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| Type: | Policy |
| Name: | Shareholders Engagement Policy |
| Level: | Stanbic IBTC Bank Limited |
| Classification: | Internal Use Only |
| Owner: | Company Secretary |
| Approved by: | Board |
| Approval Date: | August 2024 |
| Effective Date: | August 2024 |
| Next review Date | August 2026 |
| Contact: | Company Secretary |

Classification

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1. Policy Statement

This Policy identifies how Stanbic IBTC Bank Limited ('the Bank'), the Board and Management engage with Shareholders. It also explains how shareholders can communicate with the Board and Management.

The Board of Directors (the Board) understands that to make informed decisions about the Bank and to communicate its views to shareholders; shareholders need to understand the Bank's business operations and performance. The Board believes that engaging with shareholders increases transparency and encourages them to take an active interest in how the Bank is run.

Shareholders may wish to communicate with the Board on:

- Board structure, composition, and performance
- General Board oversight, including committee charters
- Material strategic decisions
- Corporate governance practices
- Disclosure of financial and non-financial information
- Executive compensation
- monitoring of risk, including environmental and social risks
- Succession planning
- Operation of subsidiaries

This Policy is consistent with our core values which reflects our commitment to high standards of business conduct and ethics.

2. Engaging with Shareholders

The Board and Management communicate with shareholders in several ways:

- 2.1 The Board and Management discuss critical business developments and answer shareholder questions at annual shareholder / general meetings. The Bank's external auditor is also present and can answer questions about the most recent audit of the Bank's financial statements.
- 2.2 Management holds conference calls for half and full-year earnings releases and major corporate developments as soon as practical after information is publicly released. These calls are open to all shareholders, investors and analyst and feature a live webcast with a question and answer period after the results announcement.
- 2.3 The Bank communicates with shareholders through our Annual Report; Report to the Society, press releases; website; participation in industry conferences, and other meetings.

3. Contacting the Board

Writing to the Chairman or Directors

We encourage shareholders to contact our Chairman or Directors, including the Chairpersons of Board committees, in writing or by e-mail. Please contact:

Office of the Chairman of the Board of Directors.

C/O The Company Secretary
Stanbic IBTC Bank Limited
I.B.T.C Place
Walter Carrington Crescent
Victoria Island
Lagos

Asking questions at annual general meetings

The Board encourages questions from shareholders at annual general meeting. There are several ways to ask them. Some of the methods are

- in person at the shareholder meeting;
- before the meeting, by e-mail to the Company Secretary or letter addressed to:

The Company Secretary

Stanbic IBTC Bank Limited
I.B.T.C Place
Walter Carrington Crescent
Victoria Island
Lagos

Contacting Management

For questions or comments about general business operations, financial results, strategic direction, or other similar matters, contact the Bank's Management through the office of the Chief Executive Officer (CE) or the Investor Relations Department. The CE is the official spokesperson and, as a director and executive, is the best person to communicate the views of both the Board and Management. On occasion, the CE will ask other senior members of Management to communicate with shareholders.

For Management, including the CE or Investor Relations:

The Chief Executive
Stanbic IBTC Bank Limited
I.B.T.C Place
Walter Carrington Crescent
Victoria Island
Lagos

The Company Secretary

Stanbic IBTC Bank Limited
I.B.T.C Place
Walter Carrington Crescent
Victoria Island
Lagos

The Head of Investor Relations

Stanbic IBTC Bank Limited
I.B.T.C Place
Walter Carrington Crescent
Victoria Island
Lagos

4. Policy Administration

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| Contact Details: | |
| Title | Company Secretary |
| E-mail | StanbicBTC-GroupGovernanceOffice@stanbicbtc.com |
| Department | Governance (Company Secretariat) |
| Telephone | 234 (201) 422 8841 |