



Reinventing the world for good

Sustainability
Report

2021



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Sustainability

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Managing sustainability

TietoEVRY regards sustainability as both a responsibility and an opportunity. We need to be environmentally, socially and financially responsible in our operations in order to meet the requirements and expectations set by our stakeholders. Our innovative solutions drive more sustainable outcomes for our customers and society. We make all this happen through effective governance, compliance, processes, tools and ways of working.

As a company, we align our sustainability practices with international norms, frameworks and legislation covering anti-corruption, environment, human rights and labour rights. Our sustainability approach is based on the principles of the UN Global Compact and the OECD Guidelines for Multinational Enterprises, and is aligned with the UN Sustainable Development Goals.

But our sustainability efforts are not merely a question of complying with laws and regulations. We are determined to

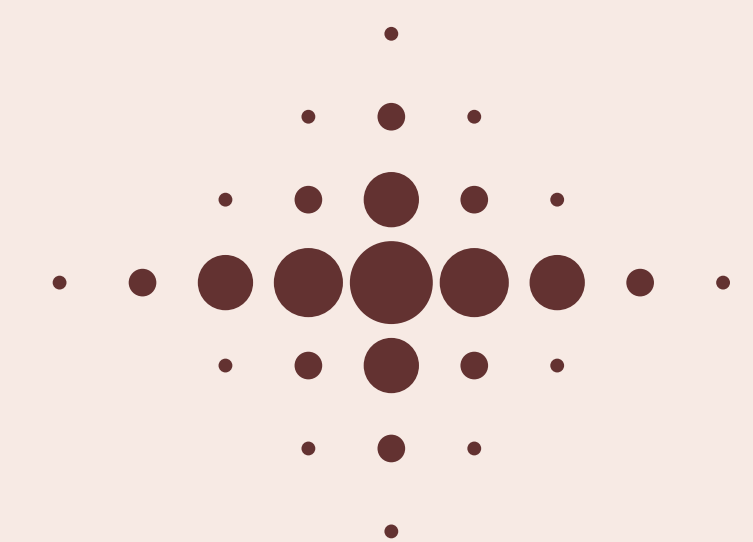
show the way and be an ethical leader, which sometimes means going above and beyond regulations and applying even higher standards.

With the purpose of jointly promoting long-term and sustainable industry development and regulation 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 (in Finland)
- Fossilfritt Sverige (in Sweden)
- Digitaliseringskonsulterna (in Sweden)
- The European AI Alliance
- UN Global compact



Our innovative solutions drive more sustainable outcomes for our customers and society.



Sustainability game plan 2023

Tietoevry's three-year Sustainability strategy, called 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. It's a two-fold plan, with one part ensuring that Tietoevry has responsible operations, and the other part focusing 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 can accelerate and improve our customers' sustainability performance, and create a positive large-scale impact for society. The plan also details how we contribute to the UN Sustainable Development Goals. The goals were selected with the help of principled prioritization, in line with the document [“Integrating the SDGs into corporate reporting: A practical guide”](#) developed by GRI and Un Global Compact. This means that we have aligned our company strategy, efforts and allocated resources that reflect our most significant impacts assessed as a part of our materiality analysis.

Governance and responsibilities

Tietoevry's sustainability work is facilitated by the company's Sustainability team and is supported by the Sustainability Steering Group, chaired by the Vice President, Communications and Sustainability. The steering group advises the Group Leadership Team and the Board of

Directors, and approves the sustainability section of the company's integrated annual report. The members of the Sustainability Steering Group represent different functions and units at Tietoevry, including members of the Group Leadership Team, and meet on a bi-monthly basis.

Daily sustainability activities are facilitated by the Sustainability team, 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 of Communications and Sustainability, who in turn reports to the Head of Operations. The management of specific responsibility areas and business-opportunity areas is 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 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 our employees and any third party contributing to Tietoevry's services, products and other business activities. The Code of Conduct is aligned with international frameworks and norms, as well as with local legislation.

A separate Supplier Code of Conduct clarifies the ethical guidelines that apply to Tietoevry's suppliers. Our ambition is to ensure that the Supplier Code of Conduct is implemented in all new supplier contracts and when contracts with current suppliers are renewed.

Sustainability game plan 2023

Sustainability impact analysis

Analyzing and quantifying the environmental, societal and financial impacts of our service.

Ethical design

Development of ethical software.

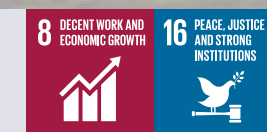
Solutions to reduce carbon footprint

We help to optimize production and logistics, digitalize processes and support in the re-use and recycling of material.

Services for data-driven sustainability

Solutions to collect, compile and visualize the current state and thereby enable customers to integrate accurate sustainability data into decision-making and plans.

Business ethics and anti-corruption



Cybersecurity and privacy



Human rights



Responsible sourcing



Diversity and inclusion



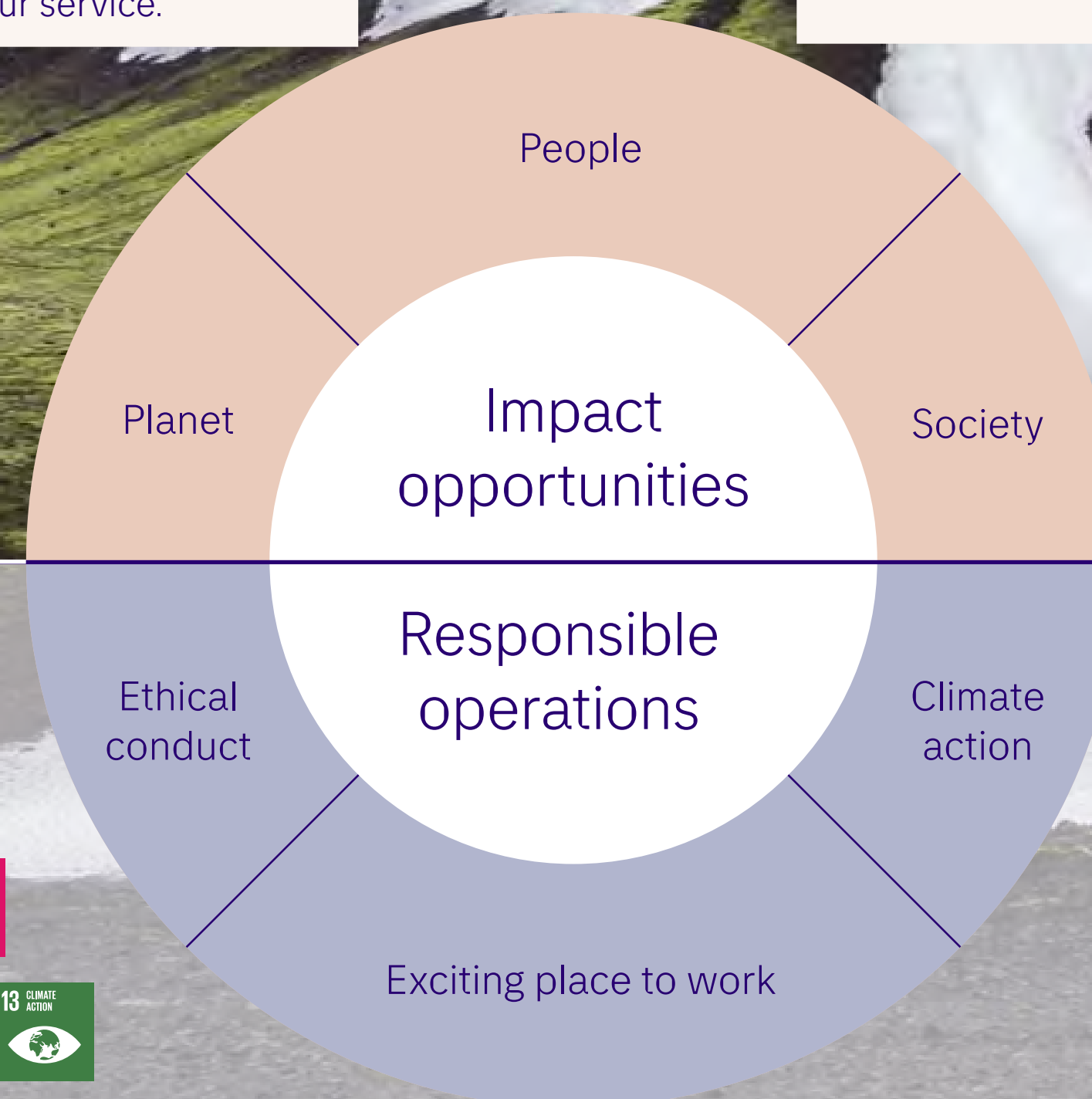
Employee experience



Energy usage and greenhouse gas emissions



Circular economy practices



Our Anti-Corruption Rule provides practical guidelines on how to evaluate and avoid unethical behaviour, and 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. In addition, we have 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.

Tietoevry's Whistleblowing Rule defines our common way of managing all whistleblowing notifications made to our centralized channel or to Internal Audit, Human Resources and Legal and Compliance functions. Our Whistleblowing Unit is responsible for logging and investigating the cases and following up on escalations, as well as for initiating preventive actions based on the case experience. 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](#).

Implementing sustainability in daily business operations

To support our organization in further implementing sustainability in daily business operations, we have a Sustainability Management Process, which is included in our business system. This process utilizes best practices from the UN Global Compact Management Model and GRI Standards. The Sustainability Management Process formally outlines the role of a Responsible Area Owner. 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 a general security training.

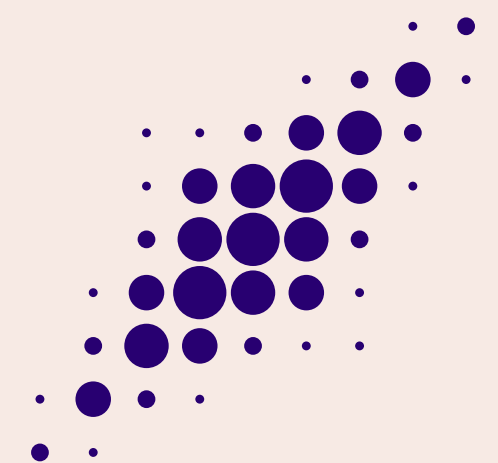
The Sustainability "HIT Team", a network of colleagues in business, play a key role in integrating sustainability into our business and delivering sustainable solutions to our customers. The cross-service-line team comprises multiple sustainability and technology consultants, enabling a networked way of working with sustainability-related customer projects. During 2021, the team focused on experience sharing and business development, with the aim of identifying and capturing synergies across similar types of customer projects. The structure and focus of business-related sustainability efforts in the new organizational setup will be defined during 2022.

