

Elenia's Human Resources Policy

Our mission

Electrifying
life

Our vision

Responsible reformer 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.

Scope of application

The purpose of this policy is to describe the essential principles that guide Elenia's personnel policy and guide our personnel management practices.

The personnel policy applies to all companies within the Elenia Group. The personnel policy is a central part of Elenia's sustainable development and is reflected in our strategies, processes, and daily operations. Our personnel policy covers all employees of the Elenia Group in Finland.

Our strategy aims to earn the trust of our customers, improve operational efficiency, innovate energy markets and services, enable the green transition, mitigate climate change, and achieve carbon neutrality. Our ethical principles and management system promote responsibility and sustainable development in all our activities. We work to ensure that Elenia employees and our partners can work in a safe, healthy, and motivating work environment every day.

Commitments

The principles and commitments of Elenia's responsibility management are described in Elenia's Sustainable Development Policy, Elenia's Human Rights Policy, Data Protection Policy, Occupational Health and Safety Policy, and the whistleblowing procedure guidelines support the Personnel Policy.

We are committed to preventing accidents and hazardous situations in accordance with the principles of the Zero Accidents Forum. The Zero Accidents Forum is a network of workplaces aimed at continuously improving occupational safety and well-being and spreading good practices.

We are committed to adhering to the ten principles of the UN Global Compact, which relate to human rights, labor rights, the environment, and anti-corruption. Our operations are also guided by the UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, and the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work.

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

We are committed to complying with the operational principles and environmental program required by the WWF Green Office certificate.

Objectives, management and responsibilities

Elenia is committed to respecting and promoting the human rights of its own personnel and stakeholders in all its activities, in accordance with internationally recognized human rights, fundamental principles of work life, and Elenia's ethical principles. We also require this from our partners. We promote diversity, equality, and inclusion.

We ensure the smooth running of our customers' daily lives and the security of energy supply and continuity of operations in all situations. We prepare for the scarcity and reduced availability of natural resources. We continuously monitor and promote the safety of our electricity network. Those in leadership and supervisory positions set an example of ethical and responsible leadership and business.

We comply with laws, regulations, and good governance practices and require the same from our partners. Bribery and the acceptance of bribes are strictly prohibited in all our activities. We do not accept the grey economy in any form. We participate in the development of industry safety.

Ensuring the well-being of personnel is a central goal of Elenia's personnel policy. Elenia does not tolerate harassment, discrimination, or inappropriate behavior in any form. Every Elenia employee is responsible for the culture and interaction of the work community, and it is the duty of everyone to avoid inappropriate treatment of others that could harm or endanger their safety or health.

We identify, assess, and manage risks and opportunities affecting Elenia's objectives in accordance with Elenia's risk management policy. Risk management supports the achievement of objectives and ensures the continuity of our operations in all situations. We are committed to ensuring the safety and well-being of our personnel by investing in maintaining work ability, occupational health care, and the functionality of the work community, as well as the continuous development of personnel skills.

We communicate openly with our personnel. We are committed to involving our personnel in matters related to occupational health, safety, and well-being. We are committed to the ongoing development of our employees' well-being and competencies, including regular assessment of their suitability, adequacy, and effectiveness.

Our personnel policy is based on current legislation and applicable collective agreements, occupational safety regulations, and local agreements, as well as Elenia's mission, vision, strategy, values, and responsible management principles. A positive personnel experience is formed by implementing these principles.

All Elenia employees are responsible for upholding this policy.

Diversity, Equality, and Inclusion

Energy is the foundation of our daily lives. Together, we develop our shared culture and promote equality by supporting diversity, gender equality, and inclusion.

At Elenia, everyone has the opportunity to grow and work in a safe and equal work community. We aim to promote equality in all our collaborations, interactions, and services that we provide for our customer. We are also committed to the principles of the UN Global Compact, have a human rights policy, and have made a human rights commitment.

We develop our workplace and work community to meet the needs of our personnel. We regularly engage our personnel through employee surveys. Our work community and inclusive culture are built by every Elenia employee. Our facility solutions support unobstructed access, and we provide necessary tools or protective equipment related to work.

Everyone is valued and respected as they are.

Leadership

Personnel performance management is conducted through coaching leadership and clear common goals. A responsible leader understands the company's strategy, its objectives, mission, and vision. They know how to motivate and inspire people to work towards common goals.

Every Elenia employee is responsible for managing their own performance with the support of their supervisor. Supervisors support their team members by regularly discussing work performance, goal achievement, and overall well-being with each team member.

Rewarding

We are proud of our work, celebrate achieved goals, and highlight each other's good performances. Rewarding the entire Elenia personnel supports the realization of the group's short- and long-term strategic goals and values. The aim of rewarding is to encourage optimal performance. In addition to performance-based rewards, fair and equal treatment is a fundamental principle.

Rewarding is supported by regular basic salary reviews and common employment and personnel benefits. We comply with the collective agreements applicable to our personnel groups in the energy industry. Compensation is based on the demands of the position as well as personal performance and competence.

Safety and Work Ability

We want to ensure a safe workplace for our personnel – everyone should be able to come home safe and sound every day. Safety for us includes not only individual well-being but also safety at work, the occupational safety of our partners, and cybersecurity. We promote safety and work ability, as well as the management of work ability, through knowledge and proactive work.

Identifying hazards and risks related to one's own work is part of every Elenia employee's professional skills. We require everyone to participate in maintaining and developing overall safety. We encourage our personnel to make healthy everyday choices. We enable the smooth integration of work and leisure and support work ability with flexible solutions.

We take care of our personnel's work ability throughout their careers with flexible solutions and increase awareness of both occupational safety and cybersecurity. A key prerequisite for ensuring safety and maintaining good work ability is up-to-date skills. For this reason, we train and coach our personnel and enable various qualifications. Additionally, we implement annual measures to maintain our personnel's work ability. Elenia is a substance-free and smoke-free workplace.

Competence

Competent personnel is our key resource. By developing our personnel's skills and valuing the time spent on training, we also ensure future solutions for our customers.

We familiarize our employees with their tasks and guide each one to complete the necessary training for their role in a timely manner. Every Elenia employee is responsible for developing their own skills. Supervisors support and create favorable conditions for development. We create an annual training plan that covers all our personnel.

In addition to daily work, goal-setting, development, and work ability management discussions are important tools to enhance work efficiency and increase each individual's opportunities to develop in their work and influence it. We support individuals in developing their careers both horizontally and vertically. We actively collaborate with educational institutions to ensure future experts for both our company and the entire energy sector.

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

Monitoring and follow-up

Through effective planning, we anticipate and prevent hazardous situations and prepare to act correctly if something happens.

Employee representation in the company's administration at Elenia is implemented through a cooperation group by mutual agreement. The various companies within the group have a common cooperation group that meets regularly.

We continuously review and improve our operations and seek new opportunities to develop our processes. We compare our responsibility work annually on a global scale with the GRESB (Global Real Estate Sustainability Benchmark) responsibility assessment. At Elenia, we have also signed a commitment to the UN Global Compact initiative and report annually on our progress with the Communication on Progress (COP) report.

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.