

CORPORATE
RESPONSIBILITY
REPORT 2020







DATA COMMUNICATIONS AND INFORMATION
TECHNOLOGY CONGLOMERATE

General information about the company

Cinia is a diversified Finnish telecommunications and IT company providing cybersecurity solutions and data network and software services. Cinia acts as a telecommunications operator and provides a variety of specialist and connectivity services in the field of telecommunications as well as services for the development of telecommunications-intensive systems and software. Cinia operates its own networks and networks owned by its customers. Cinia's customers include, for example, service suppliers providing services that are important to society.

The group consists of the parent company Cinia Oy and three subsidiaries owned by

the parent company: C-Lion1 Oy, Cinia Cloud GmbH and Netplaza Oy. Owners and holdings of Cinia Oy: The Finnish State (through the Ministry of Transport and Communications, 77.528%), Ilmarinen Mutual Pension Insurance Company (11.236%), and Pohjola Insurance (11,236%).

In the financial period, the Group consisted of the parent company, Cinia Ltd, and the subsidiaries owned by the parent: C-Lion1 Oy, Cinia Cloud GmbH, Netplaza Oy, NDC Networks Oy and Cinia Alliance Oy.

This report applies to the sixth financial period of the Group.

Business model and operating environment

Cinia operates in the Finnish and international markets for telecommunications software development and cyber security services. In terms of operations and management, business activities in the 2020 financial period were divided into six business lines: four business lines operate mainly in the field of data network solutions, one mainly in cyber security solutions and one purely in the field of software solutions.

Cinia owns and operates a 15 000 km backhaul network in northern Europe. International connectivity to central Europe runs through C-Lion1 subsea cable which became operational in 2016.

Customer segments

Cinia's customers are mainly international companies and service providers that require high capacity as well as national organizations that require reliable software, data network and cyber security services. The operations are based on solid expertise in modern software development, data network technologies and critical operating environments.

Cinia specializes in, for example, traffic and logistics, security, health, finance, energy and industrial sectors as well as serving data centre, cloud service and telecommunications operator customers. However, it provides services for all fields and customers in both the private and in public sector. The services are always provided based on the customers' needs.

Stakeholders and stakeholder interaction

Cinia's stakeholders include its customers, employees and partners, as well as public authorities that regulate the group's owners and industries.

Cinia's key tasks are to diversify Finland's international and national data connections, improve cybersecurity, and to develop digitalization solutions, especially to help organizations that provide nationally critical services. Cinia's shareholders expect the company to carry out these tasks by increasing the shareholder value, following good governance and remuneration practices, and to demonstrate a high level of responsibility as a taxable organization and corporate citizen. For contact people of shareholders Cinia holds briefing events twice a year, in which the company presents its operations, particularly from the viewpoint of the shareholder's expectations.

Cinia works in close cooperation with various public authorities, for example in necessary permit processes required for Cinia's operations, and by providing advance information about its projects, including projects in progress.

Citizens, businesses and society are increasingly dependent on digital services and connections. Cinia's redundant and high capacity network infrastructure enables innovation, growth and development.

In Finland, Cinia's network closely follows the railway and main electrical transmission networks. Cinia does not operate any commercial mobile networks. Cinia's backhaul network supports the device-independent provision of services.



Key events during the financial year

Cinia made further investments in the growth of international connectivity services business. Particularly important were the 2015–2018 investments in the C-Lion1 submarine cable system. The Hanko branch of the system was adopted in early 2020. During the financial year, Cinia expanded its international network and offered new route options for example in Sweden and elsewhere in Northern Europe. As demand for connections between Europe and Russia and Europe and Asia continues to grow, these new connections strengthen Cinia's position as a gateway between East and West and Nordic countries and Central Europe.

In cyber security services, the market is growing and the trend is expected to continue for a long time as digitalization extends further and deeper into all functions of society. Cinia decided to strengthen its position in this market by acquiring all shares of OptimeSys Group Oy with an agreement signed on 24 November 2020. The acquisition took effect on 1 January 2021.

In addition to OptimeSys Group Oy, Cinia Ltd acquired all the shares of NDC Networks Oy on 1 February 2020. NDC Networks Oy delivers and develops wireless data transmission services and IoT solutions for demanding environments, such as transport and logistics, defence and security sectors and heavy industry.

Arctic Link Development Oy, a project company, was established together with the Russian MegaFon company in 2020 for the purpose of preparing the construction of the Arctic Connect submarine cable. Cinia's ownership in this project company is implemented through Cinia Alliance Oy, a joint venture. Partners and parties providing financing for Cinia Alliance Oy in addition to Cinia Ltd include companies and entities from Norway, Japan and Finland.

At the end of the financial year Cinia Oy and Digita Oy signed an agreement to transfer Cinia's tower business to Digita Oy. The transfer took effect 31 January 2021.



**SOCIAL RESPONSIBILITY
IS PART OF DAILY OPERATIONS**

Sustainable business at Cinia

Social responsibility is part of Cinia's daily operations: management, development and customer solutions. The company finds it important to operate in an environmentally sustainable way and constantly pays attention to its own energy consumption and material efficiency. When purchasing electricity, the company's key criteria are environmental aspects and carbon neutral energy sources.

Cinia's positive social influence stems from data network and software solutions, which improve energy and material efficiency. Cinia's investments in technologies, such as telecommunications infrastructure, and its software, cyber security and data network solutions and services can steer businesses and society as a whole in a more environmentally friendly direction.

