tietoevry

The power of purposeful technology

SUSTAINABILITY REPORT

2022

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Sustainability

Managing sustainability

Information technologies now cut across almost all aspects of societies and human life. The tech and software industry is therefore fundamental in the quest for sustainable development. There are great opportunities to advance sustainability, including technologies that contribute to emission reductions, or by increasing access to affordable healthcare through digital solutions.

At the same time, the resource intensity of cloud computing is widely recognized, the global digital divide is growing, and technologies can be misused to repress human rights. Other contextual issues that affect how we focus our sustainability efforts and the related management of impacts are, for instance, the general increase of data breaches, and the gender gap in the IT sector. In reviewing our Sustainability Strategy in 2023, we will carefully analyze the context to determine actions to address these global and regional trends.

At Tietoevry, we need to be environmentally, socially and economically responsible across our operations in order to meet the requirements and expectations set by our stakeholders. At the same time, our solutions and services can have positive impacts on our customers and the society. Responsibility means that we need to have effective governance, compliance, operational processes, tools and ways of working in place. As a company, we align our sustainability practices with international norms, frameworks and legislation covering business ethics, the environment, human rights, and labour rights.

Our sustainability management approach is based on the principles of the UN Global Compact (UNCG) and the OECD Guidelines for Multinational Enterprises, and is aligned with the UN Sustainable Development Goals. We are also in the process of aligning our operations with the United Nations Guiding Principles on Business and Human Rights.

Technology is fundamental in the quest for sustainable development.

However, our sustainability efforts are not merely a question of complying with laws and regulations. We are determined to show the way and be an ethical leader in the technology industry.

With the purpose of promoting long-term and sustainable industry development and regulation in collaboration with peers at the local, national and international levels, we affiliate ourselves with several voluntary industry organizations and initiatives. These include:

→ CDP (Carbon Disclosure Project)
→ Cleantech Finland
→ CSR Sweden
→ FIBS (Finnish Business & Society)
→ The European AI Alliance
→ UN Global Compact (UNGC)
→ Diversity Charter Sweden
→ TechSverige
→ The Federation of FinnishTechnology Industries

We also take part in unofficial discussions with peers and other companies through, for example, topical roundtable discussions and seminars, aimed at learning and advancing our practices.

Tietoevry's three-year sustainability strategy – our Sustainability Game Plan 2023 – is the roadmap guiding our efforts towards integrated sustainable practices across our value chain. The plan is based on a materiality analysis conducted in 2020, and a process to identify areas where sustainability is a driver for value creation and customer engagement. The plan is two-fold, aimed at ensuring Tietoevry runs responsible operations, and providing focus on the business and impact opportunities we have together with our customers.

Responsible operations comprise three broad themes – climate action, ethical conduct, and Tietoevry as an exciting place to work – with focus areas under each theme. Our business impact opportunities lie in a range of solutions and services that accelerate and improve our customers' sustainability performance, and can create a positive large-scale impact on society. The plan also details how we contribute to the UN Sustainable Development Goals (SDGs). The relevant SDGs were selected through principled prioritization, in line with the guidance provided by the GRI and UNCG.

During 2023, Tietoevry will embark on preparing for a new Sustainability strategy - building on the learnings from the current Sustainability game plan - with ambitions to further understand, identify and mitigate our actual and potential impacts on the economy, the environment and people.

Governance and responsibilities

Tietoevry's highest governance body, the Board of Directors, is accountable for guiding the company's strategy on environmental and social topics. Our governance structure, including the composition and committees of the highest governance body, is described in detail in the Corporate Governance Statement of this annual report (see page 87). That section also describes the nomination and selection process, including related criteria.

Considering the requirements of recent and updated legislation, such as the Corporate Sustainability Reporting Directive (CSRD) and other expected regulations, we need to ensure that the members of Tietoevry's Board of Directors possess relevant competencies from the perspective of our external impacts. Hence, it is vital that adequate competencies in the ESG area will be represented in the board.

Furthermore, we strive to increase the level of knowledge within the Board of Directors with regards to sustainability, and particularly on the topics most material to us based on our impact on the economy, the environment, and people. For example, during 2022, the Sustainability team held one information session for the Board of Directors about the EU Taxonomy and its requirements and implications for Tietoevry. Additional session on the legislative sustainability developments and update on Tietoevry performance was also held during the year. The Board of Directors was also presented with the changes to Tietoevry's brand

and identity, where technology, humanity and responsibility are at the core of supporting our new purpose: "Creating purposeful technology to reinvent the world for good".
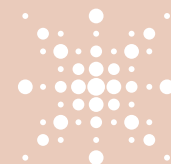
The Tietoevry Board of Directors evaluates company's environmental and social activities, and governance practices (ESG) related risks and target setting as well as their implementation and effectiveness in the company including the incorporation of the ESG-related metrics in the incentive structures. The Sustainability Steering group (SSG) together with the operational management are leading the work towards our sustainability ambitions. The SSG, chaired by the Vice President Communications, Sustainability, Brand and Marketing, meets on a bi-monthly basis and represents different businesses and functions at Tietoevry, including members of the Group Executive Management Team.

The Audit and Risk Committee (ARC) of the Board of Directors annually reviews the Non-financial information, including our performance against our agreed sustainability goals and identified sustainability related risks. The ARC also receives quarterly reports on selected sustainability related impacts – both actual and potential. Report on whistleblowing incidents are delivered to the ARC twice a year and in addition, any topics that are of critical concern or urgent nature can be reported ad hoc.

Our ambition for 2023 is to complement these reports with a wider scope of potential and actual impacts on a regular basis. This will

Our business impact opportunities lie in a range of solutions and services that can create a positive large-scale impact on society.

SUSTAINABILITY GAME PLAN 2023

SUSTAINABILITY IMPACT ANALYSIS   ETHICAL DESIGN

People

SOLUTIONS TO REDUCE CARBON FOOTPRINT   Planet   IMPACT OPPORTUNITIES   Society   SERVICES FOR DATA-DRIVEN SUSTAINABILITY

BUSINESS ETHICS AND ANTI-CORRUPTION   RESPONSIBLE OPERATIONS

CYBERSECURITY AND PRIVACY   Ethical conduct   Climate action   ENERGY USAGE AND GREENHOUSE GAS EMISSIONS

HUMAN RIGHTS   CIRCULAR ECONOMY PRACTICES

RESPONSIBLE SOURCING

Exciting place to work

DIVERSITY AND INCLUSION   EMPLOYEE EXPERIENCE

allow the ARC to have a full insight into the management of our impacts on the economy, the environment, and people.

Managing sustainability risks and impacts

Tietoevry's internal control framework includes identification of potential negative impacts that Tietoevry may have on its operating environment, and details the escalation framework should the company's mitigation measures become necessary. The framework endorses ethical values, good corporate governance and risk-management practices.

Tietoevry applies a systematic risk-management approach to improve the efficiency and control of business operations, as well as to manage business continuity and profitability. The risk-management framework consists of the risk-management organization and related policies, processes, tools and common ways of working. The risk-management organization develops and maintains the company's risk-management framework, including risk reporting, risk-management governance and follow-up of risk exposures comprising strategic, financial, operational, compliance and people risks. During 2022, Tietoevry continued its efforts to improve the corporate risk-management framework related to sustainability risks, including human rights and environmental risks. Risk management as well as major risks are described in detail in the non-financial information in the Financial Review.

Tietoevry's operational sustainability work is facilitated by the company's Sustainability team and is supported by the Sustainability Steering Group. The Sustainability team is led by the Head of Sustainability, who is also responsible for the company's sustainability policies and processes. The Head of Sustainability reports directly to the Vice President Communications, Sustainability, Brand and Marketing, who in turn reports to the Chief Financial Officer. The management of specific responsibility areas based on our material topics are handled by appointed area owners, each of whom is responsible for reporting on area-specific goal performance.

Long-term sustainability goals are presented in the Sustainability Game Plan 2023, which has been approved by the Sustainability Steering Group and the President and CEO. The management of specific responsibility areas is presented in more detail in the respective sections of this report.

Policies and rules providing strategic direction and practical guidance

The company's ethical principles are summarized in the Code of Conduct, which applies to all Tietoevry employees, hired consultants, board members and other company representatives including any third-party contributing to Tietoevry's services, products and any other business activities. The Code of Conduct is aligned with international legislation and frameworks, as well as local legislation. During 2022, the Code was revised and updated. Implementation will take place early 2023. Our Anti-Corruption Rule, also revised during 2022, provides practical guidelines on how to

POLICIES AND PROCESSES COVERING SUSTAINABILITY AREAS

Sustainability areas

ETHICAL CONDUCT	CLIMATE ACTION	EXCITING PLACE TO WORK
1. Business ethics and anti-corruption	5. Energy usage and greenhouse gas emissions	7. Diversity and inclusion
2. Human rights	6. Circular economy practices	8. Employee experience
3. Cyber security and privacy		
4. Responsible sourcing		

Policies

POLICIES, RULES AND GUIDELINES

Code of Conduct (1, 2), Internal audit policy (2, 3), Anti-corruption rule (2), Whistleblowing rule (1, 2, 3, 7, 8), Competition rule (2), Procurement policy (4), Supplier Code of Conduct (1, 2, 4, 5), Environmental rule (4, 5, 6), Information classification rule (3), Data transfer rule (3), Security policy (3), Security rule (3), User Security rule (3), Privacy policy (3), AI policy and AI rule (1, 3), Occupational Health and Safety policy (1, 8), HR policy (1, 7, 8), Insider rule (2), Public Authority Request rule (1, 3), Human Rights policy (1, 2, 3, 4), Travel rule (6)

Due diligence processes

Internal and external audits (1, 2), Governance, risk and compliance management (2, 3), Sourcing to pay (4), Supplier self assessment (4), Environmental management process (EMS) ISO14001 (4, 5, 6), ISO27001 (3), ISO31000 (3), ISAE3402 audits in Data Centers (3), ISAE 3000 Assurance of non-financial information (1, 2, 3, 4, 5, 7, 8), Information and cyber security audits and assessments (3), CDP Climate Change program (4, 5, 6), HR processes (1, 7, 8), Employee engagement survey (8), Human rights impact assessments

Sustainability management process, sustainability materiality assessment for Sustainability game plan 2023

WHISTLEBLOWING CHANNEL

evaluate and avoid unethical behaviour. The Environmental Rule, which is compliant with ISO 14001 requirements, outlines our precautionary approach to environmental management within the company and throughout the value chain. Tietoevry's Human Rights Policy was created during 2022, and its systematic implementation starts from the beginning of 2023. In addition, there are several other policies and rules supporting the management of specific sustainability areas.

All policies, rules and processes covering sustainability apply to our entire organization and are reviewed each year as part of our compliance program. An overview can be found in the table beside and a more detailed description is outlined in the chapters included in the report. Tietoevry's Whistleblowing Rule defines our common way of managing all whistleblowing notifications made to our centralized channel or to our Internal Audit, Human Resources and Legal and Compliance functions. Our Whistleblowing Unit is responsible for logging and investigating any cases and following up on escalations, as well as for initiating preventive actions related to the cases.

At Tietoevry we are committed to a culture where employees feel safe to speak up and report concerns, and we adhere to the principle of non-retaliation. The handling of escalations is described in more detail here.

Building on the corporate-level human rights risk screening conducted in 2022, and the ongoing review of identifying and managing

Tietoevry's ethical principles are summarized in the Code of Conduct, which applies to all our employees and third-party suppliers.

sustainability-related risks, Tietoevry has embarked on further strengthening and clarifying the due diligence process for identifying and managing the company's impact on the economy, environment, and people. Several work streams have been initiated to ensure these impacts are taken into consideration in business critical processes. Representatives from the Sustainability Steering Group are involved in these work streams and will have a role in oversight of the due diligence. Significant and challenging matters identified through the due diligence process will regularly be escalated to Group Legal and Compliance function, and salient issues shall be reported periodically to the Audit and Risk Committee of the Tietoevry Board of Directors.

Implementing sustainability in daily business operations

To support our organization in implementing sustainability in daily business operations, our Sustainability Management Process has been included as part of the business process system. This process is built on the best practices of the UN Global Compact Management Model and the GRI Standards, and it formally outlines the role of a Responsible Area Owner (dedicated owner of each of our material topics and related management and plans). Our Code of Conduct e-learning further supports the implementation of sustainable and ethical business practices across the entire organization. In addition, we have an environmental e-learning that supports the implementation of our Environmental Management System and related ISO 14001

certifications. An annual training curriculum "Tietoevry Essentials" also covers e-learnings in GDPR as well as general security training.

The development of business opportunities and deliveries related to Tietoevry's impact opportunities is driven by each business. These efforts are supported by a network of internal business consultants – Tietoevry Impact Developers – who play a key role in the development of sustainable solutions for our customers.

We continuously encourage our employees to engage in our corporate-wide sustainability agenda, as well as to deepen their knowledge to enhance sustainability in our customer engagements. Our "Sustainability Curriculum" is a learning program with modules on sustainability topics. It's available to all employees in our learning management system, along with our Sustainability Game Plan 2023.

The Sustainability team, together with the Responsible Area Owners, support internal functions such as Procurement, Human Resources, and our customer teams in sustainability matters. Our sustainability approach and ambitions are also included in the company's sales materials. These materials help our customer teams to communicate about sustainability at Tietoevry and to respond to our customers' sustainability requests.

SUSTAINABILITY DASHBOARD

Responsible area	Goal	Result 2020	Result 2021	Result 2022	Trend	UN Sustainable development goal
ETHICAL CONDUCT						
Human rights	2021: Conduct a formal Human Rights Impact Assessment for a business entity	Assessment to be conducted FY21	Group-wide human rights risk screening conducted in 2021 with completion in FY22.	In progress	→	
Cybersecurity and privacy	2023: Zero substantiated complaints concerning breaches of customer privacy and losses of customer data*	Zero	Zero	Zero	→	
Business ethics and anti corruption	2023: 90% completion of ethics training (CoC e-learning)**	91%	93%	96%	↗	
	2023: 100% confirmation of receipt of a whistleblowing notification within four business days of receipt	100%	100%	100%	→	
Responsible sourcing	2023: 100% of new or renewed suppliers agreeing to Tietoevry's Supplier Code of Conduct***	100%	99%	100%	↗	
CLIMATE ACTION						
Energy usage and GHG emissions	2023: 80% reduction of scope 1 and 2 greenhouse gas emissions (GHG) by FY23	Baseline	44% reduction	70% reduction	↗	
	2023: 100% carbon free electricity in own data centers and offices	80%	92%	95%	↗	
Circular economy practices	2023: 100% reuse and recycling of hardware****	Not measured	Internal: 70 %, Customer: 86%	Internal: 93%, Customer: 95%	↗	
EXCITING PLACE TO WORK						
Diversity and inclusion	2026: 40% female employees by 2026: 50% female employees by 2030*****	29% female employees	29% female employees	31% female employees	↗	
Employee experience	2023: Employee engagement score >75	76/100	78/100	82/100	↗	

* Substantiated complaints regarding customer privacy and losses of customer personal data is defined as security incidents where national authorities has issued financial fines to Tietoevry related to the topic.

** Measured on an annual basis.

*** Scope: Agreements made through Sourcing function. Note that scope also includes supplier's versions of Code of Conducts validated by our Head of Sustainability. More information on process see Responsible sourcing.

**** Scope: Result based on reuse of returned devices (mainly laptops). Data accuracy: data is based on our main hardware supplier's reports. This supplier provides close to 70% of Tietoevry's devices. Baseline for measurements is FY 2021.

***** Permanent employees (headcount)

During the past year we received several acknowledgements for our sustainability efforts and performance.

CDP
In 2022, Tietoevry achieved level A in CDP Climate Change scoring. Our CDP score exceeds the IT sector and CDP programme averages.

EcoVadis
Tietoevry achieved platinum level in the EcoVadis ranking during 2022, specially recognized for our long-term commitments in carbon emission reductions and our gender-balance ambitions.

OMX GES Sustainability Finland Index
Based on our sustainability performance, Tietoevry is now listed as part of the OMX Finland Sustainability Index calculated by NASDAQ OMX and GES Investment Services. This is a benchmark index comprising NASDAQ OMX Helsinki listed companies that lead in sustainability.

SHE Index
Tietoevry in Norway was ranked 10th out of a total of 89 companies in the SHE Index, a cross-industry ranking on gender-balance. In Sweden, Tietoevry ranked 15th out of a total of 19 companies. The SHE Index was introduced in Finland in 2022 when Tietoevry ranked 4th out of five companies.
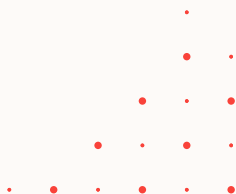
Stakeholder engagement and materiality analysis

We believe that understanding our stakeholders' expectations is key to ensuring business success. Insights from our stakeholders help us to better understand and identify our actual and potential impacts on the economy, the environment and people. Collaboration and continuous dialogue with stakeholders also give Tietoevry a better understanding about the business opportunities that lie ahead of us. With sustainability expectations growing all the time, stakeholder dialogue is a vital tool in helping us to develop our ways of working across the value chain.

The Tietoevry Board of Directors oversees the company's environmental, social and governance practices (ESG). The responsibility for coordinating stakeholder dialogue related to Tietoevry's material topics and long-term sustainability plan is coordinated by the Sustainability team and other relevant functions within the company.

Our approach to stakeholder engagement is based on both structured and sporadic dialogue and interactions. We communicate with our key

stakeholders in multiple ways; regular surveys are conducted with customers and employees, and important information is received through the range of escalation channels. Social media is an important platform for us to use in engaging in dialogue with both internal and external stakeholders. We also have ongoing formal and informal conversations with suppliers, business partners, customers, investors and authorities as an integrated part of our operations.

In implementing the revised GRI Universal Standards, during 2022 Tietoevry also reviewed its most important stakeholders. The outcome from this process is illustrated in the figure to the right, which includes those stakeholders who can directly and indirectly be affected by Tietoevry's operations and activities. We also recognize that vulnerable groups (such as women, people with low digital literacy, minority groups and people with disabilities) are present within a majority of our prioritized stakeholder groups, including customers, end users, employees and other personnel, suppliers, business partners and civil society organizations.

TIETOEVRY'S STAKEHOLDERS

Investors
Employees and other personnel
Civil society
Customers

Our stakeholders

End-users
Business partners*
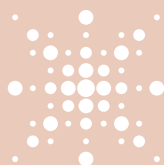Suppliers

* Business partners include actors such as academia, start-ups, businesses, as well as civil society organizations.

We believe that understanding our stakeholders' expectations is key to ensuring sustainable business success.

In 2023, Tietoevry will develop its new long-term sustainability strategy, including our stakeholder engagement approach. Stakeholder engagement will also play an important role in the development of the new strategy.

Materiality process

We conduct materiality analyses to identify and prioritize our most important material topics for reporting based on our most significant impacts on the economy, the environment, and people.

In 2020 we examined stakeholders' perceptions through a survey conducted among customers, investors, employees, potential employees, suppliers and partners. We also carried out in-depth interviews with key internal and external stakeholders – including subject-matter experts, customers and investors – to gather insights for our sustainability focus areas.

Based on materiality analysis and our vision, strategy and operations, we developed our sustainability strategy: the Tietoevry Sustainability Game Plan 2023. The materiality analysis also forms the basis of our sustainability reporting in accordance with GRI Standards.

During 2022, we reassessed our focus areas within our sustainability game plan, including our material topics from the perspective of impacts to the economy, the environment and people (also covering human rights). Information was gathered through both continuous monitoring across our operations and functions, and through specific actions and assessments, followed by subsequent

analysis. Examples of information sources include supplier risk assessments, information from our EMS audits, and a corporate wide human-rights risk-screening assessment, which built on salient issues commonly associated with the software/ICT industry. Based on this we identified actual and potential impacts caused by or contributed to by our activities, or which could be linked to our products, services or business relationships. Each impact was assessed based on significance and prioritized in relation to the other impacts, and finally evaluated against our material topics.

During 2023, as part of the development of our new long-term sustainability strategy we will also update our process for ongoing identification and assessment of actual and potential impacts, as well as our stakeholder engagement approach.

Impact and materiality analysis

Our materiality reassessment led to no major changes to the material topics reported in 2021. However, through the more in-depth engagement with a wider range of external stakeholders we have been able to better understand the various negative and positive implications within the areas of our sustainability game plan. Read more under each of our material topics through the report.

As a company, we may cause impacts either through our own activities and operations, or through our business relationships. The table to the left include a list of our material topics including where in our value chain each material topic is of most importance, and where the impact most likely occurs.

LIST OF MATERIAL TOPICS AND TOPIC BOUNDARIES

	Suppliers	Partners	Tietoevry	Customers	End-users
Human rights	●	●	●	●	●
Diversity & inclusion			●		
Employee Experience			●		
Energy usage and GHG emissions	●		●	●	
Business ethics and anticorruption	●	●	●	●	
Circular economy	●	●	●	●	
Cybersecurity and privacy	●	●	●	●	●
Responsible sourcing	●	●	●		

Actual and potential negative impacts and our material topics

The negative impacts that our activities, products and services may have, or to which we could be linked through our business relationships, were confirmed in the materiality reassessment around the following broad areas:

→ Energy usage, carbon emissions and waste generation (addressed in the report under Climate action)

- development and use of solutions requiring energy
- greenhouse gas emissions throughout our value chain
- generation and handling of waste, including electronic waste

→ Employee engagement, diversity and inclusion, and non-discrimination (addressed in the report under Exciting place to work)

- harassment and/or discrimination of employees and other workers
- psychosocial health issues among employees and other personnel due to work situation, working relations, etc.

