

Communication Policy



1. **Aim of the Policy.** The aim of this Communication Policy is to contribute to a correct and long-term effective exchange of information between Frontier Oil Company-1 (Private) Limited herein, hereafter called (The Company) or FOC1 and the company's external stakeholders.
2. Communication Policy contributes to increased confidence in management, employees and enhances knowledge of the company's profile, goals and objectives. It further ensures consistent communication with the operating environment by the company's strategies. Information within FOC1 is ultimately intended to support the company's vision, mission and strategies.
3. **Scope of the Policy.** The policy provides an overview of FOC1 principles covering both external and internal communication to make sure it is performed in a coordinated, efficient and professional manner.
4. **Principle of the Policy.** The Communication Policy applies to all written statements in annual reports, interim reports, letters to shareholders or employees, statements from management, information on the Company's digital communication platforms, information in public registers and other content in external and internal communications. The policy also covers all verbal statements at the group or individual level, telephonic conversations with analysts and investors, company management speeches, media and press conferences, and all other external or internal communications and statements to be executed. In all situations where any form of communication is to take place, whether through written or oral communication and regardless of choice of medium and recipient, it must be considered how the communication affects the company as a whole. When handling inside information, each person has an independent responsibility to ensure compliance with relevant rules and requirements. The guiding principles for FOC1's communications are:
 - a. Communicate in an open, reliable, well-structured and transparent way, both internally and externally.
 - b. Treat all oil sector market stakeholders equally and disseminate all inside information timely and accurate.
 - c. Fulfil legal requirements and comply with applicable oil sector market regulations and uphold a high level of ethics.
 - d. Ensure the reliability of information by maintaining specific communication channels and procedures.

- e. Ensure consistent and aligned communication to protect and promote company image and business properly and consistently.

5. **Features of Communication Policy.** The policy has been established by the Board of Directors by applicable listing requirements to meet legal requirements and comply with applicable Oil Sector market regulations. Effective communication is key to demonstrating transparency and accountability of the Company. This entails a prompt and proper flow of information like:

- a. **Transparency.** The Company aims to be transparent in its communication with employees, stakeholders, and the general public. This includes providing accurate and timely information regarding the company's activities, operations, and financial performance.
- b. **Consistency.** The Company strives to maintain consistency in its communication across various channels, such as internal memos, press releases, and social media updates. This ensures that the message conveyed is clear and unified.
- c. **Responsiveness.** The Company aims to be responsive to inquiries and concerns from employees, stakeholders, and the public. This may involve promptly addressing questions, providing updates, and actively seeking feedback.
- d. **Safety communication.** Given the nature of the oil sector, safety communication is of utmost importance. The company will have specific protocols in place to ensure that safety information is effectively communicated to all employees and Oil Marketing Companies (OMCs) promoting a culture of safety.
- e. **Crisis communication.** A crisis is seen here as a loss of control over business processes because of public reactions to the Companies. A company's earning capacity or competitiveness can be severely impaired as a result. The central of crisis management is the "Control Center" for the duration of the crisis. Depending on the type and severity of the crisis, it may be set up either at the company's main office or at the Project site Oil Village Thallian during the crisis. The equipment required for the crisis center includes:
 - (1) Telephones, mobile phones, fax machines, and pagers.

- (2) Video recorders including playback/copying equipment.
- (3) Video conferencing system.
- (4) Dictaphones and voice recording equipment.
- (5) PCs with database and intranet connections.
- (6) Poster boards and flip charts

6. **External Communication.** External communication relates to the communication that is intended to reach one or more target groups outside FOC1, such as media customers, existing and potential investors, Government authorities and the general public. The mission of FOC1's external communication is to support the business in reaching its overall objectives by developing and maintaining good relations with Oil Marketing Companies, and by increasing knowledge and awareness of the company and its operations.

7. **Internal Communication.** The mission of internal communication is to support FOC1 in realizing its objectives by providing employees with information about FOC1's objectives, strategy, operations, and results as well as how to realize these objectives. Internal communication is directed primarily to FOC1's employees. This audience can be divided into two subgroups:

- a. Managers and/or other key employees
- b. All employees

8. Considering the limitations stated by the rules of inside information, FOC1's employees must secure a continually open and interactive flow of information at and between each organizational level, supported by adopted procedures and flexible and adequate channels. However, information will be shared without discrimination and made in English and Urdu.

9. **Communication Channels.** Since media plays a pivotal role in the transfer of information to the masses, FOC1 believes in harnessing this conduit to the maximum by facilitating it in the best possible manner. FOC1 will be using the following communication channels in general:

- a. **Press Release.** To announce policies and other information FOC1 will communicate through press releases to the media.
- b. **Press conferences, briefings and interviews.** May also be used for interaction with the media.
- c. **Print, Electronic and Social Media.** FOC1 will be using print, electronic and social media to communicate with the public. Select social media platforms, such

as Twitter and Facebook to provide updates on information.

- d. **Queries.** For queries, media may approach FOC1 through telephone, email or ordinary letter through post(s). FOC1 will be available on the telephone to reply to short queries; however, to provide complete information in the shortest possible time emails will remain a preferred mode at an official email address of the company. FOC1 welcomes all kinds of queries from the media about FOC1. Queries received are generally forwarded to the relevant department and responses are provided after approval of the concerned authorities. This ensures the dissemination of authentic and consistent information. All queries are to be routed through the official email address of the company oilinfra@fwo.com.pk which can be approached through telephone or email.

10. **Area of Responsibility.** Communication Policy is valid for internal, external, subsidiaries, joint operations and applies to all employees. It is also implemented for members of the Board, consultants, and agency personnel who work at FOC1 premises or under the direction of FOC1.