The consumption of electricity is a key factor when the environmental effects of Cinia's entire industry segment are assessed, and various digitalization solutions improving the efficiency of operations can also be used to have a significant effect on the material efficiency of the industry segment. Cinia's products and services have enabled its customers to significantly reduce their environmental footprint.

At its business premises, Cinia pays attention to responsible choices and environmental values. Cinia's headquarters in Helsinki are located in a building that has received LEED Platinum environmental certification.

The objectives in Cinia's sustainable development program have been selected so that Cinia can best support their realization through its own expertise, services and products. Based on these themes, the company has set operation-related goals that help strengthen the positive influence of the entire business in cooperation with Cinia's customer.

Cinia's responsibility priorities include cybersecurity and safeguarding the operational reliability of society, clean energy and a healthy environment, financial responsibility, building a sustainable and functional infrastructure and being a responsible employer. The company has identified the mental and physical vitality of its personnel and the development of well-being through trust and appreciation as a key development area for its operation.



Financial responsibility

Assessment of the financial position and key indicators

The consolidated financial statements include Cinia Ltd (parent), C-Lion1 Oy, Cinia Cloud GmbH, Netplaza Oy, NDC Networks Oy and Cinia Alliance Oy.

In 2020, Cinia Group's IFRS net sales amounted to EUR 59.7 million. Operating profit totalled EUR 6.55 million.

The following key figures describe the Group's financial position and performance:

Cinia Group (IFRS)	2020	2019
Net sales EUR million	59,70	49,55
Operating profit/loss EUR million	6,55	3,98
Operating profit % of net sales	11 %	8 %
Return on equity % (ROE)	9,6 %	5,6 %
Return on investment % (ROI)	8,2 %	5,1 %
Equity ratio (%)	45,9 %	44,9 %

Investments in the financial year

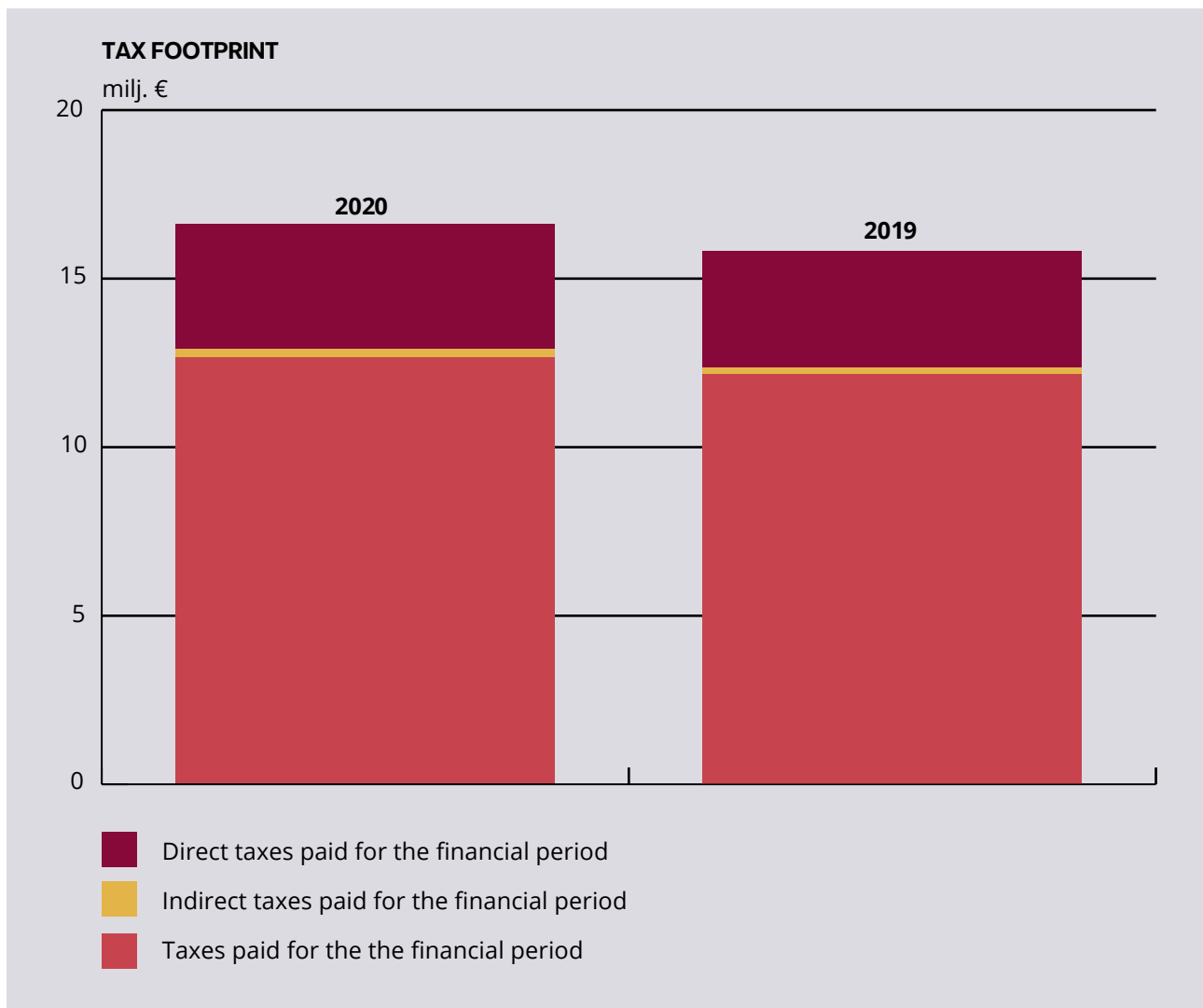
Gross investments in the financial period amounted to EUR 6.3 million (2019: 6.3).

