Community Advisory Forum Meeting

6 August 2025

SA Power Networks

Empowering South Australia



Acknowledgement of Country



Empowering South Australia, 2023
by **Presten Warren** (b. 2000)

SA Power Networks acknowledges the multiple Traditional Owners of the lands that host the South Australian electricity network and their connections to land, sea and community. We would also like to pay our respects to Elders past and present, and acknowledge that these are living cultures.

1.4 Safety Share

- A Council Worker was found to have rolled up a live open wire road crossing and taped it to the Stobie pole, before reporting it to SA Power Networks.

  The field crew arrived on site, found the active wire alive, attached at pole top to the active street mains. The field crew immediately de-energised the wire, made repairs and carried out final testing before re energising. The incident was immediately reported to SafeWork SA.
- The council workers arrived shortly after repairs to let the crew know they had rolled it up and reported it. Field crew advised the workers the wire was still alive and to not do this in future.
- Letter sent to all first responders (Local Govt, MFS, SES, ambulance SAPOL) reminding them of safety around fallen powerlines.
- Offers of direct engagement, safety briefings, information to share (key messages, webpage, video).



2. Executive Update

- Andrew Bills, CEO



3.1 SA Power Networks Advocacy Themes

- Bec Carter, Policy & Advocacy Lead
- Cecilia Schutz, External Affairs Manager



Background

- Since 2022, we have been progressively advocating on broader energy transition issues which matter to our customers and stakeholders and are viewed as key challenges/opportunities in our *Strategic Plan.*
- Our new operating model included the *Advocacy and Policy Lead*, to take the next steps on aligning and proactively engaging on priority issues.

Current Status of the *Advocacy Framework* (our system for delivering good advocacy)

- A documented Framework providing the **governance, functions, inputs and outputs** to develop, approve manage and share *Key Advocacy Positions* – the things we say externally**.**
- **Key Advocacy Themes:** "Soft-launched" with the business – providing greater clarity on our focus areas.
- **Key Advocacy Positions:** The more detailed substance sitting underneath the *Themes,* while still being accessible/understandable to a broad audience (not the nitty-gritty).
- An established and operational **Advocacy Committee**
- **Snapshot**: Latest view of our advocacy work, broken down by the Themes – our key internal comms mechanism, so people can use it and make it real.

Themes: Development Process

Stocktake

Which positions are we communicating in various forums (Reg reset, consultations, conferences, media, other)?

Positions which have often been informed by Consultative Groups, Reset Engagement, Strategic Plan.

Theming

Which broad buckets do these positions fit into?

Outcome Statements

For each theme, what's the outcome statement which best reflects the overall intent of the many positions we are pushing?

Why we needed them

- Business-wide clarity, visibility of our advocacy priorities – not about creating new positions.
- Equipping the business with memorable and recitable statements.
- Setting the guard-rails for the development of positions (from a general to a technical/granular level).

Key Advocacy Themes

Energy Security

As we transition away from traditional energy sources, we aim for an energy landscape with investment signals that recognise and value distributed resources in a balanced and efficient generation mix.



Energy Affordability

We're working to keep costs low and fair, and value high, by investing wisely, enabling flexible energy use, engaging with customers on the services they value, and advocating for affordability across the energy sector.



CER and Demand Growth

As customers continue to install solar and batteries, and electrify their homes, businesses, and transport, we'll use our network and engage with our customers and partners in smarter ways to better utilise existing capacity, rather than expand the network.



Connecting South Australians to a better energy future, today.

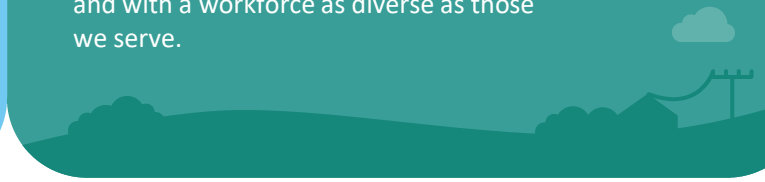
Resilience and Reliability

We support the replacement of aging infrastructure in a planned and strategic way, to stay ahead of growing climate risks, avoid higher future costs, and to ensure all generations benefit and contribute fairly.



Sustainability

We're here to drive decarbonisation and support South Australia's wellbeing, with the trust and support of our communities, and with a workforce as diverse as those we serve.

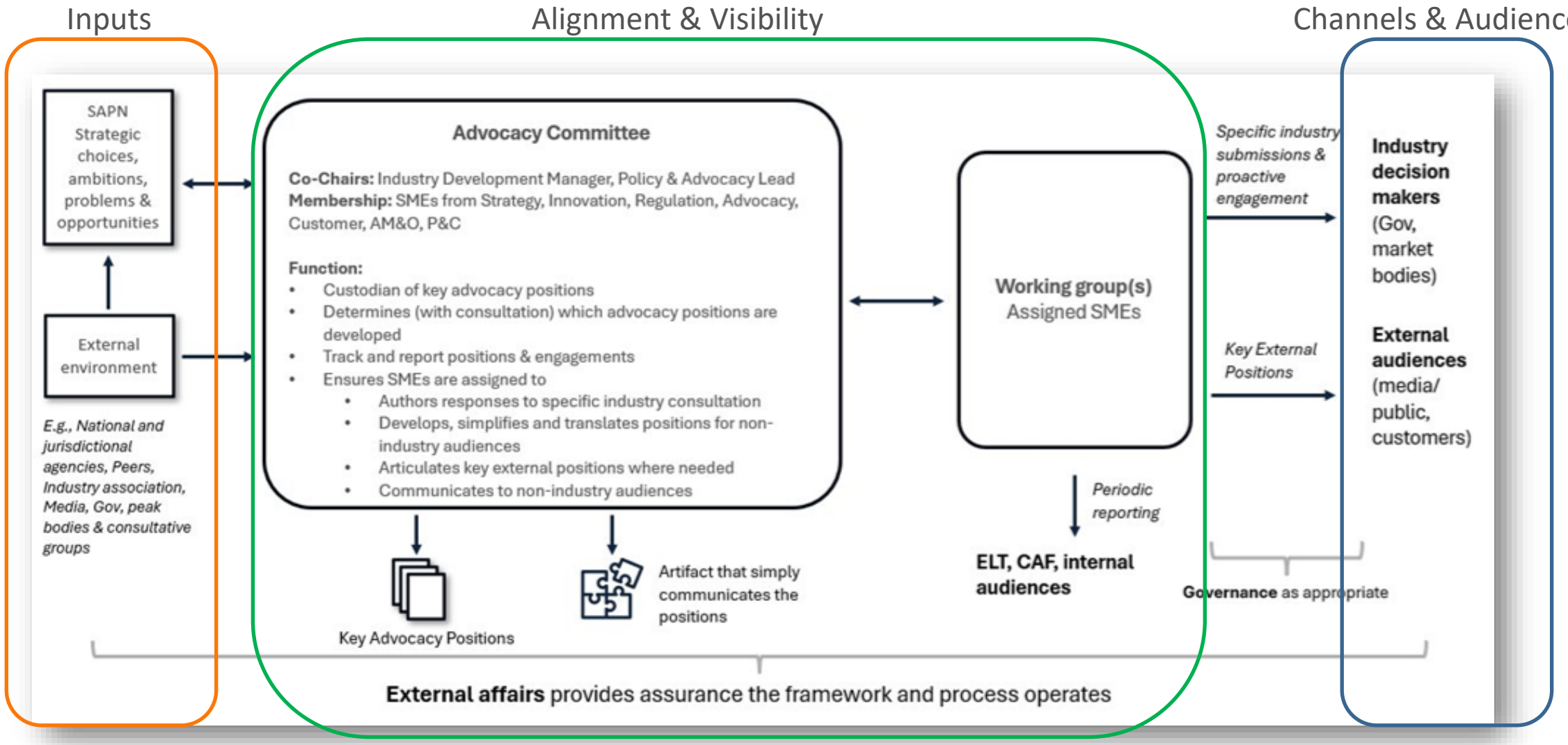


State Development

We're supporting South Australia's prosperity by enabling clean industrial growth, streamlining housing connections to ease cost-of-living pressures, and strengthening the workforce through local hiring, skills development and training for a low-carbon future.



