



Dispute Resolution Policy

Our Commitment:

Equity Group Holdings PLC (EGH) is dedicated to resolving disputes involving our Board, Management, and shareholders fairly, promptly, and confidentially. Our goal is to foster trust, protect stakeholders' rights, and maintain harmony within the organization.

What This Policy Covers:

- Disputes related to Board policies, decisions, or interactions between Board members, Management, and shareholders.
- Private disputes are handled outside this policy unless they disrupt Board operations, in which case the Board may intervene.

How We Resolve Disputes:

1. **Open Dialogue:** We encourage parties to resolve issues amicably through respectful discussion.
2. **Leadership Support:** If needed, disputes are referred to the Board Chairperson or Governance, Nominations, and Compensation Committee (GNCC) for guidance and mediation.
3. **Independent Mediation:** An impartial mediator helps find a fair solution if initial efforts fail, ensuring all voices are heard.
4. **Further Steps:** If mediation doesn't resolve the issue, parties may pursue formal legal action as a last resort.
5. **Decision Review:** Disputes over decisions may be reviewed if new information arises.

Our Guiding Principles:

- **Respect:** Value all perspectives and treat parties impartially.
- **Confidentiality:** Protect sensitive information to maintain trust.
- **Teamwork:** Encourage compromise without sacrificing ethics or legal compliance.
- **Effective Communication:** Promote clear, constructive dialogue to achieve consensus.

Why It Matters:

Our structured approach ensures disputes are handled with integrity, supporting strong governance and stakeholder confidence.

Any inquiries regarding dispute resolution should be directed to the Company Secretary through the contact channels provided on our website <https://equitygroup Holdings.com/>