→ Business ethics and anti-corruption, privacy and cybersecurity, and human rights (addressed in the report under Ethical conduct)

- anti-competitive behaviour and corruption

- technology misuse and improper data handling

- freedom of association and collective bargaining

- violation of end-user privacy rights and discrimination

- occupational health and safety throughout value chain

- rights of personnel in the supply chain

Actual and potential positive impacts and our material topics

The positive impacts that our activities, products and services have or could have on the affected stakeholders largely fall under the same broad areas of Climate action, Exciting place to work, and Ethical conduct. In addition, under the umbrella term of Sustainable Impact Opportunities we address the positive impacts that we can have through collaboration with our customers. The below impact areas include both those that are internal to Tietoevry, e.g. a positive impact to employees and other workers, as well as external impacts such as a positive impact to the planet, or to the realization of human rights.

→ Under Climate action:

- We can make a positive impact on the natural environment by designing solutions and providing services that reduce our customers' carbon footprint. Some examples are solutions for smart city planning, optimizing and digitalizing operational processes, intelligent transport systems, shared platforms for circularity, and efficient product lifecycle management. For example, see Tietoevry and Microsoft partner in Austria for award-winning cases.

- We also provide solutions and services to increase customers' carbon handprint, such as avoiding emissions through smart transaction solutions in financial services and document handling systems within the public sector. Concrete examples of our efforts within the area of carbon handprint can be found here.

- We have also developed specific services to boost sustainability among our customers. Examples are our services for data-driven sustainability, such as the Sustainability Data Hub, and other solutions to collect, compile and visualize data on our customers' sustainability performance. More information can be found here.

→ Within the area of Exciting place to work:

- We can have a significant impact on our employees' and other personnel's career and personal development by enabling them to develop skills and experiences, as well as by offering career development. Read more on how we promote continuous learning and development under Keep Learning in the section Employee Experience.

- We can contribute to attracting and retaining a diverse set of talents, including women, into our company and the tech industry. One key factor for this is to create awareness around what working in the tech-industry means, and what we as a company can offer in terms of concrete opportunities. During 2022 we carried out a range of awareness activities with this purpose. For example, we participated in the SHE-conference in Finland, Sweden and the Nordics, and we released Being an IT girl booklet providing girls, their parents and their teachers with practical insights into the industry and its variety of job roles and possible career paths. Read more under the section Diversity & inclusion.

→ Related to the area of Ethical conduct:

- Through our constant efforts in ensuring access to and availability of crucial services and societal functions, we indirectly enable the realization of such human rights as access to health care, education, and employment. Read more under Cybersecurity and Privacy and Human Rights.

- Our solutions within the healthcare sector can also have a significant positive impact on patients' health and wellbeing, for example by improving diagnostic services and reducing ineffective treatments. One example is our solution eCare for Me.

- By applying inclusive design and user experience principles in the development of software, we have the possibility to make services and solutions accessible for everyone – regardless of their cognitive and physical abilities. Read more on how this is carried out in practice through our TIDA solution.

Based on our materiality analysis and our vision, strategy and operations, we developed our sustainability strategy.

RESPONSIBLE OPERATIONS

CLIMATE ACTION

Through leading technologies and the smart use of data, we believe we can positively impact the environment and build solutions that benefit everyone – from our customers to society at large. We strive to carry out our operations in a responsible manner, reduce carbon emissions in our value chain, and unlock growth without compromising the earth we share.

Circular economy practices – recycling and reusing of hardware – are crucial in our mission of becoming even more responsible in our operations. We strive to explore how to further grow our environmental handprint with the innovations and solutions we provide our customers. Together with them and our ecosystem of partners, we are creating purposeful technology that reinvents the world for good.

Energy usage and greenhouse gas emissions

Climate change and biodiversity loss challenge our current and future ways of life. Efficiency is now more essential than ever, both to save energy costs and to reduce consumption. Companies have an important role to play and Tietoevry is no exception. Reducing our own carbon footprint and helping our customers and society at large to become more efficient in resource usage paves the way towards carbon neutrality. Science-based targets and committing to the Paris agreement are key milestones on this work.

Our approach towards carbon neutrality
As global warming derives from human activities, we have the responsibility to take the task seriously. Using technology creates carbon emissions, but it also enables a positive handprint. Companies are expected to take responsibility for their energy and material usage to minimize greenhouse gas (GHG) emissions. The shift to a greener way of doing business is on everyone's agenda.

At Tietoevry we respect our role as an enabler of the transformation to a low-carbon society. We have an opportunity to help our customers reduce their emissions by using our products and services. By reducing our own emissions and those in our supply chain, we make a clear impact on our greenhouse gas emissions.

For our own operations in our offices and data centres, we aim to use electricity, heating and cooling produced with renewable and carbon-free solutions, such as wind or solar power. The energy situation of 2022 has been visible in our operations, and we have taken steps to reduce our energy usage even more. We have for instance continued optimizing office spaces, conducting energy inspections for improving energy efficiency, renewing electrical devices for increased energy efficiency, and sharing energy-saving tips for our employees. Where possible, we also encourage adjustments to building automation systems to optimize lightning. Transferring to cloud solutions on the data centre side can reduce energy consumption by as much as 90%. The locations of our data

PERCENTAGE OF CARBON FREE ELECTRICITY IN DATA CENTERS AND OFFICES

Target 2023, %	Result 2022, %
100	95

centres are important in enabling the circularity of the energy the centres produce. Technology allows the energy produced by the data centres to feed nearby district-heating networks to warm households. This also increases circularity in our own operations. Read more on circularity in the section on Circular economy practices.

With the adaptation of new hybrid ways of working – both culturally and through the use of modern conference tools – "no-fly" meetings and less traveling are now the norm. We are well aligned with our ambitions on reducing business travel. In 2022, our CO_2 emissions from business travel were 156 kg per average employee. Our goal was to reduce the emissions by 47% by the year 2030, and for the year 2022, the result is 83% reduction of the emissions compared to the base year 2019.

However, due to the pandemic still having an impact on meeting and travel habits in some parts of the world, it is likely business travel will increase in the coming years. Nevertheless, compared to the base year 2019, we succeeded in keeping a low level of emissions regardless of the increase in business travels after the Covid-19 travel bans were lifted. We see that it is important to further enforce our hybrid ways of working and renewed Travel Rule, which recommends choosing environmentally friendly options such as train travel over flying. Our new guidelines are in place and their impact will accumulate in the coming years.

As to our long term-goals to achieve net-zero carbon emissions in own operations by 2025, and to cut 80% of our market-based energy-related GHG emissions by 2023, we see our progress to be well on track. The reduction of market-based energy related GHG emissions was 70% from the base year 2020. By 2023 we aim to use 100% renewable and carbon-free electricity in our offices and our own data centres (scope 2). In 2022, the result was 95% due to an increase of renewable electricity in our offices globally. The 2022 result shows that we are well on track towards our target for 2023. Our co-location data centres are reported as part of our value chain in scope 3.

During 2022, Tietoevry achieved a key milestone in work towards carbon neutrality by committing to the Science Based Targets Initiative (SBTi). Tietoevry committed to reduce absolute scope 1 and 2 GHG emissions by 90% by 2026 from a 2020 base year. Tietoevry also committed to increase annual sourcing of renewable electricity from 80% in 2020 to 100% by 2026. Tietoevry further committed to reduce scope 3 GHG emissions from business travel by 47% per full time employee by 2030 from a 2019 base year. For the supply chain, Tietoevry committed that 70% of its suppliers by emissions covering purchased goods and services will have science-based targets by 2026. In addition, ESG targets related to CO_2 reductions were included in the long-term incentive plans for Tietoevry leaders.

During 2022, Tietoevry achieved a key milestone in work towards carbon neutrality by committing to Science Based Targets initiative.

Reducing supply-chain related emissions is important, as is considering the whole lifecycle of products and services we purchase and the emissions they cause both upstream and downstream. We have assessed the most relevant GHG emission categories related to scope 3 according to the Greenhouse Gas Protocol standard. They consist of purchased goods and services, fuel and energy related activities, waste generated in operations, business travel, employee commuting, upstream leased assets and use of sold products. We engage in regular dialogue with our suppliers and subcontractors to encourage environmentally friendly operations that are aligned with our Science Based Target ambitions for our suppliers. Going forward, reducing CO_2 in scope 3 will be a focal point for us and further work on categorization and calculation methods will be conducted going forward in 2023.

Moving to the cloud reduces emissions

New technology solutions bring reductions to greenhouse gas emissions. One of these solutions is the cloud, which is much more energy efficient and reduces energy consumption in general because of more effective use of hardware. Our total energy consumption for 2022 was reduced by 9% compared to the previous year, largely due to moving to cloud services and our data centre consolidation project.

Tietoevry manages own data centers and subcontracts space from co-location data centers. We currently run a data center

consolidation project which supports even more environmentally sound and energy efficient services for example in form of high-class modern technology and infrastructure. The consolidation project is estimated to be completed during 2023.

Commitment and a proactive approach empower us to tackle environmental challenges. In our Sustainability Game Plan 2023 we have set ambitious goals to achieve net-zero carbon emissions in our own operations by 2025.

During 2022 we updated our carbon handprint calculating methodology, and we created a handprint guidebook to support our businesses in demonstrating the climate benefits of our products and services. These important tools exemplify the positive impact that increased use of digital solutions and services can have on our customers' emissions.

Read more about our KPI indicators related to energy consumption and GHG emissions here.

Working together for the environment

The Environmental Rule defines, among other things, our aspiration to reduce direct and indirect energy consumption in our offices and data centres by implementing more energy-efficient measures. In our locations we prioritize either BREEAM- or LEED-certified buildings where applicable. Other important criteria include the general energy efficiency of a building and the use of green energy. All our offices and own data centres are covered by our Environmental Management System (EMS), which is ISO 14001 certified.
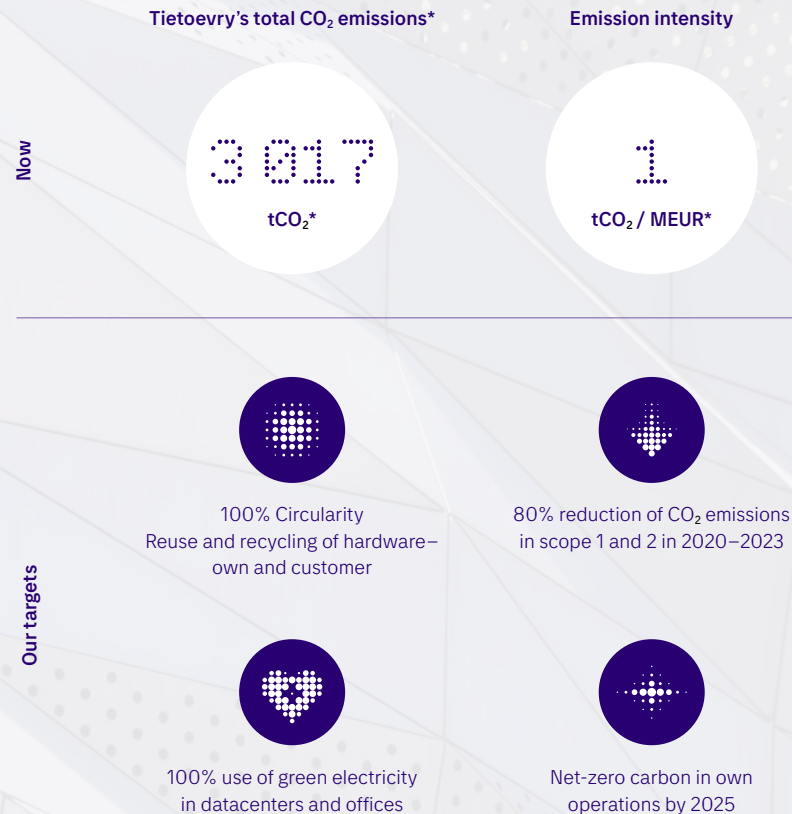
The Global Environment Team coordinates and supports the implementation of Tietoevry's Environmental Management System (EMS). Our Environmental Managers from different operating countries form a global network, with regular meetings facilitated by the global EMS manager and team. The overall environmental work of Tietoevry is defined in our Environmental Rule, with three dimensions: our own operations, the impact we have on our customers' carbon handprint, and our overall value chain. Each business in all Tietoevry companies and all employees are governed by the rule. Businesses are responsible for implementing processes and actions linked to this rule in alignment with our operations. Our environmental coordinators implement the daily environmental activities in our offices.

The Head of Workplace Innovation and Facilities, working under the Chief Financial Officer, is responsible for the environmental management of our offices. Group Sourcing and the Head of Sourcing are responsible for our procurement activities, including business travel. The Head of Core Infra is responsible for the data centres, and the data centre teams are responsible for monitoring energy consumption. The Sustainability Team owns the overall Sustainability Game Plan 2023, which defines the long-term targets for our environmental work. Daily environmental work is managed by the Sustainability Team and all our environment-related targets are managed in our EMS.

The overall environmental work of Tietoevry is defined in our Environmental Rule, with three dimensions: our own operations, the impact we have on our customers' footprint, and our overall value chain.

OUR SUSTAINABILITY AMBITIONS — TOWARDS A CARBON NEUTRAL WORLD

Now

Tietoevry's total CO_2 emissions*

3 017

tCO$_2$*

Emission intensity

1

tCO$_2$ / MEUR*

Our targets

100% Circularity
Reuse and recycling of hardware—
own and customer

80% reduction of CO_2 emissions
in scope 1 and 2 in 2020–2023

100% use of green electricity
in datacenters and offices

Net-zero carbon in own
operations by 2025

*Includes emissions in Scope 1 and 2 (market based)

Sustainability report 2022

Looking ahead

We understand that we cannot reduce all GHG emissions within a short timeframe. As a responsible company, however, we aim to remove negative externalities that we indirectly cause. To achieve this we look for sustainable solutions, such as buying carbon removal from trusted and externally verified sources that support carbon sequestration from the atmosphere. Our key actions to reduce emissions are related to the use of carbon-free energy in our own operations and in our value chain. A reduction of business travel, continuous improvement of technical solutions and processes, as well as a consciousness around the materials we use are all among our key actions to reduce emissions.

Tietoevry's Science Based Targets

Science Based Targets enable companies to show how much and how quickly they need to reduce their greenhouse gas (GHG) emissions to curb the impact of climate change. Tietoevry verified its Science Based Targets during 2022.

What are Science Based targets?

Science Based Targets are carbon dioxide reduction targets that are in line with independent climate science. These targets ensure a company's emissions are in line with the Paris Agreement to limit temperature increase to no more than 1,5 degrees Celsius above pre-industrial levels.

The Science Based Targets initiative is a collaboration between CDP, the UN Global Compact, the World Resources Institute (WRI) and the Worldwide Fund for Nature (WWF). Together these bodies are calling for companies to demonstrate their leadership on climate action by publicly committing to Science Based Targets for GHG reductions.

Tietoevry is committed in taking full responsibility for our own carbon footprint and generated greenhouse gas emissions. We also support and help our customers and society in the journey towards carbon neutrality and circular economy. Setting Science Based Targets for reductions is important means for us to show our responsibility, commitment, and enthusiasm to accelerate more sustainable growth.

"We take it upon ourselves to reduce our own carbon footprint and to help our customers and society at large to become more efficient in energy and resource usage," says Kia Haring, Head of Communications, Sustainability, Brand and Marketing at Tietoevry. "Together we can pave the way towards carbon neutrality with sustainable IT solutions and innovative technology. Including ESG aspects in our remuneration schemes is a concrete step to enforce these ambitions and highlights the importance of sustainability across our operations."

Tietoevry is committed in taking full responsibility for our own carbon footprint and generated greenhouse gas emissions.

TIETOEVRY'S SCIENCE BASED TARGETS AND PROGRESS

Target	Result 2022
Absolute reduction: 90 % by 2026	70%
Renewable energy: 100 % by 2026	95%
Intensity: 47% reduction per employee by 2030	83%
Supplier engagement: 70 % by 2026	34%*

*Figure is % from the defined 70% scope. Percentage of full supplier scope (100% of our suppliers) with SBT was 27 % in 2022.

Tietoevry has committed to the following goals, as verified by the Science Based Targets initiative:

1. Absolute reduction target: Tietoevry commits to a 90% reduction of CO_2 emissions in scope 1 and 2 by 2026 from the 2020 base-year.

2. Renewable energy target: Tietoevry commits to increase annual sourcing of renewable electricity from 80% in 2020 to 100% by 2026.

3. Intensity target: Tietoevry commits to reduce scope 3 business travel GHG emissions by 47% per average per full-time employee by 2030, compared with the 2019 base-year.

4. Supplier engagement target: Tietoevry commits to 70% of its significant suppliers by emissions (covering both purchased goods and services) to have Science Based Targets by 2026.

Tietoevry's Science Based Targets represent our ambitious environmental agenda, which includes a commitment to be carbon neutral in own operations by 2025. We are working to decarbonize our operations and value chain. Our initial focus is to engage our suppliers to set Science Based Targets, to avoid emissions across the value chain, and to use more renewable energy sources. Energy and resource efficiency, including circular economy practices, are important areas in Tietoevry's climate action work. During 2022 we achieved 95% use of renewable electricity, and we are working towards procuring 100% renewable electricity for our facilities. We have also begun engaging our biggest suppliers to set Science Based Targets. We are also removing our remaining unavoidable emissions from the atmosphere through high quality carbon credits with externally verified impact.

Tietoevry's carbon roadmap, reaching up to the year 2030, entails activities to curb scope 1, 2 and 3 emissions even further. Activities include updating our transportation fleet, implementing a stricter Travel Rule, and measuring GHG emissions from suppliers.

CASE

Tietoevry software helps banks assess the ESG-risk profiles of corporate borrowers

Banks and other financial institutions face default risk when their corporate clients fail to meet climate-change targets. We've developed a solution that helps loan officers weigh the risk before granting credit.

New and forthcoming European environmental regulations are increasing the compliance obligations of companies and financial institutions. Those that fail to fulfil their responsibilities – which cover both day-to-day operations and reporting – may be subject to fines or other measures that restrict their business.

These ESG requirements have both a direct and indirect impact on financial services companies. Not only are they subject to the new regulations and changing market conditions themselves, equally to their corporate debtors.

This represents risk to the banks, particularly when borrowers operate in carbon-intensive industries subject to strict scrutiny. The green shift is driving significant investment in new technologies – some EUR 350 billion in Europe alone – so banks are keen to provide this funding. But they need a reliable way to assess the risk.

Structuring ESG risk assessments

This is the background against which Tietoevry has developed a new ESG and climate-risk software module. It's included as part of the credit-granting process, helping loan officers to assess companies before deciding to lend. The module is currently used by more than 30 financial institutions in Norway.

"The whole business environment is becoming more demanding in terms of ESG compliance," says Amalie Eikeland, Product Manager ESG and Climate Assessment at Tietoevry Banking. "Financial-services companies are not just worried about a negative impact on their assets, but there's also a reputational risk in lending to companies or financing projects that go in the opposite direction of the green shift."

"ESG considerations are driving changes in consumer preferences too," she says. "Banks do not want to invest in a company or an industry that will become irrelevant within a few years. With this software we're helping loan officers to identify, assess and monitor all these risks as a mandatory part of the credit-granting process."

The module assigns potential corporate borrowers an initial risk profile based on the sector in which they operate. Then a parameter-based questionnaire – set and weighted by the banks themselves – reveals any additional risk

factors for the loan officer to consider. All data is stored for regulatory audits and any other additional use.

There's also functionality to capture industry-specific challenges and opportunities arising from the green shift, as well as a tool that flags if a customer is eligible for so-called 'green financing.'

Minimal integration, maximum reach
Risk profiles assigned by the solution can be aligned with the bank's risk framework, so loan officers can immediately make the right assessment. The tool is also integrated with the credit-granting process.

"There's reason to believe that carbon-intensive companies may struggle to get financing in the future, or at least not get it on favourable terms," says Eikeland. "But these companies are also the ones looking for investment to make the shift to greener business. They're often high-risk, high-reward prospects for the banks that our solution can help to assess."

The software operates as a stand-alone module with few external dependencies. This allows it to be used by any bank, or even a non-financial company, regardless of their core IT system. Created by a small pan-Nordic team within Tietoevry Banking, the module is now being

further developed in line with new regulations and business requirements.

"We've been developing the solution for the Norwegian banking market, but our mission has always been to offer it more widely. We're now moving to a focus on sales and have already started discussions with several banks outside of Norway," says Eikeland.
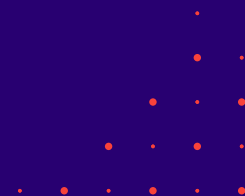
CASE

Tietoevry and Microsoft partner in Austria for award-winning sustainability projects.

From helping farmers predict frost to supporting retailers with energy-efficiency insights, Tietoevry and Microsoft have been making a sustainability impact in Austria.

In the Austrian chapter of Microsoft's acclaimed partner awards for 2022, the company named Tietoevry at its number-one sustainability partner in the country.

Tietoevry Austria also won the sustainability category in the prestigious IT business eAward 2022 competition.

The partners' flagship project brings Tietoevry's analytics capability together with Microsoft's Azure cloud technology, to help Austrian grape farmers tackle the perils of late-season frost.

One of the effects of climate change is that vines now bloom earlier in the spring than before. The first grapes used to appear in April or May – now they start showing as early as in March.

The challenge is that winter can still reappear at night, spreading frost on the vines to devastating effect. A single frost event can kill off an entire season's harvest. It's estimated that frost damage cost Austrian vineyards and fruit orchards some EUR 70 million in 2017. Insurance organization Österreichische Hagelversicherung estimated the loss to be as high as EUR 200 million in 2016.

