



DAS ENGAGEMENT OF STAKEHOLDERS POLICY

A robust engagement of stakeholders policy is vital for DAS to be able to understand and respond to legitimate stakeholder concerns in a timely manner.

STAKEHOLDERS	OWNER	ENGAGEMENT ACTION/ OBJECTIVE	CHANNEL AND FREQUENCY	OUTPUT/ACTION PLAN
Clients a) DAS/DAI Students and parents	Relevant Divisional Directors / GMT	Keep satisfied of progress / Engage regularly to understand needs, maintain service quality and strengthen partnerships.	i) Regular communication between EdT and parents. ii) Half yearly client survey. iii) Parents provide feedback to customer service via email (info@das.org.sg), phone, website iv) Parents Support Group (PSG) talks, meetings and social media such as Facebook.	i) Communication log reviewed by Quality Assurance Audit (QAA) team. ii) Survey results reviewed by GMT Education Committee and actions taken (if any) are documented in the minutes of meeting. iii) Customer feedback and comments are reviewed by the Director of LCM and the CEO, with appropriate follow-up and responses provided where necessary.
b) DAC Students and Schools	Head of DAC	Keep satisfied / Obtain feedback to improve programme quality and participant experience.	i) Course evaluations upon completion by all participants.	i) Course feedback results reviewed by GMT Education Committee and actions taken (if any) are documented in the minutes of meeting.
Donors and Funding Partners	CNF	Keep engaged with efforts of DAS / Build confidence, maintain relationships and demonstrate accountability	i) Quarterly newsletter, progress reports ii) Thank you letters/ acknowledgements to adhoc/significant donors iii) Social Media iv) Annual Report	i) Yearend survey to gather donors feedback and suggestions

STAKEHOLDERS	OWNER	ENGAGEMENT ACTION/ OBJECTIVE	CHANNEL AND FREQUENCY	OUTPUT/ACTION PLAN
Employees	GMT	Keep engaged with objectives of DAS and their employment at DAS / Promote staff engagement, communication and organisational development	i) Post course feedback survey by all course participants. ii) Townhalls/ Chat with GMT	i) Minutes of meeting of all townhalls and follow up actions (if any) are documented. ii) All exit interviews are documented and reviewed by relevant Div Directors and CEO. iii) Emails to ideas@das.org.sg are reviewed by GMT
Ministry of Education (MOE)	GMT	Keep informed of the work of DAS / Maintain a collaborative partnership and fulfil reporting and funding obligations.	i) Regular and ad-hoc email exchanges with MOE. ii) Monthly and annual enrolment reports to MOE. iii) Quarterly and annual financial reports to MOE. iii) Ad-hoc meetings with MOE.	i) Minutes of meeting with MOE and follow up actions (if any) are documented.
DAS Members	CEO/BOARD	Keep members informed of the DAS Group's governance, performance and strategic direction.	i) Regular publications such as Facets, APJDD, DAS Handbook ii) Annual Report, Website iii) Annual General Meeting and Extraordinary General Meeting (AGM and EGM).	i) Minutes of AGM and EGM are documented and maintained. iii) Feedback from members is considered by the Board and Management, where appropriate.
Suppliers/ Contractors	Relevant Division Directors	Manage closely / Maintain effective supplier relationships and ensure quality service delivery.	i) Regular meetings by users with the suppliers.	i) Feedback on quality of services or products provided are considered when evaluating contract renewals and future procurement decisions.