



STAKEHOLDER ENGAGEMENT

2025



STAKEHOLDER ENGAGEMENT

Ingenia Communities Group

OUR STAKEHOLDER ENGAGEMENT PROCESS IS GUIDED BY OUR VALUES AND FOCUSES ON CREATING POSITIVE OUTCOMES FOR ALL STAKEHOLDERS.

Ingenia's key stakeholder groups include residents and guests, employees, investors, local communities, government, business and industry partners, groups representing our industries and our suppliers. We strive to build collaborative relationships with our stakeholders to ensure that we understand their needs and work together to deliver positive sustainability outcomes.

To inform our sustainability decision making and identify material topics, we engage with our key stakeholders through different channels.



RESIDENTS

We maintain open lines of communication with our residents, and actively engage through various avenues. Regular resident satisfaction surveys help us pinpoint any concerns or areas requiring improvement, while also gathering feedback on how effectively we fulfill our commitment to 'build belonging.' We communicate through community-focused newsletters, our Lifestyle Resident App, direct interactions with our onsite teams, social media, Facebook groups and engaging activity programs like Activate, and our Ingenia Connect service, designed to promote wellbeing, social interaction, resident involvement, and a sense of belonging.

GUESTS

Our guest engagement process is extensive, spanning from initial inquiry to post-stay surveys. With a substantial number of returning guests and multiple touchpoints such as direct communication, updates on our website, guest reviews and our active presence on social media, we strive to understand our guests' needs and their experiences at our parks. This ongoing dialogue allows us to continually refine our services and offerings to enhance overall guest experience.

STAKEHOLDER ENGAGEMENT

Ingenia Communities Group

OUR TEAM

We regularly assess our team's engagement through an employee survey, which provides valuable insights on what is being done well and areas for improvement across the organisation. We maintain employee connection through multiple channels, including face-to-face briefings such as our Group wide Village Update and individual team meetings, informal interactions, and online platforms for onboarding, learning, and recognition. Periodic performance reviews further enhance team cohesion and productivity, reflecting our commitment to an engaged and high-performing workforce.

INVESTORS

We prioritise transparency and engagement with our investors by various means, including the release of full-year and half-year results, participation in conferences, one-on-one meetings, asset tours, and virtual events, as well as the convening of our Annual General Meeting and the publication of ASX announcements and our Annual Report. We also actively seek and value investor feedback through meetings with our leadership team and Board members, and provide a further avenue for engagement during our Annual General Meeting.

We participate in several ESG benchmarks to expand our data reach, meet investor information needs and allow comparison with peers. These include MSCI, ISS, DJSI and WGEA.

MEDIA

We engage with media outlets in relation to our business through proactive media placement and transparent engagement to reach our target audience and drive positive stories on the Ingenia Communities business and brand.

SUPPLIERS

We seek to work with suppliers who share our values and ethical standards, especially concerning human rights. Further details about our engagement with suppliers and the risk management process can be found in our Modern Slavery Statement and Supplier Code of Conduct. We also actively collaborate with our suppliers, offering support to help them understand the Green Star standards and enhance their capabilities for the successful implementation of sustainable elements in manufactured housing projects at scale.

COMMUNITY

Our Ingenia Giving policy is aimed at supporting organisations aligned with our purpose and values to benefit the broader community. Beyond financial assistance, the policy encourages staff volunteering and resident participation. We prioritise supporting local charities and groups, engaging with local suppliers, and promoting community businesses at our holiday parks. Our community engagement efforts encompass various activities such as using social and traditional media, site signage, and participating in conferences, trade shows and other industry forums. We engage with local community groups to inform our developments and operations and actively contribute to the communities we operate within.

Through our Reconciliation Working Group and the Group's Reflect Reconciliation Plan we strive to support reconciliation with indigenous and First Nations peoples.

STAKEHOLDER ENGAGEMENT

Ingenia Communities Group

INDUSTRY GROUPS

We actively engage with organisations representing our industry and maintain a range of industry memberships, supporting our goal to enrich our industry. These efforts are supported by dedicated employees participating in committees and boards. We participate in events and working groups and through paid memberships and sponsorships.

