9.1.2024

Elenia's Information Security 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 (SDG) of our choice in our operations.

We are committed to reducing our emissions in accordance with the Science Based Target (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.

Information Security objectives, governance and responsibilities

The objective of information security is to ensure the confidentiality, integrity and availability of Elenia's information and data processing systems. Elenia's IT principles, basic functions, continuity and information security principles are described in Elenia's IT policies. General description of responsibilities and governance is included in Elenia's cyber strategy. Detailed information is available and maintained in Elenia's intranet. Our operations comply with the legislation, regulations and other statutes that govern information security and data protection.

The necessary procedures will be issued to support the principles and goals of the Information Security Policy. The procedures will describe the administrative and technical measures for protecting information and ensuring the continuity of operations in normal and exceptional conditions.

Information security work is integral to all work tasks and it is a continuous process to which everyone is committed in both their own work and as part of the business processes. All Elenia employees must comply with this policy and procedures. Elenia partners must follow contractual obligations in their operations, and they are responsible for contributing to the information security of data under their control. The owner of certain data or a service has principal responsibility for the related information security.

The provider of the IT system or service is responsible for the information security of the service in question, compliance with information security requirements, and the continuous monitoring and development of information security. Every information processor is obligated to report, without delay, any deficiencies detected in information security and any suspected malpractice or infringements of information security in line with the instructions in force.

Elenia is committed to the continuous improvement of the information security management system and the assessment of its suitability, adequacy and effectiveness.

Information security concepts and principles

Information security Maintaining the confidentiality, integrity and availability of information.

Information security management system (ISMS): An element of the management system, based on the assessment of business risks, to enable the creation, implementation, use, monitoring, auditing, maintenance and improvement of a high level of information security.

Confidentiality: The information and systems are accessible for authorised users only. Confidentiality is linked to the reliable verification of personal identity (authentication) and the legal non-repudiation of data usage.

Integrity: The information and systems are reliable, accurate and up-to-date, and have not been, or cannot be, modified in an uncontrolled manner as a consequence of hardware or software faults, natural events or human activity.

Availability: The information and services of the systems are available for use by authorised users within a pre-defined response time. The information has not been destroyed and cannot be destroyed as a consequence of faults, incidents or other activities.

Management methods

Information security maintenance and development are a continuous process that makes use of administrative, physical and IT solutions. We take information security into account in all the decisions we make.

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.

An adequate and appropriate level of information security measures is ensured as part of the company's risk management, in compliance with the information security management system's risk management methodology. The measures necessary for remedying identified failures and reducing risks are documented in the risk register. The owners of the information and systems are responsible for performing corrective and preventive measures.

Performance indicators, monitoring and communications

Information security is ensured on the basis of continuous monitoring, performance indicators and reporting on security levels and information security events. Technical and administrative methods are used in monitoring. The chief information security officer coordinates the monitoring of information security and reports on the levels of information security, and information security events, to the management as part of the quarterly reporting process.

The key performance indicators for information security are the number of information security breaches and the amount of disturbances to the electricity distribution caused by these during a calendar year.

As a normal part of Elenia management processes, it is also possible to set other, business or function specific, permanent or temporary measures and performance indicators when these support management and development of information security.

Information security training is mandatory for all Elenia employees and partners using Elenia's information systems. Access rights to information systems can only be granted after passing the introduction to information security and data protection and signing the information security agreement. Fulfilment of information security obligations and partners' level of information security are monitored through in-house control and by using external evaluations and audits.

In order to ascertain statutory compliance and compliance of activities and to detect targets of improvement, the information security levels of the IT environment and information systems are assessed through in-house control and by using external evaluations and audits. Information security communications are implemented in line with the annual information security calendar.

References

- ISO/IEC 27001 standard, clauses 5.2 and 5.3
- ISMS Scope Statement
- Information Security Risk Management Methodology
- ISMS Statement of Applicability
- Laws, regulatory requirements and standards

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.

ELENIA