

CONTACT ENERGY EMPLOYEES FOCUS ON CONNECT SMART

Employees have an important role to play in cyber security – but how do you get them interested?

Contact Energy took on that challenge by changing the perception of cyber security from something technical to something everyone can do. Their goal was to ensure every employee could help improve the cyber security of the company, and to make cyber security a shared responsibility. Matthew Lord, Manager of ICT Risk and Security at Contact Energy said:

“We really wanted to get employees involved in cyber security, but in simple ways. We wanted to take the issue out of the realm of IT and make sure employees knew that they have a part to play in keeping the whole organisation secure.”

On Safer Internet Day 2016, Contact Energy started a simple campaign. When staff returned to their desks, employees who had locked their computer got a thank you note for keeping it secure, and a thank you chocolate bar – creating discussion and awareness in the teams that it is not difficult to take steps and keep more secure.

Contact Energy invited a guest speaker from NetSafe into the Wellington office to discuss cyber security, the latest scams and things to watch out for. The event was so well attended and successful that they repeated the talk in their other offices around the country. Contact Energy had highly positive feedback from employees about the fact that the advice and tips are not just an issue for work, but behaviour they can take home as well to their friends and family.

As part of an ongoing campaign of activity, Contact Energy have conducted an internal online training course – which had a high level of engagement with employees and a 97% completion rate. The training focused on eight simple security messages presented in everyday language, e.g. make safe passwords, use email wisely.

Contact Energy circulate news articles on cyber security updates and tips on their intranet on a regular basis, including asking members of Contact’s Leadership to talk about the subject in their own blogs. They have also created desk collateral including conversation cards with the top ten things to improve cyber security, and cyber security mugs.

“We wanted to also make the subject fun, for us and them, and do something different so people could see our human side. We also wanted to make it relevant to them, their family and how everyday actions make a difference. I call this ‘how do we avoid that Friday 4.30 phone call’ because someone forgot or made a mistake.”

Contact Energy are continuing with their ongoing programme of work with cyber security – with more on the radar!

For more advice on how to run a campaign in your workplace and how to keep cyber secure visit <https://www.connectsmart.govt.nz>

