



**TRUSTFUND
STAKEHOLDER'S
MANAGEMENT AND
COMMUNICATION
POLICY**

1. Introduction

The stakeholder's engagement policy "this policy" has been developed to provide guidance for Trustfund Pensions Limited to proactively identify and effectively manage its relevant stakeholders whilst increasing its service delivery. The organization recognizes that communication is a two-way process and communication with all stakeholders is one of the principles of good corporate governance. Effective stakeholder engagement and communication engenders trust in the company's management and policies by its investors, shareholders, and other stakeholders.

Stakeholders are persons or groups of persons who are directly or indirectly affected by the business operations of Trustfund Pensions Limited, those who may have an interest in any business decision taken by Trustfund Pensions Limited or can influence the outcome of any business operation of Trustfund Pensions Limited.

2. Purpose

This Policy provides the platform for identifying, analysing, and managing stakeholder expectations and commitments in keeping with the principles of the Nigerian Code of Corporate Governance 2018. To this end, Trustfund Pensions Limited commits to:

- a. Engaging in open, constructive, and continuous dialogue with its stakeholders and ensuring fair and equitable treatment to all.
- b. Accurate and timely disclosure of information in an objective and concise manner
- c. Provision of channels for dialogue with stakeholders and to receive feedback on expectations and needs of stakeholders
- d. Periodic review and evaluation to continually improve the level of stakeholder engagement.

3. Categories of Stakeholders

I. Employees

The employees of Trustfund Pensions are primary internal stakeholders. They have significant financial and time investments in the organization, and play a defining role in the strategy, tactics, and operations that the organization carries out. The goal of Trustfund is to foster a good relationship with her employees for effective performance, growth and development.

Company employees are key stakeholders because they create the goods and services issued by a company, and the quality of their work has a direct impact on customer support and service delivery. Employees, in turn, benefit financially from the company's continued performance and success. Strategic management of employees is crucial to a company's welfare to maintain product quality and employee confidence.

II. Contributors / Retirees

These are primary stakeholders, the entirety of whom are directly linked to the company and its economic success. Trustfund generally considers her

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contributors and retirees to be the most critical stakeholder because their retention ensures that the company continues conducting business. The Company believes that it exists primarily to serve the needs of her customer base and benefit directly from their patronage. Communication between the Management and its customers are carried out through different platforms such as email, text messages, letters, artificial intelligence platforms and customer forums

III. **Shareholders/ Investors**

The shareholders of the Company are also primary stakeholders that contribute to the growth and development of the Company through their inputs and investments. Shareholders possess the power to elect the board of directors with the expectation that the board will fulfil their fiduciary duties and keep the best interests of the shareholders at the forefront of their decision-making. As a primary stakeholder, they have the responsibility in ensuring that the Company is well run and managed.

Shareholders are carried along via the board of directors in making significant decisions about the operations of the Company. The mode of communication between the Company and its board is through emails, meetings ranging from board meetings-(virtual and physical) committee meetings and annual general meeting.

IV. **Regulator (National Pension Commission)**

The regulator plays a critical role in the industry by regulating and supervising effective administration of pension matters. From providing guidelines and regulations that guide the formation of business decisions, they serve as watch dogs. They ensure that regulations provided are used to control risks that may arise in the Company and industry. Trustfund ensures that its engagement and communication with the regulator is prompt and effective.

4. **Principles of Engagement**

Trustfund has identified five underlying principles to guide all stakeholders' engagement activities. These principles align with the goal of Trustfund to create strong, functional, well-structured relationship with her stakeholders. They include:

- i. **Purposefulness-** All engagement activities shall be planned purposefully and will be communicated clearly to the stakeholders.
- ii. **Relevance-** The method of engagement shall be planned to bear in mind the different categories of stakeholders. Each stakeholder group will be engaged through relevant means of communication.
- iii. **Inclusion-** The core purpose of the policy is to ensure proper inclusion of all stakeholder categories. As such, all engagement activities will be tailored towards achieving the inclusion of stakeholders, their diverse backgrounds and interests.

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- iv. **Transparency-** All engagement activities will be carried out with complete openness, providing avenues for stakeholders to ask questions and be provided with clarifications required on issues of concern to them.
- v. **Timeliness-** Communication with stakeholders would be carried out in a timely manner.

5. Reporting

The Board /Management of Trustfund shall ensure that the necessary information on the performance of the Company and other major corporate information are available to stakeholders and the public on the website of the Company. This website contains our annual report, financial statements, policies as well as other relevant information.

I. Annual Report

Trustfund shall ensure that the report is published promptly for stakeholders and shareholders to have access to the performance of the Company from the preceding year. Trustfund shall make copies of the report available to shareholders and stakeholders.

II. Website/Email

The management of Trustfund believes that connecting with stakeholders is most convenient and effective through communication on the website and official emails with her shareholders and stakeholders.

Shareholders may, at any time direct questions or requests for information to the Board or Management through the Company's website (www.trustfundpensions.com).

8. Roles and Responsibilities

The Board is responsible for approving stakeholder relations policies.

9. Review

The Board shall review this policy every two years or such other period as the circumstances may warrant ensuring that it remains current and consistent with best practices and applicable laws. Any changes to the policy shall be recommended to the Board for approval.

Approved by-

The Board of Trustfund Pensions Limited on theday of.....2022.

Name	Signature
BOLAJI BALOGUN Austin Engeno-Isue	

