

INVESTOR'S COMMUNICATION / RELATION & GRIEVANCE POLICY

Shahtaj Sugar Mills Limited is committed to disclose all relevant information to the public in accordance with the Code of Corporate Governance, 2019. Investor relation & grievance refers to problem, concern or complaint by an investor. It relates to the transfer of shares, payment of dividend, right / bonus shares, issuance of ordinary share certificates, payment of zakat / tax deductions on the dividend and any other related matter.

The objective of this Policy is to protect and safeguard investors' rights / interests, ensuring quick and updated communication, and a comprehensive and effective grievance management mechanism. Company endeavors to make available uniform level of information that is accurate, relevant, timely and balanced for regular trading and investing. Company's aim is to be perceived as reliable, accessible, visible and professional in the market. It addresses to reports and rumors, proactively, that tend to cause unusual trading activity due to unnecessary speculations and falsification. Company's commitment to ensure that investor notified grievances are addressed, handled and resolved, at the appropriate level, in a timely manner.

Company's audience is diverse, which includes but not limited to the following: -

- Shareholders
- Financial Institutions
- Investment Houses
- Stock Market Participants
- Analysts
- Financial press and other media
- Government and Regulators
- Business Partners and Sugar Sector / Competitors

The criteria for information disclosure outlined in Companies Act 2017, Listed Company Rules, Code of Corporate Governance, CDC Regulations and any other enforced Regulations, are to be met by SSML. On behalf of the Company, following persons are authorized to communicate:

- Chairman of Board of Directors.
- Chief Executive Officer ("CEO").
- Chief Financial Officer ("CFO").
- Company Secretary.

Where required for specific queries, individual(s) may be designated to respond / communicate on behalf of Company and its affiliates. Investors should not rely on statements by any individual, other than persons mentioned above.