



PEOPLE AT THE HEART OF THE ENERGY TRANSITION

# Stakeholder Engagement Framework

At AEMO, we recognise that listening, understanding and collaborating with our stakeholders is essential. This framework outlines the ways we will build, maintain, and enhance trust with stakeholders.

Engaging stakeholders is a key priority in AEMO's Strategic Corporate Plan.

## About AEMO

As Australia's independent system and market operator and system planner, the Australian Energy Market Operator's (AEMO's) purpose is to ensure secure, reliable and affordable energy and enable the energy transition for the benefit of all Australians.

We do this by operating the electricity and gas systems and markets of today and planning the energy system of the future.

For more information: [www.aemo.com.au](http://www.aemo.com.au)

## About this framework

AEMO's Stakeholder Engagement Framework and principles outlines the way we will engage with stakeholders. We invite stakeholders to hold us accountable to this framework.

## Engagement goal

We put people at the heart of the energy transition.

## Why we engage

To ensure that stakeholder perspectives are considered in our decision making and to build, maintain and enhance trust with stakeholders.

## Our stakeholders



Consumer advocates



Government



Industry



Media

## Our values

AEMO's values underpin everything that we do.

Character: Be our best

Connection: Better together

Commitment: Make it happen

## What does success look like?

We have enhanced trust by clearly delivering value to consumers, our members and stakeholders, partnered with jurisdictions to achieve positive energy transition outcomes, and helped to build social licence for the energy transition.

We are a trusted partner to governments, industry and consumers in the energy transition, and we have worked with partners to improve public trust and confidence in the energy transition.

## Engagement Principles

Our values in action



### Credible

- We engage genuinely, with honesty, authenticity and humility.
- We are open and transparent about our information.
- We are intentional in our engagement and clear about which decisions stakeholders can and cannot influence.



### Reliable

- When we make decisions, we explain them openly, clearly and in an accessible way.
- We provide a coordinated, consistent service to stakeholders so that engagement with AEMO is effective and efficient for all.
- We provide information in a timely manner, treat stakeholder queries as important and respond in reasonable timeframes.



### Staying close

- We are flexible and pragmatic when solving our stakeholders' problems.
- We meet with stakeholders regularly so we understand their perspectives and expectations and how we can offer value.
- We ensure multiple relationships between AEMO and each stakeholder.



### Self-aware

- We learn from our stakeholders through our engagements and apply those learnings.
- We treat our stakeholders' success as our own and help them achieve their objectives.
- We take a view of what is best for consumers and the energy system as a whole. We are aware of our limitations and consider whether other organisations are better placed to deliver on some things.