

中國中信股份有限公司  
**CITIC Limited**  
(the “Company”)

**SHAREHOLDERS’ COMMUNICATION POLICY**

**1. Purpose**

- 1.1 The aim to establish this policy is to proactively communicate with the Company’s shareholders (both individual and institutional), and the investment community to ensure that shareholders are informed of balanced and understandable information about the Company (including the Group’s strategies, businesses, major developments and financial performance) in a factual and timely manner and to enable them to exercise their rights as shareholders in an informed manner. The Company aims to be open and transparent with its shareholders and encourages shareholders’ active participation at the Company’s general meetings.

**2. General Policy**

- 2.1 The Company strives to provide accurate, complete, transparent and clear information to its shareholders quickly. At all times, the Company is committed to making announcements and distributing Corporate Communications\* in accordance with the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”) and the applicable laws of Hong Kong. The Company is also committed to complying with the code provisions of the Corporate Governance Code (Appendix 14 to the Listing Rules), and in particular, to effective communication with shareholders and effective participation at its general meetings.
- 2.2 Information shall be communicated to shareholders and the investment community mainly through the Company’s financial reports (half-year and annual reports), investor and analyst meetings, investor road shows, annual general meetings and other general meetings that may be convened, as well as disclosures submitted to the websites of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Company respectively.
- 2.3 Material information will be effectively and timely disseminated to all shareholders and the investment community simultaneously.
- 2.4 The Company promises to provide a consistent level of disclosure on both positive and negative issues.

**3. Communication Strategies**

- 3.1 The Company uses clear and plain language in communication with its shareholders.

3.2 Shareholders and the investment community shall be provided with contact details such as mailing address, email address and telephone number in order to enable them to make any query in respect of the Company. The Company supports the use of electronic and other means of communicating with shareholders and investors including:

- (i) mail (32nd Floor, CITIC Tower, 1 Tim Mei Avenue, Central, Hong Kong)
- (ii) email ([ir@citic.com](mailto:ir@citic.com) / [contact@citic.com](mailto:contact@citic.com))
- (iii) telephone (+852 2820 2111)
- (iv) facsimile (+852 2877 2771)
- (v) corporate website ([www.citic.com](http://www.citic.com))
- (vi) shareholders meetings
- (vii) webcasts
- (viii) investor and analyst meetings

### ***Announcements and Corporate Communications\****

3.3 The Company issues announcements in a timely manner in accordance with the Listing Rules to ensure that shareholders are fully informed of the latest strategic and operational developments.

3.4 Corporate Communications\* are provided to shareholders in both English and Chinese versions and shareholders have the right to choose the language (either English or Chinese) or means of receipt of the Corporate Communications (in hard copy or through electronic means). Shareholders are encouraged to provide their email addresses to receive Corporate Communications.

3.5 All announcements and Corporate Communications are made available to shareholders through publication on both the Company's corporate website and the Stock Exchange's website.

### ***Corporate Website***

3.6 The Company maintains a corporate website ([www.citic.com](http://www.citic.com)). The Company's business developments and operations, financial reports, announcements, press releases, corporate governance practices and other information are posted on its website. Both current information and archives of previously released information including presentation slides and announcements can be found under "Investor Relations" section of the corporate website. All information is published simultaneously in both English and Chinese languages. Information released by the Company to the Stock Exchange is also posted on the Company's website immediately thereafter.

### ***Shareholders' Meetings***

3.7 The Company's annual general meeting and other general meetings are the principal communication channels with its shareholders and for shareholders participation.

- 3.8 The Company encourages shareholders to attend annual general meeting and other 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. The Company will send to its shareholders or publish on its corporate website all notices of general meetings and accompanying explanatory material. At the meetings, shareholders can make statements, ask questions and exercise their influence by voting on the issues on the agenda. It is the Company's policy for the chairman and board members, chairmen of board committees and external auditors to attend annual general meetings to answer shareholders' questions.
- 3.9 The annual general meetings and other general meetings will be conducted with instant translation to encourage shareholders' participation.
- 3.10 Pursuant to the Listing Rules, voting by poll is mandatory at all general meetings (other than on procedural matters) and the poll results are posted on the websites of the Stock Exchange and the Company respectively on the same day of each shareholders' meeting.

### ***Investors' Communication***

- 3.11 It is the Company's policy to proactively meet with investors and analysts and participate in investor road shows. At such meetings inside information is never discussed.
- 3.12 Upon the release of financial results, the Company holds investor and analyst presentations and webcasts the meetings along with accompanying presentations so they can be followed online at the same time as the meeting.

### ***Webcasts***

- 3.13 Webcasts of the Company's half-year results and final results briefings to investment community are available under "Investor Relations" section of the corporate website.

### ***Shareholders' Enquiries***

- 3.14 Shareholders can direct questions about their shareholdings and matters such as transfer of shares, change of name or address, or loss of share certificates to the Company's Share Registrar, Tricor Tengis Limited, 17/F, Far East Finance Centre, 16 Harcourt Road, Hong Kong at +852 2980 1333, or by fax at +852 2810 8185.
- 3.15 Shareholders and the investment community can at any time make a request for the information of the Company to the extent such information is publicly available.
- 3.16 Investors, shareholders and research analysts can contact the Company by telephone at +86 10 5966 8959; +852 2820 2205 or by email at [ir@citic.com](mailto:ir@citic.com).
- 3.17 In relation to the shareholders' communication policy of the Company, shareholders can contact the Company by telephone at +852 2820 2184 or by email at [contact@citic.com](mailto:contact@citic.com).

#### **4. Shareholders' 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.

#### **5. Review of this Policy**

- 5.1 This policy is subject to annual review by the board of directors of the Company to ensure its effectiveness. Updates and amendments (as appropriate) will be made to reflect current best practice in communication with shareholders.

\* *“Corporate Communications” means any document(s) issued or to be issued by the Company for the information or action of holders of any of its securities, which include but are not limited to (a) the directors' report, its annual accounts together with a copy of the auditor's report and, where applicable, its summary financial report; (b) the half-year report and where applicable, summary half-year report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a proxy form.*