We encourage our employees to engage in the corporate-wide sustainability ambitions as well as deepen their knowledge on the topic to enhance sustainability in our customer engagements. Therefore, a learning module called Sustainability Curriculum was built and launched during Q3, 2021. The Curriculum contains modules on the key elements of our Sustainability game plan.

The Sustainability team, together with the responsible area owners, support internal functions such as Procurement, HR, 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 sales teams to communicate about sustainability at Tietoevry and respond to our customers' sustainability requests.



Tietoevry's Sustainability game plan 2023 guides our sustainability efforts.






Sustainability dashboard

Responsible area	Goal	Result 2020	Result 2021	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 Impact Assessment initiated during FY21		
Cybersecurity and privacy	2023: Zero substantiated complaints concerning breaches of customer privacy and losses of customer data*	Zero	Zero		
Business ethics and anti-corruption	2023: 90% completion of ethics training (CoC e-learning)*	91%	93%		
	2023: 100% confirmation of receipt of a whistleblowing notification within four business days of receipt	100%	100%		
Responsible sourcing	2023: 100% of new or renewed suppliers agreeing to Tietoevry's Supplier Code of Conduct**	100%	99%		
CLIMATE ACTION					
Energy usage and GHG emissions	2023: 80% reduction of scope 1 and 2 greenhouse gas emissions (GHG) by FY23***	Baseline is FY20 and reductions against baseline will be available from 2021	44% reduction		
	2023: 100% carbon free electricity in own data centers and offices	80%	92%		
Circular economy practices	2023: 100% reuse and recycling of hardware****	Baseline set during FY21	Internal: 70% Customer: 86%		
EXCITING PLACE TO WORK					
Diversity and inclusion	2026: 40% female employees by 2026: 50% female employees by 2030	29% female employees	29% female employees		
Employee experience	2023: Employee engagement score >75	76/100	78/100		

* Measured on an annual basis
** Scope: agreements made through Procurement function. Note that scope also includes supplier's versions of Code of Conducts agreed by our Head of Sustainability.
*** Baseline FY20.
**** 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 75% of Tietoevry's devices.

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		
Policies	4. Responsible sourcing		
	Policies, rules and guidelines		
Due diligence processes	Code of Conduct (1, 2), Internal audit policy (2, 3), Anti-corruption rule (2), Whistleblowing rule (1, 2, 3, 7, 8), Competition compliance 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 ethics guideline (1, 3), Occupational Health and Safety Policy (1, 8), HR Policy (1, 7, 8), Insider Rule (2), Public Authority Request Rule (1, 3)		
	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)		
	Sustainability management process, sustainability materiality assessment for Sustainability game plan 2023		
	Whistleblowing channel		

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

CDP

In 2021, 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 EcoVadis ranking and was recognized for its long-term commitments especially in CO₂ reductions and gender balance ambitions.

OMX GES Sustainability Finland Index

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

SHE Index

Tietoevry in Norway was ranked 14th out of a total of 92 companies in SHE Index. In Sweden, Tietoevry ranked 3rd out of a total of 30 companies. She Index will do a proper market entry to Finland in 2022.

Stakeholder engagement and materiality analysis

Understanding what our stakeholders expect from us is key to ensuring business success. Collaboration and continuous dialogue bring Tietoevry insights about stakeholders' concerns and expectations, as well as point out emerging risks and also business opportunities. With sustainability expectations growing all the time, stakeholder dialogue is a vital tool helping us to develop our ways of working across the value chain.

We are committed to meet our stakeholders' sustainability requirements and needs both in our daily business and our long-term strategy. Our approach to stakeholder engagement is based on both structured and sporadic dialogue and interactions. We engage with a wide range of stakeholders, including employees, customers, business partners, authorities, governments, and society at large. Our most important stakeholders are those directly affected by Tietoevry's operations, or the ones who have the potential

to affect our operations (all these groups are marked in dark blue in the illustration to the right).

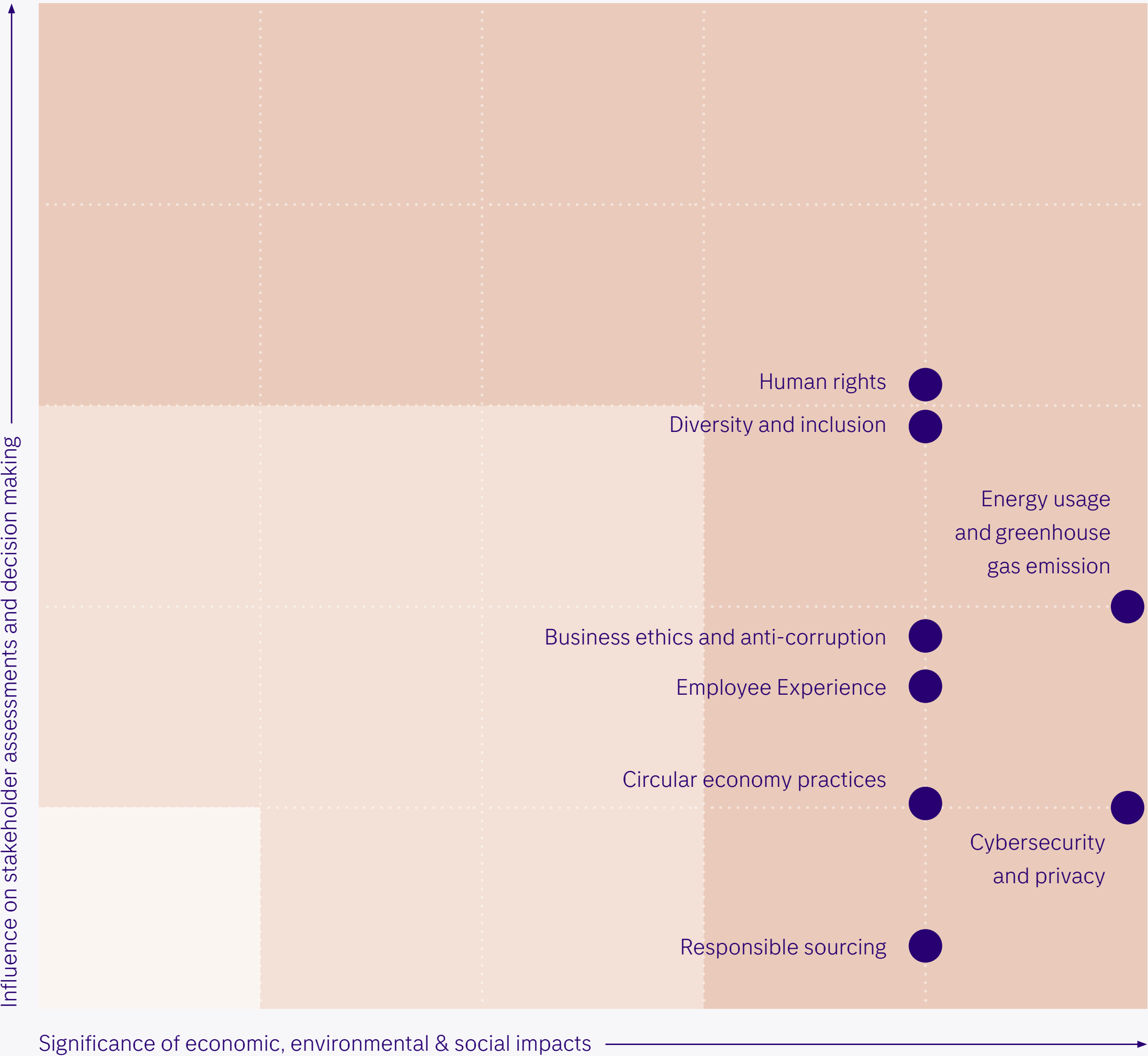
We interact with our key stakeholders in multiple ways; regular surveys are conducted with customers and employees, and important information is received for example through our escalation channels. Social media is an important platform for us to engage in a dialogue with both employees and external stakeholders. We actively monitor topical discussions and respond to questions. We also have ongoing formal and informal conversations with suppliers, business partners, customers, investors and authorities as an integrated part of our operations. More information about our stakeholder engagements throughout 2021 can be found [here](#).

Our stakeholder relations are managed throughout the organization, except for Investor Relations which is centralized within the Finance function.

Tietoevry's stakeholders



Materiality matrix according to GRI Standards

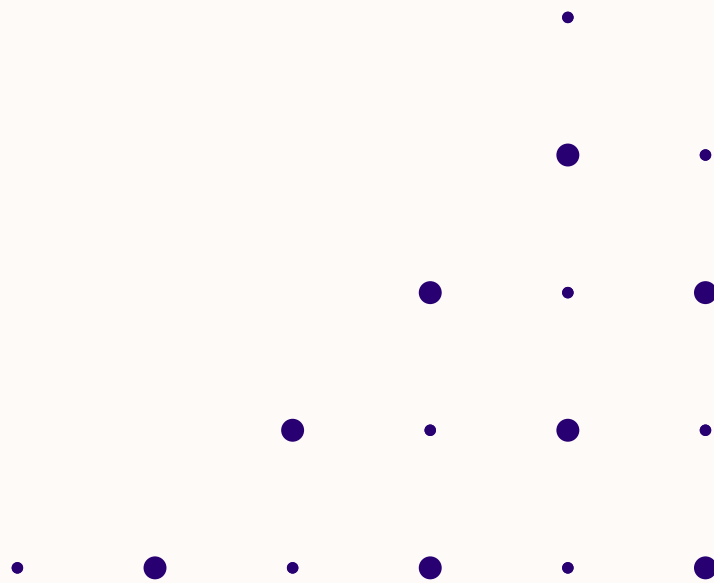


Materiality analysis

A materiality analysis is used to identify and prioritise the most important material topics based on the industry, our business and ambitions as well as the impact we have on society, market trends and the UN's Sustainable Development Goals.

