

Elenia's human resources policy

Our mission

Electrifying life

Our vision

The most responsible innovator of energy services and markets

Our values

Responsibility for the future | Close to the customer
Open and reliable cooperation | The courage to renew

Our strategic objectives are to earn our customers' trust, operate efficiently, renew the energy markets and services, enable the green transition, mitigate climate change and advance carbon neutrality. Our Code of Conduct and management system promote responsibility and sustainable development in everything we do.

Commitments

We are committed to preventing accidents and incidents in accordance with the principles of the Zero Accidents Forum. The Zero Accidents Forum is a network of workplaces, the aim of which is the continuous development of occupational safety and well-being at work and the dissemination of good practices.

We are committed to the UN Global Compact project and comply with its Ten Principles, which concern human rights, labour, the environment and anti-corruption.

We are committed to promoting the UN Sustainable Development Goals (SDGs) of our choice in our operations.

We are committed to reducing our emissions in accordance with the Science Based Targets (SBTi) initiative while complying with the Paris Convention to reach our Net Zero goal.

We are committed to promoting energy efficiency in our business operations and services by participating in the national Energy Efficiency Agreements programme.

We are committed to complying with the procedures and environmental programme required by the Green Office certificate granted by WWF.

Scope of application

This human resource policy applies to all Elenia Group companies. This human resource policy is an integral part of Elenia's sustainable development and is reflected in our strategies, processes and day-to-day operations.

Objectives, management and responsibilities

Elenia is committed to respecting and promoting the human rights of its personnel and stakeholders in all of its operations in accordance with internationally recognised human rights. This is also expected from our partners. We promote diversity, equality and participation.

We facilitate the everyday life of our customers and ensure society's security of supply and continuity of operations at all times. We make preparations for the scarcity and decreased availability of natural resources. We continuously monitor and increase the safety of our electricity network. Those in managerial and supervisory positions lead by example in ethical and responsible business operations.

We comply with laws, regulations and good governance, and expect the same from our partners. Bribery and receiving bribes are strictly prohibited in all operations. We have zero tolerance for the grey economy. We are involved in developing safety in the industry.

We identify, assess and process the risks and opportunities related to Elenia's objectives in accordance with Elenia's risk management policy. Through risk management, we support the achievement of our objectives and ensure the continuity of our operations in all situations.

We are committed to looking after our employees' safety and well-being at work by investing in the promotion of working capacity, occupational health care and a well-functioning working community, as well as the continuous development of employee competence.

We communicate openly to our personnel. We are committed to engaging our employees' participation in matters related to occupational health, safety and well-being. We are committed to the continuous improvement of our employees' overall well-being and competence, and to assessing its suitability, adequacy and effectiveness.

Our human resources policy is based on current legislation, applicable collective agreements, occupational health and safety regulations and local agreements, as well as Elenia's mission, vision, strategy, values and sustainable management principles. A good employee experience is achieved through the realisation of the aforementioned principles.

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

Diversity, equality and inclusion

Energy is the cornerstone of our daily life. We develop our common culture together and promote non-discrimination by supporting diversity, equality and inclusion.

At Elenia, everyone has the opportunity to develop and work in a safe and equal work community. We want to promote equality in all of our cooperation, interaction and customer service. We are also committed to the UN Global Compact principles, and we have created a human rights commitment.

We develop our workplace and working community to correspond to our employees' needs. We engage the participation of our employees through regularly conducted personnel surveys. Our work community and inclusive culture are built through the actions of everyone at Elenia. Our facilities solutions support accessibility and we take responsibility for providing the necessary assistive and protective equipment for work.

Everyone is accepted the way they are.

Supervisory work

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

Everyone at Elenia is responsible for managing their own performance with the support of their supervisor. Supervisors support their team members by engaging in regular discussions on work performance, the achievement of targets and overall well-being with each team member.

Pay, benefits and incentives

We take pride in our work, celebrate the achievement of objectives and highlight each other's strong performance. Elenia's pay and benefit systems cover the entire personnel and support the achievement of the Group's short-term and long-term strategic goals and the realisation of our values. The aim of our remuneration systems is to incentivise strong performance. In addition to performance-based remuneration, the equal treatment of employees is a key principle in remuneration. Giving positive feedback and praise for strong performance is also part of remuneration.

Remuneration is supported by regular reviews of basic pay and consistent employee benefits. 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 position as well as the employee's personal performance and qualifications.

Safety and working capacity

We want to ensure a safe workplace for our employees. Everyone must be able to go home healthy at the end of the day. At Elenia, safety includes not only individual well-being but also safety at work, the occupational safety of our partners, and cyber security. We promote safety, working capacity and the data-driven and proactive management of working capacity.

Recognising hazards at work is part of the professional skills of all Elenia employees. We require all of our employees to participate in maintaining and developing overall safety. We encourage our employees to make healthy choices in daily life. We enable our employees to maintain a healthy work/life balance, and we support working capacity by providing flexible solutions.

We look after the working capacity of our employees throughout their careers by providing flexible solutions, and we build awareness with regard to occupational safety as well as cyber security. Maintaining up-to-date competence is also a precondition for safety and maintaining working capacity. With this in mind, we train and coach our personnel and enable various qualifications. Each year, we also publish a working capacity programme that includes concrete actions. Elenia is an intoxicant-free and smoke-free workplace.

Competence

Highly competent employees are an important asset for us. By developing employee competence and placing value on time spent on training, we also ensure that our customers have access to the solutions of the future.

We provide orientation training for our employees and ensure that everyone completes the relevant training for their job in a timely manner. Everyone at Elenia is responsible for the development of their individual competence. Supervisors support development and create favourable conditions for it. Each year, we prepare a training plan that covers all of our personnel.

In addition to the actions we take on a day-to-day basis, 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. We support individuals in career development both horizontally and vertically. We engage in active cooperation with educational institutions to ensure the future availability of professionals for Elenia and the energy sector as a whole.

Our competence development solutions are based on our strategy and business objectives.

Monitoring

Through effective planning, we anticipate and prevent hazardous incidents and prepare to take appropriate action in the event of an incident.

At Elenia, employee representation in the company's management is implemented through a cooperation group, as established by a mutual agreement. The Group's various companies have a common cooperation group that convenes regularly.

We continuously improve our operations and seek new opportunities to develop our processes. Each year, we benchmark our sustainability efforts globally by means of the Global Real Estate Sustainability Benchmark (GRESB) sustainability assessment.

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.