Encrypted e-Mail Communication

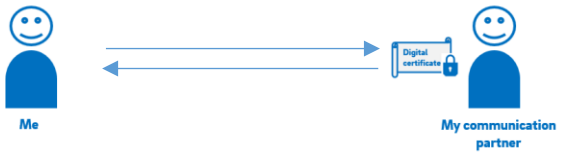
Which requirements are there for encrypted e-mail communication?

For secure (encrypted) e-mail communication with Uniper, two things are required

- The digital certificate of the Uniper employee or mailbox that you'd like to communicate with
- A digital certificate for your own mailbox

At Uniper, every employee does possess its own digital certificate right from the start. Nevertheless, Uniper does not hand out digital certificates for third-party suppliers that do not have a Uniper internal IT account. Therefore, please contact your companies IT to find out how you can get an own digital certificate and how e-mail encryption is working in your company.

Step 1: Get the digital certificate of your communication partner

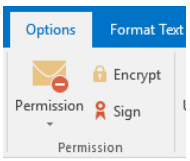


Step 2: Encrypt the e-mail

You can find out how to get the certificate from your Uniper communication partner below. This description does also fit for many other companies.

How do I encrypt an e-mail?

In case you should already have all required digital certificates in place, you can start to encrypt e-mails right away. Therefore, select your recipient from your address book and add it to the recipients of your mail. Then click on the tab "Options" and select "Encryption".



Please get in contact with your local IT or service desk if the buttons are missing or you encounter any problems with sending the e-mail encrypted or any advices below. Digitally signed and encrypted e-mails can be distinguished by a little icon on the front of e-mail in your Outlook inbox.

How a digitally signed e-mail looks like…

How an encrypted e-mail looks like…

What to do if you should not yet have the digital certificate of your Uniper recipient

There are two easy ways to get the digital certificate of an Uniper employee. This procedure does also fit group mailboxes (e.g. hrdirect@uniper.energy).

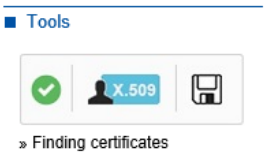
Way no. 1

- ➔ Ask the Uniper employee to send you a digital signed e-mail.
- ➔ With this e-mail you will get also the digital certificate. You can answer directly encrypted to this e-mail.
- ➔ If you communicate more frequently with this partner, save the details of this Uniper employee to your Outlook contacts by doing a right click on its display name and selecting “Save to Outlook contacts”.
- ➔ This will save the contacts details as well as his digital certificate.
- ➔ **Please note:** If you should already have a contact in your address book, it might be required to delete this old entry and save it once again to make sure the digital certificate is included properly.

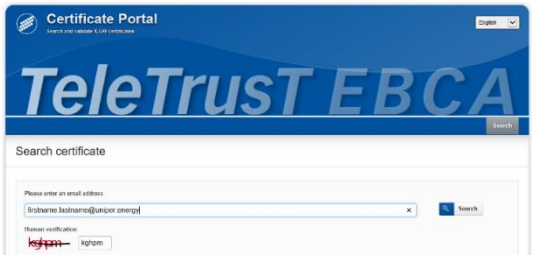
Way no. 2

Download the digital certificate from the EBCA directory. There you can also find digital certificates from other companies e.g. E.ON, Bayernwerk, Hewlet-Packard Enterprise, Siemens, Deutsche Bank… Therefore, the same procedure will work for them, too.

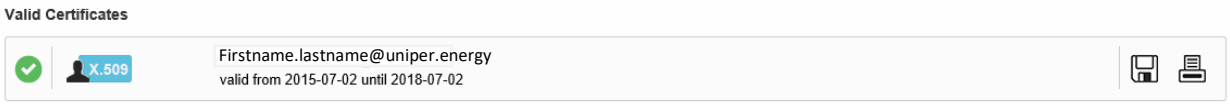
- ➔ Go to website: www.ebca.de
- ➔ On the right-hand side click on section “Tools”, “Finding certificates”



- ➔ Enter the e-mail address that you’d like to search for and the verification code and click on “Search”



- ➔ You will see the certificate that has been found



- ➔ Point your mouse over the save button and select “vCard (.vcf)”.
- ➔ Open that file with MS Outlook and save the contact. The certificate will be automatically stored
- ➔ You can now create a new e-mail, use the contact from your MS Outlook contacts and send encrypted e-mails to this contact.

Please note: certificates have a validation date and do run out of time after a defined period. In this case, please delete your local MS Outlook contact and redo the above-mentioned steps to get the latest valid certificate from your communication partner.

I am an Uniper employee and would like to send an encrypted e-mail to a communication partner outside the company

If you have already received a digitally signed e-mail from your communication partner you can directly reply to him with an encrypted e-mail.

If you should not have received any digitally signed e-mail from this contact before, then please ask your partner to send you one. With this e-mail, you will get also his digital certificates.

If you communicate more frequently with this partner, please save his contact details as well as his digital certificate to your MS Outlook contact list. To do so, do a right click on his display name within the digitally signed e-mail and choose “Save to Outlook contacts”.

Once you have done this, you can start to send encrypted e-mails to this contact.

Please note: certificates have a validation date and do run out of time after a defined period. In this case, please delete your local MS Outlook contact and redo the above-mentioned steps to get the latest valid certificate from your communication partner.

I am a Uniper employee and would like to send an encrypted e-mail to a communication partner inside Uniper

All digital certificates from Uniper employees are available automatically on Outlook Address book. You don’t need to ask as an Uniper employee to send a digital signed e-mail internally. Instead you can directly search his name on Uniper MS Outlook address book and send directly an encrypted e-mail.

Information for external company IT

There are two supported ways for e-mail encryption.

SSL / TLS

The communication will only be encrypted from e-mail gateway to e-mail gateway to protect the e-mail on their way through the internet. There is no warranty that only the receiver can read this e-mail as also internal IT administrators would be able to do so.

User-to-User encryption

This ensures that the e-mail can only be read by the receiving communication partner who is in possession of the digital certificate including the private key.

Uniper supports the Standard “S/MIME” for e-mail encryption.

Every company is self-responsible to ensure that the private keys can only be accessed by the user himself.

If you are using an encryption mail gateway we recommend to connect with Teletrust EBCA Directory (www.ebca.de) which is a central directory for digital certificates and used by many companies, e.g.