

## The key challenges for 2003 - 2004

We have had to modify the planned three-year strategic objectives to fit the short-term global restructuring occurring in ALSTOM.

However, while there will be a change in the ownership of the T&D Sector worldwide, at a country level there will be very little impact on our businesses. We expect each Group to continue with its current development plans for growth and business improvement.

## Overall objectives for 2003 - 2004

1. To deliver five excellent, market leading, growth orientated businesses into the new ALSTOM structure.
2. To drive hard to establish a culture of performance improvement projects in each business.

## ALSTOM VALUES

**Safety** is paramount.

**Quality:** we are in the business of ensuring the reliable operation of our client's networks and plant.

**Growth** adds vitality.

**Developing People** - we are committed to Training.

Try hard to be a **Fair** employer.

**Individual** accountability.

**Financial Strength:** Profit is the measure that summarises into one figure the overall performance and health of the business.

## Tool Kit for Improved Projects

The intent of the Business Process Improvement role is to enhance profitability and customer satisfaction. Towards financial year-end, we refocused on this objective and, using an improved "tool kit" called Turbo Sigma, we are determined to see more than 200 improvement projects completed during the 2003/04 year. These projects aim to improve the business performance or value delivered to our customers, or both.

## IT Network

As much as we love to hate IT at times, we cannot operate without it.

To date we have invested \$9 million in information technology, with more than 900 computers connected to the network via 90 servers in numerous locations across New Zealand and Australia.

There are now eight full time staff and contract staff supporting the operation and development of our Information Services and network maintenance is outsourced.

2002/03 was about expanding the network to accommodate the 400 extra Transport staff, getting Maximo operating smoothly and building the support team.

2003/04 will see a much stronger focus on ensuring the needs of internal customers are being effectively met.

## ALSTOM Assist

Established across ALSTOM operations in New Zealand during the past year, ALSTOM Assist provides employees with access to specialist advice and help for personal issues.

Counselling is independent, confidential and available 24/7. Our only record is statistical and results indicate that the service is operating effectively in all New Zealand groups with about six referrals a month. This is about 4.8% of our workforce in New Zealand and is normal for an operation like ours.