Advocacy Framework - System, Governance, Process



Themes and Positions mean nothing if they're not visible and useable

- The *Advocacy Framework* is stimulating systems and processes which are adding rigour to our positions and activating them in the external world, by ensuring that we have the system, processes and governance needed to sing from the same hymn sheet and get cut-though on the issues that matter.

- The *Advocacy Committee* is the single touchpoint for SAPN to gain visibility and understanding of our external positions, who is (or should) be delivering them, (and where), along with materials to support them in delivering aligned messaging in external forums.

It's already in action

- We have a lot of people talking about a lot of things, in a lot of forums.

- The *Framework* is ensuring that those people have a central source of information on what our priorities are, so that they can embed them into their external messaging. Most importantly, in ensures that they know the process to ratify (with the right inputs) positions which are new.

- **For the CAF:** It ensures that ratified positions have got the support (or at least the visibility) of the right external stakeholders and are feeding into our external narrative.

What's next?

- **Making it accessible and useable:** Communicating with the business on what we stand for, how to activate it, how to make sure that what you're saying has integrity
- **Continuing to embed:** Useable policies and processes to activate the *Framework*
- **Constantly evolving:** Continuing to ensure the *Framework*, *Themes* and *Positions* are current and fit for purpose
- **Making it real:** We are striving to ensure that this *Framework* is applied to every influential forum that matters to our customers, stakeholders and business

How can the CAF help?

- **Embed** the *Themes* in our consultation, to ensure that our engagement is focused on the things that matter
- **Hold us to account** in Consultative Groups, to ensure the positions we engage on are consistent with the *Themes* – these *Themes* are the "headlines" of our advocacy


Morning Tea Break

3.1 Connections Update

- Brendon Hampton –
  Head of Customer Solutions



Overview

Purpose: To provide the CAF an introduction to the Customer Solutions function and our key activities to improve customer outcomes

Agenda

- Introduction
- Key observations last 12 months
- Our response
  - Portal Project
  - Outcomes and Key Results
  - Flexible Connections

Customer Solutions Team Charter

SA Power Networks' Vision

Connecting South Australians to a better energy future, today.

Our Mission

Develop and deliver industry-leading energy solutions that empower the energy needs of our customers, the community and the South Australian economy

Who are we?

Customer Solutions is dedicated to providing efficient, reliable, and innovative energy solutions for customers.

We act as key representatives of the business, guiding customers through the connections process, advocating for their interests, providing trusted technical advice, developing cost-effective solutions and managing the delivery of energy services, while supporting the growth and development of the state.

Our customers span residential, commercial, industrial, renewable energy, and key infrastructure sectors. We work across the business and across multiple industries to enable the delivery of services that customers value.



Functional Structure - Customer Solutions as of Dec 2024



Customer & Strategy
Jess Morris



Customer Solutions
Brendon Hampton



Major Connections
Ed Senneck

Manage Major Customer accounts and projects

- Manage relationships with major customers
- Optioneering, solution and offer development
- Manage major, complex connection projects including large scale renewables



Connections North
Ntuthuko Tshuma



Connections South & Lighting Services
Sally Silz

Deliver geographically based connection and powerline design services

- Field scoping, design, offer development, customer management and delivery of new/upgraded connections.
- Provide powerline design services for asset replacement and augmentation projects.
- Provision of non-contestable lighting services for LGAs, DIT, developers, private customers etc.



Energy Services
Jaclyn Tume

Provide centralised connection and energy related services for customers, industry and the team

- Manage provision of high-volume connections and energy services.
- Automate, simplify and make our services/tasks transactional.

Complex, customised ⟷ **High volume, transactional**

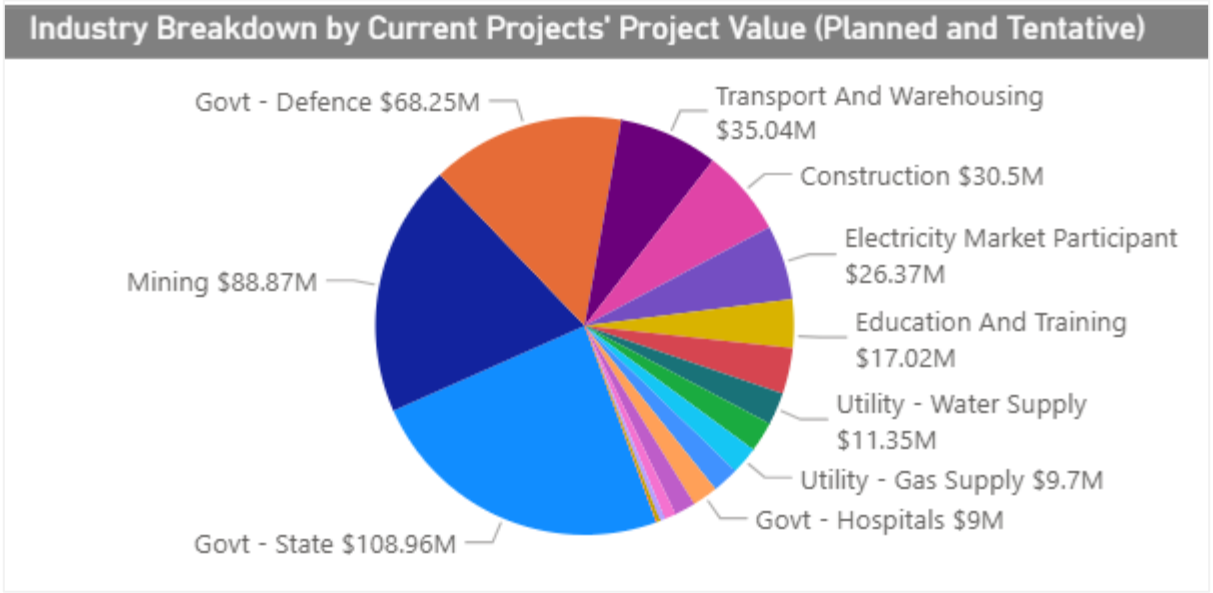
'Centre of excellence' for project management

'Centre of excellence' for local knowledge and relationships, technical solutions

'Centre of excellence' for process optimisation and digitisation

Connections insights

- Growth in major projects - indicator for State Economy
- Surge in residential and commercial battery installations, driven by Federal rebate – 58% all applications
- Potential ‘Sleepers’
  - Housing roadmap
  - EV charging
  - Data centres



Number of Projects Completed / Planned by Year						
Functional Group	2023	2024	2025	2026	2027	Tentative
Total	**32**	**62**	**214**	**46**	**10**	**144**
Asset Relocation	5	21	77	8	2	26
Asset Replacement / Refurbishment			2			
BESS			10	7		39
Embedded Generation	7	20	48	12		39
Load Only	10	11	46	18	8	28
Other Connections	5	3	17			8

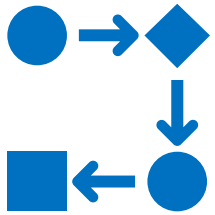
Key takeaways from the first 12 months



Unsure who to talk to

Some had never seen the work they enable or met those who do it

- A desire for **greater connection and collaboration** with other teams and external partners
- Unclear **accountabilities**
- **Customer's needs changing**, don't fit the process



