

STAKEHOLDERS ENGAGEMENT, COMMUNICATION AND MANAGEMENT POLICY FOR VERITAS KAPITAL ASSURANCE PLC

OCTOBER 2021

INTRODUCTION

Veritas Kapital Assurance PLC ('VKAP') has always paid close attention to the engagement of Stakeholders. This is evident from the corporate philosophy of engaging in business based on morality and responsibility to society, implementing the code of conduct for the Board, Management and all Employees, employing the principle of good corporate governance in guiding decision making and also exercising the sustainable development of VKAP.

Along with the changing of the society, environment, and business conditions and higher expectations from Stakeholders, the engagement of Stakeholders is thus more important than ever.

VKAP therefore, provides this Stakeholders Engagement, Communication and Management Policy (the "Policy") in writing as a clear guideline for VKAP employees in conducting business to offer shareholders long-term value-added and more concerns to the impact over VKAP Stakeholders.

1.0 WHO ARE STAKEHOLDERS?

Stakeholders are persons or groups of persons who directly or indirectly have an interest or are affected by VKAP' business operations or abilities to influence the outcomes of VKAP' business operation such as customers, employees, communities, shareholders, business partners, government agencies, intellectual leaders, etc.

2.0 STAKEHOLDER ENGAGEMENT PROCESS

Our engagement process requires us to identify and prioritize material issues with every appropriate stakeholder. Ongoing engagement is achieved through different channels. These may include:

STAKEHOLDER TYPE	ENGAGEMENT METHOD
Customers Those who occupy or visit VKAP' properties: • Occupiers/Tenants/Employees of Occupiers on VKAP' properties. • Consumers of VKAP' Insurance Products. • Visitors. • Vendors. • Contractors. • Suppliers	• Periodic Customer/Tenant satisfaction surveys. • Customer engagement meetings. • Face-to-face/physical meetings with vendors. • Customer newsletters/text messages and phone calls.
Communities Our neighbors' and those who live and work in the areas VKAP does business:	• By organizing Corporate Social Responsibility Programs Annually.

• Residents, businesses, schools and colleges. • Hospitals. • Government Parastatals and Agencies.	
Employees Those who are directly employed by VKAP.	• Internal communications. • Employee engagement survey. • Town Hall Meetings. • Text Messages and Phone Calls. • Departmental/Unit Meetings. • Speak Out Policy helpline.
Partners Those who have a direct working or contractual relationship or provide professional services and advise to VKAP:	• Period engagement through phone calls, text messages. • Periodic physical/online meetings. • Speak Out Policy helplines.
Regulators Public Government Agencies tasked with exercising autonomous authority over the business activities of VKAP and also provide guidelines and regulations that guide VKAP in its business activities (internally and externally)	• Period engagement through phone calls, text messages. • Periodic physical/online meetings. • Speak Out Policy helplines.
Shareholders Those who have a direct relationship with VKAP by their investments in its shares and are affected directly/indirectly by decisions made:	• Engagement at the Annual General Meetings. • Face-to-face/physical meetings. • Emails, Text Messages and Phone Calls. • Online Meetings.

3.0 INVESTOR RELATIONS

The Board recognizes the need to regularly engage its Investors (Shareholders) and provide them with appropriate and timely information and facilities to allow them to exercise their rights as shareholders effectively.

This includes:

- a. Giving Shareholders ready access to information about the Company and its governance.
- b. Communicating openly and honestly with shareholders through online platforms and designated Regulatory Portals; and
- c. Encouraging and facilitating Shareholders participation at General Meetings.

4.0 ENGAGING WITH SHAREHOLDERS

The following principles guide the Company is engaging with Shareholder. All Staff, Management and members of the Board are expected to apply these principles during Stakeholder Engagement.

- a. The Company will engage in a positive, open and transparent manner.
- b. The Company will treat all stakeholders with fairness and respect.
- c. The Company will provide stakeholders with timely, accurate and up to date information, presented in language which is accessible to the broader public.

5.0 ENGAGEMENT RESPONSIBILITY

Shareholders may communicate with the Board through the Company Secretary who is responsible for ensuring effective communication between the Board, the Company's Management and Shareholders.

All enquiries regarding VKAP's performance, strategy, corporate governance practices and disclosures etc shall pass through the Company Secretary via email info@veritaskapital.com or registered mail to; **Veritas Kapital Assurance Plc Plot 497 Abogo Largema Street Central Business District Abuja - FCT.**

6.0 REVIEW OF THE POLICY

The Board of Directors of VKAP will oversee this Policy and review it annually to ensure that it is effective in achieving its objectives and continues to be a reflection of sound corporate governance practices.

The Audit and Compliance Committee and Establishment and Governance Committee of the Board will discuss any amendments to the Policy and make such recommendations to the Board for approval.

A copy of this Policy is available on the Company's website at www.veritaskapital.com.