

Elenia's human resources policy

Our mission

Electrifying life

Our vision

The most responsible innovator
of energy services and markets

Our values

Close to the customer | Accountable partner
Achieving together | Courage to renew

Our strategic objectives are to earn our customers' trust, operating efficiently, the renewal of the energy markets and services and mitigating climate change. Our Code of Conduct and management system promote responsibility and sustainable development in everything we do.

Scope of application

This human resources policy applies to Elenia Ltd and Elenia Network Plc. This policy reflects the objectives of our human resources management.

Our company culture

Energy is the cornerstone of our daily life. In our day-to-day work at Elenia, we always put safety first. Our operations are guided by our collectively built foundation of values and certified quality management systems. They are supported by continuously developing management and leadership at the supervisory and specialist levels.

Elenia's values reflect our shared objectives and the nature of our business: Close to the customer, Accountable partner, Achieving together and Courage to renew. Our company culture encourages us to renew and take pleasure in our achievements. This is supported by open and interactive communication in our working community as well as our systematic approach to managing the working capacity of our employees.

This is the era of the customer. Together with our partners, we ensure that our customers' everyday life runs smoothly now and in the future.

Supervisory work at Elenia

Our approach to managing employee performance is based on coaching-style management and clear shared goals. Good supervisors understand the company's strategy, objectives, mission and vision. They have the ability to motivate and inspire people to work towards the shared goals.

We ensure high-quality management by carrying out regular supervisory coaching activities and evaluations. Elenia uses flexible working models that serve the company and suit the various life circumstances of our employees.

Personnel development

At Elenia, we continuously develop the competence of our personnel to correspond to our business needs in order to earn our customers' trust and approval every day.

Target-setting, development and working capacity management discussions are important tools for us to enhance the results of our work and provide everyone with greater opportunities to develop in their work and influence their work. Perceiving one's work as meaningful is seen as a key source of motivation at Elenia. Each Elenia employee is responsible for the development of their own competence.

The role of supervisors is to challenge and motivate employees and to create favourable conditions for professional development.

Pay and benefits

Elenia's pay and benefit systems are competitive and fair. We comply with the Finnish Energy Industries' collective bargaining agreements applicable to our employee groups. Pay and benefits are based on the demands of each job as well as the employee's personal performance and qualifications.

We use national statistics to monitor the comparability of wages. We also monitor the level of our employee benefits.

Elenia supports the electrification of motoring directly by offering a Green Bonus system for fully electric company cars and applying emission limits to other company cars.

We are proud of our work, we celebrate the goals we achieve together and we highlight each other's strong performance.

Elenia's pay and benefit systems cover the entire personnel and support the achievement of the company's short-term and long-term strategic goals and the realisation of our values. Our pay and benefit systems are transparent and easy to understand. Praise and gratitude for a job well done is also part of our reward system.

Elenia has drawn up IPR guidelines for employee inventions.

Safety and working capacity

We have strict standards for safety. We want to ensure a safe workplace for our employees. Everyone must be able to go home safe and healthy at the end of the day. We view our partners' safety in work performed for Elenia as equally important to the safety of our own employees.

Recognising hazards at work is part of the professional skills of all Elenia employees. We expect everyone to take an active role in promoting overall safety in the work environment. We provide our employees with information on current issues related to occupational safety, cyber security and the environment. Elenia's employees participate in various training activities that promote occupational safety, professional competence and working capacity.

We monitor the lost time injury frequency and near misses of our employees and partners closely and responsibly. We require our partners to observe the same safety-related responsibility principles as our own employees.

The employer supports the development of working capacity through systematic working capacity management. Our organisation is characterised by a positive spirit of getting things done and nice colleagues. We look after our employees and we are an intoxicant-free and smoke-free workplace. Maintaining a good working capacity also requires good life management on a voluntary basis at the individual level.

How we operate

Elenia's approach to human resources management is based on the applicable legislation, the industry's collective bargaining agreements, occupational health and safety regulations and other obligations as well as the company's own operating models and local agreements.

Employees are treated fairly and equally. Our collectively created values and Code of Conduct constitute the foundation for our operations.

We measure the success of our human resources policy through employee satisfaction surveys, the results of our sustainability programme and external audits. We take action to address any problems that are observed.

All Elenia employees share the responsibility for the implementation of our human resources policy.

Elenia is Finland's second-largest distribution system operator and the largest customer service provider in the energy sector in Finland. We see to the maintenance and renewal of the electricity network, build electricity networks and connections together with our partner companies, measure our customers' electricity consumption and forward energy data to electricity suppliers. Our service business provides customer service as well as diverse services related to the electricity market for the energy sector and other infrastructure companies.