



Cadbury Nigeria Plc

Complaints Management Policy

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1. Preamble

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.

Further, this policy has been prepared in recognition of the importance of effective engagement in promoting shareholder/ investor confidence in the company.

This Policy sets out the broad framework by which CADBURY NIGERIA PLC (“CNP” or “the Company”) and its Registrar will provide assistance regarding shareholder issues and concerns. It also provides the opportunity for CNP’s shareholders to provide feedback to the Company on matters that affect shareholders.

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

2. Objective

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

3. CNP’s Commitment

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

- Providing a platform for efficient handling of shareholder complaints and enquiries;
- Enabling shareholders to have shareholder related matters acknowledged and addressed;
- Providing sufficient resources to ensure that shareholders’ complaints and enquiries are dealt with adequately, and in an efficient and timely manner; and
- Facilitating efficient and easy access to shareholder information.

4. Procedure for Shareholder Complaints/Enquiries

Shareholders can make complaints/enquiries and access relevant information about their shareholdings in the following manner:

- a) **Contact the Registrar:** Shareholders who wish to make a complaint/enquiry shall in the first instance contact the Registrar (see the contact details set out in section 8 of this Policy). The Registrar manages all the registered information relating to all shareholdings, including shareholder name(s), shareholder address and dividend payment instructions amongst others.

Upon receipt of a complaint or an enquiry, the Registrar shall immediately provide the relevant details of such complaint or enquiry to CNP for monitoring, record keeping and reporting purposes.

In resolving complaints or enquiries, the Registrar shall be guided by the timelines stipulated in clause 5 (c-f) of this Policy.

- b) **Contact CNP's Company Secretary:** If the Registrar is unable to satisfactorily address shareholders' enquiries and resolve their complaints then shareholders should contact the office of the Company Secretary (see the contact details set out in section 9 of this policy).
- c) **Contact CNP's Consumer Relations Co-ordinator:** The Consumer Relations Co-ordinator can also provide support to the shareholder on complaints relating to CNP products and quality issues (see the contact details set out in Section 10 of this policy).

5. Complaints/Enquiries received directly by CNP

Where a complaint or an enquiry is sent to CNP directly, the Company upon receipt of the complaint or enquiry, shall use its best endeavours to ensure that:

- a) relevant details of the complaint or enquiry 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 or enquiries received by e-mail are acknowledged within two (2) working days of receipt.
- d) complaints or enquiries received by post are acknowledged with a response mailed to shareholder within five (5) working days of receipt.
- e) complaints or enquiries 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 or enquiry.
- g) where a complaint/ enquiry 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 enquiry is used in providing a response (whether by email, phone, post or fax), unless otherwise notified to or agreed with the shareholder.

6. Electronic Complaints Register and Quarterly Reporting Obligations

CNP shall maintain an electronic complaints register.

The electronic complaints register shall include the following information:

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

CNP 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.

7. Liaison with the Registrar

During the course of investigating a shareholder's enquiry, complaint or feedback, CNP may liaise with the Registrar. CNP's engagement with the Registrar will include:

- Determining the facts;
- Determining what action has been undertaken by the Registrar (if any); and/or
- Coordinating a response with the assistance of the Registrar.

8. Contact Details of the Registrar

The Registrar may be contacted as follows:

First Registrars Nigeria Limited
Plot 2 Abebe Village Road
Iganmu
P.M.B. 12692
Lagos

Telephone: +234 1 2799880; +234 1 2701078
E-mail: MODUPEOLA.AKANBI@firstregistrarsnigeria.com
Website: www.firstregistrarsnigeria.com

9. Contact Details of CNP's Company Secretary

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

Office of the Company Secretary
Cadbury Nigeria Plc
Lateef Jakande Road
Agidingbi,
P.M.B 21382
Ikeja, Lagos

Telephone: +234 1 2717777
E-mail: cadburynigeria@mdlz.com
Website: www.cadburynigeria.com

10. Contact Details of CNP's Consumer Relations Co-ordinator

Consumer Relations Co-ordinator
Cadbury Nigeria Plc
Lateef Jakande Road

Agidingbi,
P.M.B 21382
Ikeja, Lagos

Toll-Free Line: 0800 223 2879
E-mail: cadbury.nigeria@mdlz.com
Website: www.cadburynigeria.com

11. Shareholder Access to this Policy

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

- The Policy shall be available on CNP's website
- A copy of the Policy may be requested by contacting the Office of the Company Secretary.
- The Policy shall be made available for perusal at general meetings of the Company.

12. Fees and Charges

Wherever possible, and subject to statutory requirements, CNP will not charge shareholders for making enquiries, 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. Amendment/Review of this Policy

CNP may from time to time review this Policy and the procedures concerning shareholder enquiries, complaints and feedback.

Any changes or subsequent versions of this Policy will be published on CNP's website.

Approved by the Executive Committee of the Board of Directors on July, 2015.

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Managing Director

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Company Secretary