




Kenya Reinsurance Corporation Limited


Stakeholders Communication Policy

Name:	Signature:	Date:
Prepared by: Corporation Secretary		
Controlled by: ISO MR		
Approved by: Managing Director		
Approved by: Managing Director		

TABLE OF CONTENTS


 <p>KENYA REINSURANCE CORPORATION</p>	DOC REF: KRC/..../
	Issue Date:
	Issue no:
	Revision:
	Revision date:
<i>Title: Stakeholders Communication Policy</i>	

1.	AMENDMENT SHEET	3
2.	GENERAL.....	4
2.1	Purpose	4
2.2	Objectives	4
2.3	Scope	4
2.4	Cross references	4
2.5	Stakeholder Identification.....	4
2.6	Communication Principles	5
2.7	Communication Channels	5
2.8	Two-Way Engagement and Feedback Mechanisms	6
2.9	Implementation and Responsibilities	6
2.10	Monitoring, Evaluation, and Review	7
2.11	Compliance and Reporting.....	7
3.	RECORDS MAINTAINED.....	7
4.	CONTROL OF DOCUMENTS	7
5.	CONTROL OF RECORDS	7
6.	OBJECTIVES/KEY PERFORMANCE INDICATORS	7

 <p>KENYA REINSURANCE CORPORATION</p>	DOC REF: KRC/..../
	Issue Date:
	Issue no:
	Revision:
	Revision date:
	Title: <i>Stakeholders Communication Policy</i>

1. AMENDMENT SHEET

DATE	ISSUE NO.	OLD REV. NO.	NEW REV. NO.	SECTION(S)/ PAGE	DESCRIPTION / SUMMARY OF REVISION	NAME OF PERSON WHO IDENTIFIED THE CHANGE	SIGN	SIGN/ APPROVED BY MR /AMR

 <p>KENYA REINSURANCE CORPORATION</p>	DOC REF: KRC/..../
	Issue Date:
	Issue no:
	Revision:
	Revision date:
<i>Title: Stakeholders Communication Policy</i>	

2. GENERAL

2.1 Purpose

This policy establishes a framework for effective, timely, and transparent communication with both internal and external stakeholders of Kenya Reinsurance Corporation Limited (the Corporation). The policy aims to foster trust, encourage dialogue, and strengthen relationships that are vital to the company's long-term sustainability and success.

2.2 Objectives

- To ensure all stakeholders are informed through accurate, consistent, and timely communication.
- To promote transparency in line with regulatory requirements and best practices in corporate governance.
- To support two-way engagement to better understand stakeholder needs and expectations.
- To enhance corporate reputation and stakeholder confidence.

2.3 Scope


This policy applies to all company personnel, including directors, senior management, and employees, as well as third-party representatives acting on behalf of the Corporation.

2.4 Cross references

- 2.4.1 ISO 9001:2015
- 2.4.2 Stakeholders Engagement Policy

2.5 Stakeholder Identification

The following key stakeholders are recognized under this policy:

 <p>KENYA REINSURANCE CORPORATION</p>	DOC REF: KRC/..../
	Issue Date:
	Issue no:
	Revision:
	Revision date:
<i>Title: Stakeholders Communication Policy</i>	

- Shareholders & Investors – including institutional and retail investors.
- Employees – across all functions and levels.
- Subsidiaries in all jurisdictions.
- Regulatory Authorities – including the Capital Markets Authority (CMA), Nairobi Securities Exchange (NSE), Insurance Regulatory Authority (IRA) and other relevant bodies.
- Customers & Clients.
- Suppliers, Contractors, and Business Partners.
- Local Communities – particularly in areas where the company operates.
- Media & General Public.
- Civil Society Organizations and Non-Governmental Organizations (NGOs).


2.6 Communication Principles

Communication from and within the Corporation shall be:

- Accurate and Transparent – information provided shall be truthful, complete, and not misleading.
- Timely and Consistent – communications shall be made in a prompt and regular manner.
- Inclusive and Accessible – the Corporation shall engage stakeholders in a language and format appropriate to their needs.
- Compliant – all communications shall adhere to applicable laws, regulations, and disclosure obligations.

2.7 Communication Channels

Stakeholder Group	Channels
Shareholders & Investors	Annual General Meetings (AGMs), Investor briefings, half year and annual results, corporate website, disclosures to CMA/NSE/IRA
Employees	Internal newsletters, staff meetings, HR announcements, internal communication platforms (e.g. intranet, email), town halls

 <p>KENYA REINSURANCE CORPORATION</p>	DOC REF: KRC/..../
	Issue Date:
	Issue no:
	Revision:
	Revision date:
Title: Stakeholders Communication Policy	

Stakeholder Group	Channels
Regulators	Periodic reporting, compliance updates, formal meetings, regulatory disclosures
Customers	Customer service platforms, website, social media, product newsletters
Suppliers & Partners	Contractual correspondence, supplier portals, onboarding and performance reviews
Communities	Community outreach programs, CSR events, stakeholder forums, grievance and complaint mechanisms
Media & Public	Press releases, media interviews, briefings, official statements, website updates


2.8 Two-Way Engagement and Feedback Mechanisms

The Corporation shall establish and promote open communication channels to receive and respond to stakeholder input including, but not limited to, the following channels:

- Feedback forms and surveys.
- Suggestion boxes (physical and digital).
- Stakeholder forums and roundtables.
- Community liaison offices and hotlines.
- Dedicated email and contact points for investor and customer queries and complaints.

2.9 Implementation and Responsibilities

- The Board of Directors oversees this policy and ensures its alignment with corporate strategy and governance.
- The CEO and Senior Management are responsible for operationalizing the policy across departments.
- The Corporate Affairs/Communications Department coordinates and monitors stakeholder engagement initiatives.

 <p>KENYA REINSURANCE CORPORATION</p>	DOC REF: KRC/..../
	Issue Date:
	Issue no:
	Revision:
	Revision date:
<i>Title: Stakeholders Communication Policy</i>	

- All employees and representatives must comply with this policy when interacting with stakeholders.

2.10 Monitoring, Evaluation, and Review

- Communication effectiveness shall be assessed periodically through stakeholder feedback, engagement metrics, and audit reports.
- The policy shall be reviewed annually or as required to reflect regulatory changes and evolving stakeholder expectations.

2.11 Compliance and Reporting

Non-compliance with this policy may result in disciplinary action or other remedial measures. Whistleblower channels shall be available for reporting concerns related to stakeholder communication or misinformation.

3. RECORDS MAINTAINED

Refer to Master List of Records with Divisional Head.

4. CONTROL OF DOCUMENTS

Refer to control of documents procedure.

5. CONTROL OF RECORDS

Refer to Control of Records procedure /Master list.

6. OBJECTIVES/KEY PERFORMANCE INDICATORS

Refer to work plan with Departmental Head.