"To tackle this threat to their livelihood Austrian fruit farmers employ some extreme countermeasures," says Lukas Keller, Head of Advisory and Marketing Lead at Tietoevry Austria. "Frost events are expected, so the farmers often drive around their vineyards at night – even covering hundreds of kilometres in a week – to measure temperature by hand at different points."

"When potential for frost is detected, paraffin-burning candles are placed on the ground to keep the area warm. In larger areas under threat of frost the farmers will even call helicopters in to fly over their fields and swirl away the cold air," says Keller.

All these practices are expensive, ecologically unsustainable, and cause huge personal and financial distress to the affected farmers. Some cannot even afford to take such countermeasures; covering a single hectare with paraffin candles costs approximately EUR 1 000 per hour.

Sensor data with cloud technology

In a bid to find a viable solution to this challenge – the risk of which is increasing each year – a working group called ARGE FrostStrat brought Austria's Ministry of Agriculture and several academic institutions together with Tietoevry and Microsoft.

Sensors were placed around the vineyards of 21 farmers in the area of Wachau, one of the most famous wine regions of Austria. Some of the sensors – which measure temperature, humidity, wind speed and topography – are buried in the ground, while others are attached to the trellises upon which the vines grow.

Data collected from the sensors is sent to the cloud and combined with real-time weather-forecast information. AI-based algorithms are then used to predict the timing and location of frost events. When an event is set to occur, the farmer receives a push notification through an app.

"By pinpointing the location and the timing of a frost event, our technology saves farmers from driving around and doing a lot of expensive manual work," says Keller. "The farmer can set the critical minimum temperature value per vineyard, and then receive a notification immediately when the AI believes that value will be reached. This helps the farmers to act very locally."

Energy efficiency a top priority

Tietoevry and Microsoft have also been cooperating in a pilot project with BILLA Austria,

which operates over 1 200 stores across the country. As for any large retailer, the company must ensure optimal operation of these stores with reasonable effort and streamlined costs.

Many in-store tasks require energy, maintenance and servicing, so the goal of the project was to create a system and an open platform where data from all kinds of technical systems can converge, and where data silos are avoided.

Tietoevry and its Austrian partner Beckhoff Automation developed a scalable IoT solution that integrates all of a supermarket's electrical loads via standard and trade-specific data interfaces.

In a study of one benchmark BILLA store, the partners combined all energy-generation and consumption data – from the ovens, lights, cooling systems, and Photovoltaic cells on the roof – into a single dashboard. This allows BILLA to compare energy usage across different metrics, receive automatic warnings in order to spot peaks, and identify areas for improvement.

"One of the biggest topics for companies right now is how to tackle energy costs, and of course reduce carbon," says Keller. "With this pilot BILLA has much more information as a basis for defining its energy-consumption and carbon-reduction initiatives."

"Together with Microsoft we have established ourselves as sustainability thought leaders in the Austrian market," says Keller. "Whenever a customer has challenges to get their sustainability initiatives and ideas off the ground – and needs support in being more energy efficient – we can help with a proven solution that delivers the right insights to the relevant decision makers."

Circular economy practices

Tietoevry is one of the largest IT companies in the Nordics. We use hardware in our operations and also provide hardware (such as laptops and mobile phones) to our customers. Hence, our operations generate electronic waste.

We are aware of the fact that, according to the United Nations University's Global e-waste monitor, around 85% of total global e-waste is not collected for recycling. This increases the consumption of resources, the emission of greenhouse gases, and the release of toxic substances that may come from irresponsible waste-disposal procedures. Also, when e-waste is not properly collected, we lose considerable amounts of valuable secondary raw materials (for example aluminum, copper and gold). Collecting these reduces the continuous extraction of raw materials.

The aim of the circular economy is to keep resources at their highest value and not produce any waste. As a responsible corporate citizen we want to keep products and materials in use, so we are committed to supporting the transition

to a circular economy through appropriate reuse and recycling practices. Reusing and recycling hardware in a structured manner is an important step towards enabling circular economy practices for both ourselves and our customers.

Our approach

Our aim is to minimize the negative environmental and social impacts of device production and logistics. We do so by managing our purchasing process and by taking responsibility for sustainable usage and end-of-life handling.

Tietoevry is responsible for a hardware fleet of various types of computers and mobile devices that we provide for our 24 000 employees as personal IT equipment. Our customer operations team also supports our customers and around 400 000 of their end users with devices such as laptops and smartphones.

We strive to extend the devices' lifetime and to reuse them. On the other hand, we are aware of the fact that there might be negative

PERCENTAGE OF REUSED AND RECYCLED HARDWARE

Target 2023, %
100

Result 2022, % Internal
93

Result 2022, % Customer
95

Scope: result based on reuse of returned devices (mainly laptops).

Our aim is to minimize the negative environmental and social impacts of device production and logistics.

impacts in applying circularity practices, for instance in logistics and through the effects of reuse processes. Newer generations of devices are more energy efficient, so we make the comparison between used versus new devices when purchasing equipment.

To better understand the needs and usage patterns of our employees, we collect information about the devices – including purchase date, purchase price, and technical specifications – and combine this with HR data. Regarding the devices our customers source from us, we collect and make the information available to them by utilizing the Lifecycle Management (LCM) framework. This helps us to direct and recommend suitable devices for people making purchases, by taking into consideration the role of the device, and limiting energy consumption, material usage and greenhouse gas emissions.
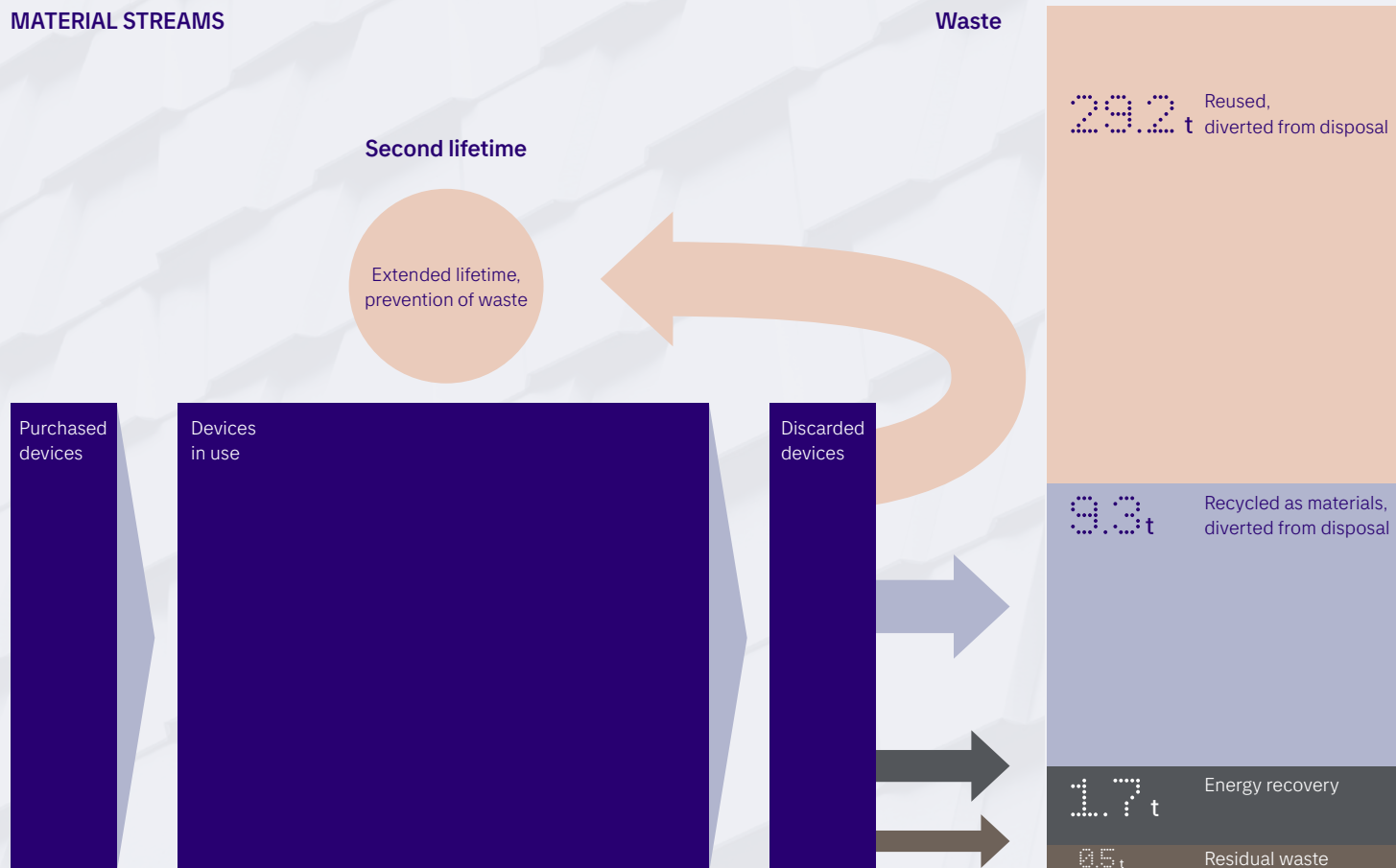
Tietoevry's Procurement function purchases hardware for employees, while the End-User Services business at Tietoevry Connect is responsible for purchasing the hardware delivered to customers, and also for ensuring that our customers' and Tietoevry's own environmental requirements are met. This includes TCO certification – an independent sustainability certification for IT products – or Energy Star certification for hardware devices. TCO certification covers both social and environmental impacts during the whole lifecycle. All Tietoevry's hardware suppliers and service providers are required to have relevant

environmental certifications in place, such as ISO 14001 or the equivalent. When we purchase IT equipment and devices we ensure they are manufactured in a sustainable way, taking into account the conditions of the workforce. Read more in Responsible sourcing.

End-User Services also provides standardized lifecycle management services, which include end-of-life handling. This covers taking back used hardware, the secure erasing of data, the grading of hardware to determine its condition, and re-sale or recycling.

To ensure that out of use equipment will be returned, we have a control system to search for missing devices. The return process requires an effective logistics operation, and in certain geographic locations (such as in India) we have a challenge finding a suitable partner for this. Hence, our return process currently covers our main European locations, but our ambition is to scale to a global coverage. We are constantly working on improving our device return rates.

MATERIAL STREAMS

Second lifetime

Waste

Extended lifetime, prevention of waste

Purchased devices

Devices in use

Discarded devices

29.2 t Reused, diverted from disposal

9.3 t Recycled as materials, diverted from disposal

1.7 t Energy recovery

0.5 t Residual waste

¹⁾ The figures shown in illustration concern the operations of Tietoevry Europe and our main regional partner, covering approximately 75% of the estimated total volume of laptops for internal an customer use.

Progress in 2022

In 2022 we recycled and reused 93% of the laptops received in our end-of-life processing. In addition, 95% of the laptops received from our customers were reused or recycled in our device lifecycle services. In March 2022 we set out a new mobile device policy requiring users to return company-owned units. This is a continuation of a similar policy rule issued in 2021 for laptops. To support the implementation of device policies, a refreshed and user-centric device return process was issued in spring for Tietoevry's main locations in Europe. In the autumn, we launched a circularity campaign with the purpose of increasing awareness about the process, sustainability and device return information among users. The campaign included trainings as well as internal and external communications towards users. We reached approximately 30% of the employees in the targeted locations and were able to reduce the number of unreturned devices by 40%.

We have successfully completed the consolidation of the asset management systems of the former Tieto and EVRY and now have a standardized approach to the purchasing and leasing of hardware devices for our customers and employees.

To ensure and improve our e-waste management practices, Tietoevry has collaborated with our main device management partner to have visibility on material reuse and end-of-life treatment processing and outcomes for devices that cannot feasibly be reused. Our

main material recovery partner for Tietoevry's devices achieves an 81% recovery rate for materials for the subcategory of electronic waste that Tietoevry produces (i.e. laptops and mobile devices).

We consider as waste the devices that are returned to the take back system provider for recycling. During 2022, Tietoevry generated 41.2 tons of discarded devices where 29.8 tons was directed for reuse and 9.3 tons where recovered for recycling. Remaining material was incinerated producing energy, 1.7 tons, or disposed as residual waste, 0.5 tons. This is operated through using environmentally sound practices by our third-party provider. The figures used in this report concern the operations of Tietoevry in Europe and our main regional partner, covering approximately 75% of the estimated total volume of laptops.

Looking ahead

In 2023 we will proceed in the global rollout of harmonizing the requirements for our suppliers, taking into consideration energy efficiency, greenhouse gas emissions, waste, and the impact on society and people's health. We strive to eliminate the negative effects of greenhouse gas emissions by using renewable electricity generated by wind, hydro or solar power. We also aim to minimize the harm of waste by using trusted partners and service providers who are aligned with our requirements, and by cooperating with them to improve reporting. Our aim going forward is to purchase devices that are durable and easily recyclable at their end of life.

We will continue work with our stakeholders to improve the return rate of laptops and mobile devices globally. We will also continue work to include more device categories – e.g. monitors, screens and telco devices – in the same lifecycle management and return process.

During 2023 our aim is to improve our management system by introducing a sustainability portal that provides real-time data on returns and greenhouse gas emissions.

Through Tietoevry's six independent businesses we have a huge opportunity to expand and support sustainability considerations in our operations and business deliveries. Starting in 2023 we will detail our level of internal reporting to serve our individual businesses to further improve their sustainability management and actions.
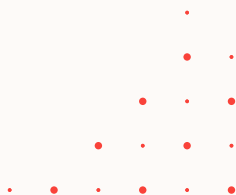
EXCITING PLACE
TO WORK
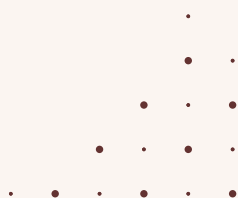
We help to create smarter and more sustainable cities, increase wellbeing for citizens, and support our customers' digital transformation. Our employees are developers of digital futures, using their specific sets of skills and expertise to create technology that reinvents the world for good. Our people are the key source of our competitive advantage, hence the employee experience is a top priority for us.

Our values – openness, trust and diversity – stem from our Nordic heritage and steer our work. Diverse skills, capabilities, perspectives, knowledge and ideas are what build sustainable solutions that solve our customers' challenges , and allow us to create a workplace where everyone can thrive.

Diversity and inclusion

Creating the culture of the company is a joint effort for all of us. We believe diversity and the creation of equal opportunities are critical components for fuelling innovation, which translates into better services for our customers.

Our approach

Technology is a key enabler in solving the problems of today and of the future. Different technology users have varied needs, and therefore representation and inclusion of different perspectives is important. Building solutions with diversity, inclusion and accessibility in mind requires diverse teams. The technology industry suffers from a shortage of talent and the competition to hire from a limited talent pool is strong. To be an attractive employer, we need to ensure all current and future employees can grow and thrive with us.

Diversity and inclusion are crucial for us in many ways. Gender-balanced workforce is more likely to have varied perspectives and approaches,

which result in better decisions, increased innovation, and more successful business overall. Gender diversity is correlated with both profitability and value creation. Our ambition is to be inclusive to all – majorities and minorities alike. Diversity means valuing differences and having the utmost respect for everyone as an individual – regardless of sex, gender identity, nationality, religion, belief system, race, age, disability, sexual orientation, political opinion, union membership, or social or ethnic origin.

A diverse and inclusive workforce is generated through continuous dialogue. When working together in a company with more than 24 000 employees, a systematic approach is required. Our company-wide survey, OurVoice, focuses on three areas: Achieving Together, Keep Learning, and Leadership. Having the opportunity for regular dialogues and continuous learning are highly valued by our employees. MyGrowth check-ins are our framework for personal development. Read more in the section on Employee Experience.

TOTAL SHARE OF FEMALE EMPLOYEES

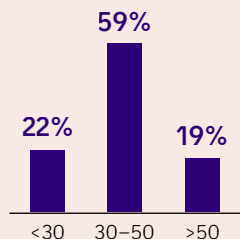**Target 2026, %**
40

Target 2030, %
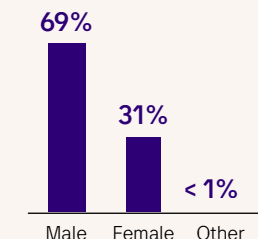50

Result 2022, %
31

Permanent employees (headcount)

TOTAL NUMBER OF EMPLOYEES 2022 (HEADCOUNT END OF YEAR)
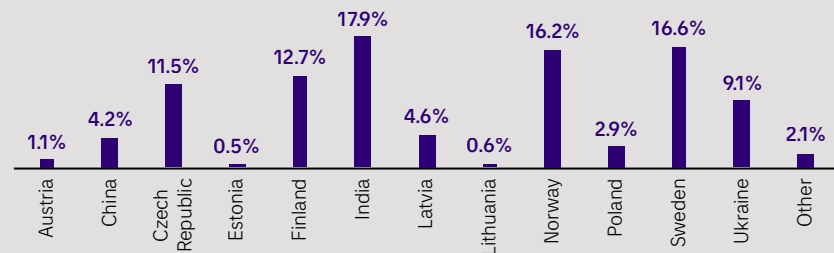
25 494

EMPLOYEES BY AGE 2022

22%   59%   19%

<30   30–50   >50

EMPLOYEES BY GENDER 2022*

69%   31%   < 1%

Male   Female   Other

*Permanent employees (headcount)

EMPLOYEES BY REGION 2022

1.1%   4.2%   11.5%   0.5%   12.7%   17.9%   4.6%   0.6%   16.2%   2.9%   16.6%   9.1%   2.1%

Austria   China   Czech Republic   Estonia   Finland   India   Latvia   Lithuania   Norway   Poland   Sweden   Ukraine   Other

Our Code of Conduct and our Diversity and Inclusion Charter outline the principles for diversity and inclusion at Tietoevry. Everyone participates in creating a diverse and inclusive culture. Each manager is responsible for ensuring diversity in their teams. Managers have the responsibility to inform, engage and educate their team members on our policies, promoting inclusive behaviour and minimizing biases in the workplace. Our six end-to-end businesses implement diversity and inclusion in their respective units and teams. The overall responsibility for ensuring a diverse workforce where people feel included lies with the CEO and the Group Executive Management.

Diverse workforce - a tool for success

Diversity is a highly prioritized topic for the members of our Talent & Acquisition team. They work towards our diversity goals when hiring and attracting new talent. We have a bold target to increase gender balance at Tietoevry, aiming at reaching 40/60 (women/men) by 2026 and 50/50 by 2030. Tietoevry strives to have, at any given time, the proportion of female leaders equal to or greater than the overall share of female employees. Our ambition is also to ensure final candidates of both genders when recruiting internally and externally.

Our diversity ambitions reflect the global markets we operate in, with a mix of around 80 different nationalities and cultures represented among our employees. We support internal mobility across national and business structures, and our talent acquisition is based on a global talent pool.

An inclusive culture, where people experience psychological safety, is a prerequisite for creating a diverse workplace. An inclusive workplace offers equal opportunities for jobs, wages, benefits, leadership and personal development, as well as access to training. Read more in the section on Employee Experience.

We measure diversity and inclusion in multiple ways. Our employee survey, OurVoice, runs three times a year. In addition, a Cultural Audit Survey monitors the cultural balance and development of the company. Our 50/50 gender balance ambition is monitored on a regular basis across our businesses and countries. Our HR function provides the Group Executive Management (GEM) with quarterly updates on developments in various aspects of our Diversity and Inclusion Charter.

Progress during 2022

During 2022, several of our GEM members took part in Diversity and Inclusion Taskforce aimed at defining group-level activities for how to advance our Diversity & Inclusion ambitions. The taskforce instituted a roadmap with seven themes to accelerate group-wide activities within the area. Also, the new long-term incentive plans for Tietoevry leaders include a target on increasing the share of female in new recruits.

Other activities set by the Diversity & Inclusion Taskforce focus on succession planning, with the aim of ensuring that managers have adequate visibility and support in advancing diversity & inclusion as hiring principles. In 2021 we took

the first steps towards our gender balance target by looking into our recruitment and succession practices. During 2022, these actions were further enhanced in each of the businesses and group functions providing succession plans where both genders are represented for all senior-leadership positions. These succession plans will be reported to the Group Leadership Management on a quarterly basis via the Chief HR Officer. The implementation of the new way of working is well underway, with some units standing out as good examples.

The work will continue in 2023. Our six end-to-end businesses are in the process of establishing their diversity activities and related monitoring. For example, Tietoevry Create has formed a diversity forum to advance the topic within the business. All the managers of Tietoevry Create have gone through an unconscious-bias training. On a Group level, we will also embark on creating a training package for employees to raise awareness on diversity & inclusion throughout the organization.

Increasing the share of women in the tech industry is a challenge that Tietoevry addresses on a grassroots level. To meet our goal of a 50/50 gender split by 2030, the pool of applicants needs to be more balanced in gender ratio. To encourage girls to apply for a career in IT, Tietoevry put together a guidebook – "Being an IT girl" – to introduce some career paths in the technology industry. The guidebook is distributed in Finnish, Swedish, Norwegian and English, and is aimed at

informing girls about the work in technology and attracting them to the field.

We have also continued to use anonymous recruiting for our graduates. In this method of recruiting, we receive no information about the candidate's age, gender or education in the early stages of the recruitment process. Instead, all applicants go through a game where certain themes are explored, such as how willing they are to take risks, their level of engagement, and how fast they can perform different tasks. Basing decisions on data removes the risk of bias influencing the applicant's chances to proceed in the recruitment process, as the focus remains solely on the competence and skills needed for the job.

During 2022, Tietoevry recruited a total of 207 graduates in the Nordic graduate programme, of which 64 were female. Compared to 2021 figures, we have managed to keep the recruitment level of graduates steady. However, there is a slight decrease in the percentage of women recruited through our graduate programme. One explanation for this may be that the share of females applying for highly technical roles as software developers is in general low. This is a problem we share with other companies in our industry. In total, during the years 2017-2022 we have recruited 856 graduates in our Nordic graduate programme, of which 37,4% have been women.

