



MARI PETROLEUM COMPANY LIMITED
Investors' Relations & Grievance Policy

1. Introduction

Investors play a pivotal role in the success and growth of a company. It is important for companies to maintain a strong and transparent relationship with investors. Investor relationship management assumes more importance in publically traded companies with a diverse and broad base of investors. Investors have certain rights under the corporate regulatory regimes. An important element of investor protection is putting in place an effective mechanisms for handling investor complaints and queries.

MPCL is a public limited company listed on the Pakistan Stock Exchange. Its investor base comprises institutional and retail investors. Being a responsible corporate entity, the Company strives to provide excellent services to its investors, especially minority investors. These services include easy access to information regarding the Company's operations, timely disclosures of financial as well as non-financial material information, handling of their queries, and resolution of their grievances in a timely, efficient and fair manner.

2. Purpose and Objectives

The purpose of this Policy is to provide guidelines to safeguard and protect the interest of the investors while ensuring that their grievances are resolved quickly and efficiently. The Policy will help to achieve the following objectives:

- a) Compliance with applicable corporate laws, rules, regulations and directives of regulatory bodies.
- b) Build a good corporate image of the Company in the eyes of the investors and the general public.

3. Scope and Exceptions

The Policy applies to all shareholders of the Company whether ordinary or preference shareholders and whether holding shares in physical or electronic form.

4. Definitions

Investor: means shareholders of the Company and includes both the ordinary shareholders and preference shareholders.

Grievance: refers to a concern, problem or complaint by an investor. A grievance may, inter alia, pertain to the issuance of share certificates, transfer of shares, dividend/bonus shares, tax/zakat on dividend and allied matters.

MSP: Management System Procedure

5. Policy Statements/Guidelines

5.1 Commitments and Principles

- 5.1.1 The Management is committed to ensure that grievances notified by the investors are handled and resolved efficiently at an appropriate level within shortest possible time.



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5.1.2 The Management of the Company is also committed to provide equal and fair treatment to all investors through transparent investor relations, increased awareness, effective communication, and prompt resolution of investor's complaints. Further, the Company maintains record of all such grievances along with actions taken for resolution, and prepares summary of resolved, unresolved/unsettled issues on monthly basis.

5.1.3 Main principles of the Investors Grievance Policy are as follow:

- a) All the investors are treated fairly and equally at all times.
- b) Complaints raised by investors are dealt with courtesy and in a timely manner.
- c) The Management works in good faith and without prejudice towards the interests of any of the investors.

5.2 Grievance Handling Procedure:

5.2.1 The Company has internally established a mechanism for investor services and grievances handling. The Company has hired the services of an independent Share Registrar and has a dedicated section (Shares Section) within the Corporate Affairs Department to resolve issues of the investors.

5.2.2 Salient features of Investors Grievance Handling Mechanism at the Company are enumerated below:

- a) Complaints are initially lodged with the Share Registrar of the Company who expeditiously takes necessary action under intimation to the Company. The Shares Registrar forwards the complaints to the Company if these fall outside their domain.
- b) The investors can also submit a complaint using Complaint Form available at the Company's website in line with directives of SECP. On successful submission, Complaint Form is automatically diverted to email address of the Company Secretary, AM Shares and IT department simultaneously.
- c) The Company has an official email address (info@mpcl.com.pk) for general correspondence. However, any complaint submitted by investors on this address is also properly addressed.
- d) The grievances can also be notified through phone, fax or post to the Company. The phone number, fax number, email address and correspondence address are mentioned on every correspondence with the investors and are also available on the website of the Company.
- e) The Shares Section of Corporate Affairs Department checks the official email address on a daily basis for new complaints lodged by the investors.
- f) The Shares Section records all the complaints received through email, fax, post, Share Registrar, SECP, and/or Stock Exchanges on a daily basis in an Investors' Complaint Register (Format attached at Annex-A) being maintained at the Corporate Affairs Department.



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- g) After obtaining relevant information and conducting requisite investigation regarding the complaint, the Shares Section undertakes to resolve the complaint at the earliest.
- h) The Company adheres to the practice of resolving investors complaints within Ten (10) working days of the receipt thereof. A letter/email in this regard is sent to the investor with intimation to the Shares Registrar/SECP/Stock Exchanges, as the case may be, duly signed by the Company Secretary.
- i) The Shares Section prepares a Monthly Report for review by the Company Secretary stating the number of complaints received, resolved and outstanding.
- j) A Status Report on monthly basis is also obtained from the Share Registrar in respect of various correspondences and complaints against the Company.

6. Review of Policy

6.1 The Policy shall be reviewed and updated every three years or earlier, if required.

7. Responsibility

7.1 Corporate Affairs Department shall be responsible for effective execution and implementation of this Policy. The Department may also draft detailed MSP relating to this Policy, if required.

8. Circulation

8.1 This Policy is a public document and shall be placed on the Company's website as well as on the Company's SharePoint Portal. A copy of the Policy may also be provided by the Corporate Affairs Department to anyone on request.

9. Annexures

9.1 Annexure-A: Shareholders' Complaint Register



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Shareholders Complaint Register

S#	Folio No.	Name	Particulars	Date Received	Action	Settlement Date	Remarks