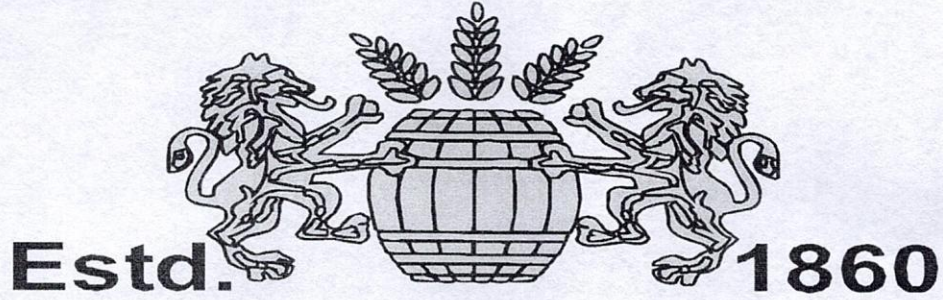




Murree Brewery Company Limited
3-National Park Road, Rawalpindi



MURREE BREWERY COMPANY LIMITED

**COMMUNICATION AND INVESTORS'/SHAREHOLDERS'
RELATIONS POLICY**

Rawalpindi 24th October, 2019

Registered Office: 3-National Park Road, Rawalpindi. Pakistan
Website: www.murreebrewery.com
E-mail: secretary@murreebrewery.com



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COMMUNICATION AND INVESTORS' / SHAREHOLDERS' RELATIONS POLICY

1. Objective

1. The objective of this Policy is to safeguard and protect the interest of the investors while ensuring that their grievances are resolved quickly and efficiently.

2. Definitions

- 2.1 The term "Investor" used throughout this policy means Shareholders of the Company.
- 2.2 The term "grievance" refers to a concern, problem or complaint by an investor. A grievance may pertain to the issuance of share certificate, transfer of shares, dividend / bonus shares, tax / zakat on dividend and allied matters.

3. Policy Statement

- 3.1 The Management is committed to ensure that grievances notified by the investors are handled and resolved efficiently at an appropriate level within shortest possible time.
- 3.2 The Management of the company is also committed to provide equal and fair treatment to all investors through transparent investor relations, increased awareness, effective communication, and prompt resolution of investor's complaints. Main principles of the Policy are as follows:
 - 3.2.1 All the investors are treated fairly and equally at all times
 - 3.2.2 Complaints raised by investors are dealt with courtesy and in a timely manner.
 - 3.2.3 The Management works in good faith and without prejudice towards the interest of any of the investors.

4. Grievance Handling Procedure

- 4.1 The Company has internally established a mechanism for investor services and grievances handling. The Company has hired the services of an independent Share Registrar and has a dedicated Shares Section within the Corporate Affairs Department to resolve issues of the investors.



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4.2 Salient features of Investors Grievance Handling Mechanism at the Company are enumerated below:

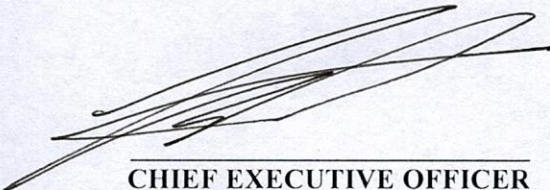
4.2.1 Complaints are initially lodged with the Share Registrar of the Company who expeditiously takes necessary action under intimation to the Company. The Shares Registrar forwards the complaints to the Company if these fall outside their domain.

4.2.2 The Company has an official email address (secretary@murreebrewery.com) for general correspondence. However any complaint submitted by investors to this address is also properly addressed.

4.2.3 The grievances can also be notified through phone or post to the Company. The phone number, email address and correspondence address are mentioned on every correspondence with the investors and are also available on the website of the Company.

4.2.4 After obtaining relevant information and conducting requisite investigation regarding the complaint, the Shares Section undertakes to resolve the complaint at the earliest.

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CHIEF EXECUTIVE OFFICER