The value of the Group's own employees' work included in investments amounts to EUR 0.4 million.

Tax footprint

Key factors in Cinia's tax management are identifying and avoiding tax risks. The tax effects of business decisions are identified, but decisions are made on grounds of expediency. In matters of interpretation and in matters requiring special expertise in taxation, the company uses external experts to ensure correct operation methods. Taxes are paid to the applicable country based on the business operations in question. In the financial year 2020, Cinia paid nearly all its income taxes in Finland. The company has no unpaid taxes.

Taxes are presented on an accrual basis. Numeric data includes all the relevant tax types. The direct and accountable taxes payable for the financial year are based on accounting data. The amount of indirect taxes paid for the financial year has been calculated based on costs or consumption. Indirect excise duty is calculated using the estimated amount of electricity tax included in production-related electricity costs.



SUMMARY (EUR thousand)	2020	2019
Direct taxes paid for the financial period	3 883	3 727
Indirect taxes paid for the financial period	118	119
Taxes paid for the the financial period	12 907	11 871
TOTAL TAX FOOTPRINT	16 908	15 716
NET SALES	60 127	50 140
PROFIT BEFORE TAXES	4 702	2 394
TAXES ON NET SALES	28 %	31 %

DIRECT TAXES PAID FOR THE FINANCIAL PERIOD (EUR thousand)	2020	2019
Income taxes	395	420
Employer charges	3 328	3 225
Transfer taxes	57	19
Other taxes	102	63
TOTAL DIRECT TAXES PAID FOR THE FINANCIAL PERIOD	3 883	3 727

INDIRECT TAXES PAID FOR THE FINANCIAL PERIOD (EUR thousand)	2020	2019
Excise tax	44	40
Non-deductible value added tax	60	65
Other taxes	14	14
TOTAL INDIRECT TAXES PAID FOR THE FINANCIAL PERIOD	118	119

TAXES PAID FOR THE FINANCIAL PERIOD (EUR thoudand)	2020	2019
Tax on wages and salaries	6 158	5 656
Value added tax	6 749	6 214
TOTAL TAXES PAID FOR THE FINANCIAL PERIOD	12 907	11 871

Reporting and monitoring

The Board of Directors is responsible for organizing monitoring, internal audits and risk management. The internal audits of the Cinia Group members are implemented under the supervision of Cinia Ltd's Board of Directors and CEO. In 2020, the internal audit covered the evaluation of the IR booking system and purchasing processes.

Cinia's Corporate Governance Code defines the approval procedures for sharing the responsibilities between the company's Board of Directors and CEO, purchasing procedures and the protection of intel-

lectual property rights. The Board of Directors updates the Corporate Governance Code annually. The company has a register of related parties with its instructions, a Code of Conduct and anti-corruption principles (Ethical Code of Conduct) in use. The entire personnel has been given mandatory online training on the Ethical Code of Conduct, and the online training is part of every new employee's orientation. Cinia uses WhistleB's anonymous whistleblower channel for reporting possible irregularities.

Risks and risk management

Risk management is part of Cinia's strategy process and mode of governance. It is implemented according to the yearly calendar as described in the company's security policy. Based on the risk reports, action plans are prepared for managing the major risks, and their implementation is monitored by the executive team and the Board of Directors. The security and risk management team acts as a preparatory body for the group's executive team.

The main goal of risk management is to support the achievement of Cinia's strategic goals and other key goals. Comprehensive risk management supports the identification and exploitation of business opportunities, and strengthen Cinia's corporate image.

**RISK MANAGEMENT IS PART OF CINIA'S
STRATEGY PROCESS AND MODE OF GOVERNANCE**



Cinia's customer satisfaction

Cinia is an expert organization conducting service and project business operations for the delivery and maintenance of a variety of services, such as network, software and cyber security services. The increased significance of

service operations and customer service has boosted operational development at Cinia with the aim of creating the best possible customer experience.

The market research company Taloustutkimus carried out a customer survey on behalf of Cinia Oy at the end of 2020. The survey was conducted through telephone interviews, and it was responded a total of 102 Cinia customers. This is the seventh year that such surveys have been carried out at the same time of year, and the results have been compared with each other to the extent appropriate. The survey was carried out using the Corporate 360° CUSTOMER research concept, which is a research product developed by Taloustutkimus for measuring customer satisfaction and customer loyalty. It is based on an international concept.



