

STAKEHOLDER MANAGEMENT AND COMMUNICATION POLICY

1.0 INTRODUCTION

Courteville Business Solutions Plc (“Courteville”, “our” or “the Company”) has always paid close attention to the engagement of stakeholders. This is evident from the Corporate Core Values, 6 E-Expressions, and Management’s commendable commitment to employing and maintaining good corporate governance.

Along with the changing of the society, environment and business conditions, groups of stakeholders are more complicated and carry higher expectations of fair treatment and demand participation in the expression of opinions, process of decision-making, and governance of affected issues. Their engagement is thus very important.

Although the ultimate responsibility for stakeholder engagement rests with the Executive Management of the Company, the Company’s various departments, business units and divisions are mandated to maintain inclusive, mutually beneficial relationships with their stakeholders and to be proactive in engaging with them in a transparent and on-going manner.

Therefore, Courteville provides this Stakeholder Management and Communication Policy (“Policy”) in writing as a clear guideline for Courteville employees in conducting business in line with the Mission Statement of the Company.

This Policy is in compliance with the Nigerian Code of Corporate Governance 2018.

2.0 SCOPE

This Policy outlines our overarching approach to engagement with our stakeholders, and the coordination of such, and sets out the following:

- ✚ Principles for engagement with our stakeholders;
- ✚ Forms part of the Company’s operating philosophy, policies, standards and values;
- ✚ Applies to all Company’s divisions, departments, business units, regarding all their activities and interactions with stakeholders; and
- ✚ Supports and should be read in conjunction with Company’s policies on corporate ethics, customer service charter, external communication, reputation management, corporate social responsibility, shareholder communication and other sustainability related policies.

3.0 PURPOSE

The purpose of this Policy is:

- ✚ To identify our stakeholders;
- ✚ To guide the building and maintenance of an open relationship between the Company and our stakeholders;
- ✚ To develop and promote a good understanding of stakeholder needs, interests and expectations;
- ✚ To offer guidelines on how the Company should be engaging with our stakeholder; and
- ✚ To reinforce our commitment to all stakeholders.

4.0 STAKEHOLDER IDENTIFICATION

Stakeholders are individuals, groups of persons or organisations who are directly or indirectly impacted by our business operation, as well as those who may have interests in our Company's activities, products or services and associated performance, or abilities to influence over the outcomes of our business operation. These include customers, employees, clients, communities, shareholders, business partners, government agencies, intellectual leaders, etc.

5.0 STAKEHOLDER ENGAGEMENT PRINCIPLES

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| Congruence | <i>We say what we mean, and mean what we say regardless of the stakeholder or communication channel.</i> |
| Consultative | <i>We aim to develop relationships where stakeholder views are considered in decision-making and we provide various channels/fora to foster this.</i> |
| Collaborative | <i>We aim to establish partnerships with stakeholders with aligned valued and work closely with selected partners and interested stakeholders to build a more sustainable business and society.</i> |
| Communicative | <i>We value open, honest and on-going communication with all stakeholders and are proactively committed to such.</i> |
| Commitment | <i>We are committed to working towards the growth of the Company, and leveraging effective stakeholder engagement to help with the achievement of this.</i> |
| Responsive | <i>We strive for continuous improvement and proactively respond to changing business conditions and stakeholder needs, interests and expectations.</i> |

6.0 METHODS OF ENGAGEMENT

Our methods of engagement include various channels and means of communication reliant on each specific stakeholder group. These methods are meticulously outlined in the stakeholder matrix.

The Group Managing Director is the chief spokesperson for the Company and will communicate with stakeholders as required. However, he may delegate certain responsibilities to different divisions, departments and business units.

The Company will post its Stakeholder Management and Communication Policy on its website (www.courtevillegroup.com) so all stakeholders are aware of the Company's strategy for responding to stakeholders on a continual basis.

7.0 STAKEHOLDER ENGAGEMENT FEEDBACK

Our stakeholder feedback is derived from surveys, client feedback mechanisms, relationship managers, stakeholder fora, social media, conferences and one-on-one meetings.

8.0 OWNERSHIP AND ACCOUNTABILITY

Stakeholder engagement is decentralised so there is not a single team that manages all relationships and queries or concerns from stakeholders.

