



Information Systems End-user Agreement

Our expectations when you are interacting
with Powerco's Information Systems



Getting started

Each page in this end-user agreement covers a key Information Security topic. We strive to prioritise our customers' needs and believe that asking you to read and accept screeds of confusing jargon will not contribute to achieving that goal.

Therefore, we have made a deliberate effort to use plain language throughout this end-user agreement. It is important to us that you not only understand your responsibilities when using Powerco's information systems but also incorporate them into your daily practices.

Who is Powerco?

Powerco is part of a supply chain that delivers vital energy to New Zealand consumers. We own and maintain the local lines, cables and pipes that deliver energy to the people and businesses who use it.

To safely, reliably, and efficiently deliver this energy the organisation makes use of some highly advanced information systems – information systems that we expect you to play a part in protecting.

What is the purpose of this document?

This document outlines Powerco's expectations of you when using its information systems. Systems such as web applications, websites, data, and other digital tools. Broadly speaking, we expect you to act in the best interests of Powerco and its customers.

By utilising Powerco's systems, you agree to accept these responsibilities and adhere to the requirements outlined in this end-user agreement.

Our expectations of you

Protect your access to Powerco's systems.

Your Powerco user account allows access to some important information systems. In the hands of a cyber-criminal, your Powerco account could be used in a manner that undermines the privacy of others or disrupts business operations. As a result, we expect that you will take all reasonably practicable steps to protect your Powerco user account.

In practice, this means:

- You are someone who sets and uses a strong and unique password, one that does not contain words related to Powerco or your employer and is not used for any other website or system.
- You are someone who makes use of multi-factor authentication (MFA) where this is requested or offered, and you follow all reasonable requests to strengthen the security of your Powerco user account.
- You are someone who does not share their password with anyone else, or let others make use of their Powerco user account(s).
- You are someone who lets Powerco know when your employment conditions change, such that Powerco can update your user account details and/or close down your account if it is no longer required.

Use Powerco's systems in an acceptable manner.

Many of Powerco's information systems either support the organisation's ability to safely, efficiently, and reliably supply energy to its customers, or store personal information about those customers. As someone who may interact with these systems, we expect that you will act in Powerco's best interests and ask questions if things don't seem right.

In practice, this means:

- You are someone who knows that Powerco's information systems may contain important and/or sensitive information. As such, you take all reasonably practicable steps to protect the confidentiality and accuracy of this information.
- You are someone who respects privacy, and as such you do not disclose details of the information you may see or infer whilst using any of Powerco's information systems.
- You are someone who does not try to use Powerco's information systems in a way that they are not intended to be used.
- You are someone who quickly and discretely discloses any vulnerabilities, privacy/security issues or events to Powerco's Information Security team via security.services@powerco.co.nz

Protect the security of Powerco's information.

Throughout conducting your role you may see and interact with sensitive information held in Powerco's systems. Whilst you may be authorised to see and interact with this information, others in your immediate vicinity may not. As such, you are someone who values physical security just as much as digital security.

In practice, this means:

- You are someone who locks their device (e.g. computer, phone, tablet) when it is not in use, especially if that device is used to access Powerco's information systems and/or web applications.
- You are someone who ensures that any printed material, of a confidential or private nature, is kept secure and out of sight when not in use.
- You are someone who only ever accesses Powerco's Information Systems from a computer (or device) that is up-to-date, free from malware, does not make use of illegal software, or software that is grossly out of date by industry standards.
- You are someone who does not leave their access keys (e.g. Cardax badges, smart cards, USB tokens) lying around for others to trivially collect and use.
- You are someone who takes all reasonably practicable steps to protect Powerco's information where it is downloaded from those systems onto your own computer or device, or those of your employer.

Manage change in line with Powerco's expectations.

Powerco's information systems are highly complex in their function and form. You may be someone who has been granted elevated privileges within these systems and can make some serious changes to the way they work, or the information stored within. As someone who understands the importance of Powerco's systems, you appreciate the need to effectively manage change.

In practice, this means:

- You are someone who makes all reasonable efforts to work alongside Powerco to plan, schedule and test any material changes that you want to make.
- You are someone who takes the time to understand the risks that your change(s) may introduce, and you seek input from appropriate experts and stakeholders before making those changes.
- You surface any emergent (previously unknown) issues that arise throughout making any change, and you seek advice from Powerco before acting on those emergent issues.

Logging use of Powerco's systems

Powerco's information systems and IT networks are monitored. Any information you view, create, modify, or delete whilst interacting with Powerco's systems is recorded, and this recording occurs regardless of where or how a system may be accessed.

The records generated by Powerco's monitoring systems are:

- Used in the real-time detection of abnormal activity.
- Periodically reviewed to ensure systems are used in a manner consistent with Powerco's company policies.
- Accessible only to authorised users with a legitimate business reason to have access to them.

You understand that the actions you undertake within Powerco's IT systems are monitored, and may be used to identify behaviour inconsistent with this end-user agreement.

