

AITKEN SPENCE PLC

| SHAREHOLDER FEEDBACK FORM

Name (Optional) :

Address (Optional) :

Number of shares held (Optional) :

Please rate the following areas (where applicable) on a scale of 1 to 5 where 1 is the lowest to 5 being the highest

Lowest **Highest**
1 **2** **3** **4** **5**

1. Business Development

- a) Quality and presentation of the Annual Report
- b) Usefulness of the information in the interim financial statements
- c) Likelihood of the financial information in the Annual Report to influence investment decisions
- d) Likelihood of the environmental information in the Annual Report to influence investment decisions
- e) Likelihood of the social information in the Annual Report to influence investment decisions
- f) Satisfaction with the risk management strategies of the Company

2. Corporate Communication

- a) Quality of Group communications appearing in traditional media (newspapers, radio, television).
- b) Quality of Group communications appearing in emerging and new media (social media, web).
- c) Satisfaction with the frequency and volume of Group communications appearing in mass media channels (newspapers, radio, television)
- d) Accessibility and availability of information related to the Group in mass media channels
- e) Quality of service and information provided at stakeholder contact channels (web, general line, front office/ reception)
- f) Satisfaction with the contact channels available for queries and feedback

3. Human Resources

- a) Satisfaction with the conduct of Group employees
- b) Competency of Group employees based on your recent interactions.
- c) Access to Human Resources (HR) related information

4. Sustainability

- a) Satisfaction with the strategies developed for economic sustainability
- b) Satisfaction with the commitment of the Group towards environmental conservation
- c) Satisfaction with the commitment of the Group towards social empowerment and community development
- d) Ethical conduct of the Group in business activities

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Please tick more than one where applicable:

5. What areas of the following business activities are you interested in receiving more information regarding via Group communications?

- a) Sustainability initiatives
- b) Reporting processes
- c) Internal operations
- d) New business initiatives
- e) Strategic investments

6. What channels of communication are preferred when receiving Group related information?

- a) Web
- b) Newspapers
- c) Electronic media
- d) Social media
- e) Mobile

7. Out of the following, what areas of sustainability do you feel Aitken Spence Group should focus more on?

- a) Energy
- b) Water
- c) Biodiversity
- d) Waste management
- e) Resource efficiency
- f) GHG emission reduction
- g) Social empowerment
- h) Infrastructure development
- i) Education

The completed Feedback Form could be emailed to info@aitkenspence.lk or posted to reach the Company Secretaries at No. 315, Vauxhall Street, Colombo 02, Sri Lanka.

You could also directly send your feedback by accessing this form on aitkenspence.com/feedback.