These collaborations empower us to engage with peers and stakeholders, influencing the operating environment, advocating for change, and promoting our sectors. We align with those who share our values and objectives, aiming to positively impact stakeholder concerns.

Memberships

Ingenia is proud to contribute to and collaborate with the following industry organisations aligned to our key sectors via membership and active engagement:

Caravan Industry Association of Australia
Victorian Tourism Industry Council (VTIC)
Caravan & Camping Industry Association NSW (CCIA NSW)
Caravan and Residential Parks Victoria
BIG4 Holiday Parks
Caravanning Queensland
Green Building Council of Australia
Property Council of Australia – Land Lease Roundtable
Property Council of Australia – VIC, NSW & QLD
Housing Industry Association
Urban Development Institute of Australia – NSW, QLD, QLD Regional and Victoria
Urban Task Force Australia

GOVERNMENT

We engage with federal, state and local governments directly and through industry groups in the areas in which we operate. We engage through direct correspondence, participation in industry groups and submissions where appropriate. Engagement is governed by our Government Relations and Advocacy Policy.

Public policy

The Group's engagement in relation to public policy development is governed by the Government Relations and Advocacy Policy which ensures transparency and appropriate oversight by management and the Audit, Risk and Sustainability Committee. Our policy prohibits political donations. This includes physical gifts, provision of services or cash donations. The policy supports engagement aligned with our business priorities, values and the interests of our stakeholders and provides clear reporting and oversight in relation to any engagement.

All dealings with politicians and government officials are conducted with caution and at arm's length to avoid any perception of attempting to gain advantage. Employees are expressly prohibited from making, promising, offering or authorising a payment of anything of value,

either directly or indirectly to a government official except as otherwise set out in Ingenia's Gifts and Hospitality & Anti-bribery and Corruption Policies, which limits entertainment, meals and hospitality to low nominal value in accordance with accepted local social custom.

We are an active member of various industry organisations and our memberships of these industry groups provide representation at both federal and state government level, as we engage with government particularly in relation to legislative and regulatory change.

Over the course of FY25, the Group engaged actively in public policy development in relation to:

- Reforms to State-based land lease legislation, including changes relating to rent increase mechanisms
- Building understanding of the land lease model and its potential to increase housing supply, including the potential to add land lease homes to the Housing Accord
- Government consideration of the removal of the restriction on land lease communities in Sydney metro region.

No political donations were made in the reporting period nor were any incidents of non-compliance concerning marketing communications reported. Further information on our public policies is provided in our Anti-Bribery and Corruption Policy and Government Relations and Advocacy Policy.

STAKEHOLDER ENGAGEMENT

Ingenia Communities Group

Stakeholder Engagement

Information on how we engage with key stakeholders is shown in the table below.

	RESIDENTS	GUESTS	OUR TEAM
How we engage	<ul style="list-style-type: none"> Resident meetings Meet and greet events Community focused newsletters Direct contact with onsite teams and Ingenia Connect team Activity programs (Activate) Social Media Ingenia Lifestyle App Inspire by Ingenia magazine 	<ul style="list-style-type: none"> Initial inquiry Post stay feedback survey Public platforms such as Google, Trip Advisor or Booking.com Direct communication Regular updates on our website and through our social media channels Ingenia Holidays website 	<ul style="list-style-type: none"> Regular employee engagement surveys Monthly Group wide “Village Update” with opportunity to hear from business leaders and submit questions and ideas to the CEO Business unit team meetings, face-to-face briefings, informal catchups Online platforms (onboarding, learning and development, reward and recognition) Periodic performance reviews Regular social events and learning events
Key Themes	<ul style="list-style-type: none"> Health and Well-being Connection, Belonging and Inclusion Assistance with government funded care and support services 	<ul style="list-style-type: none"> Access to high quality facilities High quality accommodation and amenity and ease of service Sustainability 	<ul style="list-style-type: none"> Strong commitment and connection with our purpose and values Health, safety and well-being Skills and capability development Diversity and inclusion Ongoing career opportunities Building knowledge and awareness across business
Our Actions	<ul style="list-style-type: none"> ACTIVATE – our complimentary lifestyle program is offered to residents, which not only promotes social connection amongst our residents, but assists with their mental and physical health and well-being Community updates through our Newsletters and Lifestyle Resident App Accessible, engaged on site teams Ingenia Connect team New and upgraded community facilities 	<ul style="list-style-type: none"> Refurbishment and replacement of older style cabins with new efficient cabins and other new accommodation types (e.g. airstreams and bell tents) Transition to solar and LED lighting Implementation of environmental initiatives, including waste reducing bulk refillable amenities dispensers and recycling Training for our teams on service standards Kids Club and in park activities (e.g. Surf education) 	<ul style="list-style-type: none"> Increased investment in Leadership development and training programs Providing Accredited Mental Health First Aiders Ingenia Giving policy, Parental Leave Policy, Hybrid Working Policy Competitive and fair reward strategies Diversity and Inclusion Policy Building internal role-based career paths Regular staff social events promoting collaboration, inclusivity and belonging

