

## **STAKEHOLDERS ENGAGEMENT POLICY**

Document Reference	CS/SEP/1.0
Document Author	Company Secretariat
Document Owner	Company Secretariat
Date Approved	24 July 2025
Document Classification	External

## Contents

1. INTRODUCTION .....	3
2. SCOPE.....	3
3. OBJECTIVES OF THE STAKEHOLDERS ENGAGEMENT POLICY.....	3
4. STAKEHOLDER ENGAGEMENT PRINCIPLES.....	3
5. SHAREHOLDERS ENGAGEMENT AND COMMUNICATION WITH THE BOARD .....	4
6. TOPICS OF ENGAGEMENT WITH SHAREHOLDERS .....	4
7. COMMUNICATION METHODS OF SHAREHOLDERS WITH THE BOARD.....	5
8. MEETING REQUEST FROM SHAREHOLDERS .....	5
9. ASKING QUESTIONS AT THE SHAREHOLDERS' MEETINGS.....	5
10. ROLE OF THE COMPANY SECRETARY IN SHAREHOLDERS COMMUNICATION.....	5
11. SHAREHOLDERS ENGAGEMENT/COMMUNICATION WITH MANAGEMENT .....	6
12. MANAGEMENT OF ENGAGEMENT WITH OTHER STAKEHOLDERS .....	6
13. POLICY REVIEW .....	7

## **1. INTRODUCTION**

The Board of Directors of Globus Bank Limited value and promote open dialogue and exchange of ideas with its stakeholders. The Board is committed to engaging its stakeholders in constructive and meaningful communication that is consistent with best corporate governance practice.

The policy ensures that our interactions are conducted in a transparent, ethical, and responsible manner, fostering mutual trust and contributing to the long-term sustainability of our business.

## **2. SCOPE**

This policy applies to all employees and departments of Globus Bank Limited involved in stakeholder communication, engagement, and relationship management. The policy applies to the following stakeholders:

- i. Shareholders
- ii. Customers
- iii. Employees
- iv. Regulatory Authorities
- v. Suppliers and Partners
- vi. Community and Social Groups
- vii. Media
- viii. Competitors

## **3. OBJECTIVES OF THE SHAREHOLDERS ENGAGEMENT POLICY**

The primary objectives of the policy are:

- i. To foster positive and long-term relationships with all stakeholders.
- ii. To enhance the relationship between the Bank and the stakeholders.
- iii. To ensure that all stakeholders receive equal and fair treatment.
- iv. To align the interest of stakeholders with those of the Bank.
- v. To ensure transparency in the dealings with the stakeholders.
- vi. To ensure that stakeholders' concerns, needs, and feedback are considered in business planning and strategy.

## **4. STAKEHOLDER ENGAGEMENT PRINCIPLES**

Globus Bank Limited is committed to engaging stakeholders based on the following principles:

- i. Transparency: We will provide clear, accurate, and timely information to stakeholders, ensuring they are well-informed about our actions, financial performance, and strategic decisions.
- ii. Respect: We will treat all stakeholders with dignity and respect, recognizing their value to our business and society at large.
- iii. Inclusivity: We will engage stakeholders in a way that encourages their input, fostering two-way communication and feedback.
- iv. Accountability: We will be responsible for our actions and decisions, ensuring we uphold the expectations of our stakeholders while delivering value for all parties involved.
- v. Ethical Conduct: Our engagement will be guided by high ethical standards, ensuring that we act with integrity and honesty in all our interactions.
- vi. Responsiveness: We will respond to stakeholders' concerns in a timely and constructive manner, addressing issues and providing solutions where possible.

## **5. SHAREHOLDERS ENGAGEMENT AND COMMUNICATION WITH THE BOARD**

The Board of Directors will engage with shareholders through a variety of channels, including:

### **5.1. ANNUAL GENERAL MEETINGS (AGM) OR GENERAL MEETINGS OF SHAREHOLDERS**

The AGM and/or general meetings of the Bank is one of the key channels for shareholder engagement. Shareholders are encouraged to participate in the AGM, where they can ask questions, discuss the Bank's most recent financial statements, corporate governance, and other important matters. Shareholders also have the opportunity to express opinions and make decisions on matters that should be addressed at the AGM/General Meeting.

### **5.2. OTHER COMMUNICATION CHANNELS**

Shareholders will also receive communications through the Annual Report, Quarterly Report, Bank's website, social media channels, emails, and other correspondences.

