



Network Management Policy

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Our business is committed to achieving our vision to provide our customers with **safe, reliable and affordable** supplies of electricity and deliver services important to our communities that empower customers' choices. Through the application of our Integrated Network Management System, we aim to meet business objectives and customer, stakeholder and employee needs.

We will achieve our commitment by adopting the following principles:

- Minimise **safety** risks as far as practicable.
- Provide safe, **affordable (least long-term cost)** and reliable network services, taking into consideration **customer values** and needs.
- Apply a **risk-based approach** to optimise the management and development of our network and systems.
- Build network **resilience**, including to the impacts of climate change.
- Engage and listen to our **customers** and **communities** to incorporate their input into decisions and adapt to their interests and needs.
- Invest in programs that **sustainably optimise** the total lifecycle management of our network.
- **Comply** with all relevant legislative and regulatory requirements as well as Australian and industry standards and any other requirements to which we subscribe.
- Enable employees with the right skills and capabilities so they can be the best they can be.
- **Monitor and evaluate** appropriate metrics to effectively manage the network and customer service performance.
- Continuously improve our management systems and activities by **embracing innovation and technology** to enhance our reputation, leading the industry in adopting and promoting network management practices where it makes sense to do so.
- Facilitate the energy transition to **ensure system security** requirements are achieved.

We strive for excellence in everything we do and are always **accountable** for our own performance including the management and operation of our network to achieve the objectives outlined in the policy.

Chief Executive Officer