

# Risk Management

## Policy 9 | Version 4.1

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

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

This policy (and related document/s) applies to Multicap Limited and its subsidiary companies, related entities, and affiliates anywhere in Australia (collectively referred to as the Vertaview Group).

Members of the Vertaview Group include Allinto Australia Limited, Arbourwell Limited, Multicap Limited, and Open Minds Australia Limited (we/us).

### 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, ensure that risks are identified, assessed, minimised, and their consequences reduced.
- ✓ Apply risk tolerance levels as approved by the Multicap Limited 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 maximise the safety outcomes for our customers, workers, volunteers, officers, contractors, and the general public.

**Accountability** sits with the Group Chief Executive Officer who is accountable to the Multicap Limited 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 Limited and its subsidiary companies are 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, GCEO

February 2024