

## Stakeholder Engagement Policy

Sun Hung Kai Properties Limited (“SHKP”) recognizes that engaging stakeholders is of crucial importance in understanding and addressing their needs, and is committed to promoting effective communication with internal and external stakeholders in daily operations through this Policy.

This Policy is applicable to SHKP and its subsidiaries (collectively: the Group). Business units of the Group are expected to abide by this Policy. Where applicable, they will establish, review and update their own policy in accordance with their business nature. This Policy covers the following areas:

### Identification

- Identify and prioritize key stakeholders by making reference to international best practice, such as the guidelines provided in AA1000 Stakeholder Engagement Standard (2015).
- SHKP’s stakeholders include individuals or groups that have interests and are affected or could be affected by SHKP’s activities. The Group’s stakeholder groups may include, but not limited to: customers and tenants, employees, supply chain partners, business partners, joint-venture partners, governments and regulators, NGO partners, industry associations and academia, shareholders and investors, media partners and the community affected by our business operations.

### Communication Strategy

- Engage with stakeholder groups through various approaches, such as casual day-to-day interactions, meetings and annual customer satisfaction surveys, etc., to collect stakeholders’ advice, feedback and priorities, so as to make adjustments and improvements to ensure their expectations are effectively met.
- Consider stakeholders’ capacity, needs, expectations and feedback for driving continuous improvement of the Group, and cater their preferences for communication channels.
- Provide stakeholders with bilingual (English and Chinese) corporate communication in plain language to facilitate understanding.
- Provide training on managing stakeholder engagement risks such as disruptive stakeholders.
- If the usual communication methods do not function, stakeholders could directly report to the Group’s Corporate Communications division at [shkp@shkp.com](mailto:shkp@shkp.com) to express their concerns. The feedback received shall be passed to relevant departments for follow up.

### Reporting and Review

- Communicate information to stakeholders through SHKP’s annual reports, annual general meetings and other general meetings, as well as public disclosures in the Hong Kong Stock Exchange (“HKEx”) and its corporate communications and other corporate publications on the SHKP’s website.
- Review this Policy timely in accordance with the Group’s strategies and development on relevant stakeholder engagement issues to ensure its effectiveness.

If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.