

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

**SHAREHOLDER COMMUNICATION POLICY
(the “Policy”)**

OVERVIEW

The aim of the Company’s communication arrangement is to provide both individual and institutional shareholders (Shareholders) with information about the Company and enable them to engage actively with the Company and exercise their rights as shareholders in an informed manner. The Company recognises that stakeholders other than Shareholders may have an interest in information about the Company.

The Company has developed and maintains effective systems, controls and procedures to ensure that information disclosed is reliable and is released in a timely manner.

COMMUNICATION STRATEGIES

Shareholders’ Meetings

The Company encourages full participation of Shareholders at the Company’s general meetings. Shareholders who are unable to attend meetings of the Company are encouraged to participate in meetings by way of appointment of proxies.

The Company will use general meetings as a tool to effectively communicate with Shareholders and allow Shareholders a reasonable opportunity to pose questions to the Board of Directors.

Board members, in particular, either the Chairmen or deputy chairmen of Board committees or their delegates, appropriate senior levels of management and the external auditor will attend the Annual General Meeting to answer Shareholders’ questions.

Corporate Communication*

Corporate Communication will be provided to Shareholders in English and/or Chinese versions. Shareholders have a choice with regards to the language or means of receipt of the communication (in hard copy or through electronic means). The Company will hold press conferences following its annual and interim results announcements and after the Annual General Meeting, with simultaneous interpretation provided. Analyst briefings will also be organised biannually.

Company’s Website

- 1 The Company maintains a website at www.hshgroup.com with general information about the Company and its operations, all Corporate Communication, details of the Company’s corporate governance policies and procedures and information specifically targeted at keeping the Company’s Shareholders informed about the Company. Information on the Company’s website is updated on a regular basis.
- 2 Information released by the Company to the Stock Exchange is also posted on the Company’s website as soon as reasonably practicable.
- 3 Results presentation materials to analysts and press releases will be available to Shareholders and the public through the Company’s website.
- 4 Webcasts on the Company’s website of analysts’ meetings announcing the Company’s latest interim and annual results are available.

March 2021

Investment Market Communication

Executive Directors hold briefings, meetings, road-shows and attend investor conferences with institutional investors and financial analysts to communicate the Company's performance, plans and objectives.

Shareholders' Enquiries

- 1 Shareholders may, at any time, raise questions and request for the Company's information, to the extent such information is publicly available.
- 2 Shareholders enquiries are dealt with promptly. Enquires will be handled by the designated persons within the Company and will be brought to the attention of the Board where appropriate. The contact details are listed below:

The Hongkong and Shanghai Hotels, Limited
8th, St. George's Building,
2 Ice House Street,
Central, Hong Kong
Tel: (852) 2840 7788
Fax: (852) 2810 4306
Email: ir@hshgroup.com – Investor Enquiries
cr@hshgroup.com – Corporate Responsibility and
Sustainability Enquiries

- 3 Shareholders should direct their questions related to their shares to the Company's Registrar at:

Computershare Hong Kong Investor Services Limited
Shops 1712-1716, 17th Floor, Hopewell Centre,
183 Queen's Road East, Wanchai,
Hong Kong
Customer services hotline: (852) 2862 8555
Fax: (852) 2865 0990/2529 6087
Online Enquiries: www.computershare.com/hk/en/online_feedback

- 4 The Company recognises that privacy is important and will not disclose Shareholder details unless requested by the Shareholder himself or herself or otherwise required by law.

REVIEW OF THIS POLICY

This Policy is subject to regular review by the Board and will be amended (as appropriate) to reflect current best practices in communication with Shareholders.

- * *Corporate Communication refers to any document issued or to be issued by the Company for the information or action of any Shareholder, including but not limited to:*
- (a) *the directors' report and annual accounts together with a copy of the auditors' report;*
 - (b) *the interim report;*
 - (c) *a notice of meeting;*
 - (d) *a listing document;*
 - (e) *a circular; and*
 - (f) *a proxy form.*

Note: The Board approved this Shareholder Communication Policy on 14 December 2016.