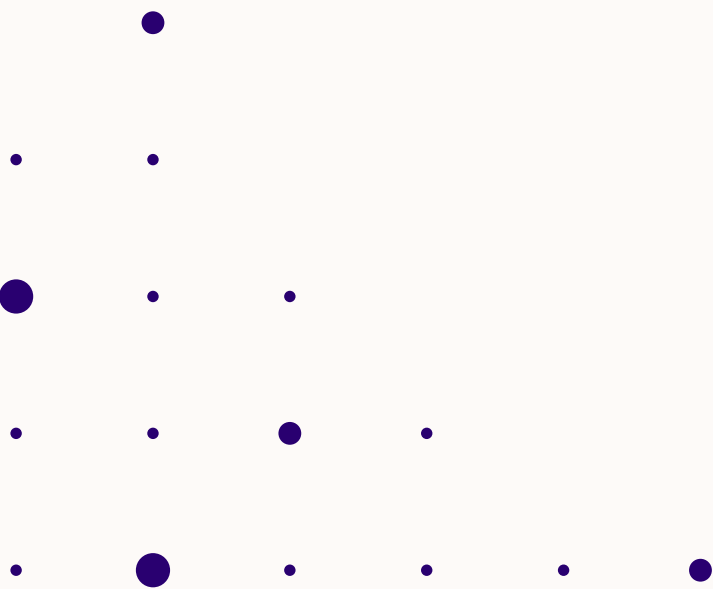
In 2020, we examined stakeholders' perceptions through a survey conducted among customers, investors, employees, potential employees, suppliers and partners. We also carried out in-depth interviews with key internal and external stakeholders – including subject-matter experts, customers and investors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

Based on our materiality analysis and our vision, strategy and operations, we have 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, Core option.



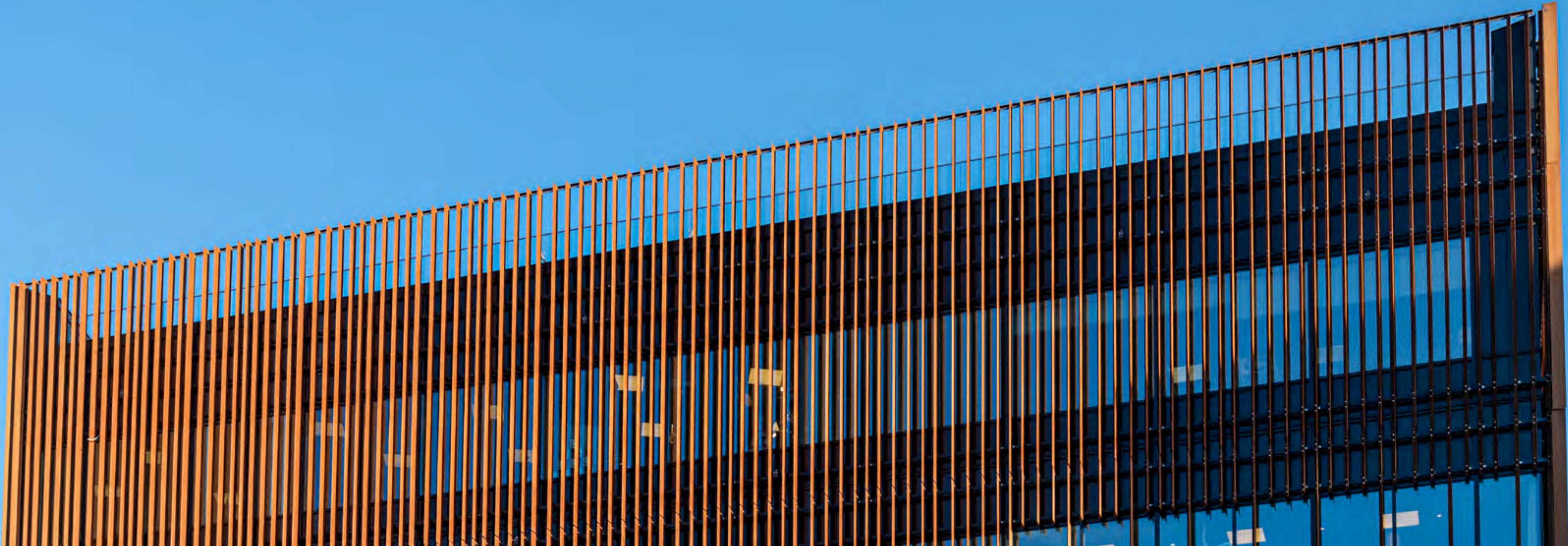
Impact in our value chain

As a company, we may cause impacts either through our own activities and operations, or through our business relationships. The table to the right indicates where in our value chain each material area is of most importance, and where the impact most likely occurs. Cybersecurity and privacy are areas of great importance in our interactions with our customers and the end users of our services and solutions. Business ethics, anti-corruption and human rights are topics that we can impact and be impacted by throughout our entire value chain.



Responsible area boundaries according to GRI Standards

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



Responsible operations

Climate action

015	Energy usage and greenhouse gas emissions
020	CASE: Accelerating decarbonization in Europe via the Energy ESC project
021	CASE: Citizen data drives climate action in Norway
023	Circular economy practices
026	CASE: Payment cards go beyond plastic
027	CASE: Data-driven insights reduce bus emissions in Helsinki

Exciting place to work

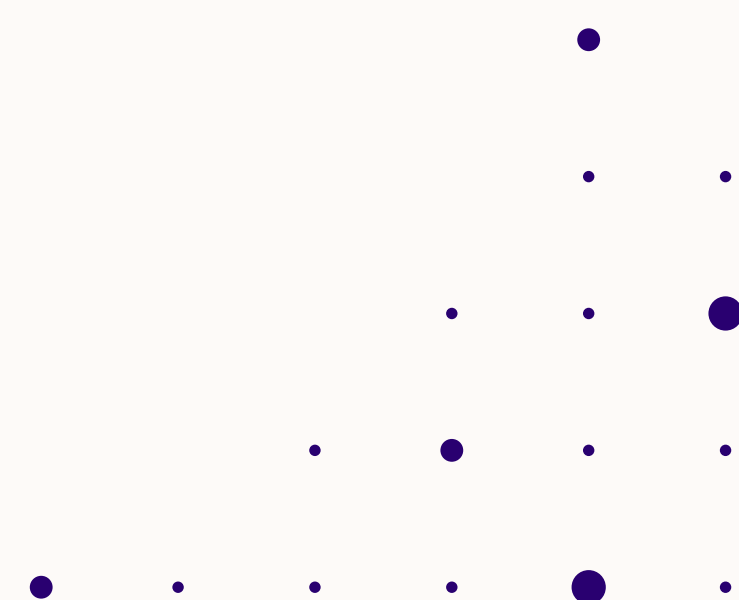
030	Diversity & inclusion
036	Employee experience
043	Building a brighter future through our societal engagements
046	CASE: New HIT team takes on our sustainability goals

Ethical conduct

048	Business ethics & anti-corruption
052	Cybersecurity and privacy
055	Human rights
058	Responsible sourcing
061	CASE: Tietoevry Sustainability Data Hub: real-time data for real-time action



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 – where we recycle and reuse our 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 is one of the biggest challenges of our time. Corporations have a significant role to play in tackling the challenge and Tietoevry is no exception. We take it upon ourselves to reduce our own carbon footprint and help our customers and society at large to become more efficient in energy and resource usage. Together we can pave the way towards carbon neutrality with sustainable IT solutions and innovative technology.

Our approach to reducing our own carbon footprint

As technology is created by people, and as global warming derives from human activities, we who are behind the technology and the creation of tomorrow’s society have a responsibility to make a positive impact on climate change. Companies of today are expected to take responsibility for their energy usage to minimize greenhouse gas (GHG) emissions. The challenge is now part of every industry’s and

customer’s agenda, so we as a tech provider want to be and should be part of the solution and the shift to greener ways of doing business.

We believe the most effective ways to fight climate change are reducing our own energy consumption and GHG emissions, as well as aiming for net-zero carbon in our operations. We understand the opportunity we have to help customers and societies reduce their emissions with the help of our products and services. We approach our role as an enabler of the transformation to a low-carbon society with great respect.

For our own operations – our offices and data centers, we aim to use electricity, heating and cooling produced with renewable and carbon-free sources – such as wind or solar power – as much as possible. We understand that the location of our data centers plays a key role in enabling the circularity of the energy the centers produce. Innovative technology allows the energy produced by the centers to feed nearby district-heating networks to warm

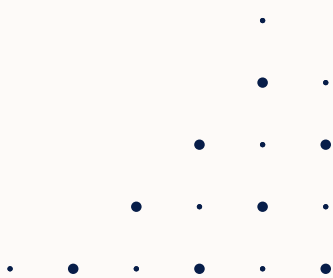
Percentage of carbon free electricity in data centers and offices

Target 2023, %

100

Result 2021, %

92





up households. By doing so, we are adding a circularity dimension to our power usage in a few of our data center locations. In 2021, 680 houses were warmed with excess heat from our data center in Espoo.

As a natural consequence of the Covid-19 pandemic in both 2020 and 2021, the business travelling has been dramatically reduced. With the adaptation to new hybrid ways of working – both culturally and through the use of modern conference tools – “no-fly” meetings and less travelling are becoming the new norm. In 2021, we reduced our CO₂ emissions from business travel by 63% per employee from 2020 levels. The reduction in emissions was a consequence of TietoEVRY’s pandemic-related travel restrictions in 2021.

As we need to procure goods for our own operations, we also need to reduce supply chain related emissions. Thus, we need to consider the whole lifecycle of the products and services we purchase and the emissions they cause – both upstream and downstream. We maintain a close dialogue with our suppliers and subcontractors, encouraging them to follow and set their own science-based targets according to the Paris Agreement. We expect 70% of our biggest suppliers to have absolute GHG targets by 2023.

Towards carbon neutrality

Tackling environmental challenges to protect and save our planet for future generations requires commitment, a proactive approach, and an aspiration to continuously improve. Our long-term targets are defined in our Sustainability game plan 2023. In the plan, we have set ambitious targets to achieve net-zero carbon emissions in own operations by 2025, and we are working to cut 80% of our market-based energy-related GHG emissions by 2023.

For 2021, we see our progress to be well on track, with a reduction of 44% from the previous year. By 2023, we aim to use 100% renewable and carbon-free electricity in our offices and our own data centers (scope 2). In 2021, the result was 92% due to increase of renewable electricity in offices in the Nordic countries. The 2021 result shows that we are well on track towards our target for 2023. Our co-location data centers are reported as part of scope 3 (indirect emissions).

