
STAKEHOLDER ENGAGEMENT POLICY AND PROCEDURES

Purpose

The purpose of this Stakeholder Engagement Policy and Procedures document is to establish a structured approach for engaging with stakeholders in a manner that is transparent, inclusive, and responsive. This policy ensures that Trendie acknowledges the interests of stakeholders in decision-making processes, fostering constructive relationships that contribute to the organisation's success and sustainability.

Scope

This policy applies to all employees, management, and contractors at Trendie who engage with stakeholders in any capacity. Stakeholders include, but are not limited to, customers, suppliers, employees, investors, regulatory authorities, local communities, and industry partners. This policy governs interactions in all organisational activities, both internal and external.

Principles of Stakeholder Engagement

- **Inclusivity:**

Trendie is committed to identifying and engaging with a diverse range of stakeholders. This inclusivity ensures that various perspectives are considered in decision-making, reflecting the needs and concerns of the community, customers, and other relevant parties.

- **Transparency:**

Open and honest communication is fundamental to stakeholder engagement. Trendie will provide stakeholders with accurate and timely information regarding its operations, policies, and decisions that may affect them.

- **Responsiveness:**

Trendie recognises the importance of responding to stakeholder inquiries, feedback, and concerns promptly and effectively. This responsiveness builds trust and demonstrates the organisation's commitment to stakeholder interests.



Trendie

- **Respect and Fairness:**

All interactions with stakeholders will be conducted with respect, fairness, and without discrimination. Trendie is committed to upholding the rights and interests of all stakeholders, ensuring fair treatment in all dealings.

- **Compliance with Legislation and Regulations:**

Stakeholder engagement will be conducted in compliance with all relevant Australian legislation and regulations, including but not limited to the Corporations Act 2001, Privacy Act 1988, and Anti-Discrimination Act 1977. This compliance ensures that stakeholder rights are protected and that the organisation operates within the legal framework.

Responsibilities

- **Employees:**

All employees are responsible for understanding and adhering to this policy in their interactions with stakeholders. Employees should seek guidance from their managers or the HR department if they are uncertain about how to handle a particular stakeholder issue.

- **Managers:**

Managers are responsible for ensuring that their teams are aware of and comply with this policy. They must lead by example in stakeholder engagement, providing support and guidance to their team members.

- **Senior Management:**

Senior management is accountable for overseeing the implementation of this policy and ensuring that stakeholder engagement is aligned with Trendie's strategic objectives. They must ensure that the organisation's values are reflected in all stakeholder interactions.

- **HR and Communications Department**

The HR and Communications Department is responsible for providing training on stakeholder engagement and offering support to employees and managers. They are also tasked with maintaining open channels of communication with stakeholders and managing feedback and complaints.

Emerald Tower, 786 Castlereagh Heights Sydney, NSW 2000 Australia 

1300 TRENDIE (1300 873 634) 

info@trendie.com.au 

www.trendie.com.au 



Procedures for Stakeholder Engagement

- **Identification and Analysis:**
 - **Stakeholder Identification:** Identify stakeholders based on their influence, interest, and impact on the organisation's activities. This includes customers, suppliers, regulators, employees, and the community.
 - **Stakeholder Analysis:** Conduct an analysis to understand stakeholder needs, expectations, and potential impact on the organisation. This helps in developing tailored engagement strategies.
- **Planning and Engagement**
 - **Engagement Plan:** Develop a stakeholder engagement plan outlining the objectives, methods, and frequency of engagement. The plan should align with the organisation's strategic goals and consider the varying needs of different stakeholder groups.
 - **Methods of Engagement:** Choose appropriate methods for engagement such as meetings, surveys, newsletters, public forums, or social media. Ensure that the methods are accessible and suitable for the target audience.
 - **Implementation:** Execute the engagement plan, ensuring that all communications are clear, respectful, and in compliance with organisational policies and relevant legislation.
- **Feedback and Response**
 - **Feedback Mechanisms:** Establish mechanisms for stakeholders to provide feedback, such as suggestion boxes, online forms, or customer service channels. Ensure that these mechanisms are user-friendly and accessible.
 - **Response Procedures:** Develop procedures for responding to stakeholder feedback and inquiries. This includes acknowledging receipt of feedback, addressing concerns in a timely manner, and communicating outcomes to stakeholders.



- **Monitoring and Review**

- **Monitoring:** Continuously monitor stakeholder engagement activities to assess their effectiveness. This includes tracking engagement outcomes, stakeholder satisfaction, and areas for improvement.
- **Review and Improvement:** Regularly review the stakeholder engagement process and make necessary adjustments to enhance effectiveness. This includes updating engagement plans, improving communication strategies, and incorporating stakeholder feedback into organisational practices.

Compliance and Enforcement

Trendie is committed to ensuring adherence to this Stakeholder Engagement Policy. Non-compliance with this policy will be addressed in accordance with the organisation's disciplinary procedures. Employees found in breach of this policy may face consequences ranging from formal warnings to termination of employment, depending on the severity of the violation.

Australian Legislative and Regulatory Compliance

Stakeholder engagement at Trendie will be conducted in accordance with relevant Australian legislation and regulations, including but not limited to:

- **Corporations Act 2001:**

Ensuring that all disclosures and engagements with investors and shareholders comply with statutory obligations.

- **Privacy Act 1988:**

Protecting the privacy of stakeholders by ensuring that personal information is handled responsibly and in accordance with privacy principles.

- **Anti-Discrimination Act 1977:**

Engaging with stakeholders in a manner that is free from discrimination and promotes equality.



Training and Awareness

All employees will receive training on the Stakeholder Engagement Policy as part of their induction program. Refresher training will be provided annually to ensure that employees are aware of any updates to the policy and best practices in stakeholder engagement.

Review and Updates

This policy will be reviewed annually to ensure its continued relevance and effectiveness. Any changes to the policy will be communicated to all employees and stakeholders. It is the responsibility of all employees to familiarise themselves with the most current version of the policy.

Implementation

This policy will be implemented through a comprehensive communication strategy, including training sessions, internal communications, and the distribution of the policy document. The policy will also be made available on the company intranet and in the employee handbook.

By adhering to this Stakeholder Engagement Policy, Trendie ensures that all interactions with stakeholders are conducted ethically, transparently, and in a manner that supports the organisation's objectives and values.