

**Hevol Services Group Co. Limited**  
**和泓服務集團有限公司**  
(the “**Company**”)  
*(Incorporated in the Cayman Islands with limited liability)*  
**(Stock Code: 6093)**

**Shareholders Communication Policy (this “Policy”)**

(Adopted by the Board of Directors of the Company on 14 June 2019)

**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 timely provided with complete, equal 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 enhance the communication between the Shareholders, the investment community and the Company.
- 1.2 For the purpose of this Policy, references to the investment community include the Company’s potential investors as well as analysts who report and analyze the Company’s performance.

**2. General Policy**

- 2.1 The Board of Directors (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:
- (a) disclosures to the market submitted to The Stock Exchange of Hong Kong Limited (“**SEHK**”) which are uploaded onto the Hong Kong Exchanges and Clearing Limited’s news website (www.hkexnews.hk) (“**HKEx News website**”);
  - (b) the Company’s website (www.hevolwy.com.cn);
  - (c) interim reports and annual reports; and
  - (d) annual general meetings and other general meetings.
- 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’s Investor Relations Department by telephone or by email.

### **3. Communication Strategies**

#### **Shareholders' Enquiries**

- 3.1 Shareholders shall direct their questions about their shareholdings to the Company's Share Registrar and Transfer Office.
- 3.2 Shareholders and the investment community may at any time contact the Company's Investor Relations Department to understand the information published by the Company.
- 3.3 Shareholders and the investment community are 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 shall be provided to Shareholders in plain language and in both English and Chinese versions to facilitate Shareholders' understanding.

Shareholders have the right to choose the languages (either English and/or Chinese) or means of receipt of the corporate communications (in hard copy or through electronic means).

- 3.5 Shareholders are encouraged to provide, amongst other things, in particular, their email addresses to the Company through the Company's Share Registrar and Transfer Office in order to ensure the receipt of the information published by the Company in a timely manner.

#### **Corporate Website**

- 3.6 A dedicated "Investor Relations" section is available on the Company's website ([www.hevolwy.com.cn](http://www.hevolwy.com.cn)). Information on the Company's website is updated on a regular basis.
- 3.7 Information uploaded by the Company to the HKEx News website is also posted on the Company's website immediately thereafter. Such information includes announcements, results announcements, circulars and notices of general meetings and other documents etc.

## **Shareholders' General Meetings**

- 3.8 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.
- 3.9 Appropriate arrangements for the annual general meetings will be in place to encourage Shareholders' participation.
- 3.10 The process of the Company's general meeting shall be monitored and reviewed on a regular basis, and, if necessary, changes be made to ensure that Shareholders' needs are best served.
- 3.11 Board members, in particular, the chairman of the Board, the chairmen of Board committees or their delegates, appropriate management executives and external auditors will attend annual general meetings to answer Shareholders' questions.
- 3.12 Shareholders are encouraged to attend shareholders' activities organized by the Company, where information about the Company, including its latest strategic plan and other information etc. will be communicated.

## **Investment Market Communications**

- 3.13 The Company, depending on its need, will arrange investor/analysts briefings and group/one-on-one meetings, roadshows (both domestic and international) and media interviews, and participate marketing activities and forums for specialist etc., on a regular basis in order to facilitate communication between the Company, Shareholders and the investment community.

## **4. Shareholder Privacy**

- 4.1 The Company recognizes the importance of Shareholders' privacy and will not disclose Shareholders' information without their consent, unless required by law to do so.

*\*\* 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, annual accounts together with a copy of the auditor's report, interim report, notice of meeting, circular and proxy form.*

11 July 2019