High dependency on emails, phone calls, follow ups and escalations

Inconsistency in managing jobs across depots/work areas

Inefficient processes, not well connected

- **Communications** – quality, frequency and reactivity
- A need for **better work/project management systems**,
- Opportunities to significantly **simplify and streamline processes**, documents, approvals etc

Key takeaways from the first 12 months



Lack of visibility, transparency

- **Unbalanced** and **siloed** focuses on **performance**
- Limited **definition** on what **'good' looks like**



Limited management of customer and internal deliverables

Root cause not rectified – often just fixed locally

- **Reducing the amount of work that falls over**
- Opportunity for **improved customer work delivery coordination and timelines**

Taking a systems approach

Culture

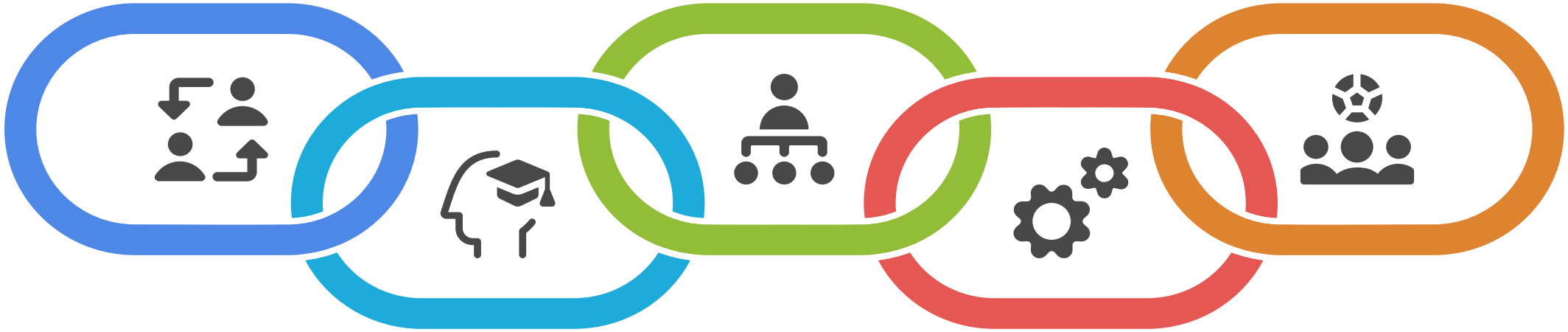
Shared values and beliefs that shape behaviour and ways of working

Structure

Defining clear accountabilies, roles and responsibilities.

Stakeholders

Stakeholders' needs at the heart of what we do



Capabilities

Skills and competencies that drive performance.

Processes and Systems

Efficient, and consistent operations and workflow.

Priorities 2025 – 2026

People

- Clear cultural expectations and hiring practises –> Team Charter ✓
- Restructure ✓
- Capability building e.g. communications
- Build trusting relationships with customers and other stakeholders

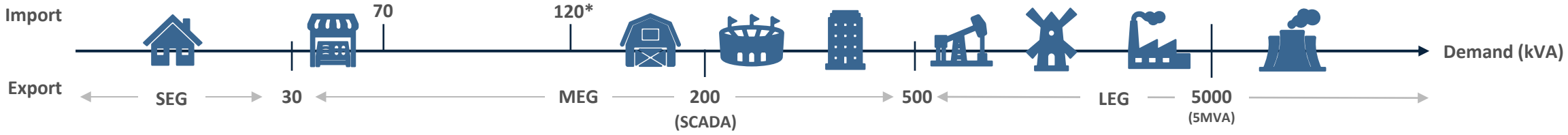
Processes and Systems

- Visibility – for us and customers
- Streamlined end-end
- Help customers to navigate processes
- New portal

Management

- Visibility - Measure and report on performance
- Accountability model
- Project management model
- Account Management model
- Governance model

Lift thresholds and re-categorise



Fast, easy, low cost, standardised ⟷ **Complex, high cost, long timeframe, bespoke**

Processes & Systems



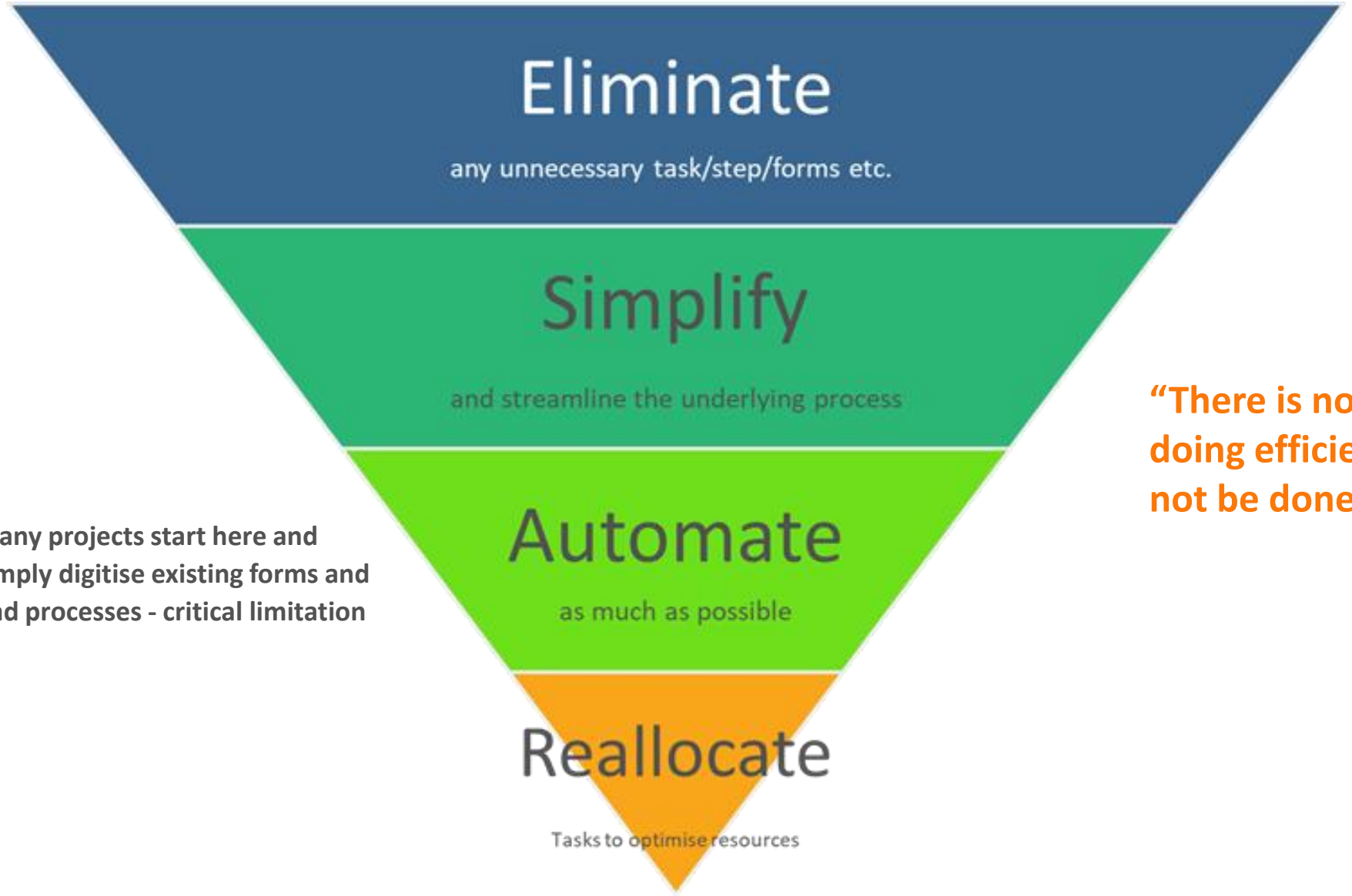
SA Power Networks

“

You do not rise to the level of your goals. You fall to the level of your systems.

