

Stakeholder engagement

AMP assesses the issues of greatest importance and impact to our customers, our people and partners, and our communities and environment annually through our materiality assessment process.

In 2022, material issues were assessed through a process of reviewing and analysing feedback from stakeholders, considering the structural changes and transactions of AMP Capital businesses.

We used existing feedback mechanisms and interviews with approximately 40 internal and external stakeholders to specifically discuss AMP's most material sustainability issues for 2022 and 2023. This process is led by AMP's Group Sustainability team and the outcomes are approved by the Executive Committee and the AMP Limited Board annually.

Industry associations

In 2022, following structural changes and transactions of AMP Capital businesses, AMP conducted a review of sustainability and ESG industry memberships and re-committed to working with:



**Business Council
for Sustainable Development
Australia (BCSDA)**



**Australian Banking
Association (ABA)**



**Responsible Investment
Association Australasia (RIAA)**



**Financial Services
Council (FSC)**



**Investor Group on Climate
Change (IGCC)**



**Principles for Responsible
Investment (PRI)**



Stakeholder	Engagement methods	Top three issues of importance
Customers 	<ul style="list-style-type: none"> • AMP Customer Advocate • Consumer research (focus groups) • Social media • Direct phone calls and emails 	<ol style="list-style-type: none"> 1. Investment performance 2. Privacy and cyber security 3. Digital experience
Employees and advisers 	<ul style="list-style-type: none"> • Regular employee surveys • One-on-one phone interviews • Internal communication channels, such as Workplace • Performance reviews 	<ol style="list-style-type: none"> 1. Wellbeing and flexible working 2. Culture and inclusion and diversity 3. Partnerships and collaboration
Investors and shareholder 	<ul style="list-style-type: none"> • Telephone/video conference briefings • Annual General Meeting • Investor briefings at half and full year results • AMP Shareholder site • ESG ratings and investor ESG requests • Proxy adviser engagement 	<ol style="list-style-type: none"> 1. Business performance and returns 2. Leadership stability and remuneration 3. Customer experience
Government and regulators 	<ul style="list-style-type: none"> • Submissions to policy consultations • Participation in policy development forums • Meetings with parliamentarians and regulators 	<ol style="list-style-type: none"> 1. Social licence to operate, trust and community expectations 2. Culture and conduct 3. Governance
Communities 	<ul style="list-style-type: none"> • Youth Advisory Committee • Market research and insights • Website and social media communication • Grant programs through AMP Foundation 	<ol style="list-style-type: none"> 1. Social licence to operate, trust and community expectations 2. Culture and conduct 3. Financial wellness