Customers' overall satisfaction with Cinia is still excellent

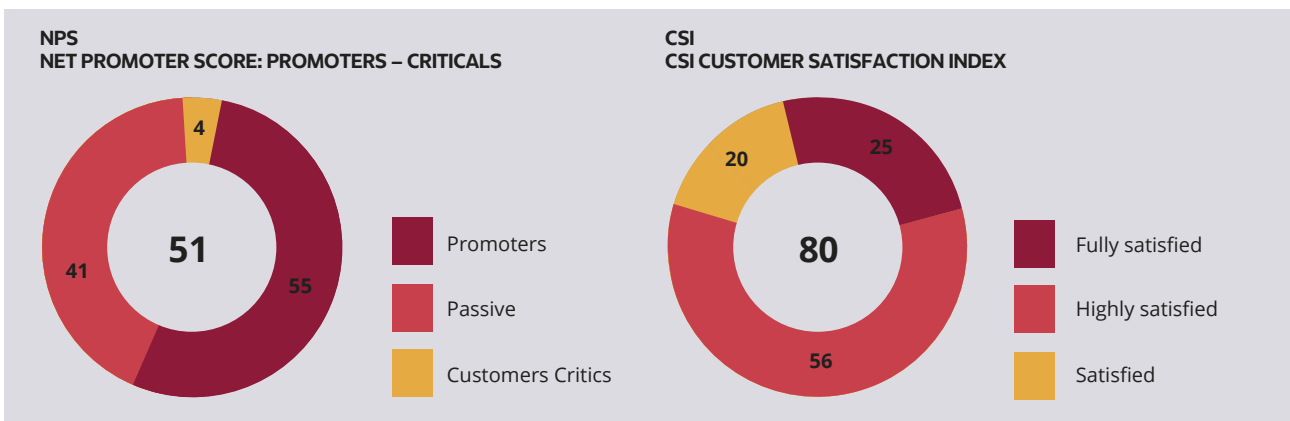
Customers' overall satisfaction with Cinia remains excellent. According to the CSI (Customer Satisfaction Index) that measures overall satisfaction, the proportion of fully and very satisfied customers is 80, which clearly exceeds the minimum target level (65) of the Corporate 360° CUSTOMER concept of Taloustutkimus and also the average (68) in the CSI comparison data bank of Taloustutkimus.

The Net Promoter Score (NPS), which measures the readiness to recommend, is now at 51, remaining almost the same as a year earlier. The clearest factors

increasing the readiness to recommend are the functionality and the quality of the services and the products, as well as reliability and professionalism.

Cinia's company image has developed favourably

Overall, Cinia's company image among customers is very good, and the annual positive development continues. As previously, the five qualities that best describe the company are: a safe partner, convincing, reliable and secure, reputable and customer-oriented.





CUSTOMER CASE

Lidl Finland benefits from high-speed data connections: When every millisecond counts

Lidl Suomi has expanded from a ten-store chain, opened in 2002, into a major grocery retailer. Strong growth, international and domestic purchasing, and a 24-hour operating environment require high-end data connections. Cinia successfully met the challenge!

The speed of data connections affects the efficiency and effectiveness of an organization

With 10,800 stores worldwide operating in 29 countries, Lidl is an influential player in international grocery retailing. Due to their major impact on the smooth running and success of Lidl's business, its centralized purchases and

effective logistics require well-functioning data connections. Connections within Finland are also essential because Lidl Finland operates from over 180 stores and three distribution centers up and down the country.

Jukka-Pekka Luhanko, CIO of Lidl Finland, describes the data connections challenge as follows: "Our data connections in Finland are in good shape, but those with our parent company in Germany could be slow and unstable. This was partly because our connections with Central Europe were routed through Swedish and Danish hubs."

The challenge of internationality and 24/7 operations

As a grocery business, Lidl's operational cornerstones are its fast-pace, international and domestic purchasing, and large numbers of customers. A special feature is fruit and vegetables, which are ordered daily and delivered overnight.

"The large number of products and their limited shelf life also pose challenges, which we must meet in our daily operations," Luhanko explains.

The result was at least a doubling of the connection speed

When the green light was shown in both Finland and Germany, Cinia got down to work. Lidl was provided with guaranteed bandwidth and a high-availability data transmission service linking the Finnish and German headquarters.

"Our customer-focused connectivity solution for Lidl not only supports streamlining business processes, but also enables the simultaneous use of multiple business applications. Lidl has experienced that activities such as inventory rotation optimization, work-hour

planning and cash register system updates are now smoother than before," explains Eeva Liljanto, Director, International Sales at Cinia.

Jukka-Pekka Luhanko is delighted with the result.

"In practice, our new connections are faster than those originally promised by Cinia. The connection speed has at least doubled, with some connections being up to four times faster than before. This has had a major impact on our business, in which every millisecond counts," he says.

He has highly positive memories of his cooperation with Cinia.

"If I were to use one word to describe Cinia, it would be 'reliable'. The project was slightly nerve-racking at first, because we had no previous experience of such cooperation. We worked towards a common goal based on open and very straightforward cooperation. In the end, we got more than we were originally promised, which further enhanced our overall impression of Cinia. This forms an excellent basis for further cooperation," says Luhanko.





**ENVIRONMENTAL RESPONSIBILITY
HAS A SIGNIFICANT ROLE**

Environmental responsibility

Cinia operates in a business field where environmental responsibility has a significant role. Cinia’s owners, customers, partners and suppliers place a high value on sustainable development. Cinia’s investments (such as data communication infrastructure) and the services it provides (software, cyber security and connectivity services) can improve and develop the environmental performance of companies and society, for example through lower emissions, solutions that improve mobility and logistics, and technology choices that take the environmental burden into account.

Cinia’s own business operations promote low-emission and environmentally friendly solutions. For example, the data centers that depend on the connectivity services provided through data networks actively seek to optimize energy consumption and recover the lost heat generated, and provide it for local use.

In Finland, data centers have access to relatively low-cost electricity, which is generated

in hydroelectric power plants and therefore involves low emissions of greenhouse gases. Using a high-quality and reliable data network infrastructure, Cinia’s goal is to influence the choice of locations for data centers in Finland and other Nordic countries to distribute the energy balance more widely from an overall European perspective.