By the end of 2022, the share of women in senior management positions at Tietoevry was 23 %, which is at the same level as the previous year. Overall, the share of permanent female employees in the workforce increased compared to 2021, to 31 (29 % in 2021). The share of total females hired in 2022 was 32%, which is an increase compared to 2021 when 27% of new employees were female. On 31 December 2022, Tietoevry's Group Leadership Team comprised eight men and two women, and Tietoevry's Board of Directors comprised nine members elected by the Annual General Meeting, including six men and three women.

As an additional method to increase transparency in diversity and inclusion, Tietoevry participates in the SHE Index in Finland, Sweden and Norway. The index is a cross industry voluntary measurement of how companies perform in terms of gender balance, gender equality policies, and diversity and inclusion. In Norway, Tietoevry was ranked 10th in 2022, with a score of 89, improving two positions from 2021. In Sweden, Tietoevry was ranked 15th with a score of 68, however going down 14 positions from 2021. In Finland, Tietoevry ranked as 4th in the index in 2022.

Our commitment to diversity and inclusion can be seen in the composition of our workforce. We are proud of the 35 nationalities represented at our headquarters in Espoo, Finland. At our Stockholm office in Sweden we have 29 nationalities, and at our Fornebu office in Norway we have 32. Targeted efforts to recruit young

professionals (aged 30 or younger) resulted in the onboarding of 2,450 young recruits (46%) of our total recruitments during 2022). At the end of the year, the average age of Tietoevry employees was 39,7 years.

During 2022, Tietoevry participated in a wide range of activities, forums and discussions on diversity and inclusion. Tietoevry was the Gold Sponsor for the SHE Conference on gender balance in Finland, Sweden and Norway, with keynote speeches, workshops and a recruitment stand to share information about working with us. At the Slush technology conference Tietoevry acted as a main partner, and also joined a Slush Partner event on Driving Diversity, Equity and Inclusion (DEI) in Tech. This was done together with Inklusiiv, Venture ESG, Nasdaq Entrepreneurial Center, NGP Capital and TEK.

In Finland and Sweden, Tietoevry has participated in female technology networks such as Women in Tech and the Inklusiiv forum. In Sweden and Norway, Tietoevry has held leadership trainings aimed specially at women, to develop female leaders and to establish sustainable leadership within the company. As a grassroots initiative, a team of software developers, functional analysts, HR specialists and designers have formed an Accessibility Team. The team trains and educates colleagues to ensure accessibility-related knowledge sharing and support at various levels of the organization.

During 2022, Tietoevry participated in a wide range of activities, forums and discussions on diversity and inclusion.

During 2022, 35 cases consisting of discrimination and harassment allegations were submitted. Out of the total number, 14 cases of discrimination allegations and 8 cases classified as harassment were submitted through our Whistleblowing Channel. In addition, 13 cases classified as harassment were reported through HR. Two cases in total were identified as sexual harassment. Following due investigation, 31 cases have been closed, and four are still ongoing. 12 remediation plans were implemented in 2022, with two results reviewed through internal management review process. No remediation plans are currently being implemented and 14 incidents are no longer subject to action.

There has been an increase in reported cases during 2022 through both HR escalations and to the Whistleblowing Unit in Tietoevry. The increase in cases reported in is partly attributed to increased awareness and compliance maturity in the organization. During 2020 and 2021 there was a decrease in reported cases where the pandemic limited physical interactions in the workplace. The increase of 2022 could therefore be partly attributed to a return to normal level of reporting in the organization. We want to underline we have zero tolerance for breaches to our Code of Conduct, including discrimination and harassment. We continue our efforts to prevent such behaviour in our organization.

Looking ahead

Due to the launch of our new business strategy and our operations being run in six end-to-end businesses, there will be a need to review how we work with diversity and inclusion in practice, and how we take the diversity and inclusion roadmap forward. Our actions will include setting measurable goals for diversity and gender balance per business unit, identifying successors and final candidates for leadership positions, as well as scanning and shaping our recruitment practices in general. We also aim to increase development and mentoring initiatives for female leaders, as well as to build awareness across the organization through initiatives such as trainings on unconscious bias. Salary comparisons across the key roles and countries will be one of our key initiatives going forward. This is vital in establishing a transparent and systematic way to follow-up on the development of gender balance in our new businesses, and ensuring progress towards our long term ambitions.

As 2023 is the final year in our sustainability strategy 2020–2023, we will begin working on assessing our diversity and inclusion roadmap for the upcoming years.

CASE

Inclusion drives innovation

TIDA is a time-keeping solution for employees with disabilities. Created in collaboration between Tietoevry and a municipality in northern Sweden, the solution is winning wide acclaim on its way to commercial roll-out.

One of our guiding principles at Tietoevry is inclusion

This not only means creating a workplace where everybody is welcome. It's also about finding ways to bring the benefits of technology to people with cognitive or physical disabilities.

Much of this work is led by Tietoevry's Design and Innovation Lab, a 16-person team of business developers, UI/UX designers and tech specialists across the Nordics. The team functions as an internal consultancy, helping Tietoevry's product owners create customer experiences that work for everyone.

"One of the main themes guiding our work is digital inclusion," says the Lab's Head of Design Fredrika Ling. "We design digital services with deliberate consideration for people with disabilities or other challenges, so that they are not excluded. The work usually starts with a problem that you need to solve. This is how TIDA was created."

The time-keeping challenge

In early 2020 the team was approached by colleagues from Tietoevry Welfare – now part of Tietoevery Care – about a challenge faced by the municipality of Skellefteå in northern Sweden.

Skellefteå runs 29 local activity centres that employ people with various levels of disability. Some of the employees work in the centres themselves, while others have jobs in local stores and companies.

The challenge lay in accurately tracking the employees' working hours so they could be paid properly each month. The municipality's financial administrator would often receive incomplete timekeeping reports, which meant work needed to

be done on tracking down the correct hours. It was a time-consuming task with a high risk of error.

"The municipality had initially wanted to create a smartphone app to solve this problem, but we encouraged them to start thinking from the perspective of the user group," says Ling.

"Some of the municipality's clients have a high cognitive ability yet face certain physical challenges that prevent them from working in regular jobs. Others have low cognitive abilities, or severe physical disabilities and limited motion. So we needed to think smart and approach the challenge from the widest possible perspective," she says.

Putting the user first

A project group was created to bring Tietoevry's Design and Innovation Lab together with the company's welfare unit and several representatives from Skellefteå Municipality.

The work kicked off with a research-based discovery phase, where Ling's team visited Skellefteå's activity centres and the other locations. They wanted to see how the clients arrive and depart each day, the different challenges they face, and how they communicate.

"We discussed many different ideas, brainstorming everything from smart watches to facial-recognition software. In the end we proposed an IoT-based solution that combines both physical and digital elements. This is TIDA," says Ling.

The name TIDA is a play on the Swedish word for time: tid. The solution itself is a two-state physical sliding mechanism that attaches to a wall in the workplace. It functions with the familiar mechanical logic of the locks or signs used to indicate whether a room is occupied or unoccupied.

When a client arrives at the workplace, they simply slide the mechanism from one position to the other to clock in and activate the time tracker. A built-in chip sends this signal via Wi-Fi to a central screen in the location and actives a voice assistant to welcome the person by name. To clock out at the end of the work session, the employee slides the mechanism back in the other direction.

TIDA shows a different colour for each day of the week, using Sweden's standard colour codes for communication with disability-affected people. For employees who are unable to use their hands, an arm mechanism or cord can be added to TIDA that it can be activated using the mouth, head or another part of the body. TIDA can also be personalized with the employee's own picture.

"The fantastic achievement with TIDA is that 100% of the people we made it for are able to use it. We can onboard every single person," says Ling. "The other great thing we see is how much it empowers people. The higher value of TIDA is the feeling of independence it brings."

From concept to commercialization

The team's work has not gone unnoticed. Skellefteå Municipality showcased the solution to win an EU Access City Award, which recognizes work that prioritizes accessibility for people with disabilities. TIDA was also named as a 2021 finalist in one of Sweden's top tech competitions, the CIO Awards, and it won a regional competition recognizing digital development at the end of 2022.

Following TIDA's successful roll out across multiple locations in Skellefteå, several other Swedish municipalities are expressing interest in the solution. This is where Ling's team hands over to Tietoevry's business units to include TIDA in the company's commercial offering.

"TIDA is the result of some incredible collaboration between the Design and Innovation Lab, Tietoevry Care, and Skellefteå Municipality," says Ling. "Approximately two-thirds of Swedish municipalities are Tietoevry Care customers, so there is a huge opportunity to roll TIDA out commercially. We're seeing a lot of interest in the solution."

"I'm super proud of what the team has been able to achieve. We hand over a lot of projects, but this one in particular is very near and dear to our hearts," she says.

Employee experience

Our people and their wellbeing are top priorities for us, and we strive to build a workplace where everyone can flourish and feel appreciated. We want our employees to feel commitment to our company and to grow and develop themselves with us.

Our approach

Tietoevry is one of the leading technology companies in the Nordics, with a strong Nordic heritage and global capabilities. Our 24 000 experts globally serve thousands of enterprise and public-sector customers in more than 90 countries. Employee experience is one of our main focus areas throughout the organization, and we see committed and happy employees as a valuable investment that subsequently contributes to the success of our customers.

As our societies digitize faster than ever – with all companies increasingly utilizing technology in their operations – the need for new skills is constant and the competition for talent is getting fiercer each year. We need employees with a deep understanding of digitalization and the latest technologies, as well as an understanding of specific industry and customer needs to help our customers in their digitalization journey. Our customers expect us to also understand local market environments, legislation and regulations. This means we need to constantly re-skill and up-skill our employees, as well as recruit new talent with the right experience.

Tietoevry's Human Resources (HR) function manages our people and performance, helping our company to deliver its corporate strategy and objectives. The function is led bythe Head of HR, while the six business unit HR leads are responsible for business-specific HR operations and agendas. The business unit HR leads report to the Managing director of each business. The central Group HR governs the employee experience together with the HR network in the businesses. Employee engagement activities are followed up through our employee-engagement survey OurVoice three times per year. Our employees provide feedback on how we are performing in key areas, and based on the feedback we take actions and

EMPLOYEE ENGAGEMENT SCORE

Target 2023, %
>75

Result 2022, %
82

optimize our work with the aim of improving the employee experience in a constantly changing environment. The survey results are reviewed and discussed in the Group Executive Management team, as well as within the businesses and teams across the organization.

We support freedom of association and collective bargaining as defined in the International Labour Organization Declaration on Fundamental Principles and Rights at Work, and as stated in our Code of Conduct. Local employment laws and practices, collective agreements, and individual contract terms are followed.

European Works Councils (EWC) are bodies representing European employees. Tietoevry's management works constructively with the employee organizations through both the EWCs and the local works councils and unions. This is to inform and consult on the business and on any significant decisions at a European level that could affect our people's employment or working conditions.

We also look to collaborate closely with personnel representation bodies. Our personnel elect members and deputy members to the company's Board of Directors. This is done by the personnel representatives in accordance with the Personnel Representation Cooperation Agreement and Nordic practices.

In the countries of operation where collective bargaining is not applied – such as China and

India – we facilitate local forums where these topics can be addressed.

In China, one example of how we do this in practice is by frequently running all-employee calls where employees can openly ask questions and raise their concerns anonymously. We also invite employees in China to contribute to discussions on important operational questions via surveys and crowdsourcing, and we have representatives from China actively participating on the Advisory Board of Tietoevry Create (one of our end-to-end businesses that has employees in China).

In India we have multiple forums that enable employees to raise up their voice. These include the India Leadership Network and the Pune Leadership Network, both of which have representatives from all Tietoevry businesses. Tietoevry employees also participate in iLead (an India-wide committee driving diversity and inclusion work for our India delivery centers), and in the Anti-Harassment Committee, which resolves all grievances and harassment cases reported by employees. In addition, we encourage our employees to use our company wide tools – Ask HR and other Employee Self-service tools – for day-to-day operational queries, support and feedback.

In 2022, 42,99% of our employees were covered by collective bargaining agreements. However, the differences between countries are extensive, with the highest participation being in Sweden (92%) and in Finland (95%). For employees

EMPLOYEE ENGAGEMENT

Continuosly bringing employee's perspective and voice to the development of Tietoevry

Our voice

Establishing a regular solid feedback and dialogue cycle across the organization

not covered by collective agreement, the organization determines their working conditions and terms of employment based on collective agreement that covers other employees in the organization.

As in previous years, in 2022 we mapped our operations in relation to geographical areas in which employees' rights to exercise their freedom of association or collective bargaining may be violated or are at significant risk. The majority of our operations take place in areas where the risks are low, but a large proportion of our operations are also taking place in areas where there are large risks for violations or no guarantee of rights (35% of total operations). In these countries of operation – such as in China, Ukraine, Poland and Serbia – we strive to facilitate local forums where these topics can be addressed.

Keep Learning – boost learning for the future

Curiosity and lifelong learning are crucial parts of our culture and the keys to success in our dynamic industry, so developing and nurturing a learning culture is essential for us. We call this "Keep Learning". Our global processes to support lifelong learning include our voluntary competence-based Learning Communities and the Cornerstone learning platform.

Cornerstone is the home for our corporate learning, where one can find different formats of learning created by our internal experts, teams and programs. The platform offers various

learning modules on areas like data, analytics and the cloud. On the Cornerstone Learn app, learning is bite-sized and available on mobile so our employees can learn anytime, anywhere.

The Tietoevry Learning Communities focus on social learning, which allows people to learn from each other and grow together. The communities serve as arenas for people with different expertise to connect across countries and business units to learn new skills through meet-ups, webinars, demos and more. In these communities our employees share their learnings from both successful and unsuccessful experiences, thereby helping to deepen our collective knowledge.

Both Cornerstone and the Tietoevry Learning Communities provide opportunities for our employees to learn and share experiences. The forums have turned participants into active creators and curators of so-called learning playlists, i.e. suggested curriculums.

To further boost our learning culture during 2022, two Keep Learning weeks were organized to highlight the importance of learning and maintaining new skills. Keep Learning weeks included a total of 84 themed sessions and involved more than 5,200 learners in the activities, which is a big increase compared to 2021 with 3,200 learners.

Our customers demand that we have the competencies to solve the challenges they face. To understand these challenges and

ultimately to fulfil our customers' needs, the right components, skills and expertise must be brought into our dialogue with them. For example, Tietoevry Connect, together with our strategic partner Microsoft, has been building the largest Azure professional network in the Nordics by certifying 2,600 Microsoft Azure-cloud professionals at Tietoevry during 2021–2022.

Progress in 2022

The beginning of the year 2022 was marked by the continued pandemic and the beginning of the war in Ukraine. These affected the whole world, putting an extensive focus on our employees' safety and well-being, as well as business continuity. Read more in the info box on the right side of the page.

Since the pandemic began in 2020 we have been practicing remote ways of working. We call it Hybrid Work and it has now become part of our DNA. Hybrid Work has given many of us the opportunity to better balance our work and our daily lives. According to our surveys among our employees, a majority of us are also experiencing a greater level of productivity when working from home, and most of our employees prefer to come to the office for 1–2 days per week.

We stand with Ukraine

Tietoevry has more than 2 000 employees in Ukraine. We have been deeply concerned for the safety of them and their families and supporting them in these challenging times has been our top priority in 2022.

The company's response plan was activated in February 2022, focusing on securing the safety of our Ukrainian colleagues and ensuring operations and deliveries for our customers. We started our efforts to evacuate them and their families to safer areas in Ukraine, as well as to Poland and Romania, for example. We arranged hotel rooms and rental places, transportation, first aid supplies, and necessities such as SIM cards, bank accounts, and laptops for the employees in new locations. We also provided advance salary payments for all our employees in Ukraine and supported legal and health services based on need. We are also continuously raising delivery resilience to ensure business continuity.

The worry for the safety and well-being of our Ukrainian colleagues is with us – and we truly hope that this war comes to an end soonest.

As a company, we must be flexible in responding to our employees' different needs, hence our future way of working continues to be hybrid – a combination of working remotely and from the office. Our offices offer our employees a place for collaboration and co-creation, and we have seen a slight increase in people coming to offices during 2022. We also opened a new office in Solna, Sweden which serves as a hub for tech experts also outside of Tietoevry. We have supported our remote working employees in different ways in different locations. In places where we have closed old offices we have even been able to offer employees electric desks, extra screens, keyboards and other office equipment that they can borrow to make their home workspace more practical and ergonomic.

We trust our employees to judge how to work. This means balancing global and local regulations with the needs and wishes of customers and their team, as well as carefully considering the well-being, development and productivity of each individual. Our hybrid way of working aims to enable even greater flexibility, proximity to customers, and less business traveling. We welcome any long-lasting impacts on sustainability, as we also need to mitigate the effects of climate change.

In 2022 our Group Internal Audit conducted a group-wide, anonymous "Behaviours in business" survey to identify employees' behavioural patterns on business-critical topics around our Code of Conduct & Speaking Up, Inclusion and Equity, and Well-being and productivity. The

HYBRID WORKING AT TIETOEVRY
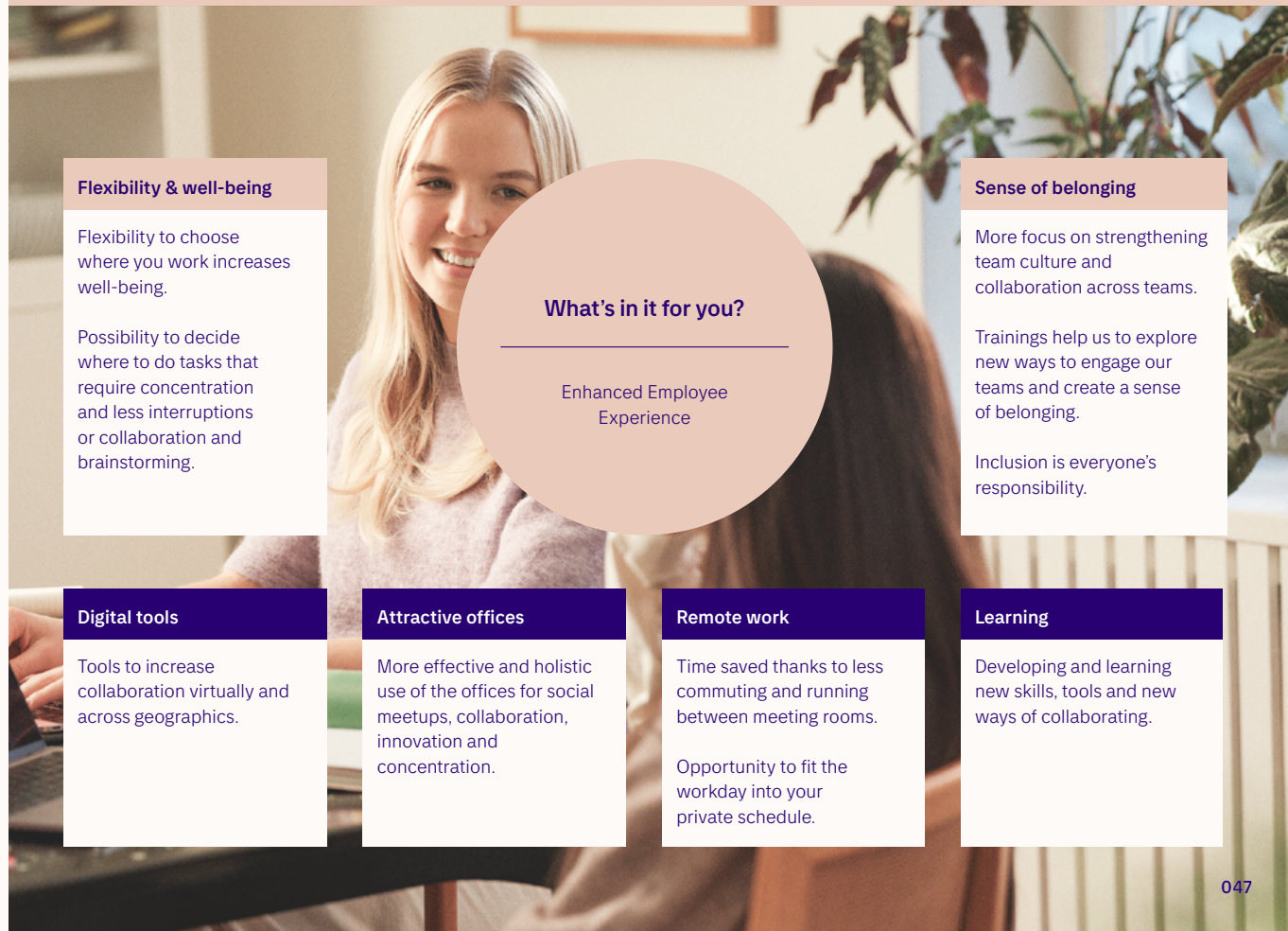
Flexibility & well-being

Flexibility to choose where you work increases well-being.

Possibility to decide where to do tasks that require concentration and less interruptions or collaboration and brainstorming.

What's in it for you?

Enhanced Employee Experience

Sense of belonging

More focus on strengthening team culture and collaboration across teams.

Trainings help us to explore new ways to engage our teams and create a sense of belonging.

Inclusion is everyone's responsibility.

Digital tools

Tools to increase collaboration virtually and across geographics.

Attractive offices

More effective and holistic use of the offices for social meetups, collaboration, innovation and concentration.

Remote work

Time saved thanks to less commuting and running between meeting rooms.

Opportunity to fit the workday into your private schedule.

