



FRONTIER SERVICES GROUP LIMITED

(先豐服務集團有限公司*)

(Incorporated in Bermuda with limited liability)

(Stock Code: 00500)

Shareholders Communication Policy

1. Policy Statement

- 1.1 The purpose of this Policy is to ensure that timely and accurate information about Frontier Services Group Limited (the “**Company**”) is provided in a way that allows the Company’s shareholders, both individual and institutional (collectively, the “**Shareholders**”), and all interested parties equal opportunity to access to balanced and understandable information about the Company, in order to enable the Shareholders to make their investment decisions in an informed manner, and to allow Shareholders and the investor community to engage with the Company actively.
- 1.2 This Policy also aims to establish various channels of communication with the Shareholders and the investor community so as to develop and maintain a consistent and regular dialogue.

2. General Policy

- 2.1 The board of directors of the Company (the “**Board**”) shall maintain an on-going communication with the Shareholders and the investor community and will regularly review this Policy to ensure its effectiveness.
 - 2.2 The Company’s information shall be communicated to the Shareholders and the investor community mainly through the Company’s financial reports (interim and annual reports), press and analysts’ meetings, annual general meetings and other general meetings that may be convened, roadshows and conferences, as well as by making available all the disclosures submitted to the websites of The Stock Exchange of Hong Kong Limited (“**HKEX**”) and the Company, respectively, in a timely manner.
 - 2.3 Effective and timely dissemination of information to Shareholders and the investor community shall be ensured at all times. Any question regarding this Policy shall be directed to the Company Secretary or the Company’s Investor Relations Department at the Company’s head office and/or principal place of business, the address of which can be found on the Company’s website (www.fsgroup.com) and any change thereof will be announced by the Company as soon as practicable.
-



FRONTIER SERVICES GROUP LIMITED

(先豐服務集團有限公司*)

3. Communication Strategies

3.1 Shareholders' Rights

- 3.1.1 Shareholders should direct their questions about their shareholdings to the Company's Hong Kong branch registrar and transfer office, namely, Tricor Tengis Limited (the "Registrar"), the contact details of the Registrar can be found on the Company's website (www.fsgroup.com).
- 3.1.2 Shareholders and members of the investor community are welcome to send their enquiries to the Company's Investor Relations Department, their contact details can be found on the Company's website (www.fsgroup.com).
- 3.1.3 Shareholders who wish to put enquiries to the Board can send their enquiries to the Company Secretary who will ensure these enquiries to be properly directed to the Board.
- 3.1.4 Shareholders may at any time make a request for the Company's information to the extent such information is publicly available.

3.2 Corporate Communication

Corporate communication of the Company will 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 language (either English or Chinese) or means of receipt of the corporate communications (in hard copy or through electronic means).

3.3 Corporate Website

- 3.3.1 The Company's website (www.fsgroup.com) contains important corporate information, annual and interim reports, corporate governance matters as well as announcements, circulars and notices of general meetings issued by the Company to enable the Shareholders and the investor community to have timely access to updated information about the Company and its subsidiaries (the "Group").
- 3.3.2 Information released by the Company to HKEX will be available on HKEX's website (www.hkexnews.hk). The printed copies of such information will be available from the Company or the Registrar.



FRONTIER SERVICES GROUP LIMITED

(先豐服務集團有限公司*)

3.4 General Meetings

- 3.4.1 Shareholders holding not less than one-tenth of the paid-up capital of the Company may deposit a requisition to convene a special general meeting and state the purpose therefor at the Company's registered office. The address of the registered office can be found on the Company's website (www.fsgroup.com).
- 3.4.2 Shareholders who wish to put forward proposals for the Company's consideration at the general meetings can send their proposals to the Company Secretary.
- 3.4.3 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.
- 3.4.4 The general meeting provides a forum for the Board to communicate with the Shareholders. Shareholders can raise any comments on the performance and future directions of the Company with the directors of the Company at the annual general meeting.
- 3.4.5 To facilitate enforcement of the Shareholders' rights, significant issues, including the election of Directors, shall be dealt with under separate resolutions at general meetings.
- 3.4.6 The members of the Board, including the chairman of the remuneration, nomination, audit and corporate governance committees and any other committees of the Company or their duly appointed delegates, are available at annual general meetings of the Company to answer questions raised by the Shareholders. The chairman of the independent board committee is also present to answer questions at any general meeting which is convened to approve a connected transaction or any other transaction that requires independent Shareholders' approval.
- 3.4.7 The Board will ensure that the external auditor attends the annual general meeting to answer questions relating to the conduct of the audit, the preparation and content of the auditor's report, the accounting policies and auditor independence.



FRONTIER SERVICES GROUP LIMITED

(先豐服務集團有限公司*)

3.4.8 The Company will arrange for the notice to the Shareholders to be sent for annual general meetings and all other general meetings as in compliance with the bye-laws of the Company.

3.5 Investor Relations

3.5.1 Shareholders' meeting is held at least once a year, at the annual general meeting of the Company and/or other general meetings, at which the executive directors of the Company are available to answer questions regarding the Group's operational and financial performances.

3.5.2 The Company also avails itself of opportunities to communicate and explain its strategies and developments to the Shareholders and the investor community, through active participation in investors' conferences and regular meetings with financial analysts, fund managers and potential investors. The Group enhances its relationship with investors by participating in roadshows and investors' conferences.

4. Shareholders' Privacy

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

5. Review of this Policy

5.1 The Board is responsible for monitoring and regular review of this Policy to ensure its relevance and effectiveness.

Note: If there is any inconsistency between the English and Chinese versions of this document, the English version shall prevail.

December 2022