

COMMUNICATION POLICY

IPS strives for transparency in all its business practices. The company recognises the impact of quality disclosure on the trust and confidence of shareholders, staff and other stakeholders.

Shareholder Communication

IPS encourages shareholders to take an active interest in the company. It seeks to provide shareholders with quality information in a timely fashion through:

- Annual audited financial statements;
- Distribution of copies of relevant minutes of meetings;
- Shareholder updates and informal email alerts of relevant issues and announcements.

Directors continually review the communication practices of IPS, taking into account the diverse needs and geographic locations of shareholders. In this respect, it may not always be practical to hold face-to-face meetings with shareholders, and hence a more dynamic interactive approach using email for feedback on issues is often more time-and-cost-effective for shareholders.

The business of IPS is seasonal given that some of its operations and revenue streams depend on the cycles and fortunes of agriculture. The seasonality of industries can cause significant fluctuations in the financial performance of IPS. Directors are particularly mindful of this seasonality issue when updating shareholders in relation to IPS matters.

Stakeholder Communication

IPS recognises the importance of its stakeholders and encourages them to take an active interest in the company. IPS involves its major stakeholders in the following manner:

- Each major stakeholder will, from time to time, be assigned a member of the executive management team as their first contact with IPS – in some cases this could be more than one person e.g. where a stakeholder deals with more than one IPS location;
- At least every three months major stakeholders will be contacted personally by the CEO – this may include a face-to-face visit or telephone call;
- Email alerts of relevant new announcements.

Staff Communication

IPS directors recognise the importance of its staff in providing quality services to clients and encourage them to take an active interest in the company. IPS involves staff in the following manner:

- By encouraging staff to have regular contact with all directors and the executive management team;
- By encouraging managers and supervisors to foster staff to use their initiative to solve workplace issues and to reward such performance;
- Through distribution of copies of minutes of director meetings to the executive management team after each meeting, so that the relevant aspects of meeting outcomes can be discussed with staff on a timely basis;
- By encouraging managers and supervisors to hold informal social functions with staff;
- Through email alerts of relevant new announcements.