JAMES CLEAR
Atomic Habits

Process streamlining model



Many projects start here and simply digitise existing forms and bad processes - critical limitation

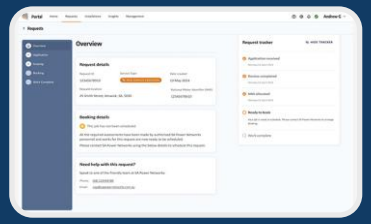
"There is nothing so useless as doing efficiently that which should not be done at all." - Peter Drucker

Imagine if.....



Customer journey

- Our system understood our customers' needs, guided them through the process, asked them for the right information upfront and could link all their required services together
- Customers were kept informed of job status, could see important information, easily pay for and schedule their services
- Customers could self-serve most requests



Our work

- Connected – from enquiry through to delivery
- We could eliminate phone calls, emails and standalone spreadsheets/requests to manage work
- The system ensured a consistent experience for all customers



Data

- Auto-filled, validated and only ever entered once
- Eliminate all stand-alone forms
- Monitoring and reporting on lead times, bottlenecks etc.



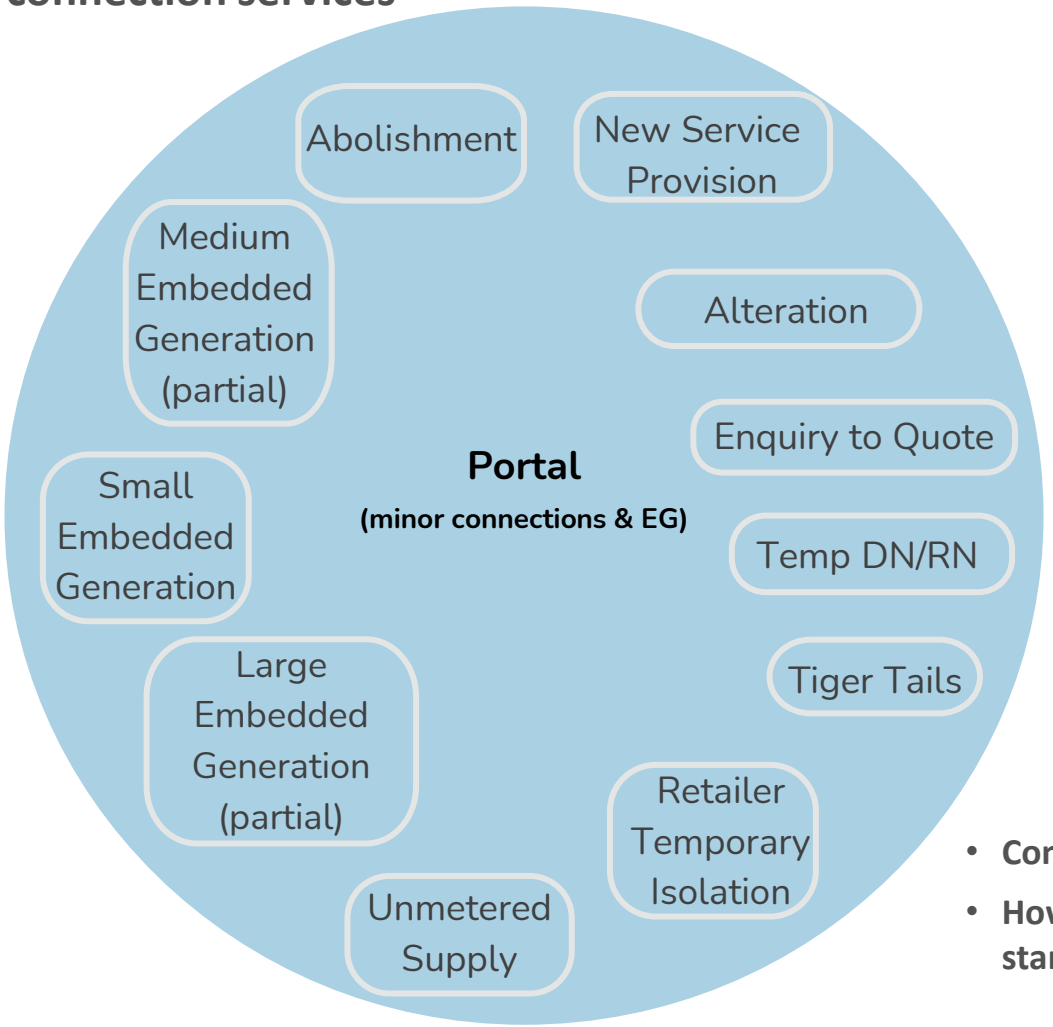
Continuous improvement

- It was quick and easy to make enhancements and introduce new services
- We could focus on improvements and being proactive about our work
- Significant reduction in knockbacks, rework and misaligned expectations

Scope phase 2: 2024 – 2025

Customer Connections

1 interface for all minor and embedded generation connection services



- **Consistent look and feel**
- **However, each service still stand alone**

<- No integration ->

Existing

Negotiated Connections

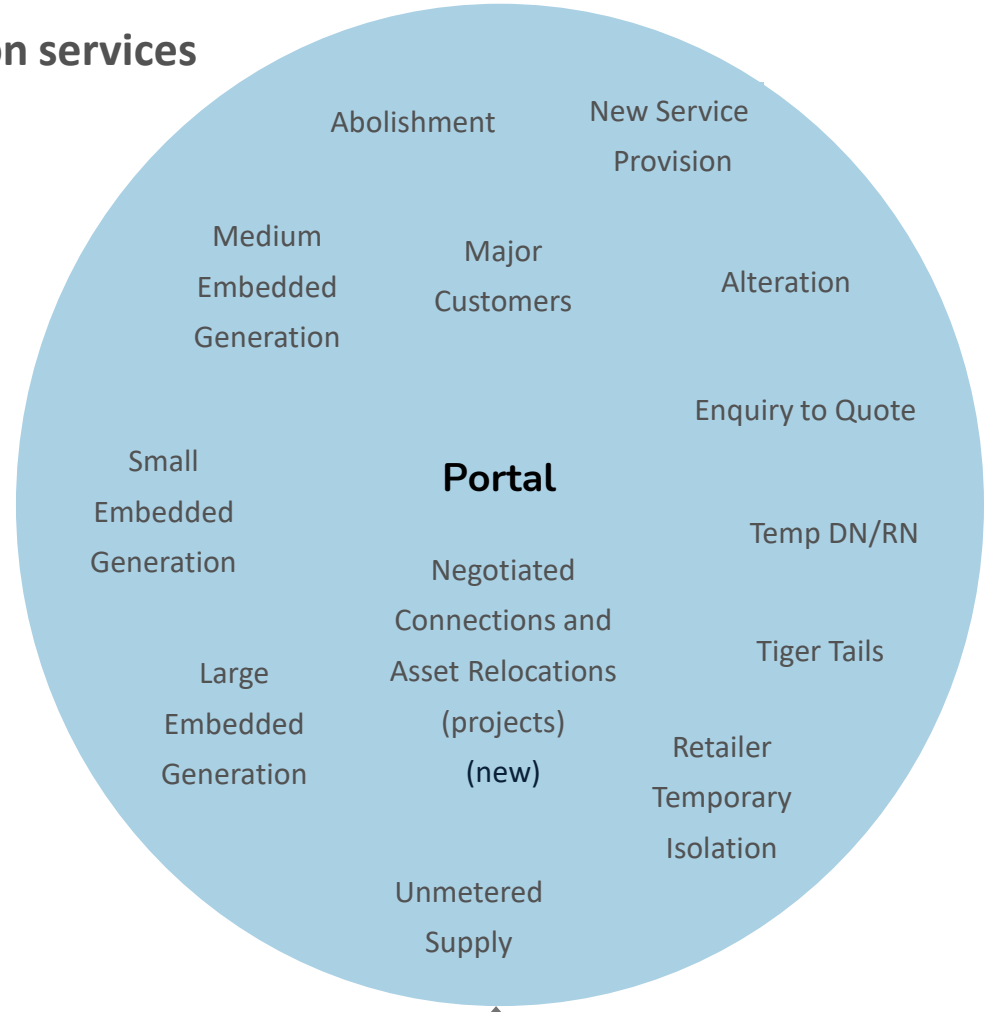
Projects and other negotiated connections

