

Distribution Business Strategy Map:

Our purpose is to be a customer focussed, innovative, sustainable and cost efficient business that makes a difference in the Tasmanian community

Our aspirational goal is no increase to customer prices as a result of our efforts

Transformation		Reinvention		Mobilisation		Initiative
						Works delivery Integration and Alignment
						Targeted work area efficiencies
						Increased productivity through workflow optimisation

Productivity

Materially enhancing the efficiency of our work delivery processes through good planning, flexibility amongst our workforce and utilising available technology and field tools

“Turn Up Once”

DB	Base	Target
LTIFR		-5%
Significant incident and corrective action closures		100%
High severity reportable environmental incidents		TBD
Engagement		Best employer zone
Culture		TBD
PBT		Agreed budget
Reduction in direct unit cost		-3%
Margaret Bidot measure		TBD
Revenue per employee		TBC
SAIDI		-x%
SAIFI		-x%
System utilisation		TBD
Distribution price adjustment		Aspirational target 0
Unresolved customer complaints		0
Opex reductions		-3%
Capex reductions		-\$20M

Transformation		Reinvention		Mobilisation		Initiative
						Advanced Asset Management
						Enabling Customer Choice through new technology
						Portfolio Management utilising investment decision tools
						Advanced Network Management

Prioritisation

Managing the distribution system within the constraints of expenditure and risk by improving our work prioritisation tools, increasing our technical expertise and adding customer value by focussing on innovation and technology

“Do The Right Things”

How we act

As a division of Aurora we will always seek to live the company's values:

- caring for customers;
- working together, with initiative and enthusiasm;
- working safely, and caring for other's well being;
- treating everybody with fairness, equity, integrity and respect;
- caring for the community by recognising our social and environmental responsibility;
- meeting challenges, through innovation and quality; and
- being accountable for our actions and leading by example.

By committing to these values and working with the rest of the Aurora Group the business can then move together toward the realisation of a desired culture; that being:

- customer centricity;
- accountability;
- empowerment;
- risk mastery; and
- communicative.

Transformation		Reinvention		Mobilisation		Initiative
						Consolidation
						End to end process review
						Advanced system and data management
						Resource strategy

Consolidation

Reviewing the value achieved through business processes and optimising these through the removal of duplication and alignment of direction

“One DB”

Transformation		Reinvention		Mobilisation		Initiative
						Customer Value Composition and Service Levels
						Safety Culture
						People Strategy
						Sustainability

Non Negotiable

Ensuring the overall safety of our people and customers, recruiting, training and retaining the best people and delivering on shareholder and customers outcomes

“Non Negotiable”