

THE HONGKONG AND SHANGHAI HOTELS, LIMITED
(the “Company”)

CORPORATE COMMUNICATIONS ARRANGEMENT

Corporate Communications

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 and annual accounts together with a copy of the auditor’s report, the interim report, a notice of meeting, a listing document, circular and a proxy form.

The English and Chinese versions of all the Corporate Communications of the Company are available on the Company’s website at www.hshgroup.com and the website of Hong Kong Exchanges and Clearing Limited (“HKEX”) at www.hkexnews.hk (the “Website Version”). Shareholders and investors who would like to be notified when the Company publishes its Corporate Communications may subscribe for the free News Alerts service on the [HKEX’s website](http://www.hkexnews.hk).

Dissemination of Corporate Communications

a. Access through Website by Consent

The Company makes available Corporate Communications (other than Actionable Corporate Communications, as mentioned in the below relevant section) to the shareholders through the Website Version, provided that the relevant shareholders are taken to have agreed to access the Website Version.

b. Arrangements with Registered Shareholders

The Company will seek consent from each new registered shareholder to access the Website Version of all future Corporate Communications (other than Actionable Corporate Communications). If the Company does not receive a response indicating an objection within a period of 28 days, the registered shareholder will be taken to have agreed to access the Website Version. The Company will then notify the registered shareholder by post to their registered address whenever a Corporate Communication has been made available on its website.

The Company will dispatch the printed form of Corporate Communications to the registered shareholders in their choice of language to their addresses pursuant to their request, or if their consent to receive the Corporate Communications through the Website Version has not been sought.

A registered shareholder who is taken to have agreed to access the Website Version but for any reason has difficulty gaining access or wishes to receive a printed form of the Corporate Communications, may make a request to the Company’s share registrar, Computershare Hong Kong Investor Services Limited (the “Share Registrar”) to send the Corporate Communication in printed form to them free of charge.

c. Arrangements with Non-registered Shareholders

A notification letter of the publication of Corporate Communications on the Company's website and HKEX's website will be sent by post to non-registered shareholders whose shares in the Company (whether or not held through a broker or custodian) are held in the Central Clearing and Settlement System and who have notified the Company from time to time through Hong Kong Securities Clearing Company Limited that they wish to receive Corporate Communications of the Company. Non-registered shareholders may request to receive a printed form of Corporate Communications through the Company's Share Registrar by using the Request Form as provided on the Company's website.

Choice of Language and Means of Receipt of Corporate Communications

Upon publication of Corporate Communications on the Company's website, registered and non-registered shareholders who wish to receive the relevant Corporate Communications in printed form or in a language other than their existing choice, may complete and submit the relevant Request Form to the Company's Share Registrar by email to hsh.ecom@computershare.com.hk, or by post to 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong.

Registered and non-registered shareholders may, at any time, change their choice of language or means of receipt of the Company's Corporate Communications, free of charge, by completing and submitting the relevant Request Form to the Company's Share Registrar.

A shareholder's request for the printed form of the Company's future Corporate Communications will remain valid for one year unless being revoked or superseded (whichever is earlier) starting from the receipt date of the instruction and will expire thereafter.

Request Forms to change the choice of language or means of receipt of all future Corporate Communications and/or to request a printed form is available for download below:

- [Corporate Communications Request Form \(for registered shareholders\)](#)
- [Corporate Communications Request Form \(for non-registered shareholders\)](#)

Shareholders who have any queries in relation to the choice of language and means of receipt of the Company's Corporate Communications may call the Company's hotline at (852) 2840 7788 during business hours from 9:00 a.m. to 5:30 p.m. (Monday to Friday, excluding Hong Kong public holidays).

Actionable Corporate Communications

Actionable Corporate Communications will be sent to the Company's shareholders individually.

"Actionable Corporate Communications" are any corporate communications that seek instructions from securities holders on how they wish to exercise their rights or make an election as the Company's securities holders.

Future Changes

Our current arrangements regarding the dissemination of Corporate Communications and Actionable Corporate Communications are expected to be revised in the future as and when enabling laws are put in place which enable Hong Kong incorporated companies to adopt the paperless listing regime being implemented by The Stock Exchange of Hong Kong Limited. As and when the arrangements are revised, shareholders will be advised.

Personal Information Collection Statement

Please refer to the Company's Data Privacy and Security Policy available at www.hshgroup.com concerning your personal data for further details of how the Company processes and protects the personal data of its shareholders which has been submitted to the Company for the purpose of their Corporate Communications requests and of their respective rights.