

## **Guidelines for implementation of the Stakeholder Engagement Framework**

Against the background of the dream to be an internationally recognised university in Africa, distinguished for engaged scholarship, social responsiveness and an ethic of care, the University Management Committee (UMC) has adopted the Guidelines for implementation of the Stakeholder Engagement Framework in June 2023.

### **1 Interpretation and application**

The guidelines must be read in conjunction with the Stakeholder Engagement Framework approved by Council on 17 November 2022.

### **2 Purpose of the guidelines**

The purpose of the guidelines is to ensure the Stakeholder Engagement Framework is implemented in a proactive manner and to:

- Establish and maintain sound and mutually beneficial relationships with material stakeholders
- Continuously improve communication and engagements to manage reasonable needs, and expectations of stakeholders; and
- Contribute to the compilation of an Annual Integrated Report on stakeholders the university has engaged with

### **3 Scope of application**

The provisions contained in the Stakeholder Engagement Framework and guidelines are applicable to NWU Council members, employees, students and third parties who may be appointed by the NWU to implement its programmes.

### **4 Commitment to AA1000 Accountability Principles (AA1000APS)**

In the implementation of the Stakeholder Engagement Framework, the university must be able to respond to the three important principles:

#### **4.1 Inclusivity**

The university must engage with material stakeholders at different levels and in an inclusive manner.

#### **4.2 Materiality**

The NWU must be clear and engage on issues that are important to the sustainability of the university operations.

#### **4.3 Responsiveness**

The university must act transparently and be responsive to material issues and stakeholder needs.

### **5 Implementation of Stakeholder Engagements Framework**

The following best practices must be implemented:

- Invite stakeholders identified on time and using appropriate communication channels; and
- Distribute the meeting material to enable stakeholders to prepare in advance and adequately for the engagement
- Engagement owner must make sure the engagement takes place in a professional, fair, transparent and respectful manner.

## **5.1 Document the engagement and its outputs**

The engagement owner must document the discussion including:

- Purpose and aims of the engagement
- Method(s) used
- Stakeholders who were present and absent
- Time frame
- Summary of issues raised
- Quote stakeholder feedback verbatim where possible
- Summary of key discussions and proposed interventions; and
- Summary of the engagement outputs. I.e, decisions and actions agreed upon.

## **6 Report on stakeholder engagements**

Every year the university compiles an Annual Integrated Report. One of the issues the university must report on is how it creates value for itself and for its stakeholder. The stakeholder engagement part of the Annual Integrated Report covers the following:

- Stakeholder groups engaged
- Engagement methods used
- Frequency of engagement
- Key issues and concerns raised by stakeholders; and
- The university response to issues raised.

The university's support divisions and faculties must record their stakeholder engagement activities using the attached template – Annexure A. The reports must be short and to the point.

Through the relevant division and/or faculty dean or representative, two concise reports must be submitted to the Executive Director for Corporate Relations and Marketing:

- 1) The first report covering January to June must be submitted by the end of June; and
- 2) The second report covering July to November by the end of November .

These reports will be used in the compilation of the Annual Integrated Report.



## Report template: Stakeholder engagement activities

Stakeholder group	How we engage (Communication platforms)	Material issues raised by stakeholders	NWU's response to issues raised by stakeholders

Please keep the report short and to the point.