

OLYMPIA CAPITAL HOLDINGS PLC

STAKEHOLDER MANAGEMENT POLICY





Olympia Capital Holdings Plc

Stakeholder Management Policy

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1. Introduction

Olympia Capital Holdings Plc (hereinafter “OCHL”) believes that effective stakeholder management is essential for success. Our stakeholders include customers, employees, shareholders, suppliers, regulators, the community, and other parties with a vested interest in its operations. This policy outlines its commitment to managing its relationships with its stakeholders in a transparent, ethical, and responsible manner.

The purpose of this Stakeholder Management Policy is to establish a framework for managing relationships with stakeholders that actively engage with the OCHL and its businesses, either in commercial or non-commercial engagements. The policy sets out the principles, processes, and practices for identifying and engaging with stakeholders, as well as the roles and responsibilities of the various stakeholders involved.

2. Scope

This Stakeholder Management Policy outlines how stakeholders will be identified, engaged, and managed. The policy promotes transparent, effective, and ethical stakeholder management practices across OCHL’s business operations. The policy will apply to all stakeholders dealing with OCHL, regardless of their size or industry.

This policy applies to all stakeholders who have a direct or indirect interest in the operations, products, or services of OCHL. Stakeholders are individuals, groups, or organizations that can affect or be affected by an organization's activities, products, or services. To identify stakeholders, OCHL will consider the following: -

- i) Customers and clients;
- ii) Employees and contractors;
- iii) Shareholders and investors;
- iv) Suppliers and partners;
- v) Government agencies and regulators;
- vi) Local communities and civil society organizations;
- vii) Industry associations and trade unions; and
- viii) Media and other opinion leaders

3. Policy Statement

OCHL will engage with stakeholders in a transparent, inclusive, and timely manner. Stakeholder management involves identifying, prioritizing, and addressing stakeholder concerns and expectations. Organizations in Kenya should establish systems and processes to manage stakeholders effectively.

4. Values in Stakeholder Engagement

OCHL will regularly engage with its stakeholders to understand their needs, concerns, and expectations and use this information to inform its decision-making and to develop strategies that benefit all parties involved. This policy ensures that OCHL adopts the following values in its engagement with stakeholders: -



4.1. Transparency: OCHL will communicate openly and honestly with its stakeholders, providing them with accurate and timely information about its operations, performance, and decision-making processes. OCHL will also provide opportunities for stakeholders to provide feedback and raise concerns in their dealings with the Company.

4.2. Respect: OCHL will treat all its stakeholders with respect, dignity, and fairness, listening to their views and opinions and considering them when making decisions that affect them.

4.3. Responsibility: OCHL will take responsibility for its actions and their impact on its stakeholders. OCHL will strive to minimize any negative impact and maximize positive impacts where possible.

4.4. Conflict Resolution: OCHL recognizes that conflicts can arise between stakeholders, and we will work to resolve them fairly and equitably. The Company will seek to find mutually beneficial solutions that meet the needs of all parties involved.

4.5. Compliance: OCHL will comply with all applicable laws, regulations, and industry standards that govern stakeholder engagement and management. The Company will also monitor its compliance and continuously improve its stakeholder management practices.

4.6. Training and Awareness: OCHL will provide training and awareness programs to its employees to ensure they understand its stakeholder management policy and their role in implementing it. OCHL will also raise awareness among its stakeholders about the Company's commitment to stakeholder engagement and management.

- 4.7. **Engagement:** OCHL will engage with stakeholders in a meaningful and constructive manner, seeking their input and feedback on matters that affect them.
- 4.8. **Accountability:** OCHL will be accountable for its actions and decisions and will take responsibility for any negative impacts that may arise from its operations.
- 4.9. **Continuous improvement:** OCHL will continually review and improve its stakeholder management practices, in line with evolving stakeholder needs and expectations.

5. Stakeholder Management Strategies

To implement this policy, OCHL will adopt the following stakeholder management strategies, processes and practices to implement the principles outlined in this policy: -

5.1. **Stakeholder identification:** OCHL will identify its stakeholders and their interests, based on a comprehensive stakeholder analysis that considers their level of influence, power, and interest in its operations.

5.2. **Stakeholder engagement:** OCHL will engage with its stakeholders through various channels, such as surveys, focus groups, public meetings, and online forums. OCHL will also establish mechanisms for receiving and addressing stakeholder complaints and grievances.

5.3. **Stakeholder communication:** OCHL will communicate with its stakeholders clearly and understandably, using appropriate language and formats that are tailored to their needs and preferences. OCHL will also ensure that stakeholders are kept informed of any changes or developments that may affect them.

5.4. **Stakeholder collaboration:** OCHL will collaborate with its stakeholders to achieve common goals, such as sustainable development and social responsibility. OCHL will seek opportunities to work with stakeholders to address shared challenges and opportunities.

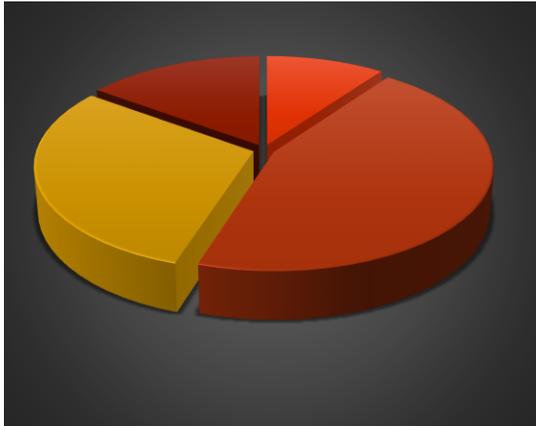
5.5. **Stakeholder monitoring and evaluation:** OCHL will monitor and evaluate its stakeholder management practices ensuring that they are effective in meeting its stakeholders' needs and expectations. OCHL will also report on its stakeholder engagement activities and outcomes in its annual sustainability report.



6. Roles and Responsibilities

The following roles and responsibilities are assigned for the implementation of this policy: -

6.1. **Board of Directors:** The Board of Directors is responsible for providing oversight and guidance on stakeholder management practices, and ensuring that the policy is aligned with OCHL's strategic objectives.



6.2. **Senior Management:** Senior management is responsible for implementing the policy, and for ensuring that the principles, processes, and practices are integrated into OCHL's operations and decision-making. Management will develop the implementation framework necessary to actualize the various provisions relating to this policy.

6.3. **Employees:** All employees are responsible for adhering to the principles, processes, and practices outlined concerning this policy, and for contributing to OCHL's stakeholder engagement efforts.

6.4. **Stakeholders:** Stakeholders are responsible for engaging with OCHL constructively and collaboratively, and providing feedback and input that can help improve OCHL's operations and services.

All employees, contractors, and volunteers of OCHL have a responsibility to comply with this policy and to contribute to its effective implementation.

7. Compliance

Non-compliance with this policy may result in disciplinary action, up to and including termination of employment or business relationship. OCHL will periodically review and update this policy to ensure its relevance and effectiveness in meeting stakeholder needs and expectations.

8. Inquiries and Feedback.

Inquiries and feedback regarding this policy should be directed to OCHL's Chief Executive Officer, who will ensure that they are addressed promptly.

9. Amendments

Effective stakeholder management is critical to building trust, managing risks, and achieving long-term success. OCHL will ensure that the stakeholder management policy is adequate to identify and engage stakeholders transparently and inclusively, and effectively manage their concerns and expectations.

Changes to this policy will be approved and amended by the Board of Directors from time to time and communicated to staff.

10. Effective Date

This policy is effective immediately.

Last update and review: March 7, 2024