

# **SINGER FINANCE**

## **SINGER FINANCE (LANKA) PLC STAKEHOLDER COMMUNICATION POLICY (V4)**

## **Policy Statement**

Singer Finance (Lanka) PLC (the "Company") values the input and insights of all its stakeholders, including lenders, depositors, borrowers, creditors, shareholders, investors and borrowers and other interested parties and believes that effective communication strengthens the role of the Company's Board of Directors (the "Board") as an active, informed and engaged body. To facilitate communication, this Policy outlines the procedures for communicating with the Board, its Committees and its members.

This policy has been approved by the Board of Directors and became effective from the 31<sup>st</sup> of March 2016. The Board of Directors will oversee this Policy and will review it and may recommend any changes from time to time to comply with regulatory requirements.

## **Stakeholders**

The following are the main (but not limited) stakeholders to whom the Board will communicate to and receive communications from

- i. Depositors
- ii. Shareholders
- iii. Investors
- iv. Borrowers
- v. Creditors
- vi. Employees
- vii. Suppliers
- viii. Central Bank of Sri Lanka
- ix. CSE, SEC, Sri Lanka Accounting Standards Monitoring Board
- x. Any other regulatory or government stakeholder

## **Communications to the Board from Stakeholders**

Stakeholders and other interested parties can communicate with the Board as a whole, the independent directors, or any individual member of the Board or any Committee of the Board. All such communications should be submitted by e-mail at: [lasithad@singersl.com](mailto:lasithad@singersl.com)

Or by mail at the following address:

The Company Secretary  
Singer Finance (Lanka) PLC  
No 498 R.A De Mel Mawatha  
Colombo-03  
Sri Lanka

## **Communications from the Board to Stakeholders**

The Board of Directors shall keep all communications to stakeholders private and confidential other than on instances where communications require to be public. The Chief Executive Officer (CEO), Company Secretary and the CEO minus one level staff shall be responsible for all operational and day to day communications between the Company and stakeholders.

The Chief Executive Officer and or Company Secretary shall consult the Board Chairman and the Chairman will consult the Board in return (if necessary) prior to responding to communications (Not limited to) of the following nature

- i. Communications relating to a crisis situation relevant to the Company which requires public disclosure or one to one communication/s to a respective stakeholder
- ii. Communications in relation to a significant transaction that requires public disclosure and or one to one communication/s with stakeholder/s
- iii. Communications in relation /response to an external factor/s that requires public disclosure or one to one communication/s to a respective stakeholder/s.
- iv. Communications that has relevance to safeguarding the reputation of the Company
- v. Responses to Communications that a stakeholder/s has addressed to the Board as a whole
- vi. Responses to issues/complaints of a very serious nature in the social media

## **Procedures for Handling Communications to the Board**

The Board has designated the Company Secretary as its agent to receive and review written communications addressed to the Board, any of its Committees, or any Board member or group of members. The Company Secretary may communicate with the sender for any clarification. In addition, the Company Secretary will promptly forward to the Chairman of the Audit Committee any communication regarding legal, ethical or compliance issues by management or any other matter deemed by the Company Secretary to be potentially material to the Company.

As an initial matter, the Company Secretary will determine whether the communication is a proper communication for the Board. The Company Secretary will not forward to the Board, any Committee or any Director, communications of a personal nature or not related to the duties and responsibilities of the Board, including, without limitation, junk mail and mass mailings, business solicitations, opinion survey polls or any other communications deemed by the Company Secretary to be immaterial to the Company.

## **Stakeholder Meetings**

Where the circumstances are such that holding a physical meeting is not possible, the company may conduct such meetings through virtual or hybrid means in compliances with the guidelines issued by the regulatory authorities.

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