The requirement of Cinia’s customers increasingly involve environmental aspects regard to supplier selections and service provision. In its procurement of services and technical solutions, Cinia is committed to ensuring that its partners and subcontractors and their technology suppliers operate in an environmentally responsible manner. For example, when replacing old equipment, it is important that hazardous waste is properly identified and processed. At group level, the amount and composition of waste generated at Cinia has been systematically monitored annually since 2015.

The use and consumption of electricity are key factors in assessing Cinia's environmental impact, and various digitalization solutions that improve operating efficiency may also have a significant impact on the efficiency of use of materials in the industry. Energy efficiency also plays an important economic role in the company's business. Efficiency of energy use is one of the selection criteria for equipment suppliers for all Cinia companies. Cinia has a service agreement with a partner for the proper collection and processing of waste electrical and electronic equipment. This service agreement also includes the secure destruction of data storage devices (hard drives, memory units, USB devices, floppy discs, etc.) and the management of the related documentation.

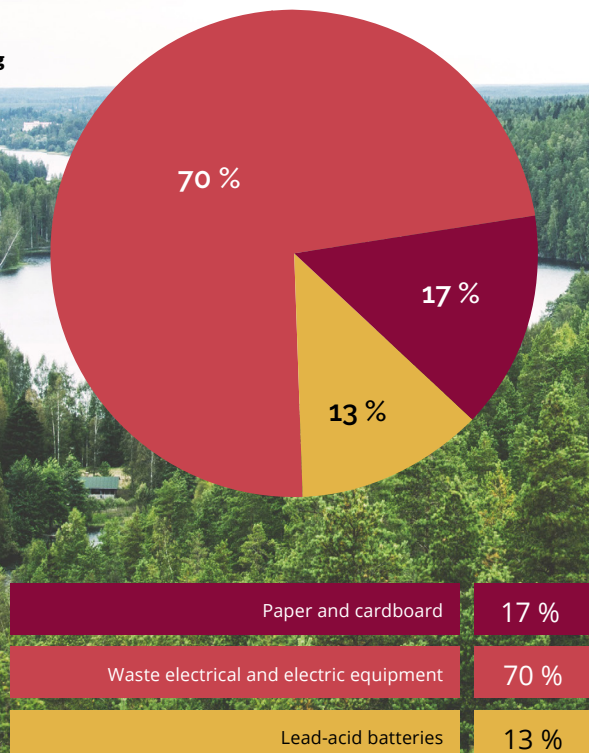
As an organization operating in multiple localities, Cinia strives to implement responsible common practices throughout the whole group, such as implementing a travel policy and encouraging personnel to use public transport, combine meetings and hold online meetings where possible. Within the limits of their respective work duties, Cinia also offers its personnel the flexibility of working remotely. By reducing the amount of commuting, this policy also contributes to reducing the burden on the living and operating environment.

ENERGY CONSUMPTION IN SERVICE ROOMS:

2020	2019
▶ 1845 MWh Finland	▶ 1719 MWh Finland
▶ 76 MWh Germany	▶ 74 MWh Germany

