

# Elenia's Sustainability 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

This Sustainability Policy applies to Elenia Group's companies and personnel and, as applicable, to cooperation with Elenia's partners and subcontractors. Our goal is to ensure that Elenia employees and our partners operate responsibly, ethically and sustainably, and comply with our environmental, human rights and sustainability principles.

### We are committed to

- preventing accidents and incidents in accordance with the principles of the Vision Zero Forum. The Vision Zero Forum is a Finnish 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.
- the UN Global Compact, and we comply with its Ten Principles on human rights, labour rights, the environment and anti-corruption.
- promoting the selected UN Sustainable Development Goals (SDG) in our operations
- reducing the emissions of our operations in alignment with the Science Based Targets initiative (SBTi) and the Paris Climate Agreement to reach our Net Zero goal.
- promoting energy efficiency in our business operations and services by participating in the national Energy Efficiency Agreements programme.
- complying with the operating principles and environmental programme required by the Green Office certificate granted by the World Wide Fund for Nature (WWF).

### Our operations are guided by the following international principles and guidelines, among others

- International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work
- The UN's Rio Declaration on Environment and Development
- The UN Convention against Corruption
- The principles of the UN Global Compact initiative
- OECD Guidelines for Multinational Enterprises
- UN Guiding Principles on Business and Human Rights
- UN Universal Declaration of Human Rights

### Operations are guided by certified management systems

Certified management systems and the EEC+ energy efficiency system are central aspects of Elenia's sustainability. They allow us to continuously improve our operations and implement external and internal sustainability requirements systematically, efficiently and with good results.

### Our management systems are:

- Asset management ISO 55001
- Occupational health and safety ISO 45001
- Environment ISO 14001
- Information security ISO/IEC 27001

### Environmental responsibility

We promote the development of a sustainable society and way of life. Climate change mitigation, resource efficiency, promoting the circular economy and preserving biodiversity are among the cornerstones of our operations. Our environmental efforts are guided by Elenia's Environmental Policy.

In climate change mitigation, our vision target is carbon neutrality for Elenia by 2035. We promote the zero-carbon electrification of society. Our climate targets guide our efforts to reduce emissions in our operations, construction and procurement, as well as in service solutions for our customers.

We work to improve energy efficiency through energy conservation and energy efficiency measures. We promote the responsible use of energy by encouraging and guiding customers to optimise their electricity use and energy consumption.

Together with our partners, we promote the circular economy and sustainable use of natural resources through the ecological design of the electricity network, waste management and the optimisation of the use of recycled materials. We follow the principles of the EU waste hierarchy, where the primary objective is the prevention and reduction of waste, and secondarily the efficient reuse and recycling of materials.

Biodiversity is a prerequisite for all life on our planet. We promote the protection and conservation of biodiversity as part of our environmental efforts. We steer our operations on the basis of the EU's biodiversity strategy. Our goal is to minimise adverse impacts on nature and strengthen positive impacts. Adverse impacts on nature are reduced in accordance with the mitigation hierarchy: primarily by avoiding adverse impacts and, secondarily, by minimising impacts that cannot be avoided. If this fails, efforts will be made to remedy the adverse impacts on site or offset them with ecological compensation elsewhere. We reduce, monitor and manage emissions into the air, waterways and soil in accordance with our environmental guidelines.

### Social responsibility

We work continuously to ensure that our employees and partners have a safe, healthy and motivating environment to work in. We continuously monitor and increase the safety of our electricity network. Our Occu-

pational Health and Safety Policy guides our operations, and we participate in the development of safety in our industry.

We support the well-being and professional development of our personnel. We promote diversity, equity and inclusion in our working community. Our goal is the comprehensive well-being of Elenia employees. We support a healthy work-life balance and create opportunities for professional growth. The social responsibility principles related to our own personnel are described in our Human Resources Policy.

We respect and promote the human rights of our personnel and stakeholders in accordance with internationally recognised human rights, Elenia's Human Rights Policy and Human Rights Commitment. We engage in active dialogue with stakeholders and continuously measure customer satisfaction and reputation in our operations.

We are present, as a reliable partner, in the daily lives of our customers, landowners, municipalities and other stakeholders.

### Corporate governance and economic responsibility

We comply with laws, regulations and good governance, and expect the same from our partners and Elenia's value chain participants. Risk management is part of Elenia's corporate governance, management and decision-making. Corruption, bribery and the receiving of bribes are strictly prohibited in all of our operations. We have zero tolerance for the grey economy.

We promote the zero-carbon electrification of society and create sustainable value in society. For Elenia, a stable financial position means that we can meet the needs of our customers and stakeholders and take care of our social and environmental obligations. We publish our tax footprint annually in our sustainability report.

We pay attention to human rights issues, environmental issues and working conditions in our value chain in accordance with our due diligence process. Elenia's Code of Conduct for employees and the Code of Conduct for Partners specify our principles with regard to legal compliance, good business conduct and generally accepted practices.

We assess sustainability when selecting partners, and we cooperate with our partners to prevent adverse impacts on the environment and people. Our operations are based on the continuous development of society and long-term cooperation with our partners, which strengthens local economic vitality, entrepreneurship and employment.

We facilitate the data protection, the everyday life of our customers and ensure society's security of supply and continuity of operations at all times. In addition to ensuring the reliability of electricity distribution and the security of supply, we place a high priority on the cyber security of our services and operations, and we manage it as part of Elenia's overall security. For our part, we contribute to Finland's security of supply.

### Objectives, leadership and responsibilities

The objective of Elenia's Sustainability Policy is to ensure sustainability in all our operations in accordance with the principles of sustainability. In accordance with Elenia's strategy, sustainability is integrated into our processes and day-to-day operations. Our sustainability vision targets extending to 2035 are Net Zero carbon neutrality, zero accidents, the amount of renewable energy fed into the network, and customers' trust in Elenia.

Elenia's sustainability programme and the targets apply to everyone at Elenia. Elenia's senior management is responsible for ensuring a sustainable approach in operational management and business processes. The Board of Directors and its committees supervise Elenia's sustainability efforts and are responsible for internal auditing, which is used to assess and develop the effectiveness of sustainability.

### Oversight and monitoring

Elenia's Board of Directors approves the Sustainability Policy and the Group's sustainability programme and the targets of business operations. Elenia's sustainability steering group, Management Team and Board of Directors evaluate the achievement of the targets, effectiveness and development needs of the sustainability programme on a monthly, quarterly and annual basis. We report on our progress in our annual sustainability report. We continuously improve our sustainability management processes and performance.

We cooperate with our stakeholders to ensure that our approach to sustainability, sustainability programme, communications and day-to-day actions meet the expectations of our customers, stakeholders and society. We communicate transparently on sustainability to our personnel and stakeholders.

We evaluate our sustainability work annually against the Global Real Estate Sustainability Benchmark (GRESB) assessment. We also evaluate our performance by comparing our operations with the goals of the UN Global Compact initiative.

This policy will be reviewed at least once a year and updated as necessary. This document is public and available at [www.elenia.fi](http://www.elenia.fi).

*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.*