



# LIVESTOCK FEEDS PLC COMPLAINTS MANAGEMENT POLICY

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## **1. PREAMBLE**

This memorandum constitutes the policy of Livestock Feeds Plc (“LSF” or “The Company”) on complaints management framework to address complaints of Shareholders and Investors arising out of issues that are covered under the Investments & Securities Act, 2007 (ISA), the Rules and Regulations made pursuant to the ISA, the rules and regulations of Securities Exchanges and guidelines of The Nigerian Stock Exchange.

This Policy only relates to the Company's shareholders and does not extend to its customers, suppliers or other stakeholders.

Failure to comply with this policy will subject the Company to sanctions in line with the Rules and Regulations of the Securities & Exchange Commissions (‘SEC’) and post listing Rules of the Nigerian Stock Exchange (‘NSE’).

## **2. LEGAL BACKGROUND**

This Complaint Management Policy (“the Policy”) has been prepared pursuant to the requirements of the Securities & Exchange Commission’s Rules Relating to the Complaints Management Framework of the Nigerian Capital Market (“SEC Rules”) issued on 16th February, 2015 and The Nigerian Stock Exchange Directive (NSE/LARD/LRD/CIR6/15/04/22) to all Listed Companies (“the NSE Directive”) issued on 22nd April, 2015.

## **3. RESPONSIBILITY FOR IMPLEMENTATION OF POLICY**

- a. The policy should be defined by the Company's management, who should also be responsible for its implementation and for monitoring compliance.
- b. Management shall ensure that the Company has a complaints management function which enables complaints to be investigated fairly and possible conflicts of interest to be identified and mitigated objectively.

## **4. OBJECTIVE**

This Policy is designed to ensure that complaints from the Company's shareholders are managed in a fair, impartial, efficient and timely manner.

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## 5. LSF'S COMMITMENT

LSF is committed to providing high standards of services for shareholders, including:

- providing a platform for efficient handling of shareholder complaints
- ensuring that shareholders' complaints and issues are dealt with promptly in an efficient and timely manner; and
- enabling efficient and easy access to shareholder information.

## 6. PROCEDURE FOR SHAREHOLDER COMPLAINTS

Shareholders can lodge complaints in the following manner:

- **Contact the Registrar:** Shareholders who wish to make a complaint shall in the first instance contact the Registrar (see the contact details set out in section 10 of this Policy). Apart from corporate and brand information on the Company's website, the Registrar manages shareholders' information relating to their shareholdings, including Register of Members, shareholder's name, address, updating of records, distribution of Annual Report to shareholders, shareholders' benefits/entitlements such as approved dividend payment, bonus issue, rights issue, proxy for general meetings, e-mandate, amongst others.
  - upon receipt of a complaint, the Registrar shall immediately provide the relevant details of such complaint to LSF for monitoring, record keeping and reporting purposes.
  - in resolving complaints, the Registrar shall comply with the timelines stipulated in clause 7 (c-f) of this Policy.
- **Contact LSF's Company Secretary:** If the Registrar is unable to satisfactorily resolve their complaints then shareholders should contact the office of the Company Secretary (see the contact details set out in section 10 of this policy).

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## **7. COMPLAINTS RECEIVED DIRECTLY BY LSF**

Where a complaint is sent to LSF directly by e-mail info@livestockfeedsplc.com, the Company upon receipt of the complaint shall use its best endeavours to ensure that:

- a) relevant details of the complaint are immediately recorded.
- b) a response is provided by the Company or the Registrar within the time frame set out in sub-clauses c-f below.
- c) complaints received by e-mail are acknowledged within two (2) working days of receipt.
- d) complaints received by post are responded to within five (5) working days of receipt.
- e) complaints are resolved within ten (10) working days of receipt.
- f) The Nigerian Stock Exchange is notified, within two (2) working days, of the resolution of a complaint.
- g) where a complaint cannot be resolved within the stipulated time frame set out above, the shareholder shall be notified that the matter is being investigated. Delays may be experienced in some situations, including where documents need to be retrieved from storage.
- h) the same or similar medium that was used for the initial complaint shall be used in providing a response (whether by email, phone, post or fax), unless otherwise notified to or agreed with the shareholder.

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