

Investor's Communication / Relation & Grievance Policy

1. PREFACE

Investor Relations is the art and science of positioning and communicating a company's story and investment prospects to investors that is., the fair and timely disclosure of all requisite information to stakeholders, without advantage to any particular investor, to enable them to make informed investing decisions in a timely manner.

Fauji Fertilizer Company Limited ("FFC" / "Company") is committed to disclose all relevant information to the public in accordance with the Companies Act 2017, Central Depository Company Regulations ("CDC"), Listed Company Rules stipulated by the Pakistan Stock Exchange Limited ("PSX"), and the Code of Corporate Governance, 2019.

Grievance refers to problem, concern or complaint by an investor. It relates to the transfer of shares, payment of dividend, right / bonus shares, issuance of ordinary share certificates, payment of zakat / tax deductions on the dividend and any other related matter.

2. SCOPE

Keeping shareholders informed of Company's activities, financial status and strategy is vital. This communication should be effective, simple, understandable and accessible.

This Policy covers disclosures in the PSX, CDC, SECP documents, and statements made in the Company's annual, half-yearly and quarterly reports, earnings and press / news releases, the information on company's website, and any other communications to regulators, media, analysts, etc. Policy also highlights a clear and transparent framework, the Company follows, to efficiently and effectively resolve investor's grievances.

3. OBJECTIVE

The major objective of this Policy is to protect and safeguard investors' rights / interests, ensuring quick and updated communication, and a comprehensive and effective grievance management mechanism. Policy will ensure:

- 3.1 Company endeavors to make available uniform level of information that is accurate, relevant, timely and balanced for regular trading and investing
- 3.2 Company's aim is to be perceived as reliable, accessible, visible and professional in the market
- 3.3 It addresses to reports and rumors, proactively, that tend to cause unusual trading activity due to unnecessary speculations and falsification

- 3.4 Company's commitment to ensure that investor notified grievances are addressed, handled and resolved, at the appropriate level, in a timely manner
- 3.5 Company Website (www.ffc.com.pk) is a primary source of disclosure, promotion, lodging grievances and shareholder communications

4. TYPE OF AUDIENCE

Company's audience is diverse, which includes but is not limited to the following:

- Shareholders and Prospective Direct Investors
- Financial Institutions
- Investment Houses
- Stock Market Participants
- Analysts
- Financial press and other media
- Government and Regulators
- Business Partners and Fertilizer Sector / Competitors

5. DISCLOSURE / COMMUNICATION PROTOCOLS

5.1 Standards:

The criteria for information disclosure outlined in Companies Act 2017, Listed Company Rules, Code of Corporate Governance, CDC Regulations and any other enforced Regulations, are to be met by FFC.

5.2 Authorized Communication Person:

On behalf of the Company, following persons are authorized to communicate:

- Chairman of Board of Directors
- Chief Executive Officer ("CEO")
- Chief Financial Officer ("CFO")
- Company Secretary
- Where required for specific queries, individual(s) may be designated to respond / communicate on behalf of Company and its affiliates

Investors should not rely on statements by any individual, other than persons mentioned above.

5.3 Financial Reporting and Announcements:

Company announcements will be published in accordance with applicable rules and regulations for Listed Companies on PSX, Post-Board of Directors approval of accounts, and same shall be made available on Company's website immediately.

Price sensitive information shall immediately be communicated through PUCAR after Board of Directors Meeting, Annual General Meeting and other Statuary Meetings.

Interim and Annual Directors Report will be published in both English and Urdu; and will be made available on the Company's website immediately when released.

5.4 Closed Period:

FFC shall announce a Closed Period, intimate to Directors, CEO, CFO, Head of Internal Audit, Group General / General / Senior Managers and Stock Exchange (PSX), prior to interim / final result or any business significant decision announcement that may affect the market price of Company's securities.

5.5 Good Communication Practices:

To improve communication with shareholders, company will undertake following:

- Contact details of Company Secretary and Manager - Shares will be given on website to deal with shareholders' enquiries via telephone, email and website
- A "Contact Us" email address shall be accessible on the website to facilitate the shareholders
- The notices of Meetings along with explanatory material shall be available (*even to download*) on the Company website, promptly post release
- A database shall be available on the website, of previous press releases, announcements and financial information including share value, dividend history, unclaimed dividend / shares etc.

