

SHAREHOLDER COMMUNICATION POLICY

1.0 GENERAL

We believe that an informed, constructive dialogue between the Board and shareholders is important to improving corporate governance.

- 1.1** We will focus on open communication and fair disclosure, with emphasis on the integrity, timeliness and relevance of the information provided. We will fully disclose information in accordance with the continuing obligations to the Nigerian Stock Exchange on which we are listed. We will ensure information is communicated accurately and in such a way as to avoid the creation or continuation of a false market.
- 1.2** We aim to communicate with shareholders in a way that meets their needs. New shareholders are consulted on their preference to receive documents or information from us either by means of a website or in hardcopy form.
- 1.3** We will send notifications on the availability of documents or information to those shareholders who have elected to receive documents or information from us by means of a website. Shareholders may at any time elect to receive documents or information from us in printed form. Printed copies will be provided without charge.
- 1.4** Communication with shareholders is given high priority. Extensive information about our activities is provided to shareholders in annual reports, accounts and interim reports, which are available on our website (www.courtevillegroup.com).
- 1.5** Our Non-Executive Directors are available to shareholders should they have concerns that contact through the normal channels of the Chairman, the Group Managing Director, the Deputy Managing Directors, other Executives or Company Secretary cannot resolve their issues or for which such contact would be inappropriate.

2.0 FINANCIAL REPORTING

The publication of financial results will be timely. We will aim to provide a fair, balanced and understandable disclosure of information to allow shareholders to assess Courteville's financial position and prospects.

3.0 CORPORATE SOCIAL RESPONSIBILITY REPORTING

- 3.1** Information on our Corporate Social Responsibility Policy and Practice is provided in our Annual Report and on our website (www.courtevillegroup.com). We will keep shareholders informed of the ways in which we seek to achieve profits for shareholders, develop long-lasting customer relationships, value our employees and manage the social and environmental impact of our business.

4.0 GENERAL MEETINGS

- 4.1** Registered shareholders are encouraged to attend the AGM (Annual General Meeting)
- 4.2** The AGMs provide opportunities for shareholders to exchange their views with the Board. The Chairman and Directors will be available at the AGM to answer shareholders' questions relevant to the business of the meeting. The External Auditor and the Company Secretary will also attend the AGM.
- 4.3** Detailed particulars of the items of special business to be considered at the AGM are provided to shareholders in the Notice of the AGM. The Notice of the AGM is also posted on our website and published in newspapers.
- 4.4** Shareholders who are unable to attend and vote at General Meetings are encouraged to appoint proxies to attend, speak and vote on their behalf. Shareholders are able to submit voting instructions electronically.

5.0 CBSPLC WEBSITE

- 5.1** We will post on our website (www.courtevillegroup.com) copies of our annual reports, Management Statements, Nigerian Stock Exchange announcements and other relevant documents or information used in communicating with investors and analysts. These will be posted as soon as practicable after they have been released to the Nigerian Stock Exchange.
- 5.2** The presentations of Courteville Annual Results and Management Statements are available on our website.

6.0 SHAREHOLDERS' ENQUIRIES

- 6.1** Contact details to which shareholders may address enquiries are published on our website (www.courtevillegroup.com).

6.2 Registered shareholders should direct any enquiries about their shareholdings (for example transfers of shares, change of name or address, lost share certificates or dividend warrants) to the Registrars at the appropriate address as indicated in the Company's latest Annual Report.

6.3 Shareholders may also direct other forms of enquiries to the Company Secretary at the appropriate address as indicated in the Company's latest Annual Report and on the Investor Relations page on the Company's website.

7.0 REVIEW OF THIS POLICY

7.1 This Policy is subject to regular review by the Board to ensure its effectiveness and to reflect current best practice.

7.2 The Board Corporate Governance and Remuneration Committee shall review this Policy at least once in two years and submit to the Board for review and approval.

8.0 PUBLICATION OF THIS POLICY

8.1 This Policy is available on Courteville's website.

9.0 DEFINITIONS

- "AGM(s)" means The Annual General Meeting(s) of Courteville
- "Courteville" "we", "us" and "our" means Courteville Business Solutions Plc together with its subsidiaries
- "Courteville's website" means www.courtevillegroup.com
- "Board" means the Board of Directors of Courteville Business Solutions Plc
- "Policy" means this Shareholder Communication Policy of Courteville.