However, this Policy is monitored primarily by the Head of Investor Relations and Strategy. The Head of Customer Care Centre, Social Capital Management Unit, and generally, all Heads of Departments and business units are also responsible for monitoring compliance with this Policy.

The Group Managing Director, having a direct overview over all divisions, departments and business units, is regularly briefed on the state of stakeholder relationships and stakeholder needs, interests and expectations, which serve as strategic input for planning and decision making. The Group Managing Director also periodically briefs the Board of Directors.

All employees are accountable for managing relationships and meeting expectations of both internal and external stakeholders within their areas of responsibility. Should a stakeholder not be satisfied with the service or assistance that they receive from their Courteville point of contact, such issues can be communicated (anonymously, if preferred) through the Company's official contact: [+234 802 899 4830](tel:+2348028994830) and info@courtevillegroup.com.

9.0 BREACH OF POLICY

A breach of this Policy will be dealt with in terms of the Company's disciplinary provisions and process, as well as the performance management process. Management will deal with any breach of this Policy as non-delivery against performance agreements. In extreme cases of dereliction of duty regarding this Policy, appropriate disciplinary action should be taken in line with the Company disciplinary provisions.

10.0 REVIEW OF THIS POLICY

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

The Board Corporate Governance and Remuneration Committee shall review this Policy at deemed necessary to meet up with developments in regulations and statutes.

11.0 PUBLICATION OF THIS POLICY

This Policy is available on Courteville's website (www.courtevillegroup.com).

12.0 STAKEHOLDER ENGAGEMENT MATRIX

| REASONS FOR ENGAGEMENT | WHY ENGAGE WITH COURTEVILLE | FREQUENCY OF ENGAGEMENT | METHODS OF ENGAGEMENT |
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| Staff | | | |
| <p>To ensure that we remain an employer of choice that provides a safe, positive and inspiring working environment.</p> <p>To understand and respond to the needs and concerns of our staff members.</p> <p>To provide staff with strategic direction and keep them informed about Company activities.</p> | <p>To provide us with feedback and input that can help us improve their working environment experience as well as the performance of our business.</p> | <p>Ongoing and daily engagement at all levels.</p> <p>As required by staff.</p> | <p>A robust combination of face-to-face, written and broadcast communications. These included culture and engagement surveys, emails, intranet communications, employee engagement activities, magazines and relevant training</p> |
| Clients | | | |
| <p>To understand them, their aspirations, businesses and service needs better.</p> <p>To provide appropriate advice, proactive e-business solutions and value-adding services.</p> <p>To ensure that we maintain the high service levels they expect and deserve.</p> <p>To inform product development and prioritization.</p> <p>To ensure accuracy of client personal and/or business information.</p> | <p>To access world-class innovative solutions and services.</p> <p>To grow and protect client investments and wealth.</p> <p>Convenient access to our services, less complexity and improved flexibility.</p> <p>To enjoy protection of their information through secure IT systems and infrastructure.</p> <p>To get value services that is competitive and transparent in pricing.</p> | <p>Dependent on client needs and identified sales, service or guidance opportunities.</p> | <p>Interactions through independent outlets, relationship managers and customer care centers, complaint lines, social media, surveys and marketing and advertising activities.</p> |
| The Investment Community | | | |

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| <p>To provide current and future shareholders with relevant and timely information.</p> <p>To keep shareholders and the investment community informed at all times.</p> <p>To ensure image improvement, thereby minimizing the potential for reputational risk.</p> <p>To enhance and deepen the trust placed in us and our brand.</p> | <p>To receive relevant timeous information on our prospects and financial and non-financial performance so that they can value and assign appropriate credit ratings.</p> <p>To understand our financial performance.</p> <p>To gain insight into our strategy and management.</p> | <p>Formally, four times a year at the release of year-end, half-year, first to fourth quarter results.</p> | <p>Annual General Meeting and other investor meetings; Conferences and presentations; Securities and Exchange Commission announcements; Media releases; Investment analyst briefings; Feedback via broker reports and the corporate website.</p> <p>Detailed information on all published documents to ensure full disclosure of relevant information.</p> |
| <p>Regulators</p> | | | |
| <p>To maintain open, honest and transparent relationships and ensure compliance with all legal and regulatory requirements.</p> <p>To minimize our operational risk.</p> | <p>To ensure regulatory compliance.</p> | <p>Daily, weekly, quarterly and as required.</p> | <p>These include various forums, from trilateral meetings with the board and management including one-on-one discussions with various executive officials at prudential meetings and onsite meetings, and training sessions.</p> |
| <p>Communities</p> | | | |
| <p>To better understand them, their aspirations, businesses and IT service needs.</p> | <p>To access the products and services they need.</p> <p>To get advice and guidance on how to achieve desired outcomes</p> | <p>Ongoing – as partnerships dictate or stakeholder needs require.</p> | <p>These include various fora Skill Acquisition Program, and other sustainability related programs.</p> |