- **ProEST**
- **Spreadsheets**
- **Emails**

Scope phase 2: 2025 – 2026

Customer Connections

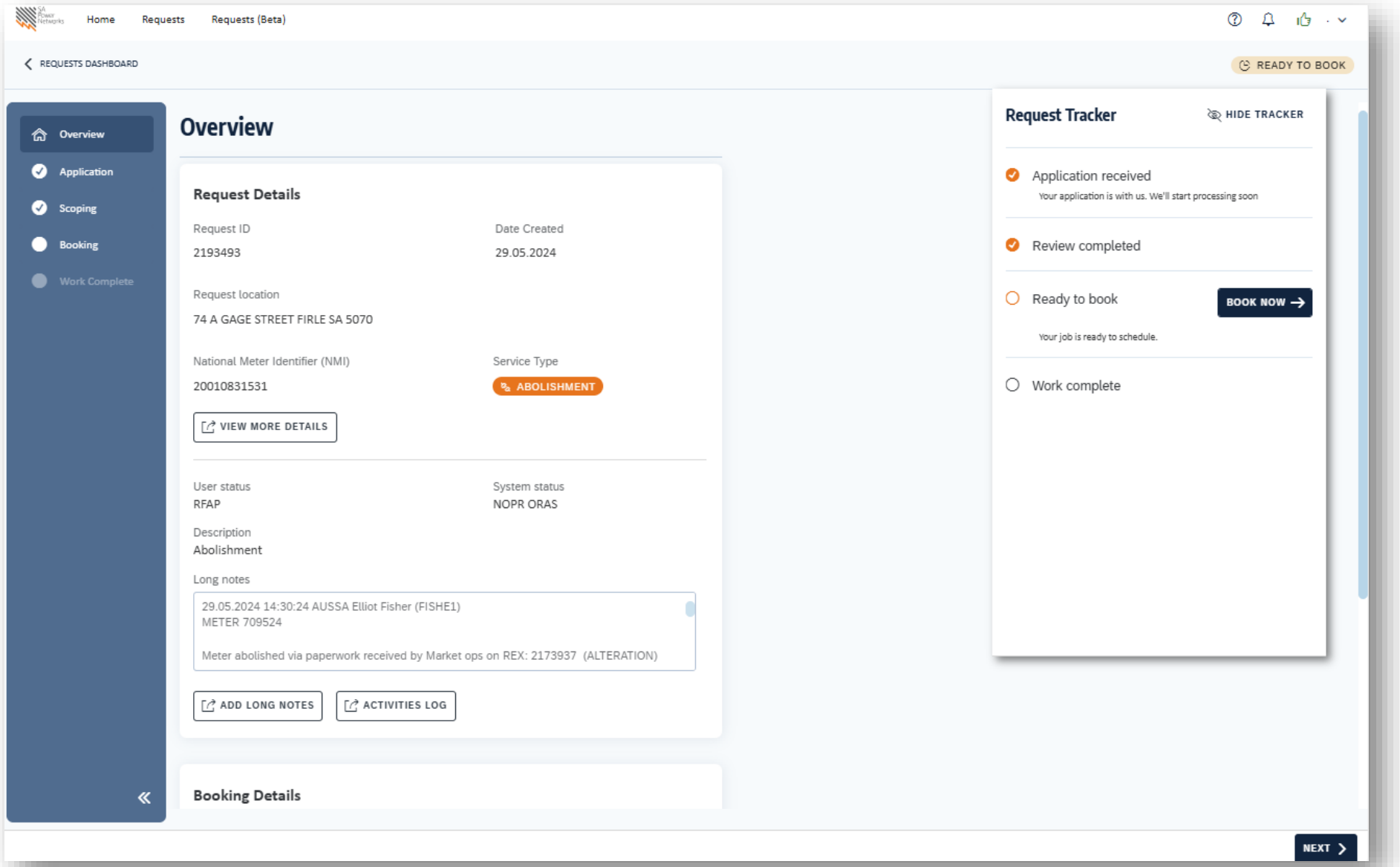
1 interface for <u>all</u> connection services



- **Consistent look and feel**
- **Integrated services, tied to customer journey**
- **Workflow management**

End to end workflow management facilitated via integration to PROEST, SAP ERP and DER DB

Portal progress



Outcomes and Key Results



Customer Solutions Balanced Scorecard

Key Result Areas



Customer Experience

Project & Services Delivery

People

Commercial

Enabled by:

Processes and Systems

Customer Solutions Balanced Scorecard

Outcome statements

Customer Experience

'Providing an easy, streamlined experience, aligned with customer expectations'

People

'Our people are highly capable, empowered and enabled to deliver great outcomes'

Project & Services Delivery

'Excellence in project and services delivery'

Processes and Systems

'Processes and systems that make it easy for our customers and our people to consistently achieve great outcomes'

Connecting South Australians to a better energy future, today.

Commercial

'Optimise our cost to deliver, and maximise creation of customer, community and business value'

Customer Solutions Balanced Scorecard

Outcome statements - enabling behaviours

Customer Experience

'Providing an easy, streamlined experience, aligned with customer expectations'

- Proactive and timely communications and engagement
- Aligning on expectations and delivering on our promises
- Consistent, reliable and cost-effective service delivery
- Relationships built on trust, transparency and being easy to deal with
- Up to date and easily accessible information

People

'Our people are highly capable, empowered and enabled to deliver great outcomes'

- Prioritising the safety and wellbeing of our people
- Creating a positive and rewarding work environment
- Celebrating achievements and recognising performance
- Ensuring the right skills and resources are in place
- Investing in the growth and development of the team
- Regularly seeking and responding to feedback

Project & Services Delivery

'Excellence in project and services delivery'

- Efficient, on time and on budget delivery of our projects and services
- Consistently applying best practise approaches
- Flexibility to accommodate changes and diverse needs
- Clear accountabilities across end-end processes
- Status visibility, action tracking and regular reporting
- Collaborative relationships with our delivery partners

Processes and Systems

'Processes and systems that make it easy for our customers and our people to consistently achieve great outcomes'

- Streamlining and standardising end-end processes
- 'Nailing' the implementation of the customer portal and accompanying work management system
- Making it easy to provide feedback and improvement ideas
- On-going enhancements of our systems

Connecting South Australians to a better energy future, today.

