has not elected to use an electronic form of communication.

Any shareholder meetings conducted through virtual or hybrid means shall comply with the Guidelines issued by the Colombo Stock Exchange in relation to same and published on the website of the Colombo Stock Exchange.

7. Shareholder and Investor Engagement

- a) Shareholders have the right to vote on matters of strategic importance, including Board appointments, mergers, acquisitions, and changes to the company's capital structure. The Company will facilitate a clear, fair, and transparent voting process, ensuring that all shareholders are given adequate notice and information regarding resolutions.
- b) Shareholders are encouraged to engage with the Company through various channels, including AGMs, investor briefings, and online platforms. The Company will create opportunities for shareholders to provide feedback and voice concerns, and it will address issues in a timely and respectful manner and strive to implement improvements where appropriate.

Name of the Document: - Policy On Relations With Shareholders And Investors		Document Number: - LH/POLICY/LEGAL/08		Page: - 06 of 09
Issue No: - 01	Issue Date: - 19.09.2024	Revision No: - 00	Date of Rev: - N/A	
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LH/POLICY/LEGAL/08

POLICY ON RELATIONS WITH SHAREHOLDERS AND INVESTORS

- c) The established process or mechanism to make all Directors aware of major issues and concerns of shareholders be disclosed by the Company in the Annual Report and the website of the Company.

8. Access to Information

Shareholders will have access to information that supports their ability to make informed investment decisions. This includes regular updates on financial performance, market conditions, opportunities given at the general meetings of shareholders and future business strategy. The Chairmen of the Board committees and external auditors will be present at the General Meetings of the Company to respond to any questions shareholders may have regarding the matters covered in the respective Board Committees. Additionally, the Company will provide timely access to all material disclosures through the appropriate channels, ensuring equal access to all investors subject to the stipulation in the Policy of Corporate Disclosure.

Shareholders may at any time direct questions or requests for information from the Directors by written request forwarded to the Company Secretary. Replies to all such requests from the relevant departments will be forwarded with the approval of the Chief Executive Officer/Chairman.

The Company shall make available all policies referred to in the Listing Rules of CSE to shareholders upon a written request being made for any such policy.

9. Decisions on Investing

Individual Shareholders, investing directly in shares of the company should be encouraged to carry out adequate analysis or seek independent advice in investing or divesting decisions.

10. Compliance and Ethics

- a) The Company will ensure compliance with all relevant regulations and listing requirements, including those set by the CSE and other regulatory bodies. The Company will commit to adhere to best practices in corporate governance, disclosure, and investor relations.

Name of the Document: - Policy On Relations With Shareholders And Investors		Document Number: - LH/POLICY/LEGAL/08		Page: - 07 of 09
Issue No: - 01	Issue Date: - 19.09.2024	Revision No: - 00	Date of Rev: - N/A	
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- b) The Company will conduct all interactions with shareholders and investors with integrity, fairness, and respect. The Company and its personnel will avoid any actions or communications that could be perceived as misleading or deceptive.

11. Shareholder and Investor Privacy

The Company is committed to protecting the privacy and personal information of its shareholders and investors. All data will be handled in accordance with applicable data protection laws and internal policies on confidentiality.

12. Access to this Policy

This policy will be available for viewing by any shareholder of the Company on the Company's website.

13. Review and Amendments

This policy will be reviewed annually to ensure its effectiveness and compliance with regulatory requirements and best practices in corporate governance and investor relations.

Any amendments or updates to the policy will be approved by the Board of Directors and communicated to shareholders as necessary.

14. Contact Information

For any inquiries or feedback, shareholders and investors can contact the Company Secretary

Company Secretary: Deloitte Corporate Services (Private) Limited

Address: No. 100, Braybrooke Place, Colombo

Attention: Ms Disna Perera

Email ID: disnperera@deloitte.com

Contact No. 0115444425

15. References

This Policy where necessary should be read in conjunction with the other policies and guidelines of the Company, namely the internal code of business conduct and ethics, policy on the environment, social and governance sustainability, policy on board committees, policy on corporate disclosures,

Name of the Document: - Policy On Relations With Shareholders And Investors		Document Number: - LH/POLICY/LEGAL/08		Page: - 08 of 09
Issue No: - 01	Issue Date: - 19.09.2024	Revision No: - 00	Date of Rev: - N/A	
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POLICY ON RELATIONS WITH SHAREHOLDERS AND INVESTORS

policy on relations with shareholders and investors, control and management of company assets and shareholder investments, risk management and internal control, anti-bribery and corruption policy, whistleblower policy, related party transaction review policy, confidentiality and information security management guidelines.

This policy was reviewed and recommended by the Nominations and Governance Committee on 18th September 2024 and approved by the Board of Directors on 19th September 2024.

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Name of the Document: - Policy On Relations With Shareholders And Investors		Document Number: - LH/POLICY/LEGAL/08		Page: - 09 of 09
Issue No: - 01	Issue Date: - 19.09.2024		Revision No: - 00	Date of Rev: - N/A
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