

Stakeholder Engagement

How they benefit

Our stakeholders are customers, partners, employees, investors and our wider communities, and we take their feedback seriously. We consult each group regularly to ensure that we are satisfying their needs and working towards our shared goals, in accordance with our AVEVA LIFE values.

The Board regularly reviews its engagement with all key stakeholders to ensure there are appropriate mechanisms in place to understand their views and take them into account in all discussions and decision making. The various initiatives undertaken by the Group all happen with the Board's full support and stakeholder feedback is a regular feature of the Board meeting agenda.



Customers and partners

We are proud to work with some of the most innovative companies on the planet, partnering with them to help craft and realise their digital transformation vision. To achieve this, we work with our trusted network of over 5,000 partners, from system integrators and distributors to our major strategic partners like Microsoft and Schneider Electric.

We continuously engage with and listen to our customers, and we are excited to work

in partnership with many of them to develop new technologies that advance the capabilities of industry as a whole. On pages 30–31 you can read more about how we are working with Suncor to deliver their Digital 4.0 vision, and how we helped the city of Nava Raipur in India become a lighthouse for Prime Minister Narendra Modi's 100 Smart Cities programme. These are just two examples of how we are enabling customers to unify their data and analytics to work more efficiently and leverage the power of AI and the Cloud to increase productivity, reduce waste and emissions, and cut downtime.

Our partners are a true extension of our team. Through them, we can drive innovation deeper throughout the global marketplace, ensuring we deliver value for money for more companies. Our partner ecosystem is key to our long-term success.

>16,000


Customers

>100

Countries

>5,000

Partners

 For more information See pages 26–31



Employees

Our people are our most valuable asset. They are dedicated to creating, selling and supporting our software, and ensuring our operations run smoothly behind the scenes. Our long-term success depends on their commitment, and how they live our values every day. We are delighted to invest in our teams, from apprenticeships to development programmes for the next generation of our leaders. We believe that each individual is critical to our success.

We engage with employees at all levels, from the live-streamed 'Meet and Greet' events from the Board and Executive Leadership Team (ELT), to management appraisals and all-employee engagement surveys. The Board initiated an all-employee engagement survey, which we launched in March along with an engagement tool to be able to provide real-time feedback. The survey had an excellent response rate with an engagement score in the mid-range for the technology sector.

Ultimately, feedback from our people help to shape how we run our business and we are introducing more programmes in the coming year that employees have been asking for, such as an employee recognition platform and a new benefits platform.

>4,600


Employees

>20

Apprentices

>80%

Response rate from engagement survey

 For more information See pages 33–34



Wider communities

We have environmental responsibilities to the world in which we live, and societal responsibilities to the communities where we live, work and operate.

Environmentally, within our own offices, we have removed single-use plastics, are switching to green energy suppliers and taken steps to reduce air travel. Our software also helps our customers reduce emissions and wastage, by allowing for greater remote working and better preventative maintenance schedules.

We subscribe to the UN's Sustainable Development Goals (SDGs) and the Board are working hard towards formalising our sustainability strategy in this context. We have initiated market research and positioning to identify our current position with respect to sustainability.

Societally, we are committed to full compliance with all statutory obligations and full disclosure to relevant tax authorities.

Finally, but by no means least, the first full year of our programme of giving back to the communities in which we operate, Action for Good, has been a resounding success, with over 1,500 people participating, more than 50 separate activities organised, and £272k donated to worthwhile causes in local communities.

1,536
Action for Good days

£523k
Of time and cash donated through our Action for Good programme

£39.3m
Total corporate taxes paid

For more information See pages 35-37



Investors and regulators

We have an ongoing dialogue with existing and potential new investors. Over the last year we had over 500 meetings and calls with investors based in the UK, Europe, North America, Asia and Australia.

We strictly adhere to market regulations and consult our advisors as required to ensure that we are compliant with them.

Our aim is to discuss AVEVA with investors with a high degree of availability and openness. The Head of Investor Relations is

always available to speak at short notice and the CEO and CFO also place high importance on investor communications.

We explain AVEVA's customer proposition, competitive positioning and financial strategy to investors. Our investor base is supportive of AVEVA's strategy to create long-term value through leading the digitalisation of industry and transition to a recurring revenue business model.

We value feedback from investors and frequently ask for it. Sustainability is becoming an area of increasing focus for the investor community and we aim to give greater disclosure around the work that we do in this area on an ongoing basis.

The Chair of the Remuneration Committee consulted with our leading investors to help shape our new Remuneration Policy ahead of the 2020 AGM.

7.8%
Adjusted diluted EPS CAGR over a 5-year period

29.0p
Final dividend

8.8%
Revenue growth

For more information See our Governance Report, part 2

Focus on: Covid-19 response

The Covid-19 pandemic has presented unique challenges for all stakeholders. The Board and ELT have ensured that all stakeholder groups have been engaged with and supported throughout this time of crisis.

Customers and partners: To help ensure business continuity and support the rapid deployment of remote teams, we are offering complimentary access to our relevant Cloud offers.

Employees: With the transition to remote working, we have introduced a variety of flexible working arrangements and virtual tools to support our teams, and are pleased to have avoided furloughs and reductions in headcount. We have rolled out an employee assistance programme as part of taking care of employee wellbeing during the Covid-19 lockdown.

Wider communities: We committed £150,000 to be spent on local community responses to the pandemic, on medical and food supplies in the areas where the need is greatest. We are being led by our employees and the areas in which they live and work.

Investors: We are working closely with our investors, ensuring they understand how we are responding to the pandemic and ensuring the long-term prospects of the Group are protected.