Commercial

'Optimise our cost to deliver, and maximise creation of customer, community and business value'

- Pursuing efficiency opportunities
- Providing innovative energy solutions that meet the evolving needs of our customers
- Balancing customer, risk and commercial outcomes
- Accurate estimating, forecasting and budgeting
- Strong governance over project financial performance

Customer Solutions Balanced Scorecard

Performance measures – examples

Customer Experience

'Providing an easy, streamlined experience, aligned with customer expectations'

- CSAT
- Timeliness of responses, updates
- Complaints
- Knockbacks - #, cause
- Commitment/SLA/NECF achievement
- Flexible Connections – uptake, performance

People

'Our people are highly capable, empowered and enabled to deliver great outcomes'

- Culture survey results
- Capability maturity rating
- Workloads
- Training – spend, delivery
- Development plans

Project & Services Delivery

'Excellence in project and services delivery'

- Services/projects – received, processed, time to delivery, backlog
- Scoping quality
- Process steps – time taken, lead time, backlog
- Rescheduling – number, cause
- Internal service requests – issued, processed, backlog, SLA

Processes and Systems

'Processes and systems that make it easy for our customers and our people to consistently achieve great outcomes'

- Improvements – submitted, delivered
- Portal utilisation
- Portal uptime

Connecting South Australians to a better energy future, today.

Commercial

'Optimise our cost to deliver, and maximise creation of customer, community and business value'

- Financials – spend, contributions, margin
- Unit delivery costs
- Estimate accuracy
- Project budget control
- Variations
- Invoicing – raised, paid, overdue, blocked

New Services

Flexible Connections

SA Power Networks



South Australia's renewable milestones

72% of net annual demand met by Variable Renewables

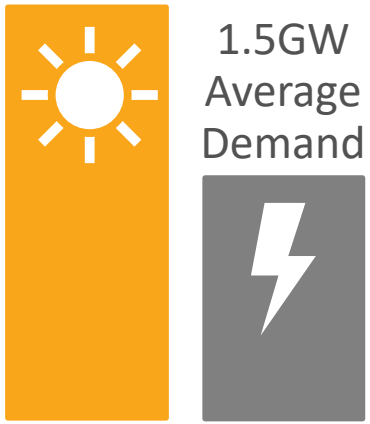


>44% of homes have solar

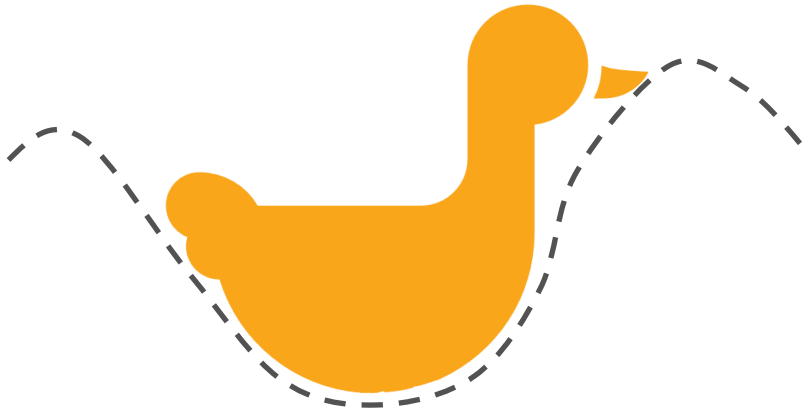


2.8GW of Rooftop PV

1.5GW Average Demand

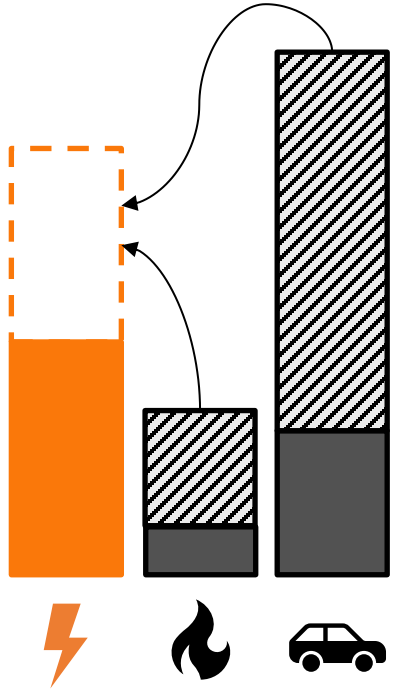


-205MW Negative Demand and 113% Rooftop Solar records



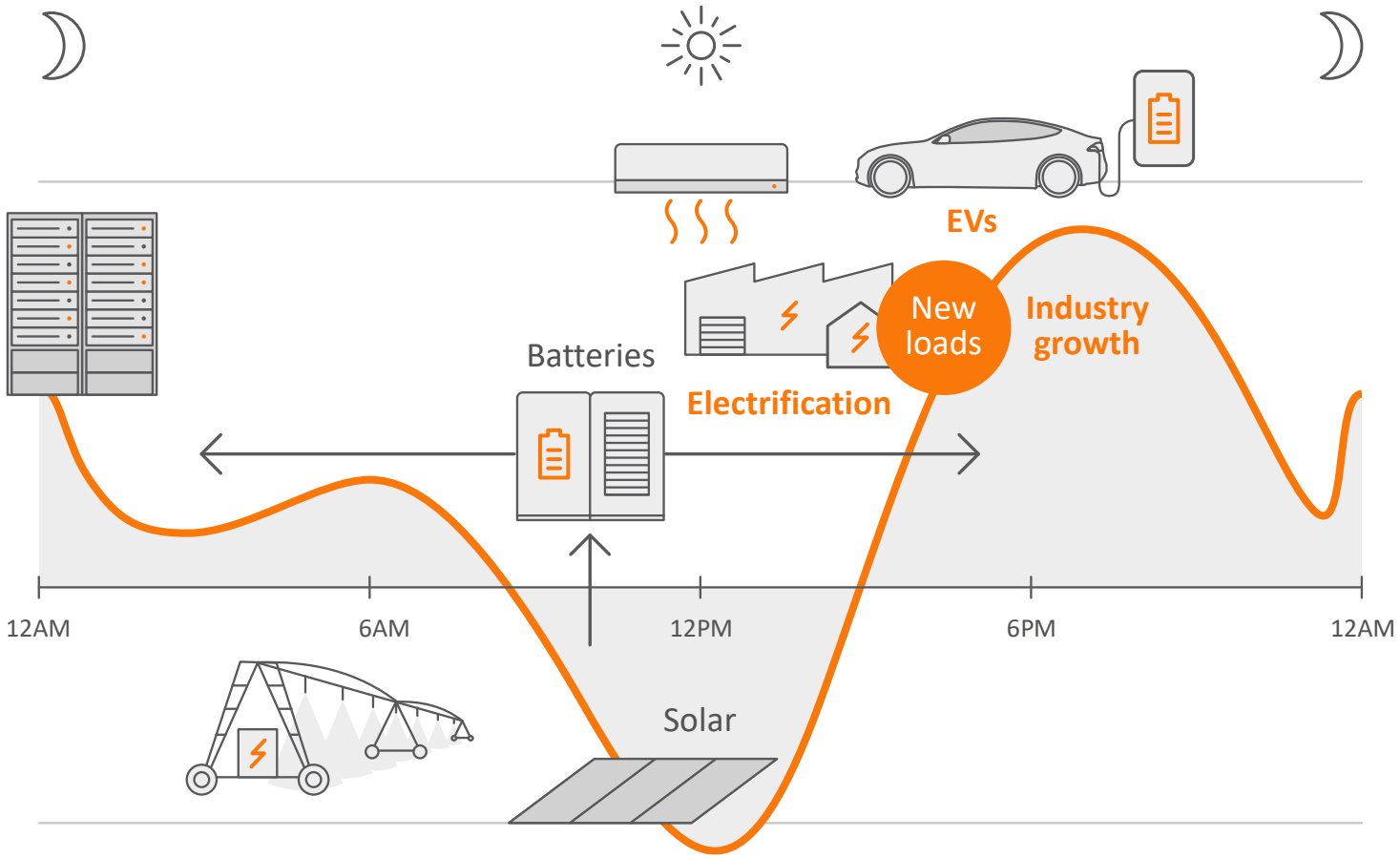
…and by 2050

Electrification could double network throughput



Making SAPN the largest provider of end-use energy in SA

Network Utilisation Opportunity



Traditionally, networks have been built to cater for peak loads.