Learning

Developing and learning new skills, tools and new ways of collaborating.

results indicate a positive dialogue (inclusion, listening and caring) about employee well-being, both as individuals and as teams. Key findings were that the majority of the employees speak up on unethical behaviour, and the company encourages employees to report potentially unethical behaviour. Speaking up is also actively supported by managers and HR. Also, a vast majority of employees feel that they can be their authentic selves at work. They feel that they are treated equally, they can express themselves on matters affecting performance, and they can recover overnight from work-related stress. Based on the analysis and discussions with the businesses, some improvement actions were agreed in the areas of awareness building for speaking up, alignment of various actions to support the well-being as well as holistic measurement of factors impacting employee well-being and productivity (i.e. the factors that contribute to customer satisfaction and corporate performance).

Personal and professional growth is highly valued among our employees. Growth strengthens engagement and motivation across the whole organization. This is why in 2021 we launched a development and performance management framework: MyGrowth. The framework was updated during 2022 based on the feedback received from users. The tool was simplified and made more flexible and easier to use for both managers and employees.

MyGrowth supports personal and professional growth through dynamic goal setting, continuous feedback, and frequent development conversations with one's closest manager about wellbeing, the employee experience, challenges and achievements. Everyone should take responsibility for their development and actively invite their manager for check-in sessions throughout the year. Training needs are also discussed and agreed upon during the MyGrowth conversation. To ensure skills development, engagement at work, and to address any specific needs, we at Tietoevry believe that continuous dialogue is key. The MyGrowth conversation covers the needs of those starting with us directly from university, as much as it does for those who are entering into retirement. The framework ensure that our employees' needs are captured and followed up on.

THE CULTURE CODE

Customer Driven

→ We put the customer at the centre of everything we do.

→ I am passionate about understanding our customers' business and making an impact.

→ I continuously explore how we can bring value to our customers to make them succesful.

→ I take pride in creating high-quality solutions for our customers and keeping our promises.

Achieving Together

→ We purposefully collaborate to achieve the right outcomes.

→ I am proactive and take accountability for my team's goals.

→ I understand that success will only happen through the collaboration of diverse teams.

→ I always involve and inspire colleagues and customers with a passion for making a difference.

Keep Learning

→ We continuously grow, aiming to be world class.

→ I strive to develop my skills and stay curious and relevant.

→ I actively challenge the way we work and strive for continuous development.

→ I dare to share my opinions and ideas, and learn from mistakes.

Always Genuine

→ We build trust by being good role models.

→ I am always open-minded, strive for inclusion and embrace different perspectives.

→ I have integrity and show respect and care for others.

→ I am honest and transparent ineverything I do.

The Culture Code

Culture is the way we do things in our organization. It sets the tone and affects every aspect of our business and our interaction with customers. At Tietoevry we call it the Culture Code, and it plays a key part in creating a successful company and an exciting place to work for all of us. The culture code reflects our values of openness, trust and diversity, as well as our strengths, and what we want to be and what we need to be as an organization to be successful and stay competitive. The Code comprises four key principles:

→ Customer Driven:
We put the customer at the centre of everything we do.

→ Achieving Together:
We purposefully collaborate to achieve the right outcomes.

→ Keep Learning:
We continuously grow, aiming to be world class

→ Always Genuine:
We build trust by being good role models.

Our Culture Code has been co-created with the Culture Hackers, our colleagues who volunteered to participate in the culture survey and hackathons.

Results from the OurVoice engagement survey

To continue improving employee engagement and make Tietoevry an even better place to work at, we need a continuous process for measuring and improving employee engagement. An important tool for achieving this is the OurVoice engagement survey. With OurVoice, we aim to ensure a continuous dialogue, bringing the employee perspective and voice to the development of the company. The survey is run three times a year and all employees are invited to contribute.

Our measurement for employee **engagement** is the Tietoevry Engagement Index, where the result was 82/100 for 2022. This is an increase from the 2021 result of 78/100, indicating that we are improving on matters important for our employees despite remote working during the pandemic. The scores in the category for understanding our direction as a company and what we are trying to achieve have improved. This is thanks to our strategy launch and related communications from October 2021 onwards. Other categories that have improved are opportunities for professional growth, feeling respected and valued by a manager, and how clearly employees see how their work contributes to achieving our company's overall goals.

In addition to the overall scores, we received an average of over 5,000 individual written comments for each survey. Analyzing these with AI-driven semantics has given us further insights on areas to improve. An engagement

survey only has value if it is backed up by a process that facilitates acting on the insights. Managers are therefore equipped with tools for interpreting the results, running workshops, creating involvement, and engaging with their teams remotely.

Leadership aspirations

Great leaders drive engagement in all organizations. This is why we define aspirations for leadership and align these aspirations with our ambitions to build a great company that enables people to grow and to deliver value to our customers.

Our three leadership aspirations are:

1. Build the future:

→ Ensure clarity of vision and inspire ourselves to shape customer agendas

→ Be an awesome place to work

2. Lead performance:

→ Focus on things that matter today and pursue the right outcomes

→ Empower

→ Be adaptive

3. Role model for values:

→ Be authentic, always

→ Embrace diversity

→ Care for those around you

RE-ENFORCING TIETOEVRY IDENTITY AND CULTURE WITH LEADERS AS ROLE MODELS

Nordic heritage

Openness, Trust and Diversity

Leadership Principles
(Aspirations, Skills and Behaviors)

The Culture Code sets expectations to both leadership and employees

Leaders are achitects of our culture and role models for values

Culture Code

Our leadership aspirations are further supported by defined leadership skills and expected leadership behaviours. These act as a foundation both for leadership selection and for the development activities of leaders in the company. Clear aspirations are aimed at increasing employee engagement through clarity on what to expect from leaders, bringing value for customers through purposeful collaboration, and accelerating the growth of both our people and our company.

Looking ahead

The OurVoice engagement survey is a key tool for us to better understand the needs of our employees. The results help us act upon signals received. OurVoice is our navigation map, while MyGrowth, our Culture Code, and our Leadership principles are the tools that we use as key ingredients for initiatives to make sure we all work in the same direction. Going forward, we will further improve the process of utilizing the insights gained in the OurVoice survey and the Behaviours in Business survey. We aim to facilitate continuous dialogue and development across the entire organization, taking into consideration our six specialized businesses and their distinct focus, needs and ambitions.

In 2023 we will continue implementing the Culture Code and Leadership aspirations as part of our daily activities, to continuously improve our ways of working. Our focus will be on enabling the professional growth of our employees, which will also support our industry needs and our customer needs.

Reinventing the world for good with our societal engagements

At Tietoevry we believe we can create long-lasting value by engaging with partners that develop societies, while at the same time supporting our business strategy, values, and sustainability goals.

We believe the future lies in the youth of today and that technology is shaping this future. This is why we invest in young people, and help children and youth in less fortunate circumstances in some of our operating countries to advance in their lives and avoid exclusion. We are also continuing to focus on improving digital equality in society by strengthening digital competencies and skills among disadvantaged groups.

In 2022 we collaborated with:

The Children and Youth Foundation in Finland
The foundation supports young people in achieving their dreams by organizing workshops for discussion about the skills needed in future working life. The operations of the Finnish Children and Youth Foundation focus on building good self-esteem, strong social skills, and the courage to act and try out different things. In the spring 2022 we launched a survey to explore how youngsters see the future. Based on the findings we held a panel discussion in SuomiAreena, the biggest public debate forum in Finland. Our latest joint initiative with the foundation, The Future School, will be launched externally in March 2023.

Friends
The Swedish organization Friends has a vision of achieving zero victims of bullying. Reports on children being bullied, even from an early age, are worrying. Bullying can have devastating effects that last a lifetime. To combat bullying, Tietoevry has partnered with Friends and the University of Örebro to create what appears to be the first preventive anti-bullying tool in the world. With the onboarding of pilot schools in Sweden, we've started to test the data-driven prevention tool in practice.

Tietoevry has also digitized the Friends Snällkalendern ('Kindness calendar'). The digital version of the popular Christmas calendar has enabled more individuals and organizations to

We continue to focus on improving digital equality in society by strengthening digital competencies and skills among disadvantaged groups.
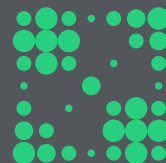
We believe the future lies in the youth of today and that technology is shaping this future.

take part in the important messages behind each door in the calendar.

Startup Refugees

Startup Refugees is an organization supporting newcomers in starting businesses and integrating into Finnish society. We have been collaborating with the organization for many years, offering asylum seekers, refugees and immigrants support in strengthening the digital competencies needed when entering the Finnish labour market. In 2022 we organized a mentoring programme together with Telia and Startup Refugees, where Tietoevry and Telia employees acted as mentors and were paired with mentees based on shared competences and professional interests. The aim of the programme was to support refugees, asylum seekers and immigrants in finding employment in Finland's IT industry. We also supported Startup Refugees in their work with Ukrainian refugees entering Finland.

Identity Foundation

This charitable trust works with socio-economically challenged children in the city of Pune in India. We've supported Identity Foundation's Mobile Learning and Infotainment Center (MLIC) buses since 2007. In the two mobile-learning buses, children can receive literacy and life-skills education. The MLICs also serve as information facilities by giving children access to positive entertainment and useful information.

Lila Poonawalla Foundation

The Lila Poonawalla Foundation in India is an educational trust with a vision of empowering Indian women. The foundation supports academically outstanding and financially challenged girls with scholarships that allow them to pursue higher education. Our long partnership with the Lila Poonawalla Foundation goes beyond financial support for the girls' education. We also engage with the foundation through employee volunteering, mentoring by leaders, providing industry exposure, and supporting employment opportunities.

In addition, we collaborate with:

UTTAM in India: A community-based mutual model providing micro-insurance to persons with low-income.

NASSCOM Foundation Program – Tech for Good in India: A volunteering program through which we offer technology mentorship and grants to social innovators.

EDUCAIT: A non-profit registered trust in India bringing education to underprivileged children.

ETHICAL
CONDUCT
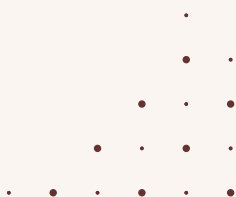
In a time where technology makes societies thrive and businesses run, ethical considerations are more important than ever. Fostering ethical values and work practices is a vital part of our responsibility to our employees, our customers, and all other stakeholders. Implementing and maintaining responsible business practices across our business operations is how we build and maintain trust.

We're moving towards a world that runs on technology and is fueled by hyperconnected data – regardless of industry, geography, or function within our customers. When utilizing the data from individuals and organizations, privacy and security considerations grow increasingly important and a strong ethical foundation is required. Therefore, we actively develop our own ways of working in a transparent manner, and also take part in societal forums for an impact that is more far-reaching.

Business ethics and anti-corruption

COMPLETION OF CODE OF CONDUCT E-LEARNING

Target 2023, %
90

Result 2022, %
96

Ethical business conduct is a must at Tietoevry. We have zero tolerance for any unethical behaviour, and we view the implementation and continuous monitoring of ethical guidelines and work practices as vital parts of the company's responsibility. Our ethical guidelines are outlined in our company-wide Code of Conduct and related rules, which apply to all employees and subcontractors. In addition to our own policies, we always adhere to local legislation in our operating countries.

How we work

Our key policies in the area of business ethics and anti-corruption are the Tietoevry Code of Conduct, the Supplier Code of Conduct, and the Whistleblowing Rule. In addition, we have an updated Anti-corruption Rule and a Competition Rule. Our business ethics efforts are led by the Audit and Risk Committee (ARC) of the Board of Directors, together with the Whistleblowing Unit within our Legal function's Corporate Governance and Compliance team, and our Sustainability Steering Group. The Whistleblowing Unit consists of the Group

Compliance Officer, Head of Corporate Governance and Compliance, Head of Legal, Head of Internal Audit, and Head of HR. The committee is a function that makes decisions related to whistleblowing notifications of a severe or sensitive character. The work is driven in close cooperation with our Risk Management and Internal Audit teams.

The Corporate Governance and Compliance Team follows up on our policies. This means providing updates and suggesting continuous improvements, as well as ensuring awareness around the policies through training and communication. The team also follows up on concerns and questions raised through our whistleblowing channels. The Audit and Risk Committee of the Board of Directors is provided with bi-annual reports on our compliance work, as well as on the number and topics of whistleblowing cases processed by the Whistleblowing Unit during the previous six months. The Audit and Risk Committee is immediately informed in case any material compliance incidents occur.

In addition to our GRI Standards disclosures, we have set an additional target of responding to a whistleblowing notification within four business days of receiving it – a target we reached in 2022. We believe this metric contributes to the effective processing of all whistleblowing notifications received, as well as ensures swift communication towards the whistleblower about the status of the case. The whistleblowing scheme allows anonymous and confidential reporting to the Whistleblowing Unit about violations of the Code of Conduct and related rules, or any suspected unethical behaviour. The process is designed to ensure that persons reporting violations will not be subject to any retaliation. Failure to act in compliance with the Code of Conduct will result in appropriate disciplinary actions.

To identify and assess the risks of unethical behaviour, our Group Internal Audit function conducts audits to assess the effectiveness of governance, risk management and compliance controls. The aim is to ensure the company complies with relevant laws and regulations in all our operations, as well as with internal policies and rules. The Group Internal Audit function reports audit conclusions with auditor opinions to the Audit and Risk Committee. The audit plan is reviewed on a quarterly basis in the Audit and Risk Committee, where adjustments may be made based on changes in the risk landscape.

In 2021, Tietoevry initiated a process to review sustainability-related risks and their management, with the aim of improving how actual and potential impacts on the economy, the environment and people are identified and managed. This work also continued during 2022. More information about Tietoevry's potential and actual impact on the economy, the environment and people can be found in the section Stakeholder engagement and materiality analysis as well as throughout this report.

Our ambition is that all employees know our Code of Conduct and proactively foster an ethical culture across our operations. In addition to accepting the Code of Conduct when joining the company, employees are expected to refresh their knowledge of the content of the Code every year by taking the Code of Conduct e-learning. Our Human Resources function and the Group Compliance Officer further support employees in acting in accordance with our Code of Conduct throughout the employee lifecycle. This is done through awareness sessions that are organized during onboarding, for example, as well as through role-based training sessions when becoming a manager.

At Tietoevry, we have zero tolerance for any unethical behaviour.

INCOME TAX PAYABLE, EUR MILLION

	2020	2021	2022
Finland	12.0	17.1	15.7
Sweden	0.4	17.4	13.9
Norway	2.6	1.2	0.8
Czech Republic	1.4	1.7	2.7
India	2.9	5.9	3.3
Ukraine	3.3	2.5	3.9
Other	4.8	9.1	8.1
Total	27.4	54.9	48.4

Tietoevry Tax Principles

We are committed to operating in a responsible way and to complying with ethically acceptable principles in all our activities. Our strategic tax aim is to comply with all local tax legislation and other regulations in all jurisdictions. This means that we fulfil all our reporting requirements and pay all legally imposed direct, indirect and other taxes in those countries where Tietoevry has operations. Our general objective is to avoid uncertain tax positions. In case of uncertainty, all tax positions taken should be supportable. Furthermore, we shall always operate with full co-operation with the authorities, and aim to disclose all information that is needed for determining tax consequences. Tietoevry Oyj has been in a co-operative compliance program with the Finnish Tax Authorities since 2017,

with the aim of preliminary discussions to ensure correct taxation. Tietoevry operates in accordance with an approved Tax Policy, with the objective of ensuring uniform management of taxation for all Tietoevry Group entities. The Group Tax team reports on the status of Group tax issues biannually to the Audit and Risk Committee.

Income taxes payable are based on the taxable results, against which confirmed tax losses have been utilized.
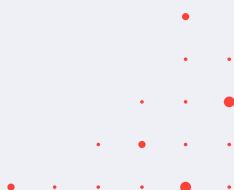
Progress

Our focus during the year has been on adapting to the EU Whistleblowing Directive and third-party screening activities. In addition, we have:

→ Continued learning sessions covering the Code of Conduct, security and GDPR, and have organized mandatory training for all our employees

→ Carried out sustainability awareness training – with components on business ethics – as part of Tietoevry's 'Take off' days for new employees in the Nordic region

→ Conducted training for customer teams about our tools and policies

→ Updated our policy to reflect the EU member states legislation about EU whistleblowing directives, and updated our internal ways of handling the whistleblowing notifications to respond to the new regulations. For example, we made minor changes related to the deadlines of handling whistleblowing cases and the nominated people to follow up on certain reports.

→ A group-wide, anonymous survey to identify employees' behavioral patterns on business-critical topics within our Code of Conduct & speaking up, as well as on inclusion, equity, well-being and productivity. See the section on Employee Experience for more details, results and agreed follow-up activities.

Completion of our Code of Conduct e-learning is a mandatory goal in all employees' scorecards and is formally evaluated as part of each

employee's annual-review process. We aim for 90% e-learning coverage each year. By the end of 2022, 96% of employees had carried out the Code of Conduct training which is an increase compared to 93% completion in 2021. In 2021 we widened the scope to also include the completion rate of the Code of Conduct e-learning by employees at Infopulse and EVRY India. In 2022 the scope remained the same.

As part of Tietoevry's zero-tolerance approach to any unethical behaviour, the company has a goal that all employees should not only know the Code of Conduct, but should also know how to report potential breaches.

In 2022, we have performed a group-wide anti-corruption risk assessment covering all our operations. The risk scope (in alignment with GRI 205) has been bribery, collusion, favoritism/nepotism, extortion, money laundering as well as HR and finance related frauds. Identified risks have been assessed together with risk and assurance leaders of group functions Compliance, HR, Finance, Procurement and Sales. Special focus has been on sufficiency of policies, rules and control mechanisms across the company. No significant risks were identified though this assessment.

There is however one public legal case related to an old corruption incident in Latvia, where a former Tieto employee was found guilty and convicted for bribing a public official in 2018 (reported in the Sustainability Report 2018). The trial concerned the person as an individual,

not the former Tieto as a company. Tieto conducted independent investigation and took various corrective actions to ensure that this type of wrongdoing would not happen again. In December 2020 the case was transferred to a prosecutor who decided to press charges against Tieto Latvia SIA for accused lack of controls. The case is currently subject to court proceedings in the Riga District Court. Tietoevry denies the charges and will defend its position.

One suspected case of anti-trust was detected in 2021. In December of that year Infopulse Ukraine, a Tietoevry subsidiary, was fined for alleged collusion in relation to one Ukrainian government tender in 2017. Tietoevry took the situation very seriously and initiated an independent investigation with an external auditor to clarify the events thoroughly. Based on the findings of this independent investigation, Infopulse Ukraine decided in Q1 2022 not to appeal against the decision by the Antimonopoly Committee of Ukraine. The agreements with the responsible persons have been terminated. In addition, the company initiated improvements in areas of supervision and control, as well raising awareness on competition law.

We continue our efforts to detect and prevent any acts of corruption and unethical behaviour. We have zero tolerance for corruption and unethical behaviour, and we continue our work to increase ethical awareness and strengthen internal controls with the aim of reducing this risk.

Internally, we received 53 notifications through our whistleblowing channel in nine different countries in 2022. These notifications – all of which were investigated – included allegations of fraud, misuse of company assets, antitrust, conflict of interest and inappropriate behaviour of individuals including bullying, racism and harassment. Breaches to the Code of Conduct were substantiated in six cases and resulted in disciplinary actions including termination of employment, written warnings and meetings with HR and Compliance representatives. Zero incidents of corruption were identified in 2022.

In comparison to previous years, whistleblowing reports have been on the rise in 2022. In 2020 we received 30 and in 2021 we received 24 reports. We expect and actively encourage our employees to speak up when suspecting or witnessing misconduct, including breaches of our Code of Conduct or other laws, policies and rules. Generally, we see increased whistleblowing reports as a positive development and a result of higher awareness, but it may also be a source of concern. All reports are taken seriously and we carry out due investigations to determine if a received report is substantiated. We also continue educating our employees on our values and guidelines, with the aim of increasing awareness and building a better working place for everyone.

Our ambition is that all employees know our Code of Conduct and proactively foster an ethical culture across our operations.
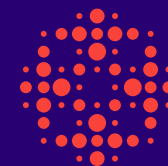
Looking ahead

Business ethics and anti-corruption will continue to be high priorities for Tietoevry going forward. We will continue implementing our Sustainability Game Plan 2023, and continue to conduct targeted trainings on business ethics areas that may involve a bigger risk for unethical conduct. Our Group Internal Audit function will continue to facilitate group-wide anti-corruption risk assessments together with the business, and will help to ensure that risks are systematically identified, assessed, mitigated and reported.

Some key activities for 2023 include the rollout of an e-learning of the revised Code of Conduct. We also plan to organize trainings for managers and leaders before introducing the new e-learning to the whole organization.

From a corporate governance and compliance point of view, we continue to focus on awareness and training to strengthen our compliance culture, review our third-party management practices, and coordinate with other functions – including Procurement – to drive continuous improvement. We will also follow up on the recently launched Know Your Counterparty Rule and our Anti-money Laundering Policy to ensure awareness and effectiveness. Our Internal Audit team is expected to perform assurance and advisory services. These are triggered by risk assessment processes and contribute to strengthening risk management and internal control practices.

Cybersecurity and privacy

Tietoevry provides many services that are critical to societies. With the Russia-Ukraine war creating additional uncertainty and increased security threats, our role as a trusted IT service provider is more vital than ever. Our aim is to keep services running and information safe under all circumstances, by maintaining and continuously improving our security and privacy controls.

We have customers in critical industries – including finance, healthcare, energy and telecom – as well as in the public sector. When our customers can rely on us providing secure IT services, they can in turn provide essential services to society. It's essential for us to build resilient services and provide assurance to our customers through robust processes, policies, audit reports and certifications, in order to earn and maintain their trust and to protect individuals. We are fully aware that security or privacy failures could have severe negative consequences not only on our customers, but also directly on citizens.

