



**Dangote Cement Plc**

**Shareholders Complaint  
Management Policy**

## Policy History

Version	Year/Approval	Remark
1.0	April, 2023	First version

This Policy has been reviewed and approved by the Board:

S/N	Name	Designation	Signature
1.0	Aliko Dangote, GCON	Chairman, Board of Directors	
2.0	Emmanuel Ikazoboh	Chairman, Remuneration, Governance and Nomination Committee	
3.0	Arvind Pathak	Group Managing Director/CEO	

## Glossary of Terms

Acronyms	Definition
Complaint	Any expression of dissatisfaction or concern made by, or on behalf of, an individual, group or member of the public, to Dangote Cement Plc relating to shares and/or dividends.
Complainant	A person, group or company that makes a formal complaint with the intention of seeking redress.
DCP	Dangote Cement Plc
Registrar	Agency responsible for the maintenance of DCP's share register, issuance and payments of dividends and the safekeeping of the shareholders' data
Shareholder	An individual or institution (including a corporation) that legally owns a share of stock in the Group and is registered on DCP shareholders register.
NGX	Nigerian Exchange Group
NGX Directive	Nigerian Exchange's Directive (NSE/LARD/LRD/CIR6/15/04/22) to all Listed Companies ("the") issued on 22 <sup>nd</sup> April, 2015
SEC	Securities and Exchange Commission
SEC CMF	Securities & Exchange Commission's Rules Relating to the Complaints Management Framework of the Nigerian Capital Market ("SEC Rules") issued on 15 February 2015.
The Policy	Complaints' Management Policy of Dangote Cement Plc

**TABLE OF CONTENTS**

1.0	Introduction.....	5
2.0	Policy Scope.....	5
3.0	Policy Objective.....	5
4.0	DCP's Commitment.....	5-6
5.0	Complaints Management Process.....	6-9
6.0	Complaints Records Management and Reporting.....	9
7.0	Liaison with the Registrar.....	9
8.0	Policy Disclosure.....	10
9.0	Fees and Charges.....	10
10.0	Medium for other Enquiries or Complaints.....	10-11
11.0	Review of Policy.....	11

## **1.0. INTRODUCTION**

This Complaints Management Policy (“the Policy”) has been designed in line with the requirements of the:

- Securities & Exchange Commission’s Rules Relating to the Complaints Management Framework of the Nigerian Capital Market (“SEC Rules”).
- Nigerian Exchange Group (NGX) Directives to Listed Companies.
- Nigerian Code of Corporate Governance 2018.

## **2.0. POLICY SCOPE**

This policy defines a transparent procedure for receiving, responding, monitoring and resolving complaints and enquiries from shareholders of Dangote Cement Plc (“DCP”) in a timely and efficient manner.

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

The following complaints shall not be handled under the policy:

- Complaints against private wound up and liquidated Companies;
- Complaints on matters that are subjudice or in arbitration;
- Complaints falling outside the purview of the Securities & Exchange Commission

## **3.0. POLICY OBJECTIVE**

This policy is designed to ensure that complaints and enquiries from shareholders of DCP are managed in a prompt, efficient, fair and transparent manner.

## **4.0. DCP’s COMMITMENT**

DCP is committed to providing high standards of services to its shareholders by:



- Establishing and implementing procedures for prompt and fair resolution of shareholders' complaints and enquiries.
- Publicising the complaints procedure so that shareholders are aware of the process and contact details for making complaints.
- Providing a platform for shareholders to provide feedback on matters that affect them.
- Promoting and protecting shareholders rights to comment and provide feedback on service.

## 5.0. ROLES AND RESPONSIBILITIES

### The Registrar

The Registrar shall be the first point of call for all shareholders' issues and complaints and shall ensure that these are attended to courteously, promptly and efficiently.

### 5.1. The Company Secretary

The Company Secretary has ultimate responsibility for ensuring that shareholders' complaints are received and attended to in a timely and efficient manner and shall ensure that the Registrar and all employees of the Company charged with the implementation of this Policy discharge their responsibilities efficiently and in a timely manner.

## 6.0. COMPLAINTS' MANAGEMENT PROCESS

An overview of the Group's process for receiving and addressing complaints or enquiries from shareholders is given below:

### 6.1. Detailed Procedures for receiving and resolving complaints

#### 6.1.1. Lodgment of Compliant

All complaints from shareholders shall contain all material facts with supporting documents. It shall also contain the following:

- Full name of the Complainant

- Full address
- Contact details (email/phone number)
- Signature and date.