Our total energy consumption for 2021 was reduced by 5% compared to the previous year. The main reason for this was the increased transition to cloud solutions. The transition to cloud is much more energy efficient and reduces the energy consumption in general.

Our carbon handprint is an important tool to exemplify the positive impact increased use of digital solutions and services can have on customers’ emissions. We estimated that the avoided CO₂ emissions for our customers during 2021 were 75 ktons of CO₂, thereby meeting our goal of an annual increase of avoided emissions by 10%. The scope includes smart transaction solutions in financial services and document handling systems within the public sector. We are looking into further developing our handprint calculation model during 2022.

By 2030, we aim to reduce the average carbon footprint per employee from business-travel-related emissions by 47% compared to the levels in 2019 levels (prior to the pandemic). TietoEVRY’s Travel Rule encourages employees to always prioritize virtual “no-fly” meeting alternatives over travel. The Travel Rule also recommends choosing environmentally-friendly options such as train travel over flying, or to use environmentally-classified vehicles.

Energy consumption and GHG emissions

Emission class	Unit	2019	2020	2021	% Change 2020–2021
302-1 ENERGY CONSUMPTION WITHIN THE ORGANISATION					
Stationary combustion					
Diesel total	kWh		525 800	472 000	-10
Transportation					
Diesel total	kWh		19 700	49 400	151
Petrol total	kWh		22 000	7 500	-66
Total scope 1 energy consumption	kWh		567 500	528 900	-7
Electricity	kWh	100 346 394		90 724 850	-10
Cooling	kWh	19 269 706		17 683 600	-8
Heating	kWh	9 381 487		13 628 900	45
Total scope 2 energy consumption	kWh	128 997 588		122 037 350	-5
Total energy scope 1 & 2	kWh	129 565 088		122 566 250	-5
302-3 REDUCTION OF ENERGY CONSUMPTION					
No data in 2020	kWh		NA	6 998 838	
305-1, 305-2 TOTAL DIRECT AND INDIRECT GHG EMISSIONS					
Diesel total	tCO ₂ e		138	132	-4
Petrol total	tCO ₂ e		5	2	-66
Electricity (location-based)	tCO ₂ e		11 317	7 936	-30
Electricity (market-based)	tCO ₂ e		8 845	5 578	-37
Cooling	tCO ₂ e		0	-	
Heating	tCO ₂ e		1 055	1 399	33
Total GHG scope 1	tCO ₂ e		143	134	-6
Total GHG scope 2 (location-based)	tCO ₂ e		12 372	9 336	-25
Total GHG scope 2 (market-based)	tCO ₂ e		9 899	5 499	-44
Total GHG scope 1&2 (location-based)	tCO ₂ e		12 515	9 470	-24
Total GHG scope 1&2 (market-based)	tCO ₂ e		10 042	5 633	-44

Emission class	Unit	2019	2020	2021	% Change 2020–2021
305-3 OTHER RELEVANT INDIRECT (SCOPE 3) GHG EMISSIONS					
Business travel	tCO ₂ e	24 102	1 898	717	-62
Business travel - flights	tCO ₂ e	22 270	1 755	669	-62
Business travel - own cars	tCO ₂ e	1832	143	48	-66
Upstream leased assets	tCO ₂ e		364	91	-75
Waste generated in operations	tCO ₂ e		51	39	-23
Total GHG scope 3 emissions	tCO ₂ e		2 313	847	-63
Total Tietoevry GHG emissions (location-based)	tCO ₂ e		14 828	10 317	-30
Total Tietoevry GHG emissions (market-based)	tCO ₂ e		12 355	6 480	-48
305-5 REDUCTION OF GHG EMISSIONS					
Scope 3			6 961	1 466	
Scope 2			9 011	4 125	
302-3 ENERGY INTENSITY	MWh/Meur		47	43	
305-4 GHG EMISSION INTENSITY	tCO ₂ e/Meur		4	2	
Other					
Energy returned to district network	kWh	14 907 500	12 318 390	13 650 000	

Tietoevry KPI 5.1 Percentage of renewable and carbon free electricity in scope 1 and 2	% of total		80	92	
Tietoevry KPI 5.2 Reduction of total Scope 1 and 2 GHG emissions	tCO ₂ e		9 011	4 410	
Tietoevry KPI 5.2 Reduction of total Scope 3 GHG emissions	tCO ₂ e		6 961	1 466	
Tietoevry KPI 5.3 Reduction of average carbon footprint from business travel per employee	kgCO ₂ e/employee		83	31	
Tietoevry KPI 5.4 Ton CO ₂ e avoided by customers through use of IT services provided by Tietoevry	ktonCO ₂ e	78	68	75	

Tietoevry is committed to the Paris Agreement, and in 2021 we have set our goals in alignment with the Science Based Targets. Our goals, covering our own operations and our supply chain, will be communicated more broadly in 2022 after validation by the Science Based Targets initiative (SBTi).

Our Environmental Rule outlines the environmental approach in our operations. The Rule covers three dimensions: our own operations, the impact we have on our customers' carbon handprint, and our overall value chain. The Rule applies to all Tietoevry companies and employees in all our operating countries. Each of our businesses are responsible for implementing processes and actions linked to this rule, ensuring alignment across our operations.

The Environmental Rule defines, among other things, our aspiration to reduce direct and indirect energy consumption in our offices and data centers by implementing more energy-efficient measures. When relocating or upgrading our facilities, 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 data centers are covered by our Environmental Management System (EMS), which is ISO 14001 certified. This year, after the integration activities across former Tieto and EVRY, we achieved a single global ISO 14001 certificate for the combined Tietoevry covering all businesses and sites.

All mentioned KPIs are tracked on an annual basis. Improvement actions are taken to ensure the best possible performance.

Making it all work together

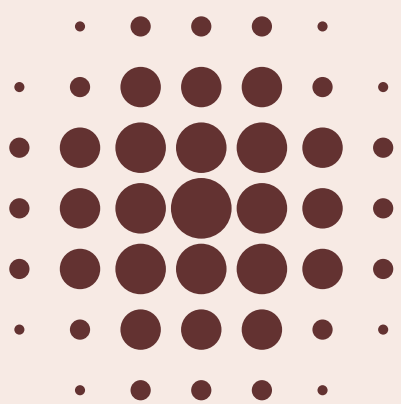
The Global Environment Team is responsible for developing, coordinating and supporting the implementation and continuous improvement of the Environmental Management System, EMS. The implementation of the system is the responsibility of the Environmental Manager appointed for one or several of our operating countries. Environmental Managers form a global network with regular meetings facilitated by a global EMS Manager and team.

The Sustainability Team owns the overall Sustainability game plan 2023, which defines the long-term targets for the EMS work. All our environment-related targets are managed in our EMS. The Global Environment Team works in close collaboration with the Sustainability Team to ensure the targets are met. All incidents related to environmental issues are reported through our EMS in each country. In addition, our global risk-reporting portal addresses environment-related risks.

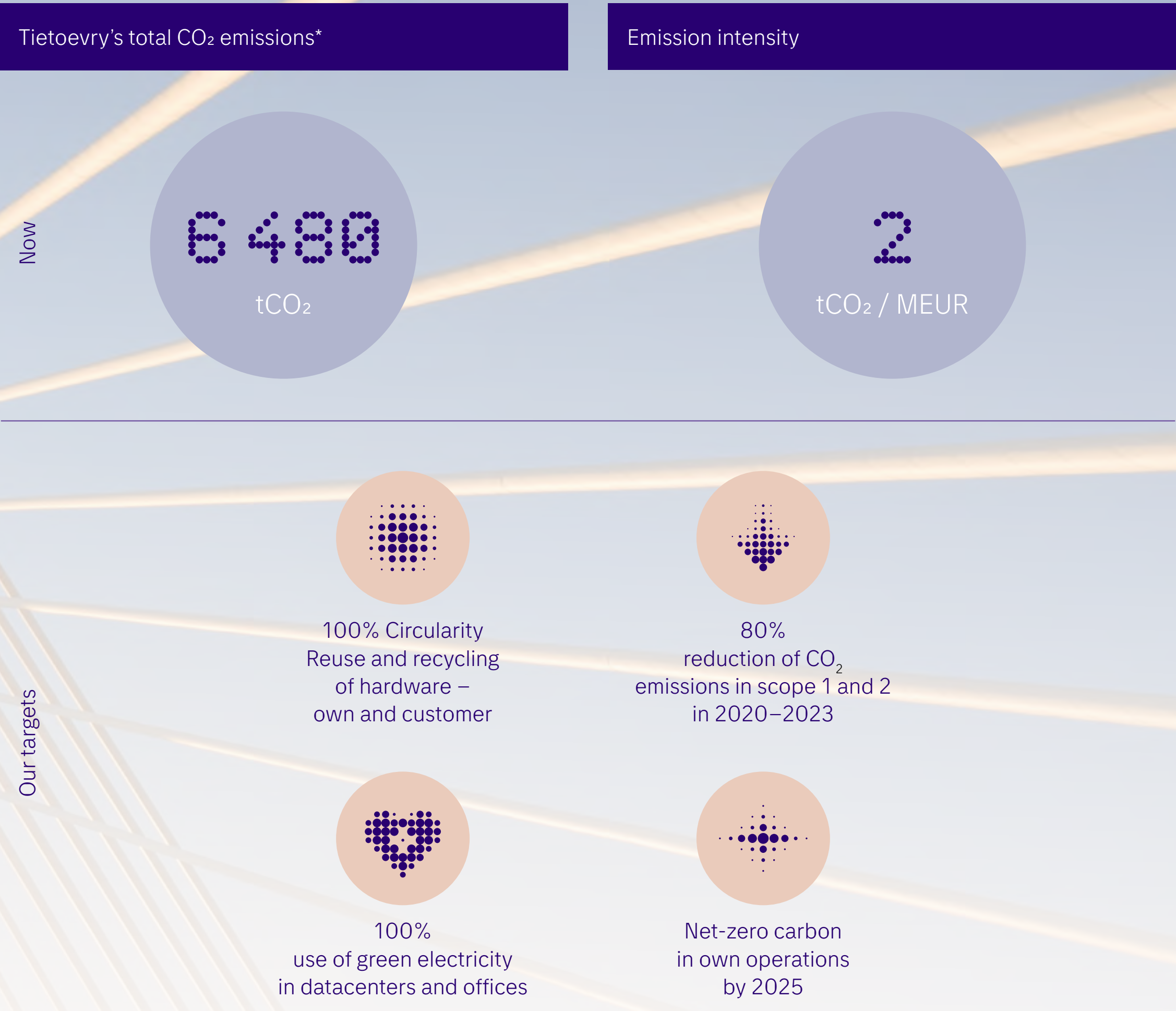
Our Chief Procurement Officer is responsible for the environmental management of our offices and our procurement activities, including business travel. Our environmental coordinators implement the daily environmental activities in our offices. The Head of Data Centers has the same responsibility for the data centers, and the data center teams are responsible for monitoring the energy consumption.