5.6 Information on Website:

Company's website is the access point for the shareholders; a separate Investor Relations page shall be designed for the purpose. It will include the following information:

- Corporate Profile
 - Board of Directors
 - Board / Management Committees
- Share Price / Value
- Dividend / Bonus
- Book Closure
- Unclaimed Shares / Dividend
- Investor Information: Quarterly, Half-Year, Annual
- Financial Highlights
- General Meeting Information
 - Notice
 - Resolution
 - Press Release
- Company Announcements
- News and Information
- Contact Information and Email Address

5.7 Annual Report:

The annual report shall be published and distributed in both printed and soft copy (*in form of CD*). It shall also be available to download on Company's website. The annual report shall be delivered to all persons who notify that they would like to receive a full report (*hard copy*).

5.8 Annual General Meeting:

The shareholders shall be encouraged to ask questions at the Annual General Meeting regarding Company's governance, operations, board structure, strategy, objectives and business etc., Shareholders who are unable to attend the meeting may forward their queries through their appointed proxies.

6. CORPORATE BRIEFING

A session on 'Corporate Briefing' shall be held, covering the Annual Audited Accounts, within thirty (30) days of holding Annual General Meeting (AGM), as per the guidelines issued by PSX.

7. DISCLOSURE PROCESS

Following steps shall be taken in announcing any material information:

- 7.1 Approval taken from the Company Secretary (authority / responsibility), prior to release of material information
- 7.2 An announcement will be made to PSX, immediately as released by Board of Directors.
- 7.3 A press release shall be issued to all major newspapers. Publication ensured in a both English and Urdu National Newspapers, with maximum coverage
- 7.4 The press release will also have posted on the Company's website immediately post release

8. INVESTOR GRIEVANCES

To provide enhanced and effective services to investors' grievances; Company will formulate some salient features and a mechanism for prompt resolution.

8.1 Salient Features:

Following are the salient features of Grievance Policy:

- 8.1.1 Through transparent investor relations; all investors are given fair and equal treatment
- 8.1.2 Complaints are promptly dealt with in a shortest possible duration
- 8.1.3 Company resolves complains without any prejudice and good faith towards investors
- 8.1.4 A monthly record of all grievances shall be maintain, outlining; actions taken for resolution and updated status (*resolved, in process, unresolved, further actions etc.*)

8.2 Process:

The Company shall appoint an independent Share Registrar; as required under Companies Act 2017 along with an in-house dedicated Shares Department within Corporate Affairs to handle and resolve Investors' concerns. An Investor Grievance Handling Mechanism shall be developed internally by the Company. Enumerated below are its comprehensive stages:

8.2.1 Receipt of Complaint:

Investors' may lodge their complaint with the Share Registrar directly, who on priority will take required actions along with apprising the Company. In case complaint is out of Registrar's domain, it shall be forward to Company's Shares Department.

Complaint can also be generated through "**Contact Us**" section on the company website, selecting '*Investor Grievances*' as subject. On successful submission, it will automatically divert to Shares Department, Corporate Affairs.

The official email address of Shares Section's (shares@ffc.com.pk) shall be for general correspondence; in case any complaint received from investor, shall be properly addressed.

An investor will be able to complain through phone, fax or post mail to the Company. Phone numbers, fax numbers, email address and complete postal address will be mentioned on every correspondence to investors. Same information will also be accessible through Company's website.

8.2.2 Recording of Complaint:

Shares Department shall compile all the complaints received through Registrar, Company website, official email address, phone calls, fax or postal mail on daily basis on a Register "*Investors' Grievances / Complains*".

8.2.3 Resolution of Complaint.

Designated officials will study the nature of complaint, gather information after conducting requisite investigation, and a detailed reply shall be sent to the complainant within the timelines defined under Companies Act 2017, with intimation to Shares Registrar and Stock Exchange (*if required*).

However, where it will be felt that complaint is not tenable, the complainant will accordingly be provided clarification of same.

8.2.4 Record Maintenance:

A Monthly Report shall be prepared by Shares Department for review by the Company Secretary, highlighting the number of complaints received, resolved and outstanding.

The '*Investors' Grievance / Complain Register* will be archived electronically on regular basis, which will be retrievable for accessing any data.

8.2.5 Tracking of Complaint:

Every complain shall be given a turnaround time, that is., the time (*working days*) to be taken to appropriately resolve and respond a complaint. A designated official to monitor the pending / unresolved complains, will detect the delay and simplify the progression by bringing improvement in the offered services.