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| <p>To provide appropriate advice, proactive IT solutions and value-adding services.</p> <p>To create partnerships that serve to facilitate our integrated sustainability activities.</p> <p>To obtain input from environmental experts, communities and non-governmental organizations (NGOs) regarding key focus areas.</p> <p>To create awareness of our integrated sustainability commitment and initiatives.</p> | <p>for themselves, their families, their businesses and their communities.</p> <p>To collaborate in a way that furthers social, environmental and other common agendas for the greater good.</p> | | |
| Government | | | |
| <p>To build and strengthen relationships with government, both as a partner in the development of the country and as a key client.</p> <p>To provide input into legislative development processes that will affect the economy and our activities and operations.</p> <p>To reaffirm our commitment to public sector business development.</p> <p>To participate visibly in, and be a partner to, the transformation of Nigeria and the e-business solutions sector.</p> <p>To partner in increasing economic growth and reducing inequality and unemployment.</p> | <p>Courteville aims to be a key role-player in the economic, social and environmental transformation of the country.</p> | <p>As deemed necessary by either party.</p> | <p>Political engagements take place where there is a business-related invitation.</p> |
| Media | | | |
| <p>To leverage the reach and influence of media channels to share our business and citizenship story with stakeholders.</p> <p>To communicate with relevant stakeholders and the broader public with a view to having a</p> | <p>To educate and inform their audiences on developments in the e-business services sector, vehicles statistics, and Courteville specifically.</p> | <p>Daily, in response to business-related media queries.</p> <p>As required in response to our various business and sustainability initiatives.</p> | <p>Corporate Social Responsibility events and conferences and meetings, to which media are invited.</p> <p>Discussions held on radio and television stations.</p> |

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| <p>positive influence on behavior that will lead to desired business results.</p> <p>To protect and manage our reputation.</p> | <p>To be informed about our contribution to Nigerian economy and our products and services.</p> | | <p>Interviews with key business media on relevant reporting dates.</p> <p>Daily telephone and email interaction regarding media enquiries.</p> |
| <p>Business Partners and Industry Bodies</p> | | | |
| <p>To continue learning through interaction with the industry and cross-sectorial organizations.</p> <p>To leverage and build our strategic business partnerships for the maximum benefit of all our stakeholders.</p> <p>To use business associations as a forum through which we can promote our viewpoints on key industry issues.</p> | <p>To deliver mutually beneficial learning.</p> <p>To influence and/or promote common agendas.</p> | <p>As required or dictated by performance contracts and association or partnership membership agreements.</p> | <p>Sponsorship of industry events and conferences.</p> <p>Regular meetings with various industry bodies.</p> |
| <p>Suppliers and Contractors</p> | | | |
| <p>To obtain products or services required for conducting our business.</p> <p>To maintain an ideal and timeous supply of goods and services for our operations.</p> <p>To encourage responsible practices across our supply chain, local procurement, supplier conduct and environmental considerations.</p> <p>To encourage responsible practices across our supply chain, local procurement, supplier conduct and environmental considerations.</p> | <p>To provide products and services.</p> <p>To negotiate pricing and contracts.</p> <p>To promote new products and service offerings.</p> <p>To respond to tenders.</p> | <p>Ongoing, as required.</p> | <p>Ongoing interaction with suppliers and contractors for procurement purposes.</p> <p>Supplier education workshop.</p> <p>One-on-one negotiations and meetings.</p> |