Waste material

Total 4481 kg



Social responsibility

Personnel

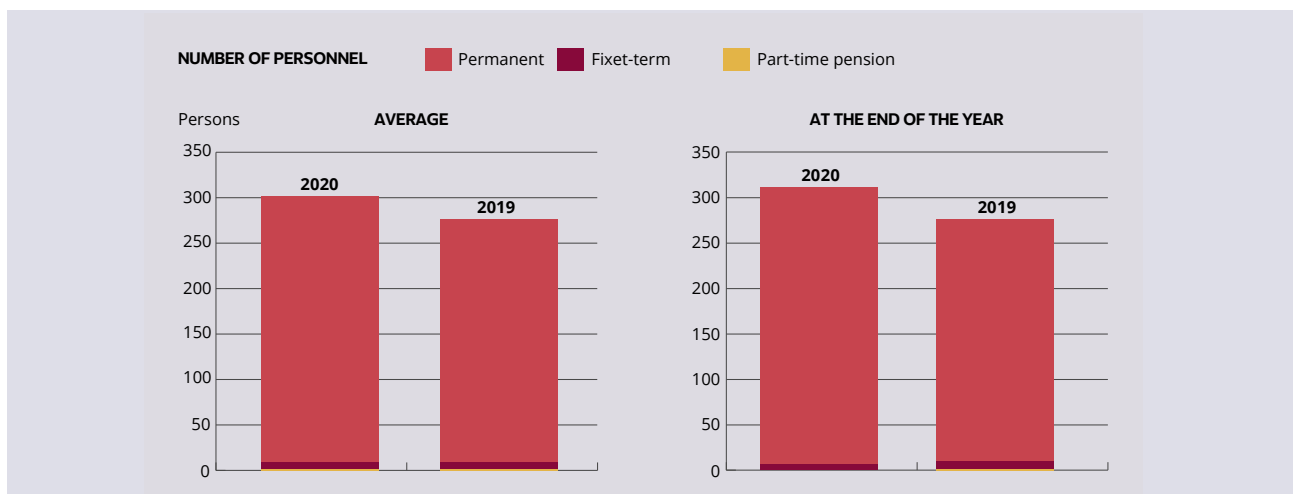
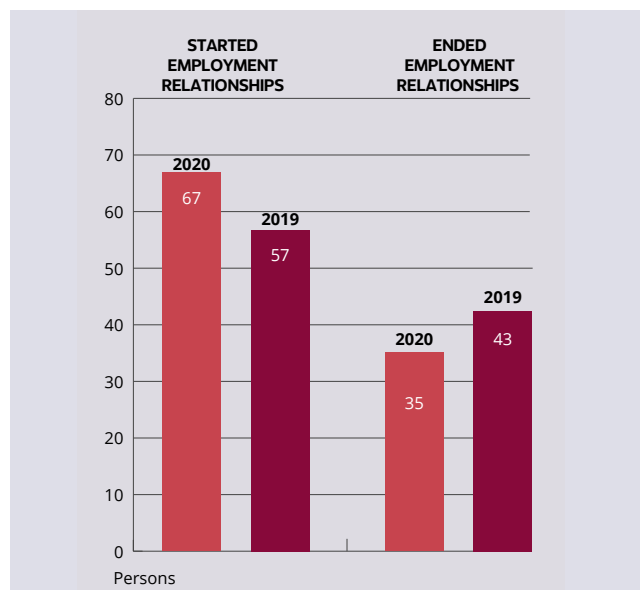
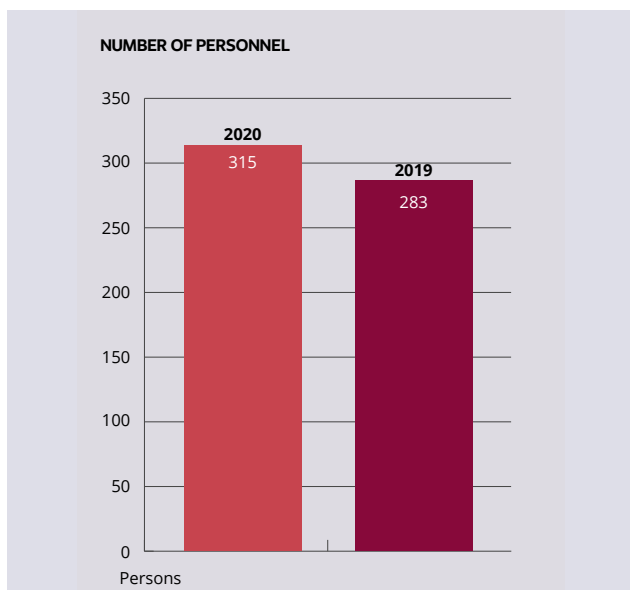
One of the fundamental factors for Cinia's success is a content and enthusiastic personnel. By investing in the wellbeing of its personnel and the development of their professional expertise, Cinia can guarantee high-quality and customer-oriented operations. Ensuring the health, safety and work ability of employees is a key part of Cinia's leadership responsibilities and day-to-day operations. We encourage our personnel to invest in the comprehensive improvement of their own well-being and offer them operational and secure working conditions and state-of-the-art tools.

The goal of Cinia's human resources strategy is to make continued progress towards achieving the company's business goals. For a company that provides services and specialist consultation, employees are our most important asset. The main goals of the HR strategy are

to ensure the availability of personnel and their commitment to the company, motivation and continuous development.

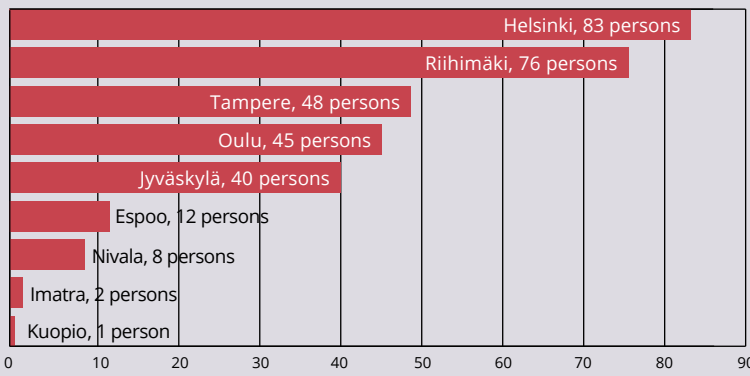
Cinia's growth and success depend on the contribution of its employees, and the company's operation culture emphasises cooperation, innovation and taking care of the personnel's well-being. Cinia is an organization of top-level professionals, where a high level of competence is seamlessly combined with agile operations.

In 2020, the average length of an employment relationship with Cinia was 6.8 years. There is an imbalance between labour supply and demand for software developers in Finland, and Cinia's turnover reflects the typical turnover in the field. In 2020, the turnover rate was 7.6%.

