

We are committed to continually improve our risk management systems and processes and maximise safety outcomes for all.

Each entity in the Multicap Group considers that effective risk management is a critical component of sound governance and it is integral to strategic and operational decision making. All employees, officers, volunteers, and contractors have a responsibility to actively participate in Risk Management policy, Risk Management procedure and all policy and procedural documents within the Risk Management framework.

Scope:

This Multicap Group Policy (and related document/s) applies to Multicap Limited and all subsidiary companies, related entities, and affiliates anywhere in Australia.

We will:

- ✓ Create a culture where the management of risk is embedded as an integral part of our business practice and decision making.
- ✓ Put procedures in place that will as far as reasonably practicable to ensure that risks are identified, assessed, minimised and their consequences reduced.
- ✓ Apply risk tolerance levels as approved by the Board and executive to ensure appropriate management and reporting of risk.
- ✓ Adopt and integrate an assurance framework into the risk management system.
- ✓ Seek to fully understand risks that are material to our business or impact on our customers.
- ✓ Ensure workers have the appropriate training and tools commensurate with the risks associated with their roles to build capability in risk management through appropriate training.
- ✓ Facilitate continuous improvement through the ongoing audit, review and management of risks.

We recognise we will inevitably encounter some risk in the everyday management and delivery of our services. To ensure the current and future viability, quality and accountability of our people and services, we manage the risk by assessing what could cause harm and responding by putting controls in place to ensure risks are removed, minimised, or managed effectively. We use assurance checks to help us ensure the controls are working effectively.

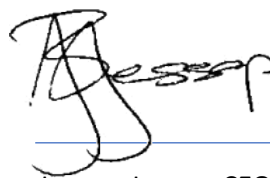
Our objective is to always ensure we maximize the safety outcomes for our customers, staff, volunteers, officers, contractors, and general public.

Accountability sits with the Group Chief Executive Officer who is accountable to the Board for the development and implementation of a risk management framework specific to the business and organisational needs. Ultimate responsibility for risk management sits with the Board for determining the appropriate level of risk that Multicap is willing to accept.

We will comply with the requirements laid down by relevant legislation and develop strategies and systems to assist customers to understand and manage risk.



Angela Tillmanns, Chair
February 2024



Joanne Jessop, CEO
February 2024