

# Investor Support Framework- Oct 2013

The Board of Directors for Alexander House Holdings Plc (AHH) have formalised the generic relationship arrangements below, which will be openly available should a corporate investor in the group want to develop an ongoing operational relationship.

Therefore in order to reflect the companies fair and transparent culture the following undertakings will be made available to all significant investors without any risk of compromising fiduciary or regulatory control of the group.



1. Supply of products & services - Where an investor typically supplies existing products or services which may be relevant to AHH then they will always be included in any tender or procurement process which will be put in place and updated from time to time. Subsequently if investor products and services are not taken up, AHH will provide reasons to support future tenders.
2. Integrations - We will work with the investor in review the business case for integrating investor products and services into the AHH proposition where those products and services meet industry recognised specifications (ie as good as others), do not restrict AHH in delivering its corporate strategy and where there is no consumer detriment.
3. Management Alignment - We will provide access to relevant AHH Executives for termly operational meetings to discuss future plans and progress against our stated plans and issues across the industry with an agenda relevant to the particular investor.
4. Adviser Insight - We will facilitate access to AHH adviser's to gauge industry insight. This may take the form of surveys or face to face meetings at the expense of the investor and with topics/questions pre agreed with AHH
5. Supplier best practice benchmarking – We will facilitate access to 3<sup>rd</sup> party supplier presentations where appropriate NDA's are in place and the 3<sup>rd</sup> party has been informed and is consenting.
6. Strategic Alignment – We will provide non-confidential information about the business strategy in generic areas including Technology as part of an Annual Strategic Review in January each year.

Note – Where appropriate all meetings will be documented while all parties undertake to recognise the overriding context of both regulatory expectations and legal constraints in the scope of such discussions. eg financial performance reporting governance.



Nick Kelly  
Chief Executive Officer