Thus we are committed to building security into every delivery, solution and relationship, and to complying with all applicable privacy laws – mainly the GDPR regulation – in the countries and regions where we operate. The importance of securing a safe and secure digital world is increasing as human interactions become more data driven. Security risk management, business continuity, security awareness, and well-functioning security services and response routines are important building blocks for establishing good security resilience and meeting our stakeholders' expectations.

We've focused our attention on the situation in Ukraine, where ensuring the safety of our local employees is our highest priority. In addition, we have ensured the continuity of services and responded to the heightened threat situation by reviewing our business continuity plans. This includes intensifying the security monitoring of our services, verifying the security of internet-facing critical services, and hardened internal IT security. There have been no service disruptions or security breaches related to the war. Read more here.

TOTAL NUMBER OF SUBSTANTIATED COMPLAINTS REGARDING BREACHES OF CUSTOMERS' PRIVACY AND LOSSES OF CUSTOMER DATA

Target 2023, %

Result 2022 %

Our approach to cybersecurity

Our comprehensive approach to cybersecurity covers confidentiality, integrity, and the availability of IT services and data. Updated on an annual basis and endorsed by our CEO, the Security Policy and related security rules set our security objectives and principles in alignment with Tietoevry's strategy.

We manage risks and mitigate negative impacts by building resilient operations, interpreting the evolving threat landscape to be prepared against cybersecurity threats, ensuring processes to manage incidents and crises are understood and well-rehearsed, and by actively cooperating with other companies, authorities and communities (including National Cybersecurity Centres and the global Information Security Forum).

The Group Security team, led by our Chief Security Officer, is responsible for security at the Tietoevry Group level. The Group level roles work in tight collaboration with security experts in each of our businesses. Security is teamwork: our company-wide security networks regularly share information, experiences and best practices.

Our dedicated Cybersecurity Services team provides cybersecurity services and solutions to our external customers, as well as for the protection of Tietoevry itself. Security incident response teams handle cybersecurity incidents in cooperation and collaboration with internal and external stakeholders.

To ensure compliance and security, we perform regular internal and external security audits. Our Information Security Management System is audited and certified by an external accreditation service. Annual ISO 27001, ISAE 3000 and ISAE 3402 audits are conducted by external parties on our data centres, selected business units, and customer-specific infrastructure services.

Due to Tietoevry services being critical to societies, it's our responsibility to maintain regular contact with relevant external stakeholders and to participate in various security forums. For example, we are a long-time member of the global Information Security Forum (ISF), where our Chief Security Officer is also a member of the Supervisory Board. ISF provides us with tools, research and networking opportunities across markets and borders.

Our approach to privacy

Tietoevry has a systematic and holistic approach to governing data privacy. Our Privacy Governance Framework, continuously updated and reviewed annually, covers the necessary accountability requirements.

Business leaders are responsible for data privacy, and there are responsible privacy personnel nominated to support and coach businesses in their daily privacy tasks. Group-level Data Protection Officers ensure, in an independent manner, that the organization adheres to the laws protecting individuals' personal data. The most important areas where

We are committed to building security into every delivery, solution and relationship, and to complying with all applicable privacy laws.

we work for individuals privacy and GDPR compliance and support human rights are: product and service development, sourcing and supplier management, sales and contract management, program and project delivery, personal data breach management, continuous service delivery, Tietoevry internal services, individuals rights request management, and privacy governance.

Tietoevry has embedded GDPR's Data Protection by Design and Default requirements into our continuous product and service development rules and processes as mandatory practical tasks and activities.

Tietoevry's internal Privacy policy, rules and practical processes – including roles and responsibilities, instructions and support systems – shape our common ways of working for GDPR compliance as a Data Controller and a Data Processor.

Tietoevry employees are responsible for completing mandatory annual GDPR and Privacy trainings, which describe our ways of working to ensure privacy compliance and enforce Tietoevry's commitment to the data privacy of individuals.

Tietoevry's GDPR compliance and privacy maturity are regularly monitored and audited, with the status is reported monthly to the company's top management. Continuous performance monitoring and follow-up to improve common ways of working, increase

communication, or provide better training all ensure we are able to quickly identify and react to possible risks.

Progress

During 2022 Tietoevry made improvements in cybersecurity maturity, maintained a low number of Security Major Incidents, reached the targeted completion rate for mandatory security training, and executed mitigation planning for all identified security risks and audit findings. We have followed the geopolitical threat situation closely and have taken additional steps to protect our networks, increase resilience to cyberattacks, improve cybersecurity for internet-facing services, secure our internal IT environment, and increase our ability to detect and react to possible attacks.

We have also focused on further boosting security awareness among our employees and customers. In October 2022 we organized a Security Awareness Month with many topical learning opportunities for employees, as well as cybersecurity briefing sessions for customers who wanted to better understand current security threats.

All Tietoevry employees are expected to perform mandatory training to maintain their knowledge of our requirements and expectations related to cybersecurity, physical security and travel safety. In 2022, 97% of our employees completed the security training, which is well above our goal of a 90% completion rate. During the year 95% of Tietoevry employees also completed the

mandatory annual GDPR and Privacy trainings. More than 90% of our employees are now users of our internal phishing simulation, and we can clearly see the benefits of these training activities through raised awareness and changes in our employees' behavior.

During 2022 we participated in the Finland National Cybersecurity Exercise TIETO22. In this exercise we were able to practice cooperation between other organizations and authorities, gaining situational awareness and solving issues in teamwork with colleagues from other companies.

Tietoevry received zero substantiated complaints in 2022 regarding breaches of our customers' privacy, thereby meeting our annual target.

The Schrems II EU decision of July 2020 imposes strict controls on transfers of personal data to most countries outside the EU/EEA, due to potentially insufficient privacy protections in those countries. Tietoevry has delivered a one-time corporate level program during 2021-2022 to ensure we are able to demonstrate Schrems II compliance as a data processor and as a data controller. Long-term data transfer compliance is ensured as a part of Tietoevry's continuous Privacy Governance Framework.

Looking ahead

It is essential for Tietoevry to maintain a consistent and positive security and privacy culture, promoting the benefits of sound practices. We will continuously offer security and privacy guidance and training to our employees to ensure compliant behavior across our organization.

We will also continue to measure and improve the maturity of our cybersecurity and privacy against known risks, evolving cybersecurity threats, current and upcoming local and EU regulatory requirements, audit findings, and our customers' business needs. In addition, we will actively pursue a constructive dialogue on cybersecurity issues with all our stakeholders.

Lastly, we will continue offering state-of-the-art security services for our customers.

CASE

Hydro-powered sovereign cloud protects Sweden's industrial heartland

A new sovereign-cloud platform for the 14 municipalities in Sweden's Norrbotten county combined 28 data centres into just a single one powered by renewables. Energy consumption fell by more than 90%, while citizens' data stays on Swedish soil and service access is guaranteed.

Sweden's largest and northernmost county, Norrbotten (North Bothnia), is of huge strategic importance to the country's economy.

The city of Kiruna has the world's largest underground iron-ore mine. Base metals and gold can be found in the area too. Norrbotten is also rich in timber manufacturing. In addition to these traditional industries, the region produces massive volumes of both hydro and wind power. This renewable energy has led to the establishment of multiple eco-friendly data centres, as well as Europe's largest factory producing lithium-ion batteries.

With so much critical infrastructure to support – as well as 250,000 citizens to serve – the region's 14 municipalities came together to introduce a

sovereign-cloud solution developed by Tietoevry and powered by cloud-software leader VMware.

Cloud sovereignty is a principle whereby a network complies with strict regulations and security protocols. For Sweden and other EU countries, data must be stored locally and managed by a company under EU jurisdiction. It's about protecting critical infrastructure from outside interference and keeping people's data from falling into the wrong hands.

"With the introduction of a sovereign-cloud platform in Norrbotten, the region is protecting

its vital interests, securing citizens' data, and ensuring equal access to digital services. There's a significant environmental benefit too," says Alberto Valero, Vice President, Technology and Growth at Tietoevry Connect.

Security meets energy efficiency

Prior to the implementation, Norrbotten's municipalities were running their IT operations through 28 local data centres. The new platform is hosted in a local data centre that runs on 100% hydropower. More than half the centre's heat can be recovered, and water-usage efficiency is approximately 30 times higher than a standard

solution. It's thought to be one of the greenest data centers in the world.

"Digital infrastructure is critical infrastructure, as other industries are dependent on it," says Valero. "Cloud sovereignty helps to guard against disruptions from the outside so that citizens can continue with their daily lives. This is especially important in highly digitized societies like we have in the Nordics, where cloud penetration is the highest in Europe."

"Data storage is a big part of the cloud-sovereignty picture too. Approximately 92% of the data produced in the western hemisphere is stored in the United States. Yet data has value and should

be protected and reinvested into the societies and communities where it's produced. This way it can fuel local digital services and AI-led innovation," he says.

Keeping remote citizens securely connected
One of Norrbotten's features is its sheer size. The county is larger than Portugal and accounts for approximately one quarter of Sweden's landmass. Half of Norrbotten's 250,000 citizens are concentrated in four of the 14 municipalities – the rest are spread out across the vast and remote region. A three-hour drive to the nearest urban centre is not uncommon.

But isolated does not mean inaccessible in Norrbotten. The region's municipalities have long been interconnected via a modern fibre network. Now their collaboration has taken a leap forward with the introduction of the sovereign-cloud platform for all the region's key digital services, including those for healthcare, education, employment, permits and more.

"The mission with this project was to create an easier everyday life for individuals and businesses, while being secure and sustainable," says Valero. "Municipalities are the closest touchpoint to citizens, so the services they provide need to be continuous across rural regions. Service continuity is also critical for local industries and businesses."

"This was a very special case for Tietoevry and VMware. It's the first time we've been able to test the power of our sovereign-cloud solution, which we believe is the most powerful in Europe. Cloud sovereignty at European grade is built into the entire Norrbotten network," he says.

The Norrbotten municipalities' sovereign cloud has become the blueprint for municipal cloud across Sweden, Norway and Finland. Following the implementation, Tietoevry has continued to expand its sovereign-cloud capabilities with the aim of enhancing the digital sovereignty of all segments and industries in the Nordics.

Human rights

We are convinced that technology presents an opportunity to have a positive impact on people, through the conscious use of smart and equal technical solutions and data. However, the increased use of information technology can also pose challenges and risks to human rights. As a company we have to be aware of any risks and impacts and to be able to mitigate and manage these. The task is complex and covers not only the technology we provide, but also our own operations, our suppliers, and our business partners. Therefore, we need to understand, improve and cooperate with relevant stakeholders to fulfil our commitments.

How we work

Tietoevry is a member of the UN Global Compact and is committed to following the UN Guiding Principles on Business and Human Rights (UNGPs). We strive to respect and support all internationally recognized human rights of all people affected by our business across all societies where we operate. Our commitments are set by the following policies and related rules:

→ Tietoevry Human Rights Policy
→ Tietoevry Code of Conduct Policy
→ Tietoevry Supplier Code of Conduct Rule
→ Tietoevry Privacy Policy
→ Tietoevry Security Policy
→ Tietoevry AI Policy and Rule

These polices and related rules outline the company's commitment and expectations. Guidelines relate to respect for human rights in internal relationships as well as in business activities across the value chain.

HUMAN RIGHTS IMPACT ASSESMENT

Target	Result 2022
Conduct a formal Human Rights Impact Assesment	Group-wide human rights risk screening conducted in 2021 with completion in 2022. Human rights impact assessment initiated.

Human rights due diligence at Tietoevry

We aim to implement our commitment to human rights by ensuring the following approaches, set out in the United Nations Guiding Principles for Business and Human Rights. These efforts include:

→ Human rights due diligence: Execute human rights due diligence on an ongoing basis across our business to address potential human-rights impacts. This includes identifying, assessing, investigating, preventing, mitigating, ending, monitoring and remedying any actual or potential adverse human rights impacts that Tietoevry may cause, contribute to through its own activities, or that may be directly linked to our operations, products or services by our business partners

→ Tracking performance and communicating: We aim to follow up implementation on an ongoing basis through measurable and transparent indicators. Throughout the tracking, monitoring and evaluation process, we aim to engage and seek feedback from impacted human-rights holders. We are also committed to promptly and efficiently, both internally and externally, communicate our human-rights performance, including due diligence and responses

→ Provide for grievance and remediation: We commit to maintain, ensure and promote channels for transparent and open communication, where all internal and external stakeholders can raise concerns without fear of retaliation or reprisal, and to provide fair

investigation and access to effective grievance mechanisms. Reports of violations can always be made anonymously through our external whistleblowing channel

Salient human-rights issues and value-chain management

We recognize that among the most salient human-rights issues are freedom of opinion and expression, discrimination, privacy, and labour rights. Additional areas with human-rights implications concern conflict minerals when sourcing hardware, corruption, and negative impacts on the environment. Where in the value chain the salient issues are relevant is illustrated in the table below.

We are convinced that technology presents an opportunity to have a positive impact on people, through the conscious use of smart and equal technical solutions and data.
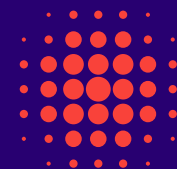
Value chain	Human rights risk
Supply chain	Labour rights Discrimination
Tietoevry employees and other workers	Labour rights Discrimination
Potential technology misuse	Freedom of opinion and expression Privacy Discrimination

Our Supply Chain

With our responsible sourcing programme we hold our suppliers accountable to the same expectations we have set for ourselves. This also applies to human rights. During 2022 we reviewed and updated our Supplier Code of Conduct and risk review model to ensure alignment with the UN Guiding Principles. Read more under Responsible Sourcing.

Our operations

Our goal is to have a culture built on our core values of openness, trust and diversity. See Employee Experience and Diversity & Inclusion for more detail. During 2022 we developed a human-rights training course for all employees. The aim is to help raise their awareness about our efforts with the topic and ways they can take action in their roles to support respect for human rights. The course will be deployed in 2023 and supplemented with additional relevant resources.

Our offerings and deliveries

Tietoevry is committed to respecting and protecting privacy and security related to all deliveries, solutions and relationships, with the aim of keeping information safe under all circumstances. We also aim to consider security and privacy requirements in our product and services development. See Cybersecurity and privacy for more information.

Tietoevry strives to conduct third-party sanction screening when establishing a business relationship with a new counterpart. Tietoevry shall also conduct enhanced Know-Your-Customer checks through questionnaires on an as-needed basis.

We have also developed a method called 'Ethical design' to identify and assess potential negative impacts in software development. The model enables our development and delivery teams to uncover and mitigate any human-rights risks in the software we develop.

Progress

During 2022 we continued our efforts to enforce respect for human rights across our value chain and into all elements of our work. A corporate-wide human-rights risk screening focusing on our own operations and downstream activities was conducted with the aim of identifying our salient human-rights risks. We also carried out an analysis of our current sourcing practices against the Norwegian Transparency Act to identify areas for improvements. These analyses made up a foundation for our work to consolidate the human-rights activities into a human-rights due diligence framework. Activities related to this included review as well as development of group-wide steering documents, including the development and launch of the Tietoevry Human Rights Policy. During the year we also reviewed oversight mechanisms and clarified governance and responsibilities for the area.

Human-rights assessments were conducted on specific salient topics and areas, and one more in-depth human-rights impact assessment (HRIA) was initiated related to a specific business area.

During the year zero severe human-rights breaches related to Tietoevry's operations were identified.[1]

Looking ahead

Our efforts to consolidate the human-rights due diligence framework will continue during 2023. The main focus areas will include reviewing of processes and steering documents, as well as development of supporting tools such as trainings and guidance for risk assessment. In connection with the development of the new sustainability strategy for the company, relevant KPI's and targets will also be developed.

In 2023, we will finalize the human rights impact assessment (HRIA) initiated in 2022 and follow up on the findings. The work on human-rights assessments on selected salient issues will continue.

[1] The definition of severe human rights breaches include the following covering the latest financial year: a) whether Tietoevry has had conviction in court cases on labour law or on human rights and/or b) if a National Contact Point (NPC) has accepted a human rights case, but Tietoevry has refused to engage with the party initiated, or if Tietoevry has been found to be non-compliant with the OECD guidelines by an NCP and/or c) if the Business and Human Rights Resource Center (BHRRC) has taken up an allegation against Tietoevry and Tietoevry has not answered for three months.

CASE

AI speeds up diagnosis of rare diseases

Joint research by Tietoevry Care and Helsinki University Hospital is using artificial intelligence to accelerate the diagnosis of certain rare diseases. The project holds promise for relieving patient suffering and reducing one of healthcare's biggest costs.

Some rare and serious diseases are notoriously difficult to diagnose. Patients who present with symptoms may be repeatedly misdiagnosed as having a condition far more benign than the underlying reality.

When the symptoms repeat – or evolve – the patient may be sent from unit to unit within a hospital and tested many times before the correct diagnosis is reached. For some rare diseases, the diagnostic process can take a decade or more. This not only means years of pain and discomfort for the patient, it's also expensive for the healthcare system. Rare disease treatment is one of the costliest areas in healthcare.

Teams from Tietoevry Care and Helsinki University Hospital (HUS) set out to tackle this diagnostic challenge with the help of Artificial Intelligence.

In a Business Finland funded research project – named eCare for Me – the joint team has spent the past couple of years developing algorithms and data-lake capabilities to enable quicker and more accurate diagnosis of three groups of rare diseases: glomerulonephritides (kidney diseases), myositides (muscle diseases) and vasculitides (diseases of the veins and arteries).

Big data in a secure pool

The team selected these three disease groups – all of which are inflammatory conditions – as they are the most difficult and expensive for the HUS system to diagnose and treat. Each year HUS diagnoses approximately 540 new cases of glomerulonephritides, 60 of myositides, and 170 of vasculitides.

"We obtained a research permit to access the HUS data pool of about 3.5 million patients, from which we identified the data of 60,000 rare-disease patients as relevant to the study," says project lead Niina Siipola, Head of AI Solutions and Data Services at Tietoevry Care.

"When you have such a large amount of lab data available, you can train algorithms to select certain data points and from there to predict whether a patient has a specific rare disease. The aim is to be able to diagnose these patients much quicker than is currently possible, which will lead to better health outcomes and help to lower the cost of care."

"During 2022 we got the first version of the model trained and it yielded good results. Now we're retraining it to become even better," says Siipola.

One of the core principles of the project is to conduct the research and build the environment in compliance with both GDPR and Finnish regulations on the secondary use of health data. There's vast opportunity to improve diagnostics and accelerate medical research through the use of patient data, but the work needs to be done in a modern environment with the right security protocols.

Enabling quicker diagnosis
"These three disease areas are among the most devastating that exist. They cause considerable

pain and suffering for the patient. Vasculitis is the one we attacked first, as it's so complicated to diagnose and treat," says Mikko Seppänen, Head of the Rare Diseases Unit at HUS.

Vasculitides diseases present as systemic inflammation of the arteries or veins. This inflammation can occur anywhere in the body, potentially causing life-threatening conditions such as thrombosis or infarction (the death of tissue due to a lack of oxygen).

While the exact cause of most vasculitides remains a mystery, the majority of cases can be attributed to a combination of genetic predisposition and environmental factors. The conditions often seem to be triggered by viral or bacterial infections.

"Nowadays our medical practices are so siloed that it can be many years before specialists reach the right diagnosis," says Seppänen. "For example, when only the inner ear and the sinuses are inflamed, an Ear, Nose and Throat Specialist will not necessarily think of vasculitis."

"The data show that patients with vasculitides progressively increase their use of medical services for about 10 years prior to diagnosis. The longer it takes to diagnose any of these diseases, the more destructive they become." he says. "Patients in all these disease groups end up being treated in intensive care if diagnosis becomes extremely delayed."

The research project is continuing through 2023, with the team further training the model and developing features that will allow doctors to receive notifications. The team's vision is that the AI capability will eventually be able to proactively alert doctors to the possibility that one of their patient's may be suffering from a rare disease. This would mean integrating the algorithms with doctors' patient notes for pattern recognition.

"We're still training the model and doing a lot of studies related to natural language processing so that the AI can find certain indications in doctors' notes," says Siipola. "There's a lot of work to be done, but preliminary findings show the algorithms getting close to our goals."

Responsible sourcing

At Tietoevry we recognize the importance of sustainable development in all our operations and across our supply chain. We monitor and support our suppliers' performance with regards to upholding human rights, labour rights, and fair working conditions, as well as complying with health and safety legislation, business ethics, and climate and environmental practices with Science Based Targets. Through our policies and processes we ensure transparency and alignment with international norms and regulations – including the United Nations Global Compact – with the aim of creating value for all our stakeholders.

Alignment with our Supplier Code of Conduct is the key building block for collaboration with our suppliers. By striving for a higher standard through our sourcing requirements, we can support our suppliers in applying sustainable practices and making a positive impact beyond our own direct operations.

How we work

Tietoevry's suppliers provide a wide range of solutions, products and services that are needed for delivering value to our customers and supporting our own operations. They provide hardware, software, and IT consultants, as well as services related to human resources, facility management, travel and more. The main expenditure categories are hardware, software, and IT consultants as part of customer deliveries, and in our six end-to-end businesses.

The work is guided by the Tietoevry Supplier Code of Conduct, which includes a common set of ethical and business principles for our daily work with suppliers. The Supplier Code of Conduct is based on the United Nations Global Compact, with principles for human rights, labour conditions, the environment, and anti-corruption.

