

STAKEHOLDER ENGAGEMENT

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

In 2021, material issues were assessed through a process of reviewing and analysing feedback from stakeholders, building from our 2020 framework. We used existing feedback mechanisms and interviews with approximately 50 internal and external stakeholders to specifically discuss AMP's most material sustainability issues for 2021. This process is led by our Group Sustainability team and the outcomes are approved by the Executive Committee and the AMP Limited Board annually.

Industry associations

AMP also collaborates with several industry associations relating to sustainability and ESG, including:

AMP Limited

Business Council for Sustainable Development Australia (BCSDA)
Australian Banking Association (ABA)
Responsible Investment Association of Australasia (RIAA)
Financial Services Council (FSC)

AMP Capital

Investor Group on Climate Change (IGCC)
Principles for Responsible Investment (PRI)
Property Council of Australia (PCA)
Green Building Council of Australia (GBCA)

TOP THREE ISSUES of importance for these stakeholders:

ENGAGEMENT METHODS

Customers



- Net Promoter System (NPS) verbatims and scores
- AMP Customer Advocate
- Consumer research (focus groups)
- Social media
- Direct phone calls and emails

1. Digital experience
2. COVID-19 support
3. Investment performance

Employees and advisers



- Monthly 'Glint' employee surveys
- One-on-one phone interviews
- Internal communication channels, such as Workplace
- Performance reviews

1. Human capital management
2. Culture, including diversity and inclusion
3. Climate change and responsible investment

Investors and shareholder



- Telephone/video conference briefings
- Annual General Meeting
- Investor briefings at half and full year results
- AMP Shareholder site
- ESG ratings and ad-hoc investor ESG requests
- Proxy adviser engagement

1. Culture and conduct
2. Customer retention and business performance
3. Employee retention and engagement

Government and regulators



- Submissions and appearances at forums such as the House Economics Committee
- Meetings with parliamentarians and regulators

1. Social licence to operate, trust and community expectations
2. Culture and conduct
3. Governance

Community



- Youth Advisory Committee
- Market research and insights
- Website and social media communication
- Grant programs through AMP Foundation

1. Social licence to operate, trust and community expectations
2. Ethical conduct and governance
3. Investment performance