



*Shareholder and Stakeholder Management &  
Communication Policy*

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## 1. Purpose

- 1.1. Wema Bank Plc ("**Wema**" or "**The Bank**") respects the rights of shareholders and seeks to facilitate the effective exercise of those rights by ensuring that the bank communicates effectively with its shareholders and stakeholders.
- 1.2. The purpose of this Policy is to set out provisions with the objective of ensuring that the bank's shareholders, both individual and institutional (collectively, "**Shareholders**"), and, in appropriate circumstances, the investment community at large ("**Stakeholders**"), are provided with ready, equal and timely access to balanced and understandable information about the bank (including its financial performance, strategic goals and plans, material developments, governance and risk profile), in order to enable Shareholders to exercise their rights in an informed manner, and to allow Shareholders and Stakeholders to engage actively with the bank.
- 1.3. For the purpose of this Policy, references to the investment community/Stakeholders is intended to include the bank's potential investors as well as analysts reporting and analyzing the bank's performance.

## 2.0 General Policy

- 2.1 Wema believes that an informed, constructive dialogue between the Board and shareholders is important to improving corporate governance. Hence, the Board shall maintain an on-going dialogue with Shareholders and Stakeholders.
- 2.2 The bank shall focus on open communication and fair disclosure, with emphasis on the integrity, timeliness and relevance of the information provided.
- 2.3 All communication issued by the Bank shall be in clear and easily understood language.
- 2.4 The bank shall fully disclose information in accordance with its continuing obligations to the Nigerian Stock Exchange.
- 2.5 Information shall be communicated to Shareholders and Stakeholders mainly through the bank's financial reports (quarterly and annual reports), annual general meetings and other general meetings that may be convened, as well as by disclosures submitted to the Nigerian Stock Exchange.

- 2.5 Any question regarding this Policy shall be directed to the bank's Company Secretary, Head of Investors Relations or Head of Corporate Communications.

## 3.0 Communication Strategies

### Enquiries

- 3.1 Shareholders who wishes to make inquiries about their shareholdings (for example, transfer of shares, change of name or address, dematerialization of shares, or dividend cheques) should contact the bank's Registrar. Below is the Registrar's contact:

**GTL Registrar:**

274, Murtala Mohammed Way, Alagomeji, Yaba Lagos.

Telephone: +234 1 2793160-2

Email Address: [Info@gtlregistrars.com](mailto:Info@gtlregistrars.com)

Website: [www.gtlregistrars.com](http://www.gtlregistrars.com)

- 3.2 Shareholders and Stakeholders may at any time make a request for the bank's information to the extent that such information is publicly available.
- 3.3 Shareholders and Stakeholders shall be provided with designated contacts, email addresses and enquiry lines of the bank in order to facilitate their enquiries.

### Corporate Communication

- 3.4 Corporate Communication refers to any document issued or to be issued by the bank for the information or action of holders of any of its securities, including, but not limited to the directors' report and annual accounts together with a copy of the auditor's report, the quarterly reports, notice of meeting, circulars and proxy form.
- 3.5 Corporate communication will be provided to Shareholders either electronically or in hard copy. Shareholders have the right to choose the means of receipt of the corporate communications (in hard copy or through electronic means).
- 3.6 Shareholders, stakeholders and Analysts are encouraged to provide, amongst other things, their email addresses when contacting the bank, in order to facilitate timely and effective communication.

### Corporate Website

- 3.7 A dedicated Investor Relations section is available on the bank's Corporate website. Information on the website shall be updated on a regular basis.
- 3.8 Information posted on the bank's website includes quarterly and full year financial statements, results announcements, investors and analyst's presentation, circulars, notices of general meetings, Annual reports and associated explanatory documents, etc.
- 3.9 All presentation materials provided in conjunction with the bank's Annual General Meeting and results announcement each year will be made available on the bank's Investor Relations website as soon as possible after their release.
- 3.10 All press releases, newsletters, market consultations, submissions and tender notices, etc, issued by the bank will be made available on the bank's website.
- 3.11 Speeches and presentations delivered by the bank's Chairman, Chief Executive Officer and senior executives will also be made available on the website.
- 3.12 Webcasts of the bank's interim and annual results briefings will be made available on the website.
- 3.13 Documents posted on our website will be maintained on the website for a reasonable period from the date of publication.
- 3.14 The bank's Corporate website is – [www.wemabank.com](http://www.wemabank.com), Investor Relations email is [investors.relations@wemabank.com](mailto:investors.relations@wemabank.com) and the Company Secretariat email is [companysecretariat@wemabank.com](mailto:companysecretariat@wemabank.com)

## **Shareholders' Meetings**

- 3.12 Shareholders are encouraged to participate in General Meetings of the bank or to appoint proxies to attend and vote at such meetings on their behalf if they are unable to attend the meetings.
- 3.13 Appropriate arrangements for the General Meetings shall be made to encourage Shareholders' participation.
- 3.14 The process of the bank's General Meeting will be monitored and reviewed on a regular basis, and, if necessary, changes will be made to ensure that Shareholders' convenience are best served.

- 3.15 The Annual General Meeting provide an opportunity for shareholders to exchange views with the Board members. Management Executives and External Auditors will attend Annual General Meetings to answer shareholders' queries.
- 3.16 Shareholders are encouraged to attend shareholders' activities organised by the bank, where information about the bank, including its latest strategic plan, products and services, etc, will be communicated.

## **Investment Market Communications**

- 3.17 Investors/analysts briefings and one-on-one meetings, roadshows, media interviews, marketing activities for investors and specialist industry forums, etc, shall be convened in order to facilitate communication between the bank, Shareholders, and Stakeholders.
- 3.18 Wema Bank's directors and employees who are in contact or have dialogues with investors, analysts, media or other interested outside parties are required to comply with the disclosure obligations and requirements under the bank's Disclosure and Communication Policy as set out in the Human Resources Manual.

## **4.0 Sustainability Reporting**

Wema is committed to delivering its services in compliance with globally accepted environmental, social, cultural and economic principles. The bank is a founding signatory of the United Nations Environment Program - Finance Initiative (UNEP-FI) and adheres to the Nigerian Sustainable Banking Principles.

Information on the bank's sustainability policies and practices are provided in our annual Sustainability Report and on the bank's website. The bank shall keep shareholders informed of the ways in which it seeks to achieve sustained profits for shareholders, develop long-lasting customer relationships, value employees and manage the social and environmental impact of its business.

## **5.0 Data Privacy**

The bank may collect, use, retain, or otherwise process shareholders and stakeholders personal data for the purpose of communicating with you, such as to notify you of press releases, financial results, and other shareholder and stakeholder communications but shall not disclose such data to other persons without your consent, unless required by law to do so.

The bank shall maintain all administrative and technical safeguards to protect the security, confidentiality and integrity of all data collected during communication (which may include, personal identifying information) in compliance with the Nigeria Data Protection Regulation.

## **6.0 Policy Review and Amendment**

This Policy shall be reviewed periodically by the Board to ensure its effectiveness and reflect current best practice. Any amendment made to this policy shall be published on the bank's website.