



PULSE CREDIT UNION LTD  
*where people matter*

REGISTERED OFFICE  
Level 6, 766 Elizabeth Street  
Melbourne VIC 3000  
G.P.O. Box 1107  
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T (03) 9347 9588  
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ABN 35 087 651 670

## Communication & Participation Strategy

### Purpose

As part of its commitment to the Principles of Mutuality, the Credit Union seeks to encourage the involvement of members in the affairs of the Credit Union and their effective participation in meetings. This strategy document aims to give effect to the rights of members to be fully informed of and participate in the decision making processes of the Credit Union.

It should be noted that as part of its communication and participation strategy the Credit Union also attaches great importance to fostering in-person communication and one to one relationship building with its members.

### Communication Strategy

Our personal approach is our strength.

In order to allow members broader access to Credit Union information on a timely basis the Credit union will develop and promote electronic communications with its members while acknowledging the different circumstances of members and their varying expectations and access to technology.

A communications timetable will be used to schedule communications with members. Communications will be in hard copy and/or e-mail subject to each members instructions and the nature of the communication.

The Credit Union website will complement the release of official material to enable broader access to Credit Union information and activities. The website will have posted the Credit union's constitution, corporate governance policies and procedures, codes of conduct, the full text of notices of meeting and explanatory material together with the past three year's announcements, financial and annual reports. The website will allow for print versions to be produced of all material contained on the website.

Communication from members will be encouraged through specific invitation and email facility on the website together with details of other channels for member communication; fax number, telephone numbers and contact names.

A procedure for responding to members communications to the Chairman and/or Directors is in place.

Material presented to members will use plain English, be easy to read and clearly laid out. Reply paid and addressed envelopes will be supplied where responses from members are sought.

Training and induction programs for Credit Union staff will support the development of personalised communications and services.



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## Guidelines for notices of meeting

In order to achieve the objective of involvement and effective participation in meetings the Credit Union's policy is to:

At all times follow the ASX Guidelines for Notices of Meetings.

## Participation Strategy

In compliance with the requirements of the Corporations Act the Chair of the Credit Union will allow time for and encourage questions from the floor at the AGM to encourage member participation.

The Credit Union's policy is that its external auditor should attend general meetings and answer member's questions whenever possible. The company secretary of the Credit Union must extend an invitation to the external auditor at the time of sending notice of any general meeting.

The Credit Union will further participation by encouraging the appointment of proxies. The notice of meeting will contain clear guidelines on the use of proxies and include a proxy form directing the chairman or proxy how to vote.

Members will be provided with forms sent with the notice of meeting to encourage the submission of questions in writing or electronically prior to the meeting. This will enable researched answers to be given to as many questions as possible, either during the chairman's address or during separate question time.

## Authorities

The Credit Union's Strategy and Capital Planning Committee has responsibility for overseeing compliance with and implementation of the Credit Union's communication and participation strategy.