

Stakeholder Engagement

2012

Stakeholder Group	Reason Chosen	Engagement in 2012
Investors	Primary external stakeholder	Direct customer engagement Quarterly newsletters Investment Updates Marketing materials Financial planning interviews Road shows Presentations Website publications Client Satisfaction Survey Annual Report
Staff	Primary internal stakeholder	Workplace agreement Annual performance reviews Training and education Staff satisfaction survey
Regulators	Compliance	Annual return Audits Written submissions
Selected equity investments	Support company behaviour	Active direct engagement Participation in lobby groups Board and Committee membership
Excluded equity investments	Modify company behaviour	Direct engagement Participation in lobby groups
Professional industry associations	Affiliation with peers and industry	Industry group memberships Focus groups Surveys, conferences, presentations Regular liaison on current issues
Socially concerned entities, volunteers/community groups	Primary objective of ethical investment strategies	Newsletter Website publications Contribution to public debate Local and community partnerships Community sponsorship Industry forums
Suppliers	External stakeholder	Direct procurement of services or resources Legal, tax, auditing and reporting advice