

## **ABOUT NEDCo's 5-YEAR STRATEGIC PLAN**

The Northern Electricity Distribution Company (NEDCo) did not have a formal strategy from its establishment in 2012. Consequently, in 2019, Management decided to change the narrative and the way the company had operated in the past by creating the Corporate Strategy and Business Development (CS&BD) Department to chart a strategic path for the company. This was in order to make the company appropriately responsive to contemporary corporate governance requirements.

The CS & BD Department, in collaboration with other stakeholders, worked very hard to craft a five-year strategic plan dubbed ARISE to provide, among others, a roadmap towards the attainment of the Mission and Vision of NEDCo. The plan was formally launched in July, 2021. The Arise Strategy is intended to re-awaken the consciousness of staff to bring them on board Management's transformation agenda of turning around the fortunes of the company to ensure the birth of a "New NEDCo". The New NEDCo operates on the clarion call to all staff to ***arise and shine into the envisioned future.***

The ARISE strategy is hinged on five **Thematic or Priority Areas of Focus** for the next five years which are to:

- Advance Business Processes
- Respect Customers' Needs and Rights
- Improve Human Resource Capacity
- Seek to Develop and Sustain Efficiencies in Network Performance and
- Ensure Financial Sustainability.

To be able to successfully execute this plan, the strategy prioritized a number of projects and programs to be executed within the five-year period that will lead to the achievement of the desired goals. The vision is that when all the projects and programs are successfully implemented, NEDCo would be able to turn things around.

Below is the strategic intent of each of the strategic pillars to be achieved by the strategic plan:

S/N	Strategic Theme	Strategic Result
1.	<b>Advance Business Processes</b>	Improved service delivery through increased process efficiencies leveraging on technology
2.	<b>Respect Customers' Needs and Rights</b>	Professional customer service delivered to our customers in a friendly and safe working environment to delight them.
3.	<b>Improve Human Resource Capacity</b>	The talents and skills of staff are improved thereby enabling them approach their work with professionalism. Staff are also motivated and driven by a passion for results.

4.	<b>Develop &amp; sustain efficiencies in network performance</b>	Efficient and robust network delivering safe, reliable and quality power
5.	<b>Ensure Financial Sustainability</b>	Financially sustainable and profitable company
	<b>Ultimate Outcome of the Strategy</b>	All-round robust and sustainable distribution company with staff imbued with professionalism and a business mindset

With this plan, NEDCo is set on its transformation agenda and there is no turning back. We therefore, urge everyone to put their shoulders to the wheel, so that, together, we can achieve the big agenda of transforming NEDCo from a loss-making enterprise to a burgeoning profit-making and sustainable business enterprise.