

EARNINGS CALL PREPARATION AND CONDUCT GUIDELINE

1. Purpose and Objective

This guideline provides a standardized framework for planning and conducting company earnings calls in compliance with the principles of transparency, shareholder engagement, and equal information access. The objective is to help listed companies communicate their financial results and strategic developments clearly, effectively, and in a manner that builds trust among shareholders, analysts, and other stakeholders.

An earnings call is an opportunity to demonstrate integrity, competence, and commitment to long-term value creation. By following this guideline, companies can ensure that their communications are transparent, professional, and compliant with both regulatory standards and investor expectations.

2. Regulatory and Governance Context

Listed companies are required to encourage effective shareholder engagement and to ensure that all shareholders have access to transparent and consistent information. Earnings calls are an essential part of this engagement process. They provide management with an opportunity to present the company's financial and strategic performance, explain key results, and respond to questions from the investment community.

3. Structure of the Earnings Call

The earnings call should follow a consistent structure to ensure clarity, order, and comparability across reporting periods. The recommended format is as follows:

1. **Opening Remarks** – Introduction by the CEO, CFO, or Investor Relations Officer.
2. **Financial Highlights** – Presentation of key figures such as revenue, EBITDA, EPS, and cash flow.
3. **Operational and Strategic Update** – Describe performance drivers and market developments.
4. **Outlook and Guidance** – Provide forward-looking statements supported by clear assumptions and disclosure of the most relevant risks, accompanied by meaningful cautionary statements identifying important factors that could cause actual results to differ materially from those in the forward-looking statement. Where appropriate, present several scenarios to illustrate potential outcomes, emphasizing transparency about uncertainties and key influencing factors. As an alternative option, planned performance metrics in the form of KPI's can be provided as targets against which investors can evaluate actual performance in the future.
5. **Q&A Session** – Engage with analysts and investors.
6. **Closing Remarks** – Summarize key messages and thank participants.

4. Principles

- 4.1 **Clarity and Transparency** - The company must communicate its results and outlook in an open and honest manner. If results have improved, explain the drivers; if performance has weakened, discuss corrective actions.
- 4.2 **Relevance of Metrics** - Focus on financial and operational metrics most relevant to investors (e.g., revenue growth, EBITDA, EPS, debt ratios).
- 4.3 **Accuracy and Consistency** - Figures must align with published statements. Avoid selective disclosure.
- 4.4 **Tone and Communication Style** - Maintain a professional, confident tone. Avoid reading directly from scripts; speak naturally and clearly.

5. Technical and Organizational Arrangements

- 5.1 **Investor Relations Website and Registration** - Maintain a dedicated IR website or portal where investors can register for upcoming calls and events, access press releases, presentations, and recordings; submit questions ahead of time and subscribe to email alerts for future updates.
- 5.2 **Format and Platform** - Use a live webcast or webinar with global accessibility and stable audio/video.
- 5.3 **Presentation Materials** - Provide concise slides that support, not duplicate, the speech.
- 5.4 **Timing and Duration** - Announce the upcoming call and publish the presentation (use the reporting language and provide English version if the shareholder base is international) through press release 5 business days prior to the call to give investors time to review results and prepare questions which they should submit in the first 3 days after the press release in the dedicated section on the IR web-page; limit call duration to 45–60 minutes.
- 5.5 **Language and Accessibility** - Use the reporting language and provide English translation if the shareholder base is international.

6. Question and Answer (Q&A) Policy

6.1 Eligibility to Ask Live Questions

- 6.1.1 To ensure order and relevance, participation in the live Q&A is limited to:
 - a) Registered institutional investors and shareholders holding at least 0.5% of outstanding shares; and
 - b) Authorized research analysts from major financial institutions.
- 6.1.2 Other shareholders may submit questions in writing. Common themes will be addressed during the call.

6.2 Principles for Conducting the Q&A

The moderator will manage question order. Questions must relate to performance or strategy. All questions should be treated fairly, and unanswered questions must be followed up in writing.

- 6.3 The company shall maintain and publicly disclose the criteria governing eligibility for live Q&A participation on its Investor Relations website. These criteria should include the qualifying thresholds, authorization process, and procedures for submitting written questions. The policy must be transparent, consistently applied, and reviewed periodically to ensure fairness, accessibility, and compliance with applicable regulations.

7. Engagement and Shareholder Rights

Companies must encourage shareholder engagement and ensure equal access to information. All materials (recordings and presentations) must be publicly available. Companies should maintain records of shareholder communications for up to twelve months and treat domestic and foreign shareholders equally.

8. Post-Call Responsibilities

1. **Disclosure** – Publish recording of the call on the dedicated section of the Investment Relations website within 24 hours after the call.
2. **Feedback Collection** – Solicit feedback from participants to improve future calls.
3. **Follow-Up Communication** – Address significant issues promptly.
4. **Archiving** – Maintain recordings of calls for at least 12 months.

9. Disclosure and Compliance Checklist

To uphold transparency, regulatory compliance, and investor confidence, the following disclosure and compliance measures must be implemented and verified before and after every earnings call. These steps ensure that all participants and shareholders have equal access to accurate, timely, and consistent information.

Companies should ensure:

1. Equal access to information.
2. Consistency with published statements.
3. Public availability of materials.
4. Record retention.
5. Clear identification of forward-looking statements with properly incorporated cautionary statements.