The Supplier Code of Conduct forms the foundation for the operative framework of the company's Responsible Sourcing practice. The

NEW OR RENEWED SUPPLIERS AGREEING TO TIETOEVRY'S SUPPLIER CODE OF CONDUCT

Target 2023, %
100

Result 2022, %
100
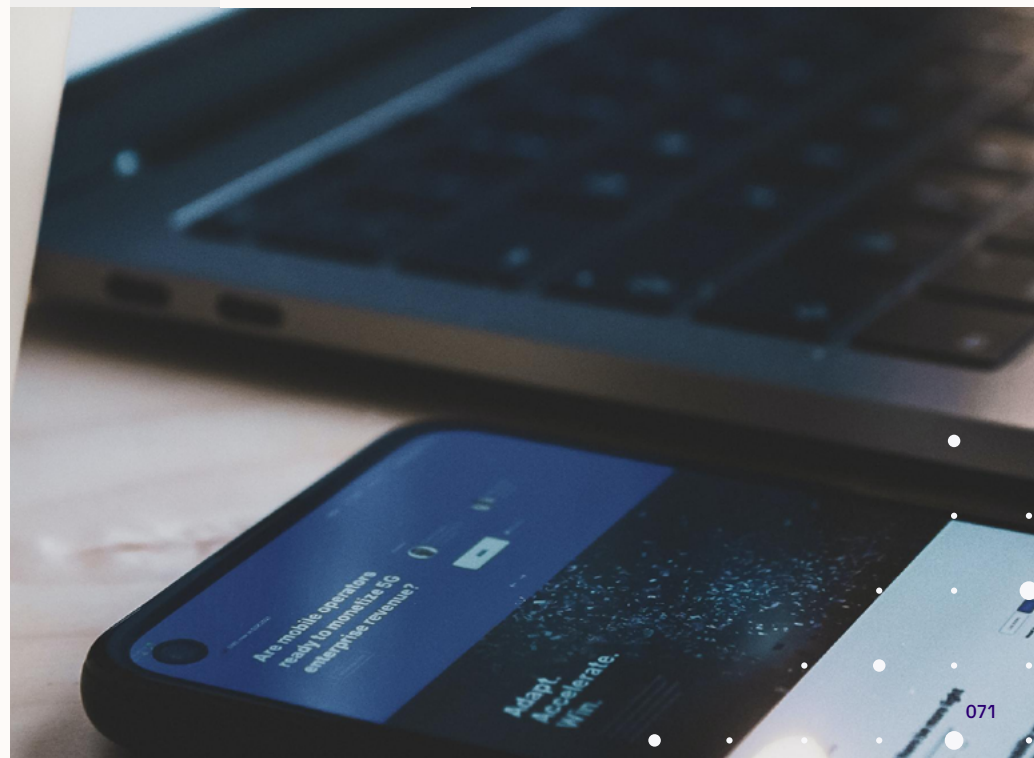
purpose of the Code is to qualify and onboard our suppliers in a consistent way. We review our ways of working and our progress each year. In 2022 the Supplier Code of Conduct was updated to include more detail on areas such as Science Based Targets, Responsible AI, and Modern Slavery, for example. Our key ambition is to have our new and renewed suppliers sign the Supplier Code of Conduct. In addition, all onboarded suppliers need to go through a sanction check by our sourcing organization.

We identify and mitigate the risks in our supply chain by utilizing our updated risk-review model. The review produces a risk profile for our suppliers based on several prioritized actions in different segments. For instance, we perform management reviews with selected suppliers, send out self-assessments, and also conduct on-site audits of a sub-set of suppliers identified as having an elevated risk level of non-compliance with our Code of Conduct.

Progress in 2022
Approximately 280 of our suppliers account for as much as 80% of Tietoevry's supplier spend. The vast majority of purchases take place in the Nordic countries. Suppliers based in Finland, Sweden and Norway represent around 90% of our total annual purchase volume. This is reflected in our review activities, which are focused on engagement with our first-tier suppliers through dialogue and surveys.

In 2022, Tietoevry's Science Based Targets (SBT) were approved by The Science Based Targets Initiative (SBTi). Tietoevry committed to increasing the annual sourcing of renewable electricity in our own offices and data centres from 80% in 2020 to 100% by 2026. We also committed to 70% of our significant suppliers by emissions – covering purchased goods and services – to have Science Based Targets by 2026. During 2022 we worked on creating a baseline and data flow for Scope 3 emissions. The development work will continue through 2023. Read more on our Science Based Targets in Energy Usage and Greenhouse Gas Emissions.

Our aim is that all suppliers who regularly provide us with goods, services, or technology where our Group Sourcing Function is involved are compliant with the minimum requirements stated in our Supplier Code of Conduct. Our Group Sourcing Function, headed by CPO, tracks new and renewed supplier contracts to ensure we follow our standards and keep a high level of compliance. The measurement however does not include purchases out of the sourcing policy. Group sourcing is constantly striving to improve the sourcing process and controls and further implement the sourcing policy to include a larger scope of supplier going forward. In 2022 we reached the level of 100% supplier compliance for the contracts where Group Sourcing where involved.

*No onsite audits during 2022 due to Covid-19 restrictions and internal organizational changes

The Supplier Code of Conduct forms the foundation of the operative framework of the company's Responsible Sourcing practice.

## TIETOEVRY MODEL FOR RESPONSIBLE SOURCING

On-site audits — High risk suppliers

Engagement — Top-spend & Hardware suppliers

Self-assessment — Strategic suppliers

Dow Jones sanction screening — Full supplier base

Stakeholder engagement & training
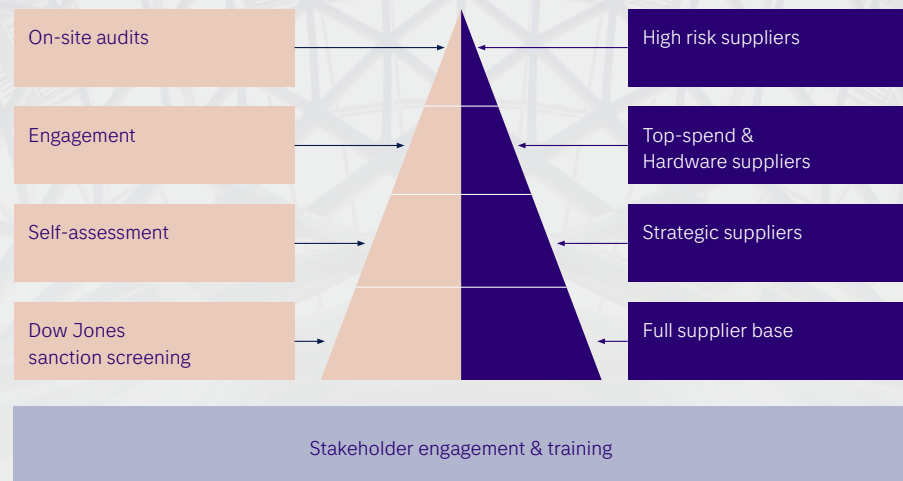
The requirements of the Norwegian Transparency Act were a key development area for Responsible Sourcing during 2022. An initial analysis was conducted to identify potential gaps and find where to improve. As a result we updated our risk-review model, which is used to assess our supplier base for elevated risk areas and to decide on review activities that match the assessed risk level.

In addition, a group-wide human rights risk screening was conducted at Tietoevry during 2022. The findings were used to create a road map for improvement activities. Read more in the section on Human Rights.

During 2022 we have continued to:

→ Review the sustainability management of selected suppliers (largest by expenditure)
→ Send self-assessments to selected suppliers
→ Increase awareness through internal training programs within Group Sourcing
→ Maintain a structured approach towards sourcing TCO-certified computers (or equivalent to TCO). In 2022, 93% of our procured computers were TCO-certified*
→ Engage in dialogues with our two main hardware suppliers around conflict minerals, both to increase our knowledge and to discuss potential risks and their severity level. No major findings regarding management and risk-detection processes were identified during the dialogues
→ Assess suppliers at risk of compromised right to freedom of association and collective bargaining

During the year we established our own commitments to Science Based Targets. As part of our engagement target we distribute a survey to our high-spend suppliers to confirm if they have Science Based Targets or an absolute target on greenhouse gas reduction, and what their real emissions are for products and services provided to us. Based on the survey and analysis, 27% of suppliers in scope during 2022 have Science Based Targets. The scope entails 100% tier one suppliers and a further breakdown of key distributors' tier two suppliers*.

We also conducted a desktop assessment aimed at identifying the geographical areas where our top-spend suppliers operate, and to assess risks related to the rights for workers to exercise freedom of association or collective bargaining. The scope of the assessment included the suppliers representing 50 % of Tietoevry's total spend. The assessment shows that the vast majority (93%) of Tietoevry's top-spend suppliers are based in countries where the risk is low, i.e. Nordics. The majority of the suppliers are service providers with low risk from an industry perspective as well.

Each year our Sustainability and Sourcing functions agree on supplier-related activities and annual targets. Sourcing managers working closely with the business are responsible for making sure that our Sourcing Policy is followed, and that the Supplier Code of Conduct is accepted and confirmed by all suppliers. We conduct annual performance follow-ups within our sustainable supply chain to monitor our own progress and our suppliers' performance.

*High spend tier one suppliers together with high emitting tier two suppliers (mainly hardware).

Looking ahead

We continue further improving sustainability in our supply chain through activities in the Sustainable Supply Chain programme, including:

→ Conducting on-site audits

→ Continuing to drive supplier management reviews with key suppliers

→ Further implementing our Supplier Code of Conduct, including training our suppliers

→ Investigating how compliance with Science Based Targets can be a criterion in our supplier onboarding, and the implications thereof

→ Improving collaboration with our main partners and important stakeholders

Throughout 2023 we will continue to evaluate the measures and risks in our supply chain, and fine tune our approach towards suppliers in different sectors and markets. As 2023 is the final year of our Sustainability Strategy 2020–2023, we will also begin desktop work preparing for the new strategy period. We are constantly working towards improving our own performance together with our suppliers.

02

Sustainability notes

About our sustainability report

Scope

The non-financial data and information included in our Annual Report 2022 describes our sustainability efforts across our value chain, ranging from our purchasing activities to the use of our services and products. The disclosures focus on the sustainability topics that are most material regarding our economic, social and environmental impact.

The sustainability disclosures in this year's report include the Parent company Tietoevry Corporation and all subsidiaries over which the Parent company has direct or indirect control, unless otherwise stated.

Greenhouse gas emission data does not cover Tietoevry's Norwegian subsidiary Bekk Consulting AS (Bekk) (around 400 employees).

Circularity data covers Nordics and EU operating countries. The figures used in this report concern the operations of Tietoevry Europe and our main regional partner, covering approximately 75% of the estimated total volume of laptops. The

reported data is based on the returned devices from Tietoevry's internal or customer use. The circularity % is calculated as a sum of reused and recycled devices.

Code of Conduct-, GDPR- and Security e-learning training data does not cover subsidiaries Avega and Bekk, due to those entities not being integrated in Tietoevry's Learning Managing System (LMS). Security training data does not cover Infopulse due to the same reason, while employees in this entity have access to a separate Security training outside the LMS.

Unless otherwise stated, our workforce related figures are based on GRI Standards and numbers are based on head count at the end of the reporting period. Workforce data for 2020 does not cover the subsidiaries Avega and Bekk. Workforce data for 2021 does not cover Avega, except for data related to the Board of Directors and disclosure 401-1 New employee hires and employee turnover. Data on Senior management by gender does not cover the subsidiaries

Avega, Bekk, EVRY India and Infopulse for 2020 and 2021. The data sources are company systems that provide data on full-time, part-time, permanent and temporary employees. As Infopulse, Bekk and, Avega use external systems, data has been transferred via e-mail and Excel in those cases.

Unless otherwise stated, all information and data pertain to activities from 1 January to 31 December 2022. The regional data is divided between HR and financial data due to system restrictions.

Carbon accounting methodology

Energy and emission calculations follow the Greenhouse Gas Protocol, and emissions are reported as CO_2 equivalents (CO_2e). The electricity-emission factors are based on national gross electricity production mixes (annual statistics) from the International Energy Agency's statistics (IEA stat). Emission factors per fuel type are based on assumptions in the IEA methodological framework. Factors for district heating/cooling are either based on actual (local) production mixes, or average IEA statistics. The scope 2 market-based calculations are determined by the purchased Guarantees of origin (GoO)/ Renewable Energy Certificates (REC). When acquiring GoOs or RECs, the supplier certifies that the electricity is produced exclusively by renewable sources, which have an emission factor of 0 grams CO_2e per kWh. However, for electricity without certificates, the emission factor is based on the remaining electricity production after all GoOs and RECs for renewable energy are sold.

The emission factors used for European residual mixes are provided by AIB (2022) and European Residual Mixes 2021. Country-specific IEA emission factors are used for non-EU countries. Purchased renewable district-heating and cooling products are counted as zero emissions, according to the scope 2 market-based method. The base year for the scope 1 and 2 GHG calculations is 2020. The base year for scope 3 business travel GHG calculations is 2019. In the report, the metric ton/ UK tonne equivalent to 1,000 kilograms is stated solely as a ton.

In order to meet future reporting requirements and to align our reporting with our Science Based Targets, Tietoevry started to report scope 3 emissions more extensively and added four categories into reporting in 2022: Purchased goods and services, Fuel- and energy related activities, Employee commuting and Use of sold products. The base year for scope 3 GHG emission calculations in these categories are thus 2022. During 2022 a relevance assessment for scope 3 categories were conducted and categories relevant for Tietoevry were identified. Improvements of the accuracy of scope 3 emission category reporting will continue over time and be expanded to include more categories as adequate data becomes available. Currently, some categories like upstream capital goods as well as transportation and distribution are included into category one Purchased goods and services. According to the assessment carried out in 2022, the following categories were identified as not relevant to report separetly for Tietoevry; Downstream:

Downstream transportation and distribution, Processing of sold products, End-of-life treatment of sold products, Leased assets, Franchises and Investments.

Purchased goods and services: Tietoevry's company-wide spend data has been used to identify purchase categories and GHG emissions. Emission factors used in calculations come from Department for Environment, Food and Rural Affairs (DEFRA), 2014, and are based on input-output model that links monetary accounts with GHG emissions of different sectors of the economy. The emission factors cover all GHG and are expressed in CO_2- equivalents. The Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fourth assessment report.

The Science Based Target calculation was conducted for two different scopes covering 70% and 100% with following methodology. The spend per supplier and spend category was listed from full year 2022 (excluding the suppliers already covered in other GHG categories). The CO_2e emissions per supplier were calculated by applying DEFRAs multipliers. For the Tietoevry's spend category "Other" the same emission factor as for hardware category was used. In 70% scope suppliers covering 70% of emissions were counted and in 100% scope all suppliers included (except the ones reported in other GHG categories). Supplier SBT status was checked from SBT organization webpage.

Fuel-and-energy-related activities (not included in Scope 1 or 2): These are upstream scope 3 emissions from the reported fuel and electricity consumption in scope 1 and 2. The data source is identical to the data sources in scope 1 and 2 and the source for the emission factors is The Department of Environment, Food and Rural Affairs, DEFRA 2022. The Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fourth assessment report.

Waste generated in operations: The activity data is provided by the waste management supplier or property manager. Waste type-specific and waste treatment-specific emission factors have been used in the calculations. Recycled waste fractions include only a small transport component (collection of waste). The source for the emission factors is The Department of Environment, Food and Rural Affairs, DEFRA 2022. The Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fourth assessment report.

Business travel: The emission factors represent $kgCO_2e$ emitted per kilometer or passenger kilometer for each mode of transport. Emissions from business travel by air are reported by Tietoevry's travel agency. Mileage allowance (car) is calculated using the emission factor for mileage allowance, reference DEFRA 2022. The Global Warming Potential (GWP) of factors

Our sustainability report is prepared in accordance with the GRI Standards.

used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fourth assessment report.

Employee commuting: Emissions related to commuting are based on actual commuting to work as well as homeworking. Homeworking emissions is calculated based on the number of full-time employees, working hours per day, and days at the home office. This is then multiplied by an estimation of average W for lighting (10W) and electricity (140W) required for working from home. After this, the result is divided by 1000 and the result will be the total amount of kWh for the home office. The kWh is converted into tCO2e by using country-specific emission factors. The source of emission factors used in the calculation is International Energy Agency (IEA), 2022 for homeworking and DEFRA 2022 for mode of transport. The emissions are from a life cycle emission perspective, and the Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fourth assessment report.

Upstream leased assets: Scope 1 and Scope 2 emissions according to market-based method from outsourced data centers. The emission factors used in the calculation come from Scope 1 - DEFRA 2022 and Scope 2 - AIB (2022), European Residual Mixes 2021. The emissions are from a life cycle emission perspective and the Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the

Intergovernmental Panel on Climate Change (IPCC)'s fourth assessment report.

Use of sold products: Calculations include quantities of products sold per country, electricity consumption per use of product per year and the expected lifetime of the product. The emission factor applied is country specific (location-based) and from a life cycle perspective. Example of sold products are pc, laptops, monitors, servers etc. The emission factors used in calculation come from International Energy Agency, IEA (2022).

Re-statement of information

With regards to Disclosure 401-1, and specifically the rate of new employee hires and employee turnover during the reporting period by region (country), a restatement of information is made due to a change of measurement methodology. This is applied for data covering 2021 and 2022 and the change will yield more meaningful results, including better comparability over time. In the report for 2020 the share of each country in terms of new hires and terminations were reported out of the total number of employees for Tietoevry. In the sustainability report 2022 the percentage of new hires and turnover in relation to the total number of employees within a particular country is reported for 2021 and 2022. However, the figures for 2020 are not re-stated due to non-availability of data and are thus not comparable.

With regards to disclosure 7.1 Ratio female and male employees, data has been re-stated for 2020 and 2021 to only include permanent employees. Data for 2022 is based on the same scope.

Additional changes in Tietoevry sustainability report 2022 relate to changes in disclosures as compared to 2021 report and are the following:

Former Tietoevry disclosure 3.2 Completion level of both GDPR and Security training has been split and is now reported in two disclosures: Tietoevry 3.1. Completion level of GDPR training and Tietoevry 3.2. Completion level of Security training.

Tietoevry disclosure 4.6 has been changed from "Percentage of suppliers having a public, absolute greenhouse gas emission target to Percentage of suppliers having Science Based Targets, as a consequence of Tietoevry's implementation plan of it's Science Based targets commitments.

Tietoevry disclosure 5.4 Ton CO_2 avoided by customers through use of IT services provided by Tietoevry is not included in this year's sustainability report due to methodology updates of the calculation model. Data will be reported in future reports when the new methodology has been implemented.

Reporting framework and UN Global Compact Communication on Progress (CoP)

Our sustainability report for 2022 is prepared in accordance with the GRI Standards.

Tietoevry has signed the UN Global Compact (UNGC), which means that we commit to implementing the ten principles for sustainable business. Tietoevry's annual - and sustainability reports are designed to outline how Tietoevry align strategy and operations with the UNGC's principles. In the GRI-index, page 100, references to the principles can be found.

Tietoevry supports the UN's Sustainable Development Goals and we have analyzed our impact on them with the help of "principled prioritization". This means that we have aligned our corporate strategy, efforts and allocated resources that reflect our significant impacts assessed as a part of our materiality analysis. References to which global goals we actively work with can be found in the sustainability dashboard.

Legislation on non-financial reporting

Information about the companies within the Tietoevry Group that are covered by the legislation are included in the non-financial information in the Board of Directors' report. Tietoevry's Board of Directors reviews the non-financial information.

External assurance

An independent third party, Deloitte Oy, has provided limited assurance on the sustainability information disclosed in Tietoevry's Annual Report 2022. The scope of the assured information is indicated in the independent practitioner's assurance report as well as in the GRI content index. In our view, a third-party independent assurance increases transparency, helps us to improve, and is key to delivering a high-quality report.

Publication

Our combined annual and sustainability report 2022 was published on 1 March 2023.

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Independent limited assurance report

To the Management of Tietoevry Oyj

We have been engaged by the management of Tietoevry Oyj (business identity code 0101138-5, hereinafter also the Company) to provide a limited assurance on the selected sustainability disclosures (hereinafter Sustainability Information) in the Tietoevry Annual Report 2022 for the reporting period of January 1, 2022 to December 31, 2022. The assured information is indicated in the Company's GRI Content Index 2022.

Management's responsibility

The Management of Tietoevry is responsible for the preparation of the Sustainability Information in accordance with the Reporting criteria as set out in the Company's reporting instructions and the GRI Sustainability Reporting Standards of the Global Reporting Initiative (hereinafter also the Reporting criteria). This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the Sustainability Information that are free from

material misstatement, whether due to fraud or error, selecting and applying appropriate criteria and making estimates that are reasonable in the circumstances.

Assurance provider's responsibility

Our responsibility is to express a limited assurance conclusion on the Sustainability Information based on our engagement. We conducted our assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised).

ISAE 3000 standard requires that we comply with ethical requirements and plan and perform the assurance engagement to obtain limited assurance whether any matters come to our attention that cause us to believe that the Sustainability Information has not been prepared, in all material respects, in accordance with the Reporting criteria.

We did not perform any assurance procedures on the prospective information, such as targets,

expectations and ambitions, disclosed in the Sustainability Information. Consequently, we draw no conclusion on the prospective information. Our assurance report is made in accordance with the terms of our engagement with Tietoevry. We do not accept or assume responsibility to anyone other than Tietoevry for our work, for this assurance report, or for the conclusions we have reached.

A limited assurance engagement with respect to responsibility related data involves performing procedures to obtain evidence about the Sustainability Information. The procedures performed depend on the practitioner's judgment, but their nature is different from, and their extent is less than, a reasonable assurance engagement. They do not include detailed testing of source data or the operating effectiveness of processes and internal controls, and consequently they do not enable us to obtain the assurance necessary to become aware of all significant matters that might be identified in a reasonable assurance engagement.

