

**We are committed to being a world class energy distribution organisation, enabling energy solutions that drive the best value for our customers.**

**Our commitment is underpinned by our asset management approach, which enables safe, sustainable and efficient network and non-network services that meet the needs of our customers and stakeholders, now and for the future.**

**We will achieve this by:**

## **Being customer centric**

We apply a service mindset, ensuring that the objectives of our customers and stakeholders are reflected in our asset management approach and drive delivery of the necessary levels of safety, service and compliance.

## **Coordinating our asset management activities**

Our Asset Management System coordinates our approach to asset management to deliver the value our customers, shareholders and other stakeholders require from our assets; this system will be certified against the requirements of AS ISO 55001:2014.

## **Demonstrating a clear 'line of sight'**

We provide the leadership and direction necessary to establish a clear line of sight between our corporate objectives and the activities we undertake to plan, design, construct, commission, operate, maintain, de-commission and dispose of our assets.

## **Applying a risk-based, lifecycle approach**

We will consistently apply a risk and value-based approach to the decisions we make; our decisions will balance the competing factors of cost, risk and performance to achieve optimum whole of life outcomes.

## **Investment optimisation**

Investments in our network will be optimised in a way that takes account of our opportunities and constraints; we will allocate resources in a way that demonstrates prudence and efficiency, delivering best value to our customers, shareholders and other stakeholders.

## **Data-driven decision making**

We will embed enterprise-wide data governance and asset information systems into our organisation delivering efficiencies in the way we collect, receive, manage, utilise, access, dispose of and improve our data, supporting the very best analytics and decision making.

## **Growing our asset management culture**

We will inspire a commitment to our asset management approach through the sharing of information, listening and acting upon suggestions to improve network outcomes and learning from each other. We will share our approach with our supply chain and broader stakeholder base, working together with them to achieve the best outcomes.

## **Continuously improving**

We will measure our asset management performance and improve the maturity of our asset management practices, meeting our commitments and obligations with increasing efficiency.

A handwritten signature in black ink, appearing to be "John Cleland".

**John Cleland**  
Chief Executive Officer

