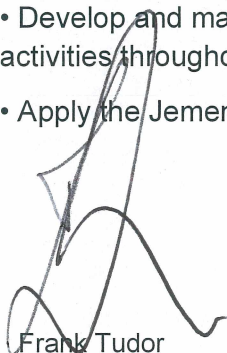


Jemena is committed to being the customers' first choice for world leading, reliable and sustainable energy solutions.

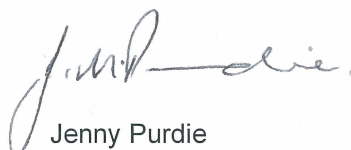
To deliver on this commitment, it is the policy of Jemena to:

- Actively engage with customers and key stakeholders to understand and respond to their requirements to ensure outcomes are achieved that are in their long term interests,
- Manage our assets without compromising the safety of our employees, contractors and public and in an environmentally sustainable manner as per the Jemena Health, Safety and Environmental Policy,
- Comply with all relevant regulatory and legislative requirements,
- Provide strong leadership to the asset management discipline, incorporating sound governance for the Asset Management System and maintaining open communications,
- Develop the skills and knowledge of our people to sustain, re-enforce and extend our asset management capabilities and competencies,
- Make best practice asset management an aspirational goal to incorporate within our "business as usual" approach, and measure it against an internationally recognised asset management framework,
- Establish a consistent, collaborative and integrated approach to the management of the lifecycle of the assets, thus ensuring optimised outcomes are delivered in a reliable and sustainable way across Jemena,
- Ensure our asset management decision making is balanced by incorporating criteria that considers performance, cost and risk,
- Develop a suite of asset management documents whose deliverables complement the Jemena Business Plan in achieving relevant corporate and asset management objectives,
- Adhere to effective project management and contract management frameworks which support effective delivery decisions and activities throughout the asset lifecycle by adopting a standardised approach that considers time, cost and quality parameters,
- Facilitate innovation and continual improvement in the safety and performance of the assets, through the establishment, maintenance and governance of effective asset and safety management systems,
- Develop and maintain asset information systems which support asset management decisions and activities throughout the asset lifecycle,
- Apply the Jemena risk management and assurance approach to asset management activities.



Frank Tudor

Managing Director
Jemena Limited
October 2019



Jenny Purdie

Executive General Manager, Gas Distribution
Jemena Limited
October 2019