All our offices and data centers are covered by our Environmental Management System, which is ISO 14001 certified.



Our sustainability ambitions — towards a carbon neutral world



To create a more efficient global environmental management system, we worked on unifying our processes and guidelines during 2021. This work will continue in 2022.

Looking ahead, we continue focusing on ensuring efficient green energy consumption and decreasing GHG emissions by implementing circular-economy practices and responsible sourcing. Through supplier engagement and data collection we continue to manage the environmental footprint of our value chain.

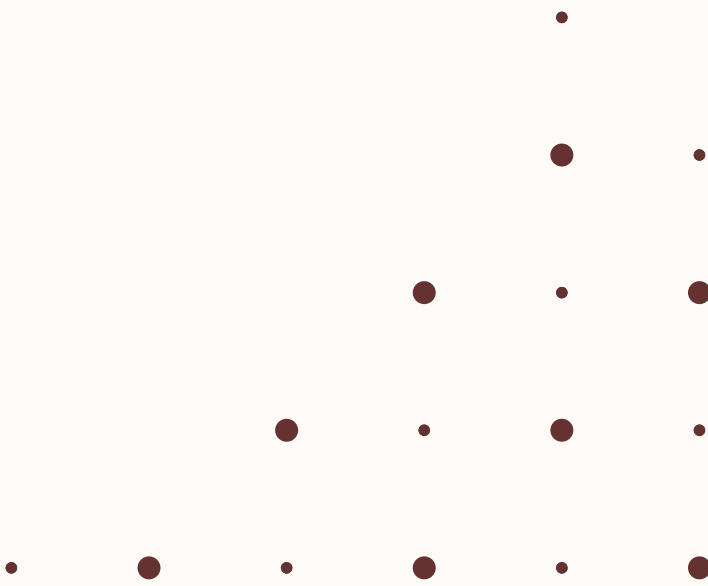
The continued implementation of our Sustainability game plan 2023 will proceed in order to reach a reduction of 80% of our GHG emissions in our operations, and be net-zero carbon by 2025 in scope 1 and 2. We continue our ambitious actions to minimize, neutralize and limit all emissions, also those that cannot yet be completely eliminated.

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.

* Covers emissions in Scope 1, 2 and 3. Scope 3 consists of emissions mainly from business travel and leased data centers.

We purchase a lot of goods and services via our supply chain and need to take into consideration the lifecycle-based emissions related to these actions. We will continue to work on reducing our emissions in our supply chain through new supplier engagement. Completely offsetting emissions is considered as a next step only after all our reduction ambitions are completed.

To increase the positive impact – our carbon handprint – we continue to provide our customers with solutions to support their transition to more sustainable operations. We are proud to work on projects that help customers measure and manage their emissions. The shift from old ways of working to utilizing new technologies has a positive effect on carbon handprints and we are committed to helping quantify that together with our customers.





CASE

Accelerating decarbonization in Europe via the Energy ESC project

30 participating organizations from eight European countries are paving the way for a new business and technology ecosystem aiming at tackling energy related challenges for the future of mobility. Tietoevry is coordinating the initiative.

[The Energy Electronics, Components and Systems \(Energy ECS\)](#) project is a mix of areas that need increased attention for unlocking the potential to reduce greenhouse gas emissions in the mobility and energy sectors. As societies are becoming increasingly data-driven and are shaped by innovative technology, the Energy ECS project shapes the future of e-mobility by electrifying the mobility industry with the aim of reducing carbon footprints in Europe through energy transitions.

The Energy ECS project builds on six use cases that represent different angles on the future of mobility and energy. The use cases have the potential to solve real challenges related to carbon emissions and are aimed at creating viable business solutions. The initiative tackles the following areas: enablers of new logistic modes, energy-

independent intermodal transport, advanced charging technologies, grid stability responding to bi-directional charging, and enablers of safe autonomous driving.

The advancement of e-mobility is a key part of the green energy transition. Together with its direct role in reducing emissions, the adoption of e-mobility can have a crucial indirect role as a grid stability element if managed intelligently. E-mobility accelerates the transition to wind and solar energy production, thus reducing the use of fossil fuels in the energy mix.

This is an extensive three-year project that truly has the potential to contribute to the European Green Deal Objectives via its ambitions and targets. The project has received funding from the ECSEL Joint Undertaking (JU)

under grant agreement No. 101007247. The JU receives support from the European Union's Horizon 2020 research and innovation programme in Austria, Finland, Germany, Iceland, Ireland, Italy, Sweden and Switzerland. The effort is coordinated by Tietoevry and is carried out by 16 small and mid-sized enterprises, eight large enterprises, and six research and technology organizations from countries across Europe.





CASE

Citizen data drives climate action in Norway

In 2021 Tietoevry partnered to develop Zero Emission Citizen – an interactive map providing Norwegian municipalities with greenhouse gas emission data down to the neighbourhood level. The tool is vital in linking citizen impact with Norway’s climate goals.

One of the challenges in the battle against climate change is that people often lack access to quality data on the carbon impact of their everyday lifestyle choices. Yet changes at the household level are fundamental to meeting national goals for emission reductions. In Norway, calculations from climate-tech expert Ducky indicate that average greenhouse gas emissions from citizens’ private consumption must be reduced from 13,5 tonnes to 3 tonnes in order to achieve the UN’s climate goals.

Against this background, Tietoevry joined forces with Ducky and urban-planning consultancy Asplan Viak to create an emissions data tool for Norway’s municipalities. Tietoevry gathers and assimilates publicly available data to help calculate the average emission impact per household in a given location. This data is then visualised on an interactive map.

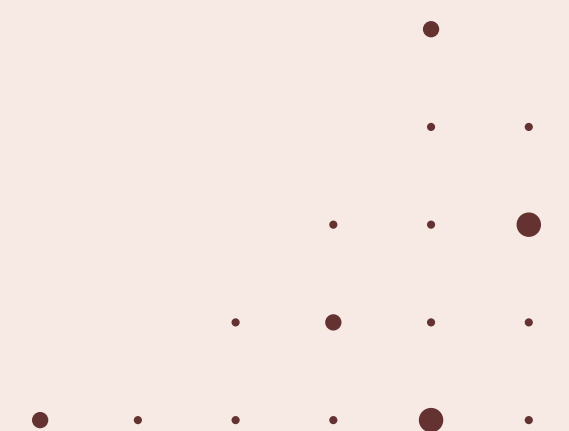
“The world is on fire and we’re running out of time, so everybody needs to pitch in. Yet the emissions impact of private individuals is generally not included in municipal climate strategies due to a lack of good data,” says **Kim Remvik-Larsen**, Head of Business Concepts, Data Services at Tietoevry.

“One of the quickest ways to make a significant positive climate impact is to help people to change their habits a bit. We need to do this in such a way that people want to change, rather than feeling pushed to do so. Zero Emission Citizen is designed around this promise,” he says.

Climate impact meets business value

The tool has been available to all Norwegian municipalities since June 2021. Average greenhouse gas emissions per

Zero emission citizen is vital in linking citizen impact with Norway’s climate goals.



capita are broken down into impact categories such as nutrition, transport and electricity. Municipal employees can drill into the data all the way down to the neighbourhood level. Groups of citizens can then be informed about the carbon impact of their choices, and can be offered initiatives to reduce their household’s footprint.

Tietoevry helps the municipalities to access data from public registries, from Norway’s national bureau of statistics, and by performing life-cycle analyses on consumption habits. Work has also started to bring in data from energy companies, banks, telecom providers and grocery stores. Other partners will be included too, as Tietoevry looks to build a multilateral ecosystem for exchanging carbon-impact data and insights.

“We’re in a dialogue with companies from multiple sectors, as there is business value for them in being able to provide carbon-impact data and insights to their clients,” says Remvik-Larsen. “For instance, one of the partners in Norway is a bank with 1.2 million private customers. The bank provides these customers with the option of seeing the carbon impact of their financial transactions. Services of this nature will clearly benefit from the data we gather.”

Same model, different contexts

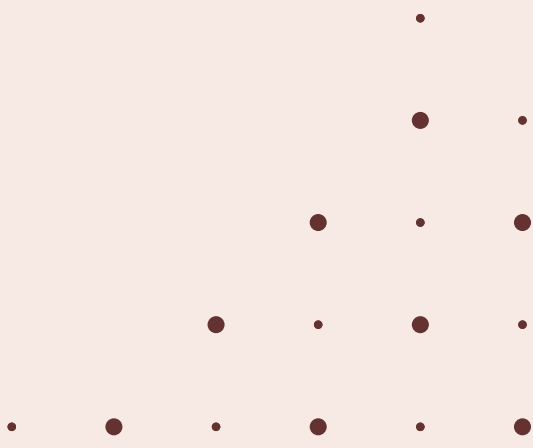
The statistically relevant information from Zero Emission Citizen helps in identifying behavioural shifts and trends. Both public and private actors can use this knowledge to create campaigns that shift consumption in a more climate-favourable direction. Having the information available in near real-time is a big advantage, as until now there has

often been a significant time lag between gathering data and driving action.

While climate-change data is the basis for the model today, Remvik-Larsen says the principles can be applied in other contexts too. This is where Tietoevry sees future opportunities.

“Sustainability is an extremely important topic, and also a very good learning domain for principles and approaches that are valuable and applicable elsewhere,” he says. “By pulling together information from a range of different players, we’re essentially providing a better basis for decision making. In the years to come, the bulk value of this approach can be realised in many different areas. We’re learning more every day.”

Having the information available almost real-time is a big advantage.



Circular economy practices

As one of the largest IT companies in the Nordics, we use a lot of hardware in our operations. We also provide hardware such as laptops and mobile phones to our customers. Due to this our operations do generate electronic waste.

