

Stakeholder Engagement

Policy 3 | Version 4

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Our stakeholders are groups or individuals who can influence or are impacted by our activities (either directly or indirectly) and include customers, communities, government, government agencies and employees.

We will engage respectfully, openly, and authentically with our stakeholders. This is to ensure shared understanding, identify, and address issues, and discover new opportunities to learn and collaborate. Our approach will allow us to continually improve the services we provide.

Multicap is committed to effectively engaging with our stakeholders as a way of discovering new opportunities and addressing issues that will improve service excellence. This Policy provides guidance for the Multicap Board, management, and all staff regarding our approach to stakeholder engagement.

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:

- ✓ Consult with our stakeholders about decisions that affect them.
- ✓ Ensure our engagement activities are accessible and include a broad range of stakeholders.
- ✓ Be honest and respectful at all times to build strong relationships, partnerships and trust with stakeholders including potential customers, government, government agencies, donors, opinion leaders and future employees.
- ✓ Communicate in a relevant, inclusive, timely and responsive manner.
- ✓ Make decisions in an open and transparent way, providing feedback where appropriate in order to explain our decisions and how stakeholder input influenced the outcome.
- ✓ Be open to different views, needs and expectations as we continually improve our support services.
- ✓ Educate our workforce, contractors, business partners and others in regard to inclusion, diversity and cultural differences in our workplaces.
- ✓ Strive to provide mutually beneficial opportunities within the communities where we deliver services.

We recognise that not all issues, business decisions or projects provide the opportunity for broad consultation and Multicap will balance its strategic priorities, legislative responsibilities, and other commitments with our stakeholder engagement activities.

Our objective is to value the expertise, knowledge, and experience that stakeholders contribute, and we aim to access this to make the best-informed decisions in relation to our strategic priorities, policies, procedures, and operations.

Accountability sits with the Chief Executive Officer who is accountable to the Board for the delivery of high-quality customer service and support.



Angela Tillmanns, Chair
February 2023



Joanne Jessop, CEO
February 2023

