

**LIVESTOCK FEEDS PLC**



*...quality feeds nationwide*



## **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](mailto: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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## **8. COMPLAINTS REGISTER AND QUARTERLY REPORTING OBLIGATIONS**

LSF shall maintain a Complaints Register in hard and e-copies for registration of complaints in accordance with the Rules relating to complaints management. The Complaints Register shall be updated on a monthly basis. The Register shall contain the following information:

- The date that the complaint was received.
- Complainant's information (including name, address, Telephone number, e-mail address).
- Nature and Details of the complaint.
- Action Taken/ Status.
- Date of the Resolution of the complaint.

LSF shall also provide information on the details and status of complaints to the Securities and Exchange Commission and The Nigerian Stock Exchange on a quarterly basis.

LSF shall provide information on number and nature of complaints received, differentiated according to their various criteria regarding complaints and complaints-handling for review by Risk and Governance Committee of the Board at its quarterly meetings;

## **9. LIAISON WITH THE REGISTRAR**

During the course of investigating a shareholder's complaint or feedback, LSF shall through the Company Secretary liaise with the Registrar. L S F 's engagement with the Registrar will include:

- ascertaining the facts of the complaint;
- reviewing the action taken on the complaint by the Registrar (if any); and
- co-ordinating a response to the complaint in conjunction with or with the assistance of the Registrar.

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## **10. CONTACT DETAILS**

### **CONTACT DETAILS OF THE REGISTRAR**

The Registrar may be contacted as follows:

Cardinal Stone Registrars Limited  
358 Herbert Macaulay Way  
Yaba, Lagos

Telephone: 01-7120090

E-mail: [registrars@cardinalstone.com](mailto:registrars@cardinalstone.com)

Website: [www.cardinalstoneregistrars.com](http://www.cardinalstoneregistrars.com)

### **CONTACT DETAILS OF LSF'S COMPANY SECRETARY**

Shareholders seeking to escalate unresolved complaints are invited to contact the Company Secretary as follows:

The Company Secretary  
Livestock Feeds Plc  
1 Henry Carr Street  
Ikeja  
Lagos

Telephone: 08077287412 & 08077281600

E-mail: [info@livestockfeedsplc.com](mailto:info@livestockfeedsplc.com)

Website: [www.livestockfeedsplc.com](http://www.livestockfeedsplc.com)

## **11. SHAREHOLDER ACCESS TO THIS POLICY**

Shareholders will have access to this policy through the following avenues:

The Policy shall be available on LSF's website([www.livestockfeedsplc.com](http://www.livestockfeedsplc.com))

- A copy of the Policy may be requested by contacting the Office of the Company Secretary.
- The policy shall be made available at General Meetings of the Company.



## 12. FEES AND CHARGES

Wherever possible, and subject to statutory requirements, LSF will not charge shareholders for making or giving feedback, providing a response or for any aspect in the course of resolving a shareholder matter.

Shareholders are informed that in some circumstances the Registrar may charge shareholders a fee (for example, to resend previous dividend statements upon request by the shareholder).

## 13. REVIEW AND INTERPRETATION OF THE POLICY

LSF may review this Policy and the procedures concerning shareholder, complaints and feedback every 2 years.

Any question regarding interpretation or scope of application of this policy should be referred to the Company Secretary.

Any changes or subsequent versions of this Policy will be published on LSF's website ([www.livestockfeedsplc.com](http://www.livestockfeedsplc.com)).

## 14. APPROVAL

This Policy was approved by the Management, Livestock Feeds Plc on 11th August, 2015.

  
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Managing Director

  
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Company Secretary

LIVESTOCK FEEDS PLC  
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