



CITATAH

**POLICY OF COMMUNICATION WITH THE
SHAREHOLDERS AND INVESTORS
PT CITATAH TBK (the "COMPANY")**

A. INTRODUCTION

The Company commits to provide long-term value to the Shareholders or Investors through the establishment of a Communication Policy with the Shareholders or Investors (the "**Communication Policy**"). Through this Communication Policy, the Company can explain the process of providing information reasonably and timely.

According to this communication policy, the Shareholders or Investors could assess the Company's strategy, growth, operations and financial performance, and enable the Shareholders or Investors to involve actively with the Company. Besides, the Communication Policy can be useful for the Company to perceive the expectations and views of the Shareholders or Investors, as well as to obtain suggestions and inputs for the Company's business interests and sustainability.

B. LEGAL BASIS

1. Law No. 8 of 1995 on Capital Market.
2. Law No. 40 of 2017 on Limited Liabilities Company.
3. Financial Services Authority Regulation No. 32/POJK.04/2014 on Plan and the Implementation of General Meeting of the Shareholders of Public Company.
4. Financial Services Authority Regulation No. 21/POJK.04/2015 on The Implementation of Corporate Governance Guideline of Public Company.
5. Financial Services Authority Circular Letter No. 32/SEOJK.04/2015 on Public Company's Corporate Governance Guideline.
6. Decision of PT Bursa Efek Indonesia's Board of Directors No. Kep-306/BEJ/07-2004 on Regulation No. I-E regarding The Obligation To Submit the Information.
7. The Company's Articles of Association.

C. PRINCIPLES OF THE COMMUNICATION POLICY

1. The Company always ensures that the Communication Policy is in accordance to the prevailing laws and regulations in the capital market.
2. The Company consistently opens an active and constructive communication with the Shareholders or Investors.
3. The Company prioritizes open communication, the transparent and fair information disclosure, equal treatment of the Shareholders or Investors and protection of the Shareholders' interests, upholding the integrity, timeliness, and relevance of the provided information.
4. The Company ensures the accuracy of the submitted information to the Shareholders or Investors to make the best decisions on its investment in the Company.

D. COMMUNICATION MEDIA

In implementing the Communication Policy, the Company shall communicate through the following media:

1. The General Meeting of Shareholders (GMS)

The GMS is one form of communication forums between the Company and its Shareholders. In the GMS, both the Board of Commissioners and the Board of Directors shall attend to answer inquiries from the Shareholders.

Based on the prevailing laws and regulations and the Company's Articles of Association, there are 2 (two) types of GMS as follows:

a. Annual GMS

Performed at least 1 (one) time in a year and must be held within 6 (six) months after the end of the book year.

b. Extraordinary GMS

Held at any time according to the needs of the Company.

In performing the GMS, the Company shall provide announcements, summons, and minutes summaries of the Company's GMS on the Company's website and in national daily newspapers.

The Company shall accommodate the participation of the Shareholders in the GMS. The Shareholders who are unable to attend and vote at the GMS can give the votes through their representatives by proxy/power of attorney. The Company shall provide the Code of Conduct for the GMS to the Shareholders when the GMS held.

2. Public Expose

Public Expose is the Company's activity to explain the public about the Company's performance thus the information spreads equally. The Company conducts Public Expose at least once in a year and may also be held on the same day as the Annual GMS.

In the Public Expose, the Company conveys essential matters related to the Company's performance includes the latest financial and operating performance, efforts to improve the Company's performance, constraints faced, projections of business activities in the coming year, and other matters deemed necessary by the regulator and the Company to disclose to the public.

3. Annual Report

Every year the Company is required to prepare and publish its Annual Report after the end of the fiscal year. This document contains a comprehensive report, i.e., reports of the Board of Commissioners and the Board of Directors, Company Profile, Financial Highlights, Management Discussion and Review, Corporate Governance and audited Annual Financial Reports.

4. Financial Statements

The Company attempts to disclose reasonable, balanced and understandable information thus the Shareholders or Investors can assess the Company's financial position. Publication of financial performance to be carried out promptly on national daily newspapers.

5. Press Release

The Press Release is the official information provided by the Company either in writing or recording directed directly to the media, the Shareholders, Investors, analysts and the public. The purpose of this press release is to announce essential matters related to the Company, among others, the performance of the Company, the Company's achievements, the business plan of the Company, and others.

The Company's press release must be submitted accurately, on time, and easily understood by the Shareholders or Investors. Press releases shall be published in Bahasa Indonesia, where required, may be published in English. A press release containing material information or facts must be submitted to the regulators.

6. Company's Website

The Company utilizes the website to provide information about the Company that must be acknowledged by the public and as access to relevant Company information for the Shareholders, Investors or public.

On the website (www.citatah.co.id), the Company discloses annual reports, financial reports, GMS activities, and other information. Any information contained on the Company's site will always be updated under the applicable regulations.

7. Access E-mail

The Company provides access for the Shareholders, Investors, and the public to communicate with the Company through the Corporate Secretary's email or telephone as available on the website.

E. CLOSING

This Communication Policy may be updated if considered necessary by taking into account the provisions of applicable laws and regulations in Indonesia.

This Communications Policy came into force on 2 October 2017.

Under the Article 4 paragraph (3) of the Financial Services Authority Regulation No. 8/POJK.04.2015 on Web Site of Issuers or Public Companies, in the event there is any difference of interpretation between Indonesia language and foreign language in the disclosed information thus Indonesia language shall prevail.