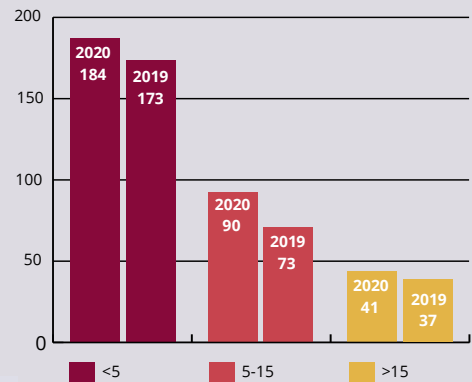




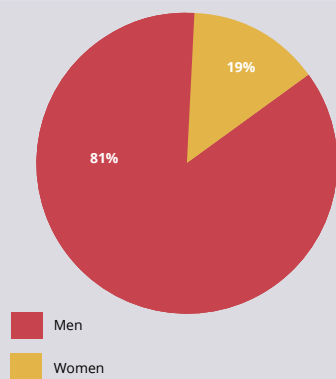
PERSONNEL BY LOCATION



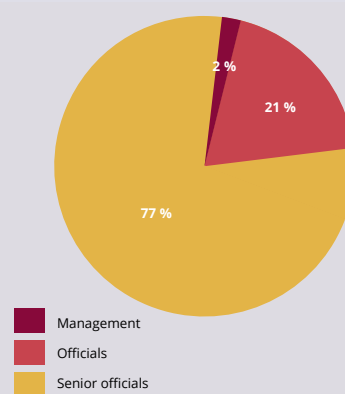
YEARS OF EMPLOYMENT



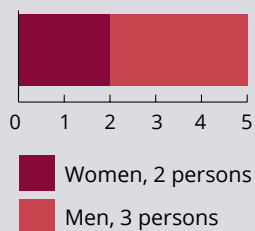
DISTRIBUTION BY GENDER IN 2020



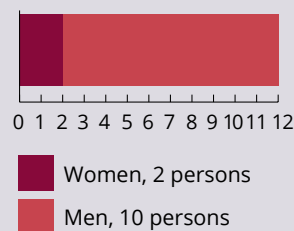
DISTRIBUTION BY PERSONNEL GROUP IN 2020



GENDER DISTRIBUTION IN THE BOARD OF DIRECTORS



GENDER DISTRIBUTION IN THE EXECUTIVE TEAM



Development of a common operating culture

Developing common operating model and business culture is an integral part of the Cinia's HR strategy. The goal is to create a framework for working that streamlines day-to-day working life and enables every employee to succeed regardless of their role or area of responsibility. Cinia strives to develop and maintain a working culture that lives up to its principles

and aspirations by creating a physical, virtual and social working environment and management model that supports our business goals. The year 2020 saw an emphasis on developing the virtual working environment due to remote work caused by the COVID-19 virus.

Internal Information flow

Conducting business at many different locations and in many localities is challenging to the internal information flow and communication. Cinia organizes monthly information events and interactive clnfo events for the different business areas to communi-

cate and discuss topical issues and themes from the point of view of both the company and personnel.

Cinia's intranet, clntra, and open platform Mattermost are the company's internal communication channels.



Wellbeing

Cinia works to support its personnel in maintaining a balance between working and other areas of life as an important factor in ensuring wellbeing at work.

Integral part of Cinia's operating culture is its efforts to take changes in the life situations of its personnel into consideration. Cinia strives to ensure that every employee can fit work, family life and leisure together. This is supported by offering flexible opportunities for remote work, a care service for a sick child and flexible working hours.

The wellbeing of personnel is important and it is supported in several ways, such as by allowing employees to use part of their working time for exercise or engaging in other activities that promote their wellbeing, supporting sporting, exercise and cultural activities, providing highly comprehensive health insurance, and enabling personnel to develop their skills and expertise and providing them with modern tools, equipment and facilities for their work. Constructive cooperation between management and personnel has

proved a fruitful way of developing Cinia's operations: Cinia's internal cooperation committee met two times during 2020.

Recruitment and induction are important areas of our work related to human resources. A fast and efficient recruitment process with high standards is essential to competing for a skilled workforce. A positive application experience for all applicants is also key to every recruitment process.

Cinia ensures that personnel are well prepared for starting work by providing comprehensive and well-planned inductions. Company-level orientation makes use of Cinia's induction course for the digital learning environment. Supervisors are responsible for ensuring that new employees are familiarized with the required work and working methods. In addition to permanent new employees, Cinia also provide inductions for temporary employees, trainees, employees changing jobs internally, employees returning to work after long absences, and agency contract workers.

Equal and non-discriminating treatment

Cinia is a company and community where everyone is treated in a respectful, equal and non-discriminating manner. The obligation to promote equality and non-discrimination applies to Cinia as an employer and to all members of the working community.

The foundation of non-discrimination is ensuring that workplace practices are non-discriminatory and effective and appropriate with regard to Cinia's operating environment. Cinia is committed to promoting equality and nondiscrimination in all its operations,

and to making equal treatment an integral part of its normal operations, strategies and plans.

Cinia takes a zero-tolerance approach to all harassment, sexual harassment and other inappropriate behaviour. Cinia is also determined to ensure that every employee is aware of what constitutes workplace harassment and sexual harassment, fully understands what is expected of him or her, and knows how to confidentially report any problems or suspected misconduct.

Absence due to sickness

The percentage of absences from work due to sickness for the whole group in 2020 was 2.5% (2019: 2,9%), which is slightly below the industry average. The number of absences due to sickness was affected by a number of long absences due to serious illnesses or

surgery. Of the total number of days of sick leave for the whole year, 27% were accounted for by absences of longer than 60 days. The largest proportion of periods of sick leave, 30%, was for periods of 1–3 days.

Work-related accidents and accident rate

Everyone is entitled to a safe working environment, and Cinia works to prevent accidents at work by adhering to occupational safety guidelines and implementing the appropriate measures in its premises. One work-related accidents occurred in Cinia in 2020 which led to sickness leave (2019: 4). The accident

rate in 2020, i.e. the number of accidents per total number of hours worked in the year, was 1,9 (2019: 0). Accident frequency refers to the ratio of accidents which cause for more than a day absence to hours worked multiplied by million hours worked.

Remuneration

The aim of Cinia's remuneration scheme is to support its strategy and encourage activities that create added value over the long term. The bonus system may consist of performance bonuses for the entire personnel and/or bonuses for specific employees based on the company's result. The bonus system is decided by the Board of Directors, and the guidelines for bonuses and performance-related bonuses are based on guidelines approved by the Finnish Government's Ministerial Committee on Economic Policy.

