



Complaints Management Policy of Unilever Nigeria Plc

**(Complaints Relating to Capital Market Operations)
JULY 2015**



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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 Unilever Nigeria Plc. ("Unilever" or "the Company") and its Registrar will provide assistance regarding shareholder issues and concerns. It also provides the opportunity for UNILEVER'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. Commitment

UNILEVER 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 UNILEVER 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 UNILEVER'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).

5. Complaints/Enquiries received directly by UNILEVER

Where a complaint or an enquiry is sent to UNILEVER 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 responded to within five (5) working days of receipt.
- e) complaints or enquiries are resolved within ten (10) working days of receipt.
- f) 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.
- g) 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

UNILEVER 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.

UNILEVER 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, UNILEVER may liaise with the Registrar. UNILEVER's engagement with the Registrar will include:

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

8. Contact Details of the Registrar

The Registrar may be contacted as follows:

GTL Registrars
2 Burma Road,
Apapa, Lagos.

Telephone: +234 1 2917747; 2793160 - 2
E-mail: clients@gtlregistrars.com
Website: www.gtlregistrars.com



9. Contact Details of UNILEVER's Company Secretary

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

Office of the General Counsel & Company Secretary
Unilever Nigeria Plc
1 Billingsway
Oregun, Ikeja
Lagos

Telephone: +234 1 2793000

E-mail: Bidemi.Ademola@unilever.com

Yomi.Ibinaiye@unilever.com

Website: www.unilevernigeria.com

10. Shareholder Access to this Policy

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

- The Policy shall be available on UNILEVER's website (www.unilevernigeria.com).
- A copy of the Policy may be requested by contacting the Office of the General Counsel & Company Secretary.
- The Policy shall be made available for perusal at general meetings of the Company.

11. Fees and Charges

Wherever possible, and subject to statutory requirements, UNILEVER 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).



12. Amendment/Review of this Policy

UNILEVER 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 UNILEVER's website (www.unilevernigeria.com).

Approved by Unilever Nigeria Leadership Team on 21st July, 2015.

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Managing Director/Chief Executive Officer

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General Counsel & Company Secretary