A report from 2020 indicates that global recycling of e-waste is not keeping pace with the growth of such waste. We are committed to take action in this area, contribute to improving these numbers and support the transition to a circular economy. Reusing and recycling hardware in a structured manner is our first step towards enabling circular economy practices for both ourselves and our customers.

How we work

Production of hardware involves the extraction of raw materials, usage of water and generation of carbon

emissions. Today, around 83% of total global e-waste is not collected for recycling, which in turn increases the consumption of resources, the emission of greenhouse gases, and the release of toxic substances that may come from irresponsible waste-disposal procedures.

At Tietoevry, we provide personal IT equipment for our 24,000 employees. As such, we are responsible for a hardware fleet comprising computers and mobile devices of various types. Through our customer operations we also support customers and around 400,000 end users with devices such as laptops and smartphones.

Our End-User Services business is responsible for purchasing the hardware delivered to Tietoevry customers, while our Procurement function purchases hardware for our own employees. End-User Services also ensure that our customers' and Tietoevry's own environmental requirements are met. This includes TCO certified certification, an independent sustainability certification for IT products,

Percentage of reused and recycled hardware

Target 2023, %

100

Result 2021, %
Internal

70

Customer

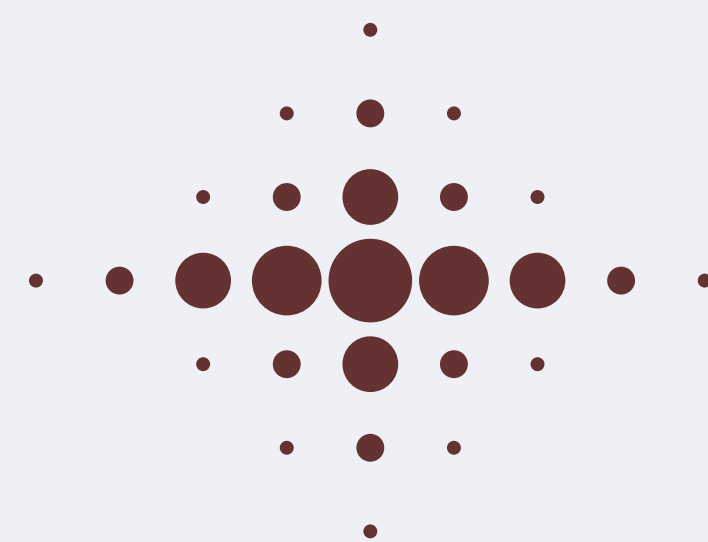
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* Scope: result based on reuse of returned devices (mainly laptops).





Our ambition is to reuse or recycle 100% of all internal and customer hardware.



or Energy Star certification for hardware devices. All Tietoevry's hardware suppliers and service providers are required to have relevant environmental certifications in place, such as ISO 14001 or the equivalent.

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

We collect information about the devices – including purchase date, purchase price, and technical specifications – and combine this with HR data to better understand the needs and usage patterns of our employees. When utilizing the Lifecycle Management (LCM) framework for our customers, we can collect the information about the devices they source from us and make it available to them.

By managing what, when and how we buy – and by taking responsibility for sustainable usage and end-of-life handling – we strive to minimize the negative impacts of production and logistics of the devices.

Progress

The former Tieto and EVRY used different asset management systems. Our ambition as Tietoevry has been to establish and implement a standardised approach to the purchasing and leasing of hardware devices for our customers and employees.

The Covid-19 pandemic had a positive impact on our circular economy practices, due to the savings actions that put a temporary stop on purchasing hardware for

employees. This boosted the reuse of available used devices within the company. We build on this and continue towards our ambition to reuse or recycle 100% of all internal and customer hardware – i.e. laptops and mobile phones by – the end of 2023.

In 2021, we started to track data regarding the reuse and recycling of the hardware usage in 2021 across Tietoevry. We count the number of returned and recycled laptops, including our own devices and the ones leased to our customers. We set a monetary value for these devices, and get configured reports related to our sustainability targets (CO₂, kWh) and our targets for the secure and safe handling of waste (including laptops and mobile phones). These reports are being managed by our End-User Services, Procurement and CIO Office.

We have also started to collect information related to waste, recycled rare materials and conflict materials, as reported by our hardware suppliers and take back system providers. By creating a framework and a baseline we can monitor and follow up on compliance and KPIs in this area.

In 2021, we recycled and reused 70% of the laptops used by our employees. In addition, 86% of the laptops delivered to our customers were reused or recycled.

We consider the devices that are returned to the take back system provider and are not reused but recycled, as waste. During 2021, Tietoevry generated 4,2 tons of e-waste. The waste has been disposed through good environmental practices by our third-party provider. Due to lack of availability and quality of data, our current data source covers approximately 75% of the estimated total volume of laptops.

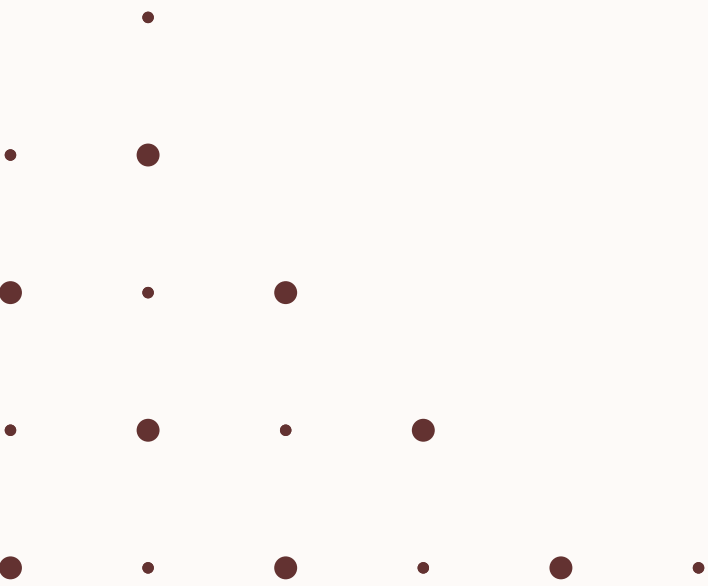
By utilizing a trusted vendor, and by closely following up our hardware life cycle through our central CIO office for devices used internally and End-User Services for customer devices, we are confident that our waste levels stay as low as possible and that the waste generated is being handled in an environmentally friendly way.

We also introduced a new mobile phone policy for the company, with a mobile phone lifecycle of three years. The new policy enables us to establish better management for the full life cycle of mobile phones together with our employees.

Looking ahead

We continue our path towards the 2023 ambition with the focus in 2022 on implementation of the new policies and processes. We continue enhancing the targets and partner selections and defining a more detailed roadmap towards 100% reuse and recycling of hardware. Green hardware reporting with energy usage per hardware unit, carbon emissions generated throughout a device’s lifecycle, waste per unit, and information related to rare and conflict minerals will also be further explored.

Our ambition is to extend hardware lifecycles and increase the usage of reused devices by supporting the end users with appropriate device-management services. We will also work on consolidating and standardizing our hardware models – focusing on TCO-certified devices – while minimizing the carbon footprint of our devices. Our future activities focus on increasing the length of lease periods, enhancing the climate-neutral hardware process and the circular economy. We aim to compensate the emissions for purchased and leased hardware.





CASE

Payment cards go beyond plastic

Tietoevry's card-issuer customers are increasingly choosing materials other than virgin plastic for the payment cards they source from us.

Each year Tietoevry delivers approximately 20 million payment cards. In 2020, just four of our card-issuer customers used sustainable materials for the body of the cards. A year later, and an additional 22 of our issuer customers have committed to launching payment cards based on sustainable materials.

We expect this trend to continue, which means that within two years more than 50% of the cards we provide in the Nordic countries will be made from sustainable materials.

"Cards are traditionally made from five different layers of polyvinyl chloride, or PVC, a material derived from oil. Sustainable cards replace some or all of these layers with a material other than virgin PVC," says Jarmo Rouhiainen, Head of Card Production and Personalization at Tietoevry.

"There are essentially two approaches. The first is to use recycled plastic materials such as rPVC or rPET. The other is to use a completely biodegradable material such as polylactic acid, or PLA, which is made from corn starch. Tietoevry is working with both approaches – it just depends on the customer's preferences," says Rouhiainen.

Towards the end of 2021, Tietoevry announced an agreement with the Savings Bank group in Finland that would allow the bank to offer its customers payment cards made from plastic collected from oceans and coastal regions. According to the International Union for Conservation of Nature (IUCN), at least 14 million tons of plastic end up in the oceans every year. The plastic for the Savings Bank cards is collected in countries without adequate recycling facilities.

"The growing trend towards using materials other than virgin plastic for cards is a win-win for sustainability on the one hand, and market differentiation for our issuing customers on the other," says Rouhiainen.

"Even though people increasingly use their phones to make payments, the number of physical cards out in the market is growing each year. A payment card is a very strong brand token

that a customer sees and uses often, which is why many banks and fin-techs look at cards as a way to stand out. Sustainable materials provide more options for this differentiation, while doing good for the environment."

Tietoevry has also kicked off a pilot project with Norwegian banking-alliance Sparebank 1 to assess the viability of recycling expired payment cards. When customers receive a new card, they also receive a return envelope and instructions to send back the old card. These are then sent to a partner for recycling. The overall CO₂ impact of the exercise is being assessed before potential wider roll out.

We are also helping our issuing customers to minimize the environmental impact of cards in other ways, including ordering them in larger batches from local factories to make deliveries more sustainable.



CASE

Data-driven insights reduce bus emissions in Helsinki

Helsinki’s public transport authority worked with TietoEVRY to study bus-route data and find ways to reduce carbon emissions. We believe the project can be replicated in other cities too.

TietoEVRY’s customer base in Finland includes public transport authorities, with some 90% of the country’s public-transport data going through our systems. The Helsinki region alone comprises some 15,000 IP addresses and is one of the biggest IoT implementations in Europe. We offer everything needed from the IT side to run such a service, including ticketing, fleet management, data management in vehicles, background services, and other platforms.

One of our customers is the Helsinki Regional Transport Authority (HSL), which runs all public transport in Finland’s capital region. With the majority of Finland’s citizens living in the capital, it generates some 70% of the country’s total public transport data. This makes Helsinki the ideal testbed

for public transport impact assessment and optimization projects, such as the emission-reduction initiative for buses that we carried out for HSL through 2021.

