

Walk into Luxury Pty Ltd

Stakeholder mapping and process

Objective

The Company aims to ensure that every stakeholder group is represented by at least one ongoing engagement mechanism, with feedback documented where practical and considered during management and Board decision-making.

Process

1. Identification of stakeholders

Walk into Luxury Pty Ltd (the Company) identifies, categorises and maps the key stakeholder groups that are materially affected by, or can materially affect, the Company's operations. These include:

- a) **Workers** – Permanent employees based in Australia, casual employees based in Australia, and a small number of contractors based overseas.
- b) **Suppliers** – Approximately 500 suppliers of accommodation, experiences, transport and other travel services across more than 10 countries, together with Australian suppliers providing food, wine, equipment and operational services for the Company's Margaret River walking experiences.
- c) **Customers** – Direct customers who travel with Walk into Luxury, together with travel agent partners who book travel on behalf of their clients.
- d) **Shareholders** – Those holding an equity ownership interest in the Company.
- e) **Communities** – The Western Australian community where the Company's office and operated walks are based, together with communities located in or near the destinations where the Company operates itineraries, including regional communities in New Zealand, Patagonia, Japan and other destinations.
- f) **Environment** – The local environments in which the Company operates walking experiences, together with the broader global environment affected by tourism and greenhouse gas emissions.

2. Stakeholder engagement

The Company uses a combination of direct and indirect engagement mechanisms to understand stakeholder interests and incorporate those views into business decisions. The following processes are used to gather and understand stakeholder views and interests.

Stakeholder	Engagement mechanisms	Type
Workers	Annual employee engagement survey	Direct
Workers	Weekly all-team meetings (including offshore contractors)	Direct

Stakeholder	Engagement mechanisms	Type
Workers	Monthly one-on-one meetings with managers	Direct
Workers	Open-door feedback with CEO and leadership	Direct
Workers	Exit interviews	Direct
Workers	Annual team strategy day	Direct
Customers	Post-travel feedback surveys	Direct
Customers	Direct conversations during itinerary planning	Direct
Customers	Email enquiries and ongoing support throughout the booking journey	Direct
Customers	Online reviews and testimonials	Indirect
Customers	Complaints register	Direct
Suppliers	Regular operational meetings and email communication	Direct
Suppliers	Annual contracting and product review discussions	Direct
Suppliers	Site inspections and supplier visits	Direct
Suppliers	Informal feedback gathered during destination research trips	Direct
Suppliers	Supplier product training delivered by Supplier to Sales & Product team	Direct
Communities	Meetings with local tourism organisations and destination management organisations	Direct
Communities	Engagement with local guides, operators and accommodation providers	Direct
Communities	Membership of regional tourism organisations and industry associations	Indirect
Environment	Maintenance and planting working groups with our staff working on key trail together with Department of Parks & Wildlife	Direct
Environment	Ecotourism Australia certification and reassessment process	Indirect
Environment	Monitoring guest impacts and adherence to minimum-impact operating procedures	Direct
Environment	Feedback from Park authorities, conservation organisations and community on environmental impacts	Direct/Indirect
Environment	Direct action maintaining trails through involvement in Trail community groups (like Friends of the Cape to Cape Track)	Direct
Environment	First-hand experience of wilderness areas by Board and observation of local conditions	Direct
Investors	Regular Board meetings	Direct
Investors	Annual strategic planning sessions	Direct
Investors	Monthly financial reporting	Direct

3. Decisions by the Board

Consistent with the Company's Constitution, the Board will consider the interests of relevant stakeholders when making material strategic and operational decisions. Where appropriate, stakeholder feedback obtained through the engagement mechanisms described above will inform Board discussions and decision-making.

4. Decisions that affect a Worker

When a specific decision will affect a worker, the company:

- Shares information about the decision and invites feedback from the relevant worker or workers via email or in-person discussion
- Considers feedback on the impact of the decision prior to making the decision; and
- Upon making a decision, communicates its decision and how it considered feedback to the relevant worker/s.

5. Governance & Review

- This policy is approved by the Company's CEO and Director.
- Stakeholder groups and engagement mechanisms will be reviewed at least annually and updated as the business evolves.
- The Company will periodically review whether engagement mechanisms remain effective and representative of each stakeholder group.

Approved by:

Nikki King
Director
Walk into Luxury Pty Ltd

Date: 7 July 2026