#### 6.1.2. Procedure for Making Complaints

Dangote Cement Plc encourages its shareholders to make their complaints or enquiries through the following means for timely and effective resolution:

##### a) **Contact the Registrar**

Shareholders who wish to make a complaint shall in the first instance contact the Registrar using the details below:

**Name:** Coronation Registrars Limited,

**Address:** 09, Amodu Ojikutu Street, Victoria Island, Lagos, Nigeria

**Email:** [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com),  
[info@coronationregistrars.com](mailto:info@coronationregistrars.com)

**Telephone:** +234(01) 2272570, ;+234(01) 2714566-7

**Website:** [www.coronationregistrars.com](http://www.coronationregistrars.com)

##### b) **Contact the Company Secretariat:**

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

The Office of the Company Secretary,

Dangote Cement Plc,

Leadway Marble House,

1 Alfred Rewane Road, Ikoyi, Lagos

Email: [complaintsmanagement@dangote.com](mailto:complaintsmanagement@dangote.com)

Telephone: 07094552793

### 6.1.3. Receipt of Complaint

- The Registrar shall receive all initial complaints from shareholders.
- Upon receipt of a complaint, the Registrar shall immediately provide the relevant details of such complaint to the Company Secretariat of DCP for monitoring, record keeping and reporting purposes.
- All relevant details of a complaint shall be recorded in a complaint register as follows:
  - Name of the Complainant
  - Date of the complaint
  - Nature of the complaint
  - Complaints details in brief
  - Remarks/Comments
- The receiver of the complaint shall issue an acknowledgment letter to the complainant within two (2) working days of receipt of complaint. Where a complaint is received by post, the receiver of the complaint shall respond in writing within five (5) working days of the receipt of the complaint.

### 6.1.4. Resolution of Complaint

- Complaints shall be resolved within ten (10) business days of receipt.
- The Nigerian Exchange Limited (NGX) shall be notified within two (2) subsequent business days, of the resolution of a complaint.
- Where a complaint cannot be resolved within ten (10) business days, the shareholder shall be contacted to acknowledge receipt of the enquiry or complaint and confirm that the matter is being investigated.



#### **6.1.5. Correspondence with the Complainant**

The same or similar medium that was used for the initial complaint, whether by email, phone or post, shall be used to respond to the shareholder unless otherwise notified to or as agreed with the shareholder.

### **7.0. COMPLAINTS' RECORDS MANAGEMENT AND REPORTING**

DCP shall maintain an Electronic Shareholders Complaints Register to track and monitor all complaints in line with the Rules relating to Complaints' Management.

The Complaints Register shall contain the following details:

- 7.1. Date of the complaint.
- 7.2. Contact details of the complainant
- 7.3. Nature of complaint
- 7.4. Summary of complaint
- 7.5. Status (Open or Closed)
- 7.6. Action taken
- 7.7. Date of resolution of the complaint

The Company Secretary shall update the register regularly and provide quarterly status reports of complaints to the Securities and Exchange Commission (SEC).

### **8.0. LIAISON WITH THE REGISTRAR**

During the course of investigating a shareholder's complaint or feedback, the Company Secretary/Legal Adviser shall liaise with the Registrar to:

- Ascertain the facts of the complaint;

- Review the action(s) taken on the complaint by the Registrar (if any); and
- Coordinate DCP's response or actions in addressing the complaint in conjunction with or with the assistance of the Registrar.
- Obtain a quarterly report on shareholders' complaints for review and submission to SEC.

#### 9.0. POLICY DISCLOSURE

- a) The Policy shall be available and accessible by shareholders on DCP's website <https://www.dangotecement.com>
- b) Shareholders may also request and be provided with copies of the policy by the Office of the Company Secretary/Legal Adviser.
- c) The policy shall be made available to shareholders at the General Meetings.

#### 10.0. FEES AND CHARGES

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

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

#### 11.0. MEDIUM FOR OTHER ENQUIRIES OR COMPLAINTS

DCP recognises that its shareholders and stakeholders may have other complaints and enquiries that are not covered by this policy. They are encouraged to use the following channels to make their complaints depending on their nature:

- For enquiries or complaints on corporate strategy and performance, please contact DCP Investor Relations through [Investorrelationsdangotecement@dangote.com](mailto:Investorrelationsdangotecement@dangote.com) For enquiries or

complaints on our products and customer service, please contact DCP Customer Care through [customercare@dangote.com](mailto:customercare@dangote.com) or any of the following numbers: +2348152093133, +2348152093122, +2348152093152 and +2348152093153.

- For confidential reports on any suspected case of fraud or misconduct by our employees, please contact the Deloitte TOA reporting channels below:
  - ✓ Toll free hotline: 0800-TIP-OFFS (0800-847-6337)
  - ✓ Web Portal: <https://tip-offs.deloitte.com.ng>
  - ✓ Email: [tip-offs@deloitte.com.ng](mailto:tip-offs@deloitte.com.ng)
  - ✓ Mobile App: Download Deloitte Tip-offs Anonymous App on Android or iOS devices.

## 12.0. REVIEW OF POLICY

This Policy may be reviewed every three (3) years or as may be required by the Board to ensure that it remains current and consistent with best practices and applicable laws.