Smooth driving, better scheduling

Christian Sundell, Head of Intelligent Transport and Logistics Systems at TietoEVRY, explains the background to the project:

“HSL already uses TietoEVRY’s solutions to optimize bus routes based on how people jump on and off the vehicles,” says Sundell. “Our systems know where the buses are moving or should be moving, how fast they go between bus stops, whether they are on schedule, and so forth.”

“Now imagine if a bus driver is running late, for instance, so they push harder on the gas pedal to get to the next stop. Compared to smooth driving, the deviation from the ideal emission footprint on that bus stop goes into the red. This is the kind of thing we’ve been studying in the impact assessment for HSL,” says Sundell.

The idea is for the findings to be used in how HSL plans its bus routes. Even if an individual driver can affect sustainability by how they handle the accelerator, the biggest emission-reduction gains are made in the planning phase. With the more complete data picture provided by TietoEVRY, route planners can study the benefits of shortening routes or making seasonal changes to them. The data will make it possible to properly study the trade-



offs between service continuity and sustainability targets. Sundell believes this approach can be applied in other cities too.

“We are using a very granular and accurate calculation model in Helsinki that can be extended elsewhere, as the environment and routing details are similar in other Finnish cities,” he says. “By using Helsinki as the example case, we will calculate national averages for public transport emissions based on vehicle type, route, weather and several other metrics. These can then be used as guides in other locations.”

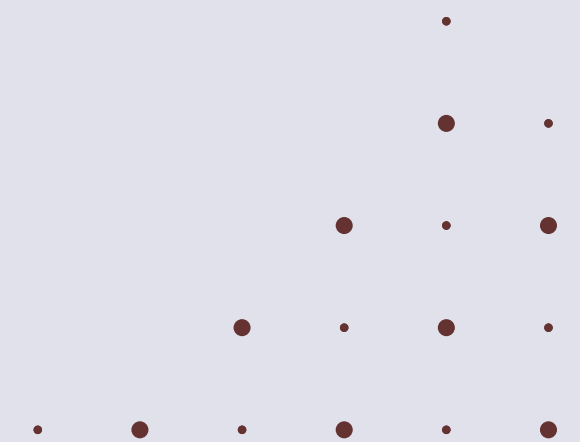
Green means more than go

In another boost for public transport sustainability, Tietoevry also works with partners on traffic-light prioritization services. Traffic lights and bus services in Finland are already synced so that a bus arriving at an intersection is met with a green light. This not only allows a smoother journey for passengers, it also makes better use of driver time and reduces the fuel consumed when starting from a stop. Now Tietoevry is studying the traffic-light prioritization data with the aim of making minor adjustments to bus schedules that would help with further reducing emissions.

“Eventually all this work and data will be available for the different applications through which HSL customers buy their tickets,” says Sundell. “Our solution will calculate accurate data on the emissions impact of each bus journey to show passengers the carbon footprint of their transport decisions.”

“We have a lot of data that can help public transport authorities to deliver a better and more sustainable service,” he says. “Digitizing cities in this way is not only good for sustainability, it also helps public transport authorities to strengthen relationships with their customers.”

Data can help
public transport
authorities to deliver
a better and more
sustainable service.





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, so 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 for good, and allow us to create a workplace where everyone can thrive.

Diversity and inclusion

A culture where everyone can grow helps employees to perform at their very best. Capitalizing on the perspectives of different people with diverse backgrounds improves innovation.

For Tietoevry, diversity and inclusion are fundamental in the creation of an inspirational workplace and thinking differently is how we advance our own and our customers' competitiveness.

Our approach

Diversity and inclusion are business critical, as a diverse workplace means more potential for finding better solutions to the problems our customers are facing. We need a diverse team when developing new digital services for a diverse group of users. There is also a shortage of talent in our industry, so for us to win the battle to attract talent we need to ensure that all current and future employees can thrive with us.

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.

Inclusion in a workplace can be described as the realization of a professional environment in which all individuals are treated fairly and with respect, have equal access to opportunities and resources, and can contribute fully to the organization's success. To reach this state we work hard on creating a culture based on continuous learning, diversity and inclusion. Constantly developing our culture, mindset and processes is key to fostering an environment of open thinking where a truly eclectic mix of people join forces for common goals.

Our Code of Conduct and our Diversity and Inclusion Charter outline the principles for diversity and inclusion at Tietoevry. Everyone plays a role in fostering 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

Total share of female employees

Target 2026, %

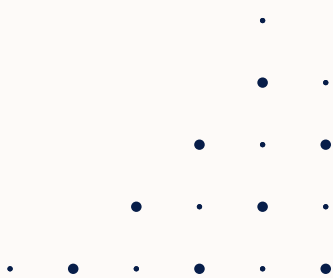
40

Target 2030, %

50

Result 2021, %

29





policies, promoting inclusive behaviour and minimizing bias in the workplace. The overall responsibility for ensuring a diverse workforce where people feel included lies with our CEO and the Group Leadership Team.

Attracting a diverse workforce

Policies and statements are fundamental, but the proof lies in how diversity and inclusion manifest in each business unit and in our operations across the company. Diversity is a highly prioritized topic for the members of our Talent & Acquisition team. They work tirelessly towards our diversity goals when hiring and attracting new talent.

Our aspirational goal is to have 40% female employees by 2026, and a 50–50 male vs. female split by 2030. TietoEVRY's ambition is to have, at any given time, the proportion of female leaders equal to or greater than the overall share of female employees, and to ensure that there is at least one female successor for all positions in all manager level succession plans.

Our diversity ambitions also 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. A healthy blend of age groups is good for the business, therefore we invest in the recruitment of graduates and young professionals. We see a competitive advantage in a combination of experience, subject-matter expertise, and industry knowledge with competences in relevant emerging technologies. We are also committed to ensuring an accessible workplace for everyone, regardless of their physical or cognitive abilities.

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, depending on each individual's ability and performance.

We measure diversity and inclusion in multiple ways. A corporate-wide cultural assessment is part of our employee survey, OurVoice, which is run three times a year, while the 50/50 gender balance ambition is monitored on a regular basis across our businesses and countries. Our HR function provides the Group Leadership Team with quarterly updates on the developments in various aspects of the diversity and inclusion charter.

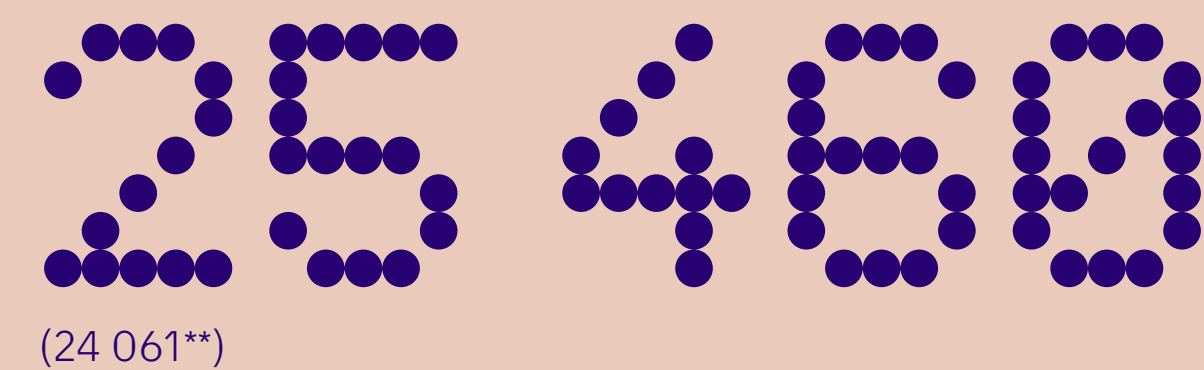
Progress in 2021

According to the European Institute for Gender Equality, only around 17% of the almost eight million ICT specialists in Europe are women. Increasing the share of women is challenging, since women are less likely to apply for male-dominated jobs. For companies like TietoEVRY, changes in employer communications and the language of job ads can help to improve the situation.

With this knowledge, we decided to tackle the issue at a grassroots level by revisiting our recruitment ads with help of Laura Smith, a researcher within the field of diversity, equality and inclusion from VALIDEI Research. By changing gendered content in the ads we were able to increase the percentage of female applicants by 32%. This initiative was a pilot conducted in the Nordics and the plan is now to analyze the learnings and implement the initiative on a global level.

Diversity and inclusion at TietoEVRY

Total number of employees 2021 (2020)



* Data does not include TietoEVRY's Swedish subsidiary Avega.

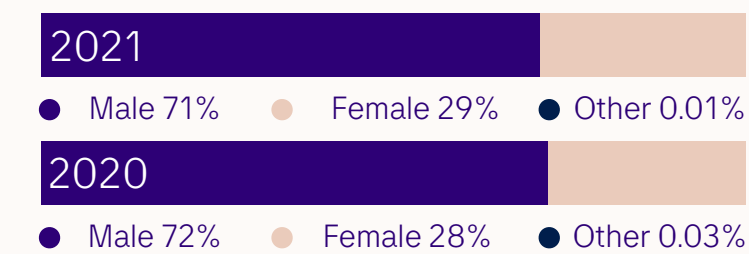
** Data does not include TietoEVRY's Norwegian subsidiary Bekk.

