

## Our stakeholders

We believe that, to be a responsible company and secure our long-term success, MPI must build mutually beneficial relationships with our key stakeholders and take account of what is important to them. This is best achieved through proactive and effective engagement.

By understanding our stakeholders' interests, the Directors have considered the potential impact of our long-term decisions on each stakeholder group and have regard for their needs and concerns when setting the Company's strategy and making decisions.

We set out in the following table our key stakeholder groups, their material concerns and how we have engaged with them throughout the year:

Stakeholder	Why it is important for us to engage	Their key interests	Ways we engage	How we ensure we are doing this well
<b>Members of MPS</b>	<ul style="list-style-type: none"> <li>Understanding members' needs enables MPI to invest funds in their long-term interests and to provide a return in line with our investment strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Expertise, trust, and quality of service.</li> <li>Availability and ease of access to services.</li> <li>Value for money.</li> </ul>	<ul style="list-style-type: none"> <li>Contact centre.</li> <li>Medicolegal and dentolegal advice lines.</li> <li>Tailored communications, including journals, e-bulletins and online resources.</li> <li>Risk prevention workshops, webinars and online modules.</li> <li>MPS conferences and events.</li> <li>Social media.</li> <li>Annual General Meeting.</li> </ul>	<ul style="list-style-type: none"> <li>Correspondence and feedback.</li> <li>Member research and surveys.</li> <li>Tracking engagement scores and content analytics.</li> <li>Monitoring member movements.</li> <li>Assessing complaints.</li> <li>Satisfaction surveys.</li> </ul>
<b>Our partners and suppliers</b>	<ul style="list-style-type: none"> <li>Working with partners and suppliers (eg investment managers and advisers such as Isio) enables us to deliver our goals in our investment strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Quality of services.</li> <li>Logistical efficiencies.</li> <li>Sharing expertise and insights.</li> </ul>	<ul style="list-style-type: none"> <li>Regular engagement with investment managers and with Isio.</li> <li>Discussions with relationship managers on key issues and developments.</li> </ul>	<ul style="list-style-type: none"> <li>Engagement / contract arrangements to ensure consistency in control, reporting and governance.</li> <li>Direct interaction between the Group Treasury Manager and relationship managers that are responsible for investment manager performance.</li> </ul>