

# STAKEHOLDER ENGAGEMENT

In both the South African and international economic and political landscapes, the role of stakeholder engagement has been elevated in its importance, and is a critical enabler to driving value for the business in a sustainable manner. With this in context, we at MMI understand that being client centric means listening to the needs and wants of various stakeholder groups and responding to them through development of relevant and appropriate solutions and programmes. Stakeholder engagement is not only about compliance in line with King III principles, but it is a way of connecting MMI to its social partners in business, government and civil society. Through collaboration, the partners can work together to address the issues facing our key stakeholders, including the communities and economies in which we do business.

Our focus at MMI has been towards growing the number of platforms and programmes to enable us to engage with our multiple stakeholders meaningfully and frequently, with the aim of building on the quality of the relationships. The impact of these activities is measured annually through our Stakeholder Relationship Index, which assesses the strength of our relationships at company level as well as individual relationship level. Over the years, the Index has yielded feedback, which has enabled us to evaluate our current strategy and adjust our approach in consultation with our clients, stakeholders and segments with the MMI business.

In 2016, we have built on the achievements of the previous year, including active involvement in programmes that are aligned with our purpose of delivering Financial Wellness.

## WORLD ECONOMIC FORUM

In 2015, MMI joined the World Economic Forum as a Regional Associate for Africa. The World Economic Forum is the epitome of public – private partnership with the aim of “improving the state of the works by engaging business, political, academic and other leaders of society to shape global, regional, and industry agendas”. Their mission is aligned with MMI’s values of teamwork and collaboration. In 2016, MMI’s CEO made a commitment to contribute to one of the causes of the World Economic Forum by spearheading the Africa Skills Initiative. Nicolaas Kruger aims to receive pledges from companies in South Africa to train at least 100,000 potential candidates, including youth, to prepare them for the requirements of the financial services industry.

## STRATEGIC AND COMMUNITY CONVERSATIONS

Our stakeholder management team held their 10th strategic and community development conversations in 2016. These are engagement platforms targeted at the emerging and middle income market segments. The quarterly sessions take place in different provinces across South Africa with the aim of interacting with representatives from private sector, government and civil society regarding Financial Wellness and how MMI can develop solutions to effectively address stakeholder needs. In addition to educating participants on Financial Wellness, the community sessions simultaneously engage members on matters such as social issues, skills development and corporate social investment.

## THE DIRECTORS EVENT

In 2016, we sponsored the second edition of The Directors Event in collaboration with media partner, Times Group. This is a dialogue platform where leaders from government, business and civil society convene to discuss solutions to progress South Africa’s socio-economic landscape. This year, a panel of experts addressed issues that impact the financial wellness of South Africans, namely, South Africa’s global competitiveness, quality of healthcare, access to education and driving entrepreneurship. The insights and solutions will inform our stakeholder engagement plan and the social programmes that MMI will invest in as a responsible corporate citizen.

MMI will continue participating in and driving appropriate and transparent discussions with our stakeholder groups, in a bid to contribute to building a sustainable and reputable Financial Wellness organisation.

## ADDITIONAL INFORMATION

For further details on how we engaged with our stakeholders, and their concerns, refer to the MMI website [www.mmiholdings.com](http://www.mmiholdings.com).