STAKEHOLDER ENGAGEMENT

Ingenia Communities Group

	INVESTORS	SUPPLIERS	GOVERNMENT AND INDUSTRY PARTNERS	COMMUNITY
How we engage	<ul style="list-style-type: none"> • Full year and half year results announcements • Annual and Half Year Financial Reports, Sustainability Reporting and website disclosures • Conference presentations • One on one meetings • Asset tours and virtual events • Annual General Meeting • Publication of ASX announcements • Investor dashboard on our website • Governance Statement, Charters and Policies 	<ul style="list-style-type: none"> • Regular meetings and communication • Human rights supplier engagement – Supplier Code of Conduct and Supplier Questionnaire • Industry exhibitions/ events to expand supplier connections 	<ul style="list-style-type: none"> • Memberships and partnerships with key industry organisations • Speaking at industry events to share knowledge • Electronic media • Meetings with government stakeholders • Local council engagement at the planning stage of new projects and through operations of our parks and communities 	<ul style="list-style-type: none"> • Community engagement events • Supporting local charities and community groups • Social media, electronic and print media • Site signage • Engaging local and indigenous suppliers • Attendance at conferences and other industry events
Key Themes	<ul style="list-style-type: none"> • Strategy and 5-Year Plan progress • Project delivery and asset performance • Organisational capability (Executive and Board) • Development pipeline and progress • Capital strategy and management • Current and emerging risks • ESG performance and initiatives • Long-term value creation 	<ul style="list-style-type: none"> • Supply chain and labour disruption • Environmental and Human rights considerations • Managing risks within supply chains 	<ul style="list-style-type: none"> • Understanding of operating model • Innovative, sustainable, and future ready communities • Reduction of emissions and adoption of renewable energy 	<ul style="list-style-type: none"> • Stimulating local economy – financial benefits and impact • Health, Safety and Well-being • Impact of development and community benefits/outcomes • Provision of affordable accommodation (short and long term) • Reconciliation with First Nations peoples (via Reflect Reconciliation Action Plan)

STAKEHOLDER ENGAGEMENT

Ingenia Communities Group

	INVESTORS	SUPPLIERS	GOVERNMENT AND INDUSTRY PARTNERS	COMMUNITY
Our Actions	<ul style="list-style-type: none"> Continued to execute strategy initiatives and focus on creation of value – aligned to 5-Year Plan Delivered FY25 guidance Well positioned balance sheet Progress on development pipeline Addition of quality assets to portfolio – enhancing scale and market reach Continued to evolve ESG strategy, initiatives and reporting 	<ul style="list-style-type: none"> Balanced and fair supplier contracts Regular communication of development pipeline to assist with planning and forward ordering Worked with suppliers to bring awareness and compliance with the Modern Slavery Act Working with our supply chain to deliver better outcomes for all stakeholders, including reducing environmental impact of business activities 	<ul style="list-style-type: none"> Continued investment in developing new innovative, sustainable and future ready communities Design evolution Increasing representation on industry bodies and contributing to public policy debate Building industry profile and awareness Focus on sustainability – investment in solar and emissions reduction Continued prioritisation of the health and safety of our homeowners and guests 	<ul style="list-style-type: none"> Engaging local suppliers and providing employment opportunities to locals in a community Events, partnerships and donations to local charities Providing affordable rental accommodation within our communities Undertaking community and stakeholder engagement through development planning process Creating sustainable communities Ongoing support for Ronald McDonald House Charities Australia



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