Our procedures on this engagement included:

→ Interviewing senior management of the Tietoevry Oyj;

→ Conducting interviews with employees responsible for the collection and reporting of the Sustainability Information and reviewing of the processes and systems for data gathering, including the aggregation of the data for the Sustainability Information;

→ Reviewing internal and external documentation to verify to what extent these documents and data support the information included in the Sustainability Information and evaluating whether the information presented in the Sustainability Information is in line with our overall knowledge of corporate sustainability at Tietoevry Oyj;

→ Performing analytical review procedures, recalculations and testing data on a sample basis to assess the reasonability of the presented Sustainability Information;

→ Conducting an interview with Tietoevry's sites in Ostrava and Nanjing through a video conference;

→ Assessing that the Sustainability Information has been prepared in accordance with the Sustainability Reporting Standards of the Global Reporting Initiative.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Our independence, quality control, and competences

We have complied with Deloitte's independence policies which address and, in certain cases, exceed the requirements of the Code of Ethics for professional accountants issued by the International Ethics Standards Board for Accountants. We have maintained our independence and objectivity throughout the year, and there were no events or prohibited services provided which could impair our independence and objectivity.

Deloitte Oy applies International Standard on Quality Management 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements. This engagement was conducted by a multidisciplinary team including assurance and sustainability expertise with professional qualifications. Our team is experienced in providing sustainability reporting assurance.

Conclusion

Based on the procedures we have performed, nothing has come to our attention that causes us to believe that Tietoevry's Sustainability Information for the reporting period ended 31 December 2022 is not properly prepared, in all material respects, in accordance with the Reporting criteria.

Our assurance statement should be read in conjunction with the inherent limitations of accuracy and completeness for sustainability information.

Espoo, February 28, 2023

Deloitte Oy

Jukka Vattulainen
Authorized Public
Accountant

Anu Servo
Authorized Public
Accountant

ENERGY CONSUMPTION AND GHG EMISSIONS

Emission class	Unit	2020	2021	2022	%, Change 2021–2022
302-1 ENERGY CONSUMPTION WITHIN THE ORGANISATION					
Stationary combustion					
Diesel total	kWh	525,800	472,000	489,200	4%
Transportation					
Diesel total	kWh	19,700	49,400	425,500	761%
Petrol total	kWh	22,000	7,500	2,900	-61%
Total scope 1 energy consumption	kWh	567,500	528,900	917,600	73%
Electricity	kWh	100,346,394	90,724,850	81,339,300	-10%
Cooling	kWh	19,346,394	17,683,600	16,975,096	-4%
Heating	kWh	9,381,487	13,628,900	11,841,700	-13%
Total scope 2 energy consumption	kWh	128,997,588	122,037,350	110,156,096	-10%
Total energy consumption in scope 1 & 2	kWh	129,565,088	122,566,250	111,073,696	-9%
302-4 REDUCTION OF ENERGY CONSUMPTION					
No data in 2020	kWh	NA	6,998,838	11,492,554	
305-1, 305-2 TOTAL DIRECT AND INDIRECT GHG EMISSIONS					
Diesel total	tCO₂e	138	132	231	75%
Petrol total	tCO₂e	5	2	1	-50%
Electricity (location-based)	tCO₂e	11,317	7,936	6,378	-20%
Electricity (market-based)	tCO₂e	8,854	5,578	2,078	-63%
Cooling	tCO₂e	–	–	1	
Heating (location-based)	tCO₂e	1,055	1,399	1,424	2%
Heating (market-based)	tCO₂e			707	
Total GHG scope 1	tCO₂e	143	134	232	73%
Total GHG scope 2 (location-based)	tCO₂e	12,372	9,336	7,803	-16 %
Total GHG scope 2 (market-based)	tCO₂e	9,899	5,499	2,785	-49 %
Total GHG scope 1&2 (location-based)	tCO₂e	12,515	9,470	8,034	-15 %
Total GHG scope 1&2 (market-based)	tCO₂e	10,042	5,633	3,017	-46 %
305-3 OTHER RELEVANT INDIRECT (SCOPE 3) GHG EMISSIONS					
Purchased goods and services	tCO₂e			218,398	
Fuel- and energy- related activities	tCO₂e			2,638	

Emission class	Unit	2020	2021	2022	%, Change 2021–2022
Business travel		1,898	717	3,801	430%
Business travel- flights	tCO₂e	1,755	669	3,696	452%
Business travel- own cars	tCO₂e	143	48	105	119%
Employee commuting	tCO₂e			4,377	
Leased assets, upstream	tCO₂e	364	91	38	-59%
Waste generated in operations	tCO₂e	51	39	40	2 %
Use of sold products	tCO₂e			3,216	
Total GHG scope 3 emissions	tCO₂e	2,313	847	232,507	
Total Tietoevry GHG emissions (location-based)	tCO₂e	14,828	10,317	240,542	
Total Tietoevry GHG emissions (market-based)	tCO₂e	12,355	6,480	235,525	
305-5 REDUCTION OF GHG EMISSIONS					
Scope 3	tCO₂e	6,961	1,466	NA*	
Scope 2 (market-based)	tCO₂e	9,011	4,125	2,713	
302-3 ENERGY INTENSITY	MWh/Meur	47	43	38	-13%
305-4 GHG EMISSION INTENSITY	tCO e/Meur	4	2	1	-50%
Other					
Energy returned back to district network	kWh	12,318,390	13,650,000	10,168,170	
Tietoevry KPI 5.1 Percentage of renewable and carbon free electricity in scope 1 and 2	% of total	80	92	95,4%	
Tietoevry KPI 5.2 Reduction of total Scope 1 and 2 GHG emissions	tCO₂e	9,011	4,410	2615	
Tietoevry KPI 5.2 Reduction of total Scope 3 GHG emissions	tCO₂e	6,961	1,466	NA	
Tietoevry KPI 5.3 Reduction of average carbon footprint from business travel per employee	%	91%	97%	83%**	
Tietoevry KPI 5.4 Ton CO₂e avoided by customers through use of IT services provided by Tietoevry	ktonCO₂e	68	75	Not reported 2022	

*Scope 3 reductions are not accounted for during 2022 due to an increase in number of scope 3 categories and subsequently a new baseline (i.e. 2022). For the category business travel an increase of carbon emissions took place during 2022 and thus no reduction is to be reported.

**Compared to the base year 2019

Diversity and Inclusion at Tietoevry

FULL-TIME EMPLOYEES

	2022	2021	2020
Male	70%	71%	72%
Female	30%	29%	28%
Other	0.02%	0.01%	0.03%
Total	24418	23984	23508

PART-TIME EMPLOYEES

	2022	2021	2020
Male	57%	59%	60%
Female	43%	41%	40%
Other	0%	0%	0%
Total	1076	1165	1041

PERMANENT EMPLOYMENT CONTRACT

	2022	2021	2020
Male	69%	71%	71%
Female	31%	29%	29%
Other	0.02%	0.01%	0.02%
Total	24821	24867	24053

TEMPORARY EMPLOYMENT CONTRACT

	2022	2021	2020
Male	71%	66%	67%
Female	29%	34%	33%
Other	0%	0%	0%
Total	673	593	496

TOTAL EMPLOYEES BY GENDER

	2022	2021	2020
Male	69%	71%	71%
Female	30%	29%	29%
Total	25494	25460	24549

SENIOR MANAGEMENT BY GENDER

	2022	2021	2020
Female	23%	23%	22%
Male	77%	77%	78%
Total	391	421	418

BOARD OF DIRECTORS BY GENDER

	2022	2021	2020
Female	38%	33%	14%
Male	63%	67%	86%
Total	8	9	14

LEADERSHIP TEAM BY GENDER

	2022	2021	2020
Female	11%	17%	23%
Male	89%	83%	77%
Total	9	12	13

TOTAL NUMBER OF EMPLOYEES BY AGE GROUPS

	2022	2021	2020
<30	22%	21%	18%
30-50	59%	59%	61%
>50	19%	20%	21%

SENIOR MANAGEMENT BY AGE GROUPS

	2022	2021	2020
<30	0%	0%	0%
30-50	49%	52%	55%
>50	51%	48%	45%

BOARD OF DIRECTORS BY AGE GROUPS

	2022	2021	2020
<30	0%	0%	0%
30-50	50%	44%	43%
>50	50%	56%	57%

LEADERSHIP TEAM BY AGE GROUPS

	2022	2021	2020
<30	0%	0%	0%
30-50	33%	25%	54%
>50	67%	75%	46%

NEW EMPLOYEES AND EMPLOYEE TURNOVER BY GENDER

New employment

	2022	2021	2020
Male	68%	69%	73%
Female	32%	31%	27%
Other	0.06%	0.00%	0.03%
Total	5317	6182	3211

Turnover

	2022	2021	2020
Male	73%	72%	71%
Female	27%	28%	29%
Other	0%	0.04%	0.02%
Total	4632	5236	4065

NEW EMPLOYEES AND EMPLOYEE TURNOVER BY AGE GROUPS

New employment

	2022	2021	2020
<30	46%	45%	30%
30-50	49%	50%	59%
>50	5%	5%	12%
Total	5317	6182	3211

Turnover

	2022	2021	2020
<30	28%	32%	31%
30-50	57%	56%	53%
>50	15%	13%	17%
Total	4632	5236	4065

TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT BY REGION, DEC 31 2022

2022	Permanent	Temporary	Total	%
Austria	291	0	291	1.1%
China	1080	3	1083	4.2%
Czech Republic	2765	165	2930	11.5%
Estonia	115	0	115	0.5%
Finland	3214	15	3229	12.7%
India	4462	114	4576	17.9%
Latvia	1159	8	1167	4.6%
Lithuania	150	0	150	0.6%
Norway	4057	82	4139	16.2%
Other	498	28	526	2.1%
Poland	790	10	800	3.1%
Sweden	4178	48	4226	16.6%
Ukraine	2062	200	2262	8.9%
Total	24821	673	25494	100.0%

NEW EMPLOYEES BY REGION

	2022	%	2021	%	2020	%
Austria	74	27.8%	57	25.8%	28	0.9%
China	340	35.3%	485	75.0%	75	2.3%
Czech Republic	599	21.1%	480	17.7%	306	9.5%
Estonia	29	25.3%	15	7.5%	92	2.9%
Finland	488	14.8%	563	17.0%	177	5.5%
India	1,308	28.9%	1,831	42.1%	628	19.6%
Latvia	230	20.4%	272	25.7%	190	5.9%
Lithuania	48	34.7%	44	38.1%	19	0.6%
Norway	697	16.2%	734	16.1%	716	22.3%
Poland	285	37.1%	229	30.4%	130	4.0%
Sweden	678	15.5%	654	14.3%	401	12.5%
Ukraine	349	15.2%	718	33.2%	381	11.9%
Other	192	38.6%	147	33.1%	68	2.1%
Total	5,317	20.9%	6,229	24.8%	3,211	100.0%

EMPLOYEE TURNOVER BY REGION

	2022	%	2021	%	2020	%
Austria	24	9%	16	7%	19	0.5%
China	97	10%	84	13%	90	2.2%
Czech Republic	366	13%	371	14%	369	9.1%
Estonia	22	19%	146	73%	120	3.0%
Finland	506	15%	523	16%	480	11.8%
India	1,113	25%	1,421	33%	633	15.6%
Latvia	150	13%	207	20%	166	4.1%
Lithuania	25	18%	21	18%	28	0.7%
Norway	832	19%	865	19%	628	15.4%
Poland	213	28%	295	39%	140	3.4%
Sweden	858	20%	805	18%	856	21.1%
Ukraine	319	14%	420	19%	473	11.6%
Other	107	22%	123	28%	63	1.5%
Total	4,632	18%	5,297	21%	4,065	100.0%

GRI CONTENT INDEX
Statement of use: Tietoevry Corporation has reported in accordance with the GRI Standards for the period 1 January, 2022 - 31 December, 2022
GRI 1 used: GRI 1: Foundation 2021
Applicable GRI Sector Standard (s): Not applicable

GRI Standard/Other source		Responsible area and number	Requirement (s) omitted	Omission		UNGC	Externally assured
				Reason	Explanation		
General disclosures							
GRI 2: General Disclosures 2021	2-1 Organizational details	Fact & figures					
	2-2 Entities included in the organization's sustainability reporting	About our sustainability report					
	2-3 Reporting period, frequency and contact point	About our sustainability report					
	2-4 Restatements of information	About our sustainability report					
	2-5 External assurance	GRI Content index, Independent Limited Assurance Report					
	2-6 Activities, value chain and other business relationships	Operating model, IT market development, Responsible sourcing					
	2-7 Employees	Diversity & inclusion, About our sustainability report	iii. non-guaranteed hours employees, and a break-down by gender and region	Not applicable	Tietoevry has only 8 non-guaranteed hours employees and the requirement is therefore not material for the company to report on.		x
	2-8 Workers who are not employees	Diversity & inclusion, About our sustainability report					
	2-9 Governance structure and composition	Managing sustainability, Tietoevry Corporate Governance Statement 2022, tietoevry.com					
	2-10 Nomination and selection of the highest governance body	Tietoevry Corporate Governance Statement 2022					
	2-11 Chair of the highest governance body	Tietoevry Corporate Governance Statement 2022					
	2-12 Role of the highest governance body in overseeing the management of impacts	Managing sustainability, Non-financial information					
	2-13 Delegation of responsibility for managing impacts	Managing sustainability					

GRI Standard/Other source		Responsible area and number	Omission			UNGC	Externally assured
			Requirement (s) omitted	Reason	Explanation		
2-14 Role of the highest governance body in sustainability reporting		Managing sustainability, Stakeholder engagement and materiality analysis, Non-financial information					
2-15 Conflicts of interest							
2-16 Communication of critical concerns		Managing sustainability, Business ethics & anti-corruption	b. report the total number and nature of critical concerns that were communicated to the highest governance body during the reporting period.	Confidentiality contraints (partly)	Information about whistleblowing escalations is reported in the referred locations. Cybersecurity and privacy concerns/ incidents are confidential information and only reported internally.		
2-17 Collective knowledge of the highest governance body		Managing sustainability					
2-18 Evaluation of the performance of the highest governance body		Tietoevry corporate governance statement 2022					
2-19 Remuneration policies		Tietoevry remuneration report 2022, tietoevry.com					
2-20 Process to determine remuneration		Tietoevry remuneration report 2022, tietoevry.com					
2-21 Annual total compensation ratio		Tietoevry remuneration report 2022					
2-22 Statement on sustainable development strategy		CEO review					
2-23 Policy commitments		Managing Sustainability, Energy usage & greenhouse gas emissions, Human rights					
2.24 Embedding policy commitments		Managing sustainability					
2-25 Processes to remediate negative impacts		Managing sustainability, Business ethics & anti-corruption					
2-26 Mechanisms for seeking advice and raising concerns		Managing sustainability, Business ethics & anti-corruption					
2-27 Compliance with laws and regulations		Business ethics & anti-corruption					
2-28 Membership associations		Managing sustainability					

| GRI Standard/Other source | | Responsible area and number | Omission | | | UNGC | Externally assured |
			Requirement(s) omitted	Reason	Explanation		
	2-29 Approach to stakeholder engagement	Stakeholder engagement and materiality analysis					
	2-30 Collective bargaining agreements	Diversity & inclusion					x
Material topics							
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Stakeholder engagement and materiality analysis					
	3-2 List of material topics	Stakeholder engagement and materiality analysis					
Anti-corruption							
GRI 3: Material Topics 2021	3-3 Management of material topics	Business ethics and anti-corruption	2: Business ethics and anti-corruption			Principle 10	x
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Business ethics and anti-corruption	2: Business ethics and anti-corruption			Principle 10	x
	205-3 Confirmed incidents of corruption and actions taken	Business ethics and anti-corruption	2: Business ethics and anti-corruption			Principle 10	x
Tietoevry 2.1	Completion of Code of Conduct training	Business ethics and anti-corruption	2. Business ethics and anti-corruption			Principle 1–3, 6–10	x
Tietoevry 2.2	Whistleblowing notification period	Business ethics and anti-corruption	2. Business ethics and anti-corruption			Principle 10	x
Energy							
GRI 3: Material Topics 2021	Management of material topics	Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions			Principle 7-9	x
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions			Principle 7-9	x
	302-3 Energy intensity	Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions			Principle 7-9	x
	302-4 Reduction of energy consumption	Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions			Principle 7-9	x

| GRI Standard/Other source | | Responsible area and number | Omission | | | UNGC | Externally assured |
			Requirement(s) omitted	Reason	Explanation		
Emissions							
GRI 3: Material Topics 2021	Management of material topics	[Energy usage and greenhouse gas emissions](#)	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
	305-1 Direct (Scope 1) GHG Emissions	[Energy usage and greenhouse gas emissions](#)	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
	305-2 Energy indirect (Scope 2) GHG Emissions	[Energy usage and greenhouse gas emissions](#)	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
GRI 305: Emissions 2016	305-3 Other indirect (Scope 3) GHG Emissions	[Energy usage and greenhouse gas emissions](#)	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
	305-4 GHG emissions intensity	[Energy usage and greenhouse gas emissions](#)	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
	305-5 Reduction of GHG emissions	[Energy usage and greenhouse gas emissions](#)	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
Tietoevry 5.1	Percentages of carbon free electricity in scope 1 and 2	[Energy usage and greenhouse gas emissions](#)	5. Energy usage and greenhouse gas emissions			Principle 7–9	x
Tietoevry 5.2	Reduction of total Scope 1 and 2 GHG emissions	[Energy usage and greenhouse gas emissions](#)	5. Energy usage and greenhouse gas emissions			Principle 7–9	x
Tietoevry 5.3	Reduction of average carbon footprint from business travel per employee	[Energy usage and greenhouse gas emissions](#)	5. Energy usage and greenhouse gas emissions			Principle 7–9	x

GRI Standard/Other source			Responsible area and number	Omission			UNGC	Externally assured
				Requirement(s) omitted	Reason	Explanation		
Waste								
GRI 3: Material Topics 2021	Management of material topics	Circular economy practices	6. Circular economy practices				Principle 8–9	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Circular economy practices	6. Circular economy practices				Principle 8–9	
	306-2 Management of significant waste-related impacts	Circular economy practices	6. Circular economy practices				Principle 8–9	
	306-3 Waste generated	Circular economy practices	6. Circular economy practices				Principle 8–9	
Employment								
GRI 3: Material Topics 2021	Management of material topics	Diversity and inclusion	7: Diversity & inclusion				Principle 6	x
GRI 401: Employment 2016	401-1 Total number and rates of new employee hires and employee turnover	Diversity and inclusion	7: Diversity & inclusion				Principle 6	x
Diversity and equal opportunity								
GRI 3: Material Topics 2021	Management of material topics	Diversity and inclusion	7: Diversity & inclusion				Principle 1, 2, 6	x
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity and inclusion	7: Diversity & inclusion				Principle 1, 2, 6	x
Tietoevry 7.1	Ratio female and male employees	Diversity and inclusion	7. Diversity & inclusion				Principle 6	x
Tietoevry 7.3	Senior managers by gender	Diversity and inclusion	7. Diversity & inclusion				Principle 6	
Non-discrimination								
GRI 3: Material Topics 2021	Management of material topics	Diversity and inclusion	7: Diversity & inclusion				Principle 1, 2, 6	x
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Diversity and inclusion	7: Diversity & inclusion				Principle 1, 2, 6	x

GRI Standard/Other source		Responsible area and number	Omission			UNGC	Externally assured
			Requirement(s) omitted	Reason	Explanation		
Freedom of association and collective bargaining							
GRI 3: Material Topics 2021	Management of material topics	Responsible sourcing, Employee Experience	5. Responsible sourcing 8. Employee Experience			Principle 3	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Responsible sourcing, Employee Experience	5. Responsible sourcing 8. Employee Experience			Principle 3	
Customer privacy							
GRI 3: Material Topics 2021	Management of material topics	Cybersecurity and privacy	3: Cybersecurity and privacy			Principle 1–2	x
GRI 418: Customer privacy 2016	418-1 Substantiated complaints regarding breaches of customer privacy and losses of customer data customer privacy and losses of customer data	Cybersecurity and privacy	3: Cybersecurity and privacy			Principle 1–2	x
Tietoevry 3.1	Completion of GDPR training	Cybersecurity and privacy	3. Cybersecurity and privacy			Principle 1–2	
Tietoevry 3.2	Completion of Security training	Cybersecurity and privacy	3. Cybersecurity and privacy			Principle 1–2	
Responsible sourcing							
Tietoevry 4.1	New or renewed suppliers agreeing to Tietoevry's Supplier Code of Conduct	Responsible sourcing	4. Responsible sourcing			All principles	x
Tietoevry 4.2	Annual review of conflict mineral management with main hardware suppliers	Responsible sourcing	4. Responsible sourcing			All principles	
Tietoevry 4.3	Self-assessment on selected strategic suppliers	Responsible sourcing	4. Responsible sourcing			All principles	
Tietoevry 4.4	On-site audits for suppliers identified as high risk suppliers	Responsible sourcing	4. Responsible sourcing			All principles	
Tietoevry 4.5	Sustainability management system reviews with five top-spend suppliers'	Responsible sourcing	4. Responsible sourcing			All principles	
Tietoevry 4.6	Percentage of suppliers with Science Based Targets	Energy usage and greenhouse gas emissions	4. Responsible sourcing			All principles	x
Tietoevry 4.7	Percentage of environmentally certified computers procured for internal use	Circular economy practices	4. Responsible sourcing			All principles	

| GRI Standard/Other source | | | Responsible area and number | Omission | | | UNGC | Externally assured |
				Requirement(s) omitted	Reason	Explanation		
Employee Experience								
Tietoevry 8.1	Employee engagement score	Employee Experience	8. Employee Experience					x

tietoevry