- If we **shift load** out of the peak, and **fill the underutilised network**, we can continue to add more connections without the need for extensive upgrades and provide opportunity to reduce costs to all users.
- We can do this by bringing together network management, tariff signals and flexible device usage.

Network reliability has generally been improving through time,
but network asset utilisation has decreased…

*it is vital that **before we build more network, we use more network**.*

Claire Savage AER Chair 31 July 2024.

Our current Flexible Connection offers

Flexible Exports

(Production)

Maximise your energy exports

Small (<30kW) - Flexible export 1.5->10kW

Large (>200kW) – Flexible export 0 -> installed capacity

Flexible Loads

(Available now)

No augmentation, reduced tariffs

Nominated flexible capacity (min. 500kVA, 20% of load)

Energy Masters

(Trial 2025-2026)

Optimising energy use in smart electrified homes

Smart appliances and CER integrated with the energy market and SAPN

Coming 2026 - 2027: Flexible Connections for Medium size C&I & CER

Horizons of actions



3.3 Advisory Group Briefing Papers

- Introduction – Ed Chan
  Chair IAG

- Cyber Security Annual Report 2024



3.4 People & Culture Overview & Priorities

Sam Bradley – Chief People Officer



People & Culture Purpose

Maximise the value of the organisation's investment in our people.

Our focus is on building the right organisational culture and capability, while stewarding sound environmental and safety systems – all of which support our people to lead the transformation of energy services in South Australia.

We do this by both working in partnership with the business, leveraging the talent and knowledge across the function and looking at the needs of the whole organisation, balancing that tension as needed. And through doing this, the organisation gets great value from its significant investment in people.

2030 People Outcomes

Our focus is to build an aligned, capable and connected workforce, focused on safely delivering the right outcomes for our customers.

As we build out our People Strategy for the next 5-year period, the organisational people & culture outcomes we will work to achieve by 2030 will guide our business planning.

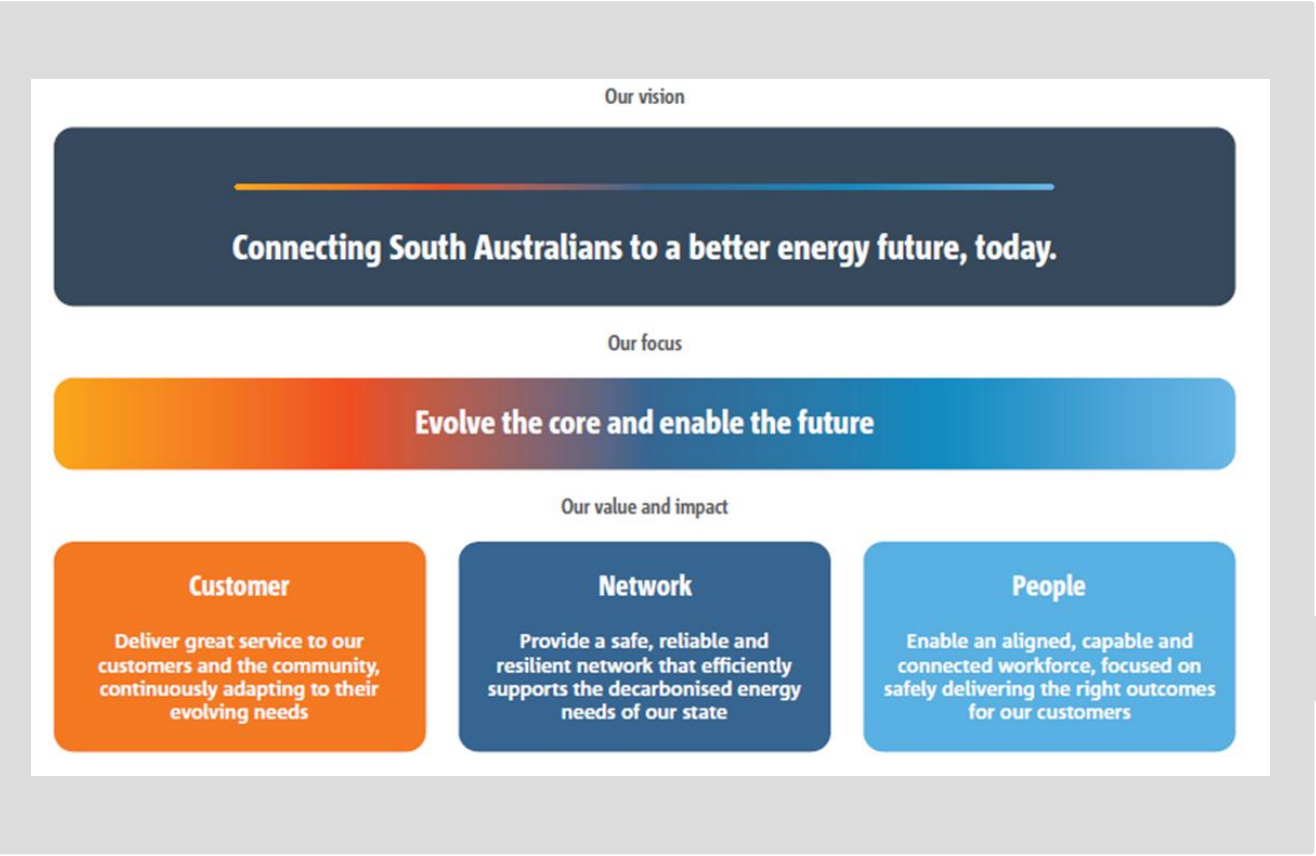


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2030 People Outcomes

- Fatal Hazard critical controls are in place and effective
- Continuing compliance with industrial, legislative and regulatory obligations
- Leaders are trusted, inclusive and skilled at navigating ongoing change
- Workforce is thriving, versatile and lifting capability
- People systems & workflows are integrated and easy to use
- People value and feel valued by the organisation

People & Culture Priorities for Horizon 1 (2025/2026)

Fatal hazard critical controls are in place and effective

- Establish the fatal hazard critical controls program and implement the plan

Continuing compliance with industrial, legislative and regulatory obligations

- Develop critical environmental plans to respond to legislative requirements
- Deliver 2026 Enterprise Agreement
- Design and operationalise mandatory compliance training framework

Leaders are trusted, inclusive and skilled at navigating ongoing change

- Design and commence delivery of our Leadership Capability Development Strategy

Workforce is thriving, versatile and is lifting capability

- Develop Strategic Workforce Plan (SWP)
- Refresh indicative tasks
- Deliver quality Pathways programs aligned to our Strategic Workforce Plan (SWP) priorities

People systems & workflows are integrated and easy to use

- Deliver payroll improvement & optimisation program
- Established simplified people dashboards
- Develop people systems roadmap

People value and feel valued by the organisation

- Deliver SAPN Culture Plan
- Define and implement a recognition framework
- Develop and embed psychosocial risk framework

Our Values and Behaviours + Ways of Working

Insight into key programs of work:

