

ELECTRICITY INDUSTRY SUPERANNUATION SCHEME

STRATEGIC PLAN 2023

Vision

Excel as the trusted Super Scheme for our members

Mission

Supporting our members to achieve their desired retirement outcomes

Areas of Focus	What it means for you	KPIs
Members are well informed	<p>You'll have lots of opportunity to find out about your super, and have your questions answered.</p> <p>You'll understand what's needed to obtain your desired financial outcomes.</p>	<ul style="list-style-type: none">• All members will have an opportunity for a face to face meeting with Scheme staff at least once every three years• All members will be contacted:<ul style="list-style-type: none">• Four months after joining ElectricSuper• When they turn 50• When a financial authority is received on their behalf• All member queries will be responded to within 2 working days
Investment returns	Returns on your super will be competitive	<ul style="list-style-type: none">• The Balanced Growth Option investment returns will exceed CPI plus 3% over rolling three and ten year periods• The High Growth Option investment returns will exceed CPI plus 4% over rolling three and ten year periods• The Conservative Growth Option investment returns will exceed CPI plus 1.5% over rolling three and ten year periods• The Cash Option investment returns will match the Bloomberg AusBond Bank Bill Index over rolling one year periods• The Balanced Growth option will return above the median balanced fund over rolling three-year and ten year periods
Member Service Excellence	<p>ElectricSuper will be a good option for your super, both before and after retirement</p> <p>You will be provided with competitive products and services</p>	<ul style="list-style-type: none">• ElectricSuper will exceed the median superannuation fund for each of the APRA heat map metrics
Maintaining scale	<p>Your super won't be affected by the fund having to sell assets.</p> <p>Administration and investment costs on your super will remain competitive</p>	<ul style="list-style-type: none">• ElectricSuper will retain 75% by assets of members on retirement and 60% by assets of other members• Management Expense Ratio will remain below the industry average
Governance	<p>Your super will be in a fund that is well run.</p> <p>Risks will be well managed.</p>	<ul style="list-style-type: none">• Internal audit will return 'Substantially Effective' findings• External audit will issue an unqualified audit report• The Board will average 16 hours of relevant training per Board member per year