

# MIL – Vision, Mission, Objectives & Supporting Strategy

<b>Vision</b>	<b>Delivering for a stronger Southern Riverina</b>
<b>Mission</b>	Sustainably manage the efficient delivery of our region’s precious water resources and promote the economic success of local agribusinesses by delivering for our farmers, community and environment and always adhering to our core values.
<b>Objective</b>	<b>1) Deliver water efficiently and cost effectively</b>
<b>Strategies supporting Objective #1</b>	1. Develop a new, transparent revenue business model that better ‘shadows’ customers’ revenue patterns.
	2. Ensure operating systems and assets are fit for purpose and deliver a competitive advantage.
	3. Implement a customer support model that facilitates the efficient resolution of issues.
<b>Objective</b>	<b>2) Provision financially and physically for the intergenerational sustainability of MIL’s infrastructure</b>
<b>Strategies supporting Objective #2</b>	1. Identify and lever alternate operational revenue and asset utilisation sources to assist offset the effects of potential future general security yield decline outside our control.
	2. Continue funding and undertaking ‘life extension’ and infrastructure reliability work that reduces operational and capital costs
	3. Establish the company’s true infrastructure and operating costs and provision for them through our AMRR fund accordingly.
<b>Objective</b>	<b>3) Advocate only on issues which MIL can materially influence to further our business objectives</b>
<b>Strategies supporting Objective #3</b>	1. Focus on issues ‘Above the Choke’ and establish trust and unity with all stakeholders.
	2. Attract, retain and use more of the water available in the Murray system in the MIL footprint.
	3. Develop initiatives and products that demonstrate a point of difference for investment within MIL.
<b>Objective</b>	<b>4) Develop a capable workforce, systems and processes which can deliver the company’s objectives</b>
<b>Strategies supporting Objective #4</b>	1. Develop a flat, transparent management structure that supports business continuation and a culture of continuous improvement, training and internal succession.
	2. Be an ‘employer of choice’ which empowers and upskills staff to achieve the company’s objectives and supports diversity, equity and inclusion.
	3. Demonstrate an Environment, Social and Governance (ESG) plan that includes education and training for the benefit of shareholders, customers and community.
<b>Values</b>	<b>Wellbeing &amp; safety, Accountability, Teamwork, Embrace change, Respect</b>