## **6. TOPICS OF ENGAGEMENT WITH SHAREHOLDERS**

The Board supports an open and transparent process for shareholders to contact the Board. The Board will address issues related to the following:

- i. Board structure, composition and diversity.
- ii. Board performance and succession planning process.
- iii. Corporate governance practices and disclosure.

- iv. Board compensation and corporate performance.
- v. Shareholders proposals.
- vi. Corporate strategy and material propositions.

## **7. COMMUNICATION METHODS OF SHAREHOLDERS WITH THE BOARD**

- i. Written communication to the Board of Directors or Chairman of the Board.
- ii. Shareholders can initiate communication directly with the Board of Directors by mail or email addressed to the Board of Directors.
- iii. Shareholders when sending written communication to the Board of Directors will follow the under-listed process:
  - a. When sending a mail correspondence, mark the envelope “Confidential” and address same to the Board of Directors c/o Company Secretary.
  - b. Shareholders should also identify themselves to enable the Directors to acknowledge receipt of the mail and respond accordingly.

## **8. MEETING REQUEST FROM SHAREHOLDERS**

Shareholders may request a meeting with the Board of Directors or any member of the Board by sending a request to the Chairman, through the Company Secretary stating the name of the shareholder and an overview of the topic to be discussed.

The Board may decline a request where the meeting is deemed unnecessary. Such a decline will be formally communicated to the shareholder.

## **9. ASKING QUESTIONS AT THE SHAREHOLDERS’ MEETINGS**

The Board encourages questions from shareholders at the Annual shareholder meetings. i.e. in person, in writing or by email to the Company Secretary prior to the meeting.

## **10. ROLE OF THE COMPANY SECRETARY IN SHAREHOLDERS COMMUNICATION**

The Company Secretary is responsible for ensuring effective communication between the Board and shareholders, overseeing communication processes and ensuring timely responses.

## 11. SHAREHOLDERS ENGAGEMENT/COMMUNICATION WITH MANAGEMENT

The Management of the Bank communicates with shareholders by various means including Annual Report, Quarterly reports, Bank's website, Bank's social media pages, correspondence.

The Company Secretary is the primary contact person for shareholders; the secretariat responds to or communicates with shareholders as required.

Shareholders who wish to communicate with Management should contact the Managing Director/CEO by telephone, mail, email or any electronic or digital channel. Shareholders who wish to discuss their shareholding and other shareholders' administrative issues should contact the Company Secretary by telephone, mail, email or any electronic or digital channel.

## 12. MANAGEMENT OF ENGAGEMENT WITH OTHER STAKEHOLDERS

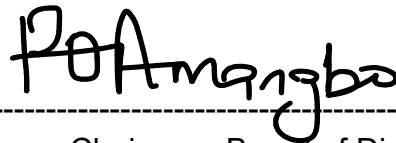
In addition to shareholders, Globus Bank Limited is committed to engaging with other key stakeholders. The following sections outline how the Bank will manage engagement with other stakeholders:

- i. **Customers:** The Bank will engage with customers through relationship managers, contact center staff, regular feedback channels, surveys, and direct communication. Customer needs, concerns, and satisfaction levels will be monitored and addressed to continuously improve services.
- ii. **Employees:** Employee engagement will be maintained through internal communication, staff surveys, meetings with management, and performance appraisals. The Bank is committed to creating a work environment that values employee contributions, addresses concerns, and promotes career growth.
- iii. **Regulatory Authorities:** The Bank will maintain regular communication with relevant regulators to ensure compliance with all laws and regulations. We will engage in open dialogue to stay abreast of new regulatory changes and ensure our practices align with these requirements.
- iv. **Suppliers and Partners:** The Bank will engage with suppliers and business partners through formal agreements, meetings, and ongoing collaboration. Fair treatment and mutual benefit will guide these relationships, with a focus on sustainable and ethical procurement practices.
- v. **Community and Social Groups:** Globus Bank Limited is committed to engaging with local communities and social groups through Corporate Social Responsibility (CSR) initiatives. We aim to positively contribute to the well-being of the communities we serve, with regular outreach and partnerships to support social causes.

- vi. **Media:** The Bank will manage media relations to maintain a positive public image and foster relationships with journalists and media outlets. Transparent communication will be key to ensuring accurate reporting and fostering trust in the Bank's operations.
- vii. **Competitors:** While competition is encouraged in the financial services industry, Globus Bank Limited seeks to maintain professional and ethical engagement with its competitors, ensuring that interactions do not violate fair competition laws.

### 13. POLICY REVIEW

The Board Governance, Nominations and Remuneration Committee will review the policy at least once every three years or as may be required.



---

Chairman, Board of Directors