

Investor Relations & Grievance Policy

IPAK is committed to maintaining transparency and fostering strong communication with its investors and shareholders. The Company ensures that investors have access to relevant, precise, and timely information necessary to make informed decisions. Additionally, a structured grievance redressal mechanism is in place to address shareholder concerns effectively.

Investor Relations

- **Authorized Representatives:** Corporate communications are managed exclusively by the Chairman, Chief Executive Officer, Chief Financial Officer or Company Secretary.
- **Information Disclosure:** The Company provides statutory reports, financial statements, regulatory filings, and corporate announcements through permissible channels, including its website, newspapers, and regulatory medium.
- **Key Announcements:** Any material changes in Board composition or senior management including Price-sensitive disclosures and corporate briefing sessions are communicated promptly through PSX.
- **Closed Period Policy:** Prior to financial results or other price-sensitive disclosures, a restricted period shall be observed during which directors and designated executives shall be prohibited from trading shares.
- **Corporate Website:** All key corporate information shall be updated regularly on the Company's official website for easy investor access.

Investor Grievance Mechanism

- **Dedicated Contact Points:** Contact details of the Company Secretary and Share Registrar are made available on the corporate website.
- **Independent Share Registrar:** The Company appoints a professional Share Registrar to manage investor records and facilitate transactions efficiently.
- **Grievance Management System:**
 - An Investor Grievance section is available on the Company's website.
 - Shareholders can submit grievances via a designated email.
 - Complaints are acknowledged with a unique reference number and resolved within five working days, subject to necessary documentation.
 - A register of complaints is maintained, recording details such as date, nature of complaint, and resolution status.

This policy ensures compliance with applicable corporate governance regulations while fostering investor confidence and engagement.