- Safety
- Career Pathways
- Inclusion & Diversity
- Strengthening our Culture



Our Physical Safety Focus

Fatal Hazards | Critical Controls

What

Fatal Hazard Critical Control (**FHCC**) Program developed and being rolled-out

Why

To support prevention of fatalities and serious injuries

"Our objective is that everyone in our business truly understands, and is consistently applying, the critical controls that keep us safe. If we can do this, I'm convinced we can be even more confident that our people will be protected from harm as they undertake their work." - **Mark Vincent, COO**

"It's not always easy to measure but this project will help protect our people, that I'm sure of." - **Richard Amato, CEO Enerven**

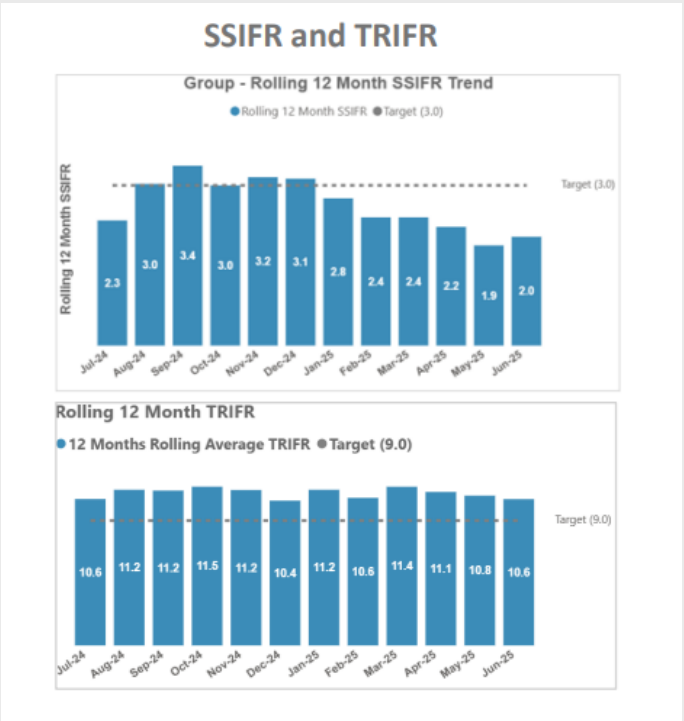
How

Roll-out across operations

- Started with regional / metro powerline operations
- Jointly led by operations and safety partnering
- Focus on critical and situational controls







Career Pathways

Approximately 10% of our workforce is employed in an early career pathway program

Pathway Program	Description	Current Number @ July 2025
Apprenticeships	The four-year apprenticeship program (Powerline and Electrical) provides pipeline of critical talent to our business. Apprentices are provided support to develop their competency and skills, from formal training, on the job supervision and development as well as mentoring and guidance provided by dedicated Apprentice Support Officers.	243 Apprentices 15.8% women
Graduate Development Program	**Engineering and Economics: 3-year rotation** program accompanied by skills development and mentoring. All graduates are guaranteed a permanent role at the end of the program. **Digital and Technology: 2-year rotation** program through our digital and technology functions to allow grads to gain firsthand experience.	51 Graduates 31% women
Cadet Project Officer Program	Demand for connections to our network through increasing electrification has prompted the need for Project Officers to assist in developing customer solutions. A **3-year program** including covering electrical theory, project management and customer service leading to a permanent role.	16 Cadets 43% women
Undergraduate Engineering Program	The SA Power Networks Engineering **12-week Vacation Program** provides the opportunity for undergraduate engineering students to put theory into practice and get real world experience. A significant number of Vacation Program participants maintain employment over their final year of study before transitioning into the graduate development program.	17 Undergraduates 23% women
SAPN Cyber Kickstart Program	A **two-year program** undertaking the role of a Cyber Security Support Officer including industry-recognised certifications and real-world experience. This program aims to cultivate a new generation of skilled cybersecurity professionals who will be highly sought-after within the wider cyber community.	4 25% women

Pathway Programs Engagement
Partnering with Purpose

- Empowered Women in Trades Talent Attraction Program
- Industry Immersion events
- Work experience for trades & engineering
- Try a Trade Days
- STEM School outreach
- Australian Power Institute (API) Power Up Program
- Regional Partnerships including with Pt Augusta Technical College











Technical Colleges

Inclusion and Diversity

Our current I&D Strategy 2022 – 2025 is drawing to a close. Whilst the strategy encapsulates our 3 pillars of "Gender Equity", "Reflecting our Communities" and "Respect" the priority focus areas over the life of the strategy have been increasing our female representation and Reconciliation.

Gender Equity

To be a leader through fostering an inclusive workplace that better reflects the diversity of our community.

Key 2025 initiatives:

- Development of our 2030 Inclusion & Diversity Strategy
- Recruitment of diverse talent through key partnerships with Empowered Women in Trades, Women in STEM Careers (WiSC), STEM Women and Dept of Education
- Facilities in the Field Working Group
- Job Design Working Group
- Gendered Language and Behaviour Working Group
- Provision of incontinence and sanitary products in all bathrooms
- Employee volunteers driving comms and engagement through the I&D Committee
- Revised parental leave guidelines from an inclusivity lens

Key Progress over the 2022 – 2025 I&D Plan:

Metrics:	2022	YTD 2025	Progress
% of Women (Headcount)	20.0%	**21.9%**	**+1.9%**
% of Women in Senior Leadership	22.6%	**33.3%**	**+10.7%**
% of Women in People Leadership	23.3%	**26.4%**	**+3.1%**
% of Women – staff	30.2%	**31.9%**	**+1.7%**
% of Women – wages	5.6%	**6.6%**	**+1%**

Reconciliation Action Plan

As an influential South Australian organisations, we seek to foster unity and trust while actively working towards equitable outcomes for all First Nations people.

Key 2025 initiatives:

- Successful completion of our Reflect RAP
- Cultural Awareness Training for all leaders
- Site specific signage at all depots
- Development of SAPN Cultural protocols
- Crows on Country First Nations partnership – 1 year
- Employment opportunities – pre apprenticeship program
- NAIDOC and Reconciliation week events
- Development of our Innovate RAP

Reflect RAP Deliverables	# of Deliverables
Relationships • Build positive and meaningful relationships between First Nations Peoples and Non-First Nations People	13
Respect • Continue respecting and learning to understand unique cultural differences • Commitment to understand Cultural protocols to deliver respectfully	8
Opportunities • Create opportunities for First Nations businesses to work with SAPN / Enerven • Continue recruitment of First Nations staff and create opportunities for current First Nations staff	10
Governance • Continue working with RAP Working Group by providing frequent updates and ongoing involvement • Continue our Reconciliation journey and build on our Reflect RAP	11

Strengthening our Culture

- We have ambitious 2035 strategic priorities and fundamental to our success is building a culture that underpins high performance.
- We are cultivating a workplace where our people are aligned, we live our values everyday, leadership impact and effectiveness is improving, and our systems and process enable our people to deliver even better outcomes.

Our **Culture Plan** outlines the approach we will take to build a high-performance organisation



The effectiveness is measured through our **strength of culture.** Our surveys provide repeatable reporting on those elements of our culture.

Our desired culture is brought to life in how we work collectively, through our **values** and **behaviours**.



Strength of Culture Pillars

Alignment	Values and Behaviours	Leadership Effectiveness	Enablement

Key Actions in 2024/2025

- Operating Model delivery
- Transparency and consistency in communications
- Refreshed Vision, Strategic Priorities and Values launched
- Strength of Culture metric established and measured via regular Culture Survey
- Leadership – SLT development, Leader induction
- Values in Action Awards
- System improvements to improve employee experience
- Psychosocial Safety Program
- Recognition Framework

2025 Strength of Culture Baseline = 71%

4. Other Business

- Optional joint ElectraNet & SAPN meeting
- Strategic Plan – Timeframes, Next steps

