

Elenia's asset management 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

The Asset Management System and policy are based on the ISO 55001 and PAS 55 standards and they apply to Elenia's electricity network business. Elenia's Asset Management Policy covers all processes related to the electricity network business, including the Group's internal and external construction management services and the related electricity network assets, the technical IT systems related to the management of electricity network assets and the data communication between them. This policy reflects the objectives of our asset management.

Network development, maintenance management and operation

- We take into account customer-specific needs and feedback as well as the current and future needs of our stakeholders and society as key factors in the development and operations of the network. Based on these, we set the goals for the management of network assets to produce services that accord with our customer promises.
- We maintain a comprehensive development plan in which we define and optimise the network's investment and maintenance management measures for the systematic development of the network's capacity and ensure the network's safety level.
- To fulfil the requirements of society and our stakeholders, we are building Elenia's Weatherproof electricity network, the capacity of which we are supplementing with advanced network automation solutions.
- In our strategy and day-to-day operations, we balance financial factors and risks with opportunities and quality goals. This is how we ensure optimum asset management.
- We take advantage of digitalisation by collecting real-time data on our network's condition, which we analyse with state-of-the-art information processing software to ensure high-quality and well-timed procedures.
- We are known for the reliability and quality of our electricity distribution. We compare our activities continuously to those of other operators to develop our operations.
- We are prepared for fault situations and major power disruptions in the network with the help of a wide network of professional partners and by building the Elenia Weatherproof electricity network in accordance with our development plan.

Construction, sourcing and partnerships

- As a forerunner and innovator of operating methods we lead a competitive network of partnerships in infrastructure building and material procurement, which allows us to guarantee the development, cost-effectiveness, quality and capacity of our operations.
- In cooperation with our ICT partners, we are developing innovative system solutions and applications to enable smooth processes.
- We employ standardised partnership management models to ensure our partners' prerequisites for operations and profitable business.
- We require responsible operations from all our partners throughout the supply chain.

Technical systems and applications

- Efficient, integrated information systems and the high-quality information they contain are the cornerstones of our operations based on which we make optimum and timely decisions, enable new services and increase the efficiency of our operating methods.
- We enable the efficient operating of our partners by providing them with mobile solutions that support field work.
- We enable the development of new market-based services by building a smart grid and providing the various market participants with the necessary information.
- We provide our customers with user-friendly e-services.
- In the metering of electrical energy, we apply modern technology that meets the future needs of our customers and society.

Safety, quality and competence

- Elenia's personnel are professional and operate according to the principles of responsible business operations. Every Elenia employee knows their goals and is responsible for the quality of their own work.
- We promote and require strong security management and a strong security culture in accordance with our occupational health and safety policy.
- We account for and ensure cyber security in everything we do.
- We measure and improve quality systematically and across the board.
- We ensure competence development and sufficient resources and talent for the implementation of our strategy.

Business continuity and social responsibility

- Responsibility is the basis of our operations. It determines the core of our strategic goals and guides the development of our operations.
- We comply with laws and official regulations in everything we do.
- We identify the risks of our business operations, prepare for contingencies and ensure the continuity of our operations under all circumstances.
- In accordance with our environmental policy, we account for life-cycle thinking, energy efficiency and environmental perspectives in our daily operations.
- We promote the mitigation of climate change.
- We influence through customer-driven stakeholder cooperation.
- We want to be the most efficient network company in our industry.
- We continue to improve our operations and seek new opportunities to develop our processes.
- We set both internal and external requirements and objectives for asset management as part of our management system. We monitor the achievement of our objectives systematically.
- We account for the perspectives of sustainable development and responsibility in everything we do. These issues have a clear role to play in all asset-related decision-making.

Elenia's high-quality management of network assets creates a strong foundation for the long-term development of the network business. By implementing our asset management policy in a systematic manner we make sure that we fulfil our customers' and society's requirements and prove that we are worthy of our customers' trust.

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.