Remuneration for the members of Cinia's Board of Directors

The remuneration for the members of Cinia's Board of Directors is approved at the Annual General Meeting. The company does not grant loans or guarantees to the members of the Board of Directors. Any travel expenses of the board members related to their work are subject to the instructions given by the Finnish Tax Administration and Cinia's travel policy.

Cinia's bonus strategy is now based on the following four principles:

1. Realising strategic goals: Cinia operates in accordance with its strategic goals by communicating the strategy and its business targets transparently to all employees. The bonus system encourages personnel to act according to the Cinia's strategy and business goals.

2. Fairness of remuneration: Cinia's bonus system processes are managed and carried out in ethically and consistently. All Cinia employees are treated equally and impartially, and the incentive policy and principles are communicated openly.

3. Employee motivation and commitment: Cinia's bonus system is at the level that boosts motivation and has a clear connection to performance. Awarding bonuses to the entire personnel also contributes to ensuring commitment in the medium term.

4. Cinia's attractiveness as an employer: Cinia's overall bonus system is at a level that can attract and retain people with the expertise and experience needed for achieving Cinia's strategic goals. In addition, the bonuses are competitive in the labour market in which Cinia operates.

Cinia uses a bonus fund for personnel in accordance with the Act on Personnel Funds as a voluntary and alternative way for employees to receive performance-related bonuses and incentives. The purpose of the personnel fund is to receive and invest the financial incentives that Cinia personnel have received and to provide them with an economically productive means of receiving financial incentives. It is possible to pay into the fund any bonuses awarded as part of the Cinia incentive scheme that is in use at a given time. All Cinia and Netplaza personnel can join the personnel fund, and membership is voluntary.

PROFIT-BASED BONUSES PAID	2020	2019
CEO	60 343	55 662
Other members of executive team	124 349	101 202
Other personnel	494 923	509 354
Total	679 616	666 218



Management of cyber and data security and data protection at Cinia

Cinia's service offering focuses in particular on customers requiring a high level of security and specialized solutions. Success in these customer segments requires a high standard of cybersecurity and data security in internal activities and in the services provided by the company. A data-secure work environment and operations improve work performance while strengthening our customers' confidence in Cinia's services.

A data-secure operating model and services are a key part of Cinia's corporate image, corporate social responsibilities and business goals. Cinia meets the needs of its public authority customers in accordance with the applicable statutory obligations. Cinia's data security goals and operating model are set out in the data security policy approved by Cinia management.

To support Cinia's internal operations, the company maintains guidelines for the secure use of data, terminals and various communication methods, as well as security arrangements for premises. Cinia has also stipulated the security requirements concerning its partners and subcontractors. Cinia personnel and subcontractors are regularly trained in matters related to data security.

Cinia has three security assessments related to the company's operations, which were carried out by third parties. In May 2017, the Finnish Defence Forces granted Cinia a Facility Security Clearance, demonstrating the ability to handle confidential information in the manner required by the national security audit criteria (Katakri). Cinia was granted the Finnish Cyber Security Certificate (FINCSC) in recognition of its high standard of cyber and data security.

In July 2019, Cinia was awarded the internationally recognised ISO/IEC 27001:2013 data security management system certificate. The certification covered Cinia's Service Desk operations and the company-level guidance of the data security management system, such as company-level security policies, guidelines and practices.

In cyber security services, the market is growing and the trend is expected to continue for a long time as digitalization extends further and deeper into all functions of society. Cinia decided to strengthen its position in this market by acquiring all shares of OptimeSys Group Oy with an agreement signed on 24 November 2020. The acquisition took effect on 1 January 2021.

In building security and emergency arrangements, Cinia works closely with the National Cyber Security Centre. Cinia is a telecommunications provider with a statutory responsibility for contingency planning of electronic services, and is also legally responsible for

keeping the Finnish Transport and Communications Agency Traficom informed of incidents related to data security. Cinia participates actively in networks between cyber security actors, such as in Traficom's ISAC network and the National Emergency Supply Agency's Digipool.

Cinia recognises individuals' right to privacy and handles all personal data in its possession in accordance with the laws and regulations on data protection. Cinia maintains a public data protection policy that has been approved by the management, as well as comprehensive guidance on the processing of personal data. The company continuously maintains guidelines on data protection and actively monitors data protection legislation and requirements. Online data protection and data security training has been organized for the company's personnel. Training is part of the induction of all new Cinia personnel. Cinia's information security policy and privacy policy are available at www.cinia.fi.

Operation of the Cyber Security Council

In spring 2015, Cinia founded a Cyber Security Council and invited external top Finnish professionals in the field to join. The Cyber Security Council assembled three to four times a year during its five-year life cycle. Cinia's Board of Directors and members of the executive team also participated in the Council's operations.

The Council helped Cinia keep its knowledge about the development of the cyber environment up to date and guarantee the security of its own network and the services it provides. This objective was met suc-

cessfully and Cinia has been able to develop its own capabilities and the services it offers to its customers. During the previous five years, cyber security has become an essential part of Cinia's operational activities and service portfolio.

This is why Cinia decided to replace the operations of the Cyber Security Council in 2020 with a council that does not have permanent members but organises, among other things, cyber security seminars with invited external expert speakers. The last meeting of the Cyber Security Council was held in March 2020.



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