*** Data does not include TietoEVRY's subsidiaries Bekk, Avega, EVRY India and Infopulse.

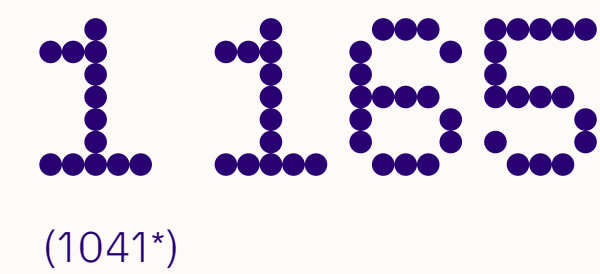
Employees working full-time*



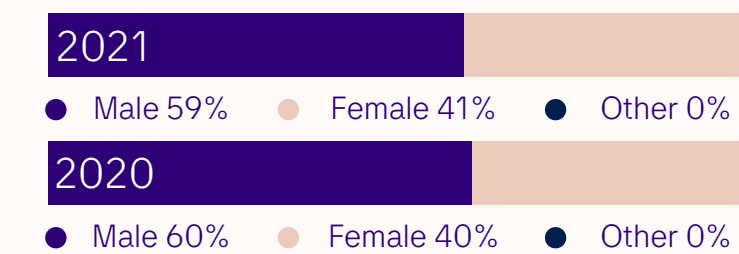
by gender



Employees working part-time*



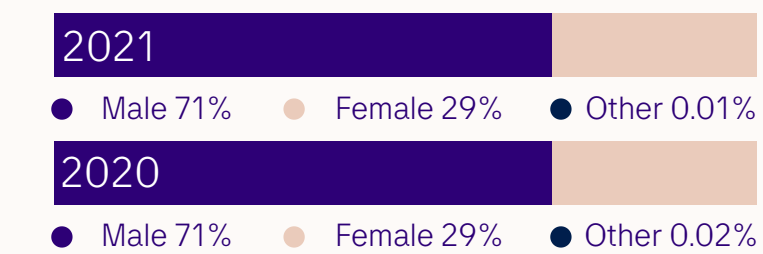
by gender



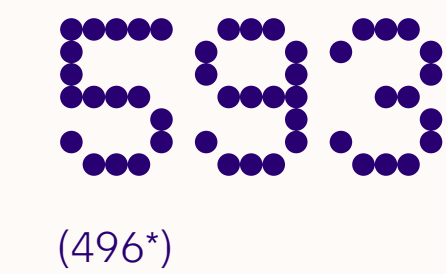
Permanent employment contract



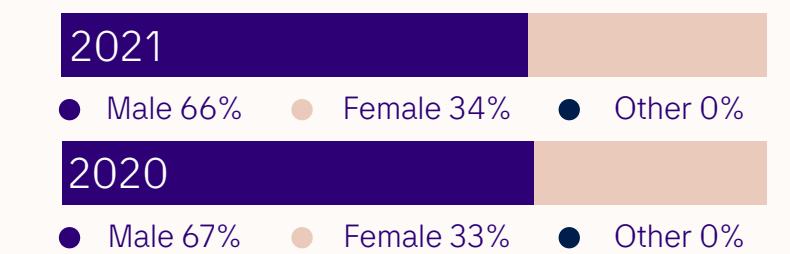
by gender



Temporary employment contract



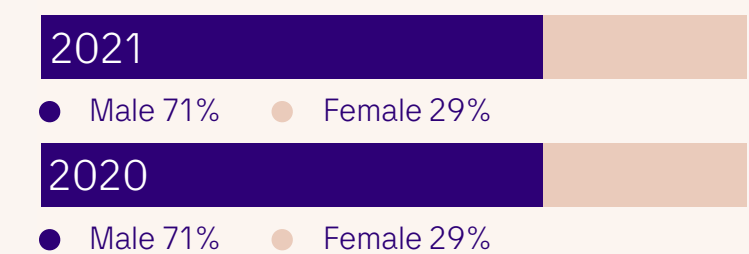
by gender



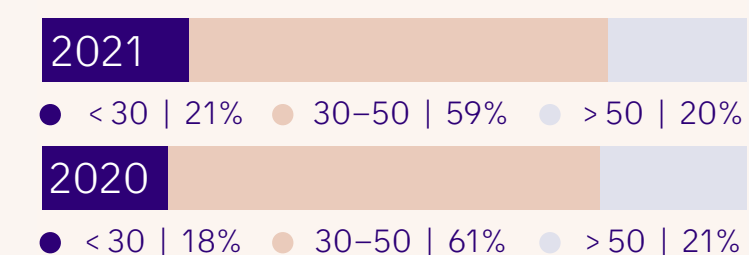
Total number of employees



by gender



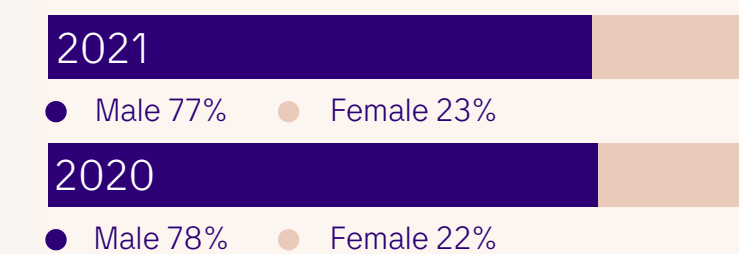
by age groups



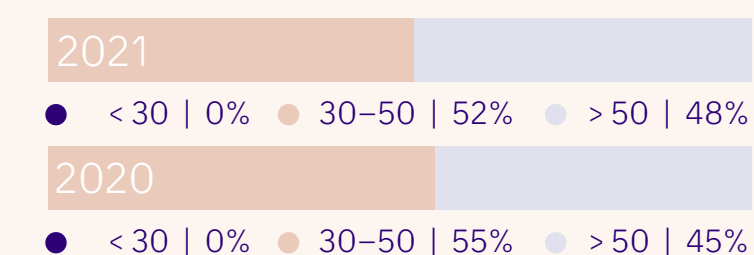
Senior management***



by gender



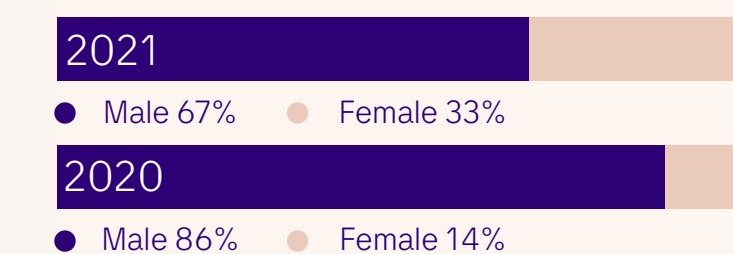
by age groups



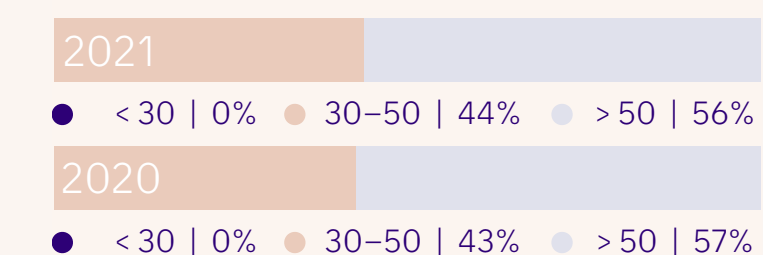
Board of Directors



by gender



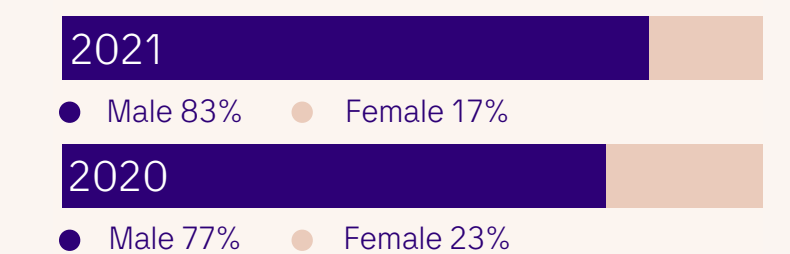
by age groups



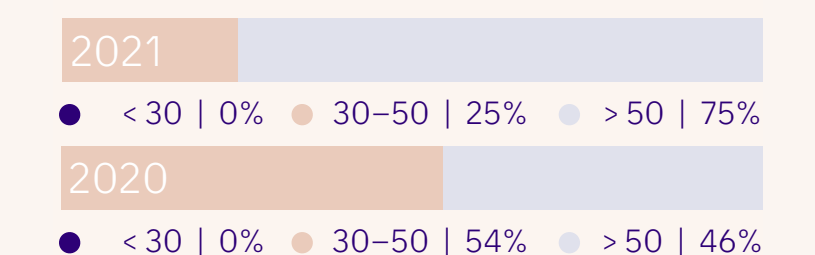
Leadership team



by gender

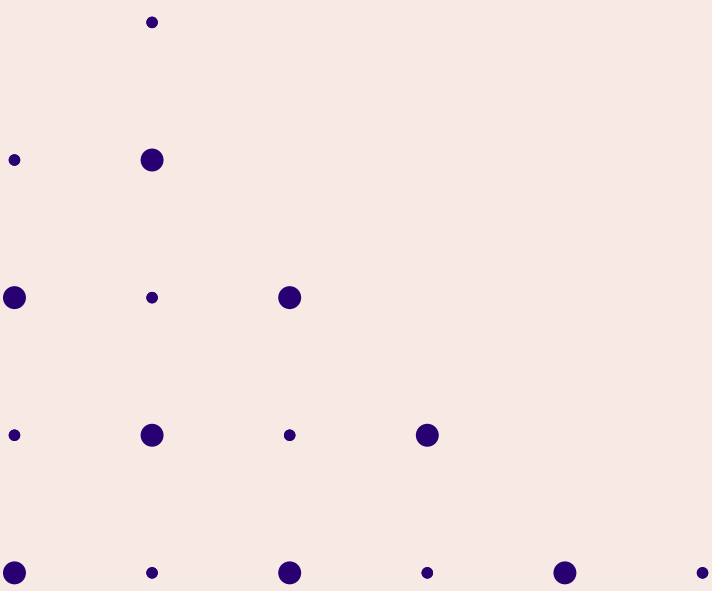


by age groups



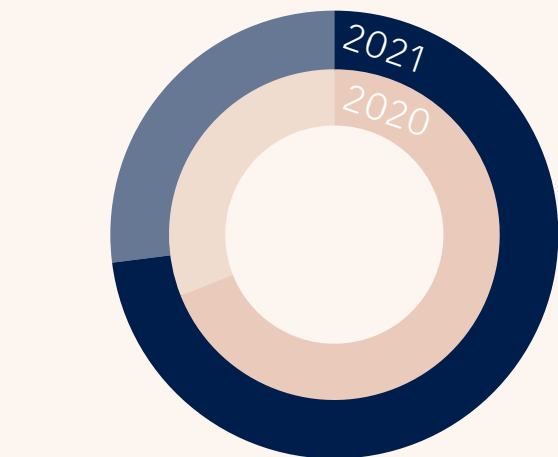
Total number of employees by employment contract by region, Dec 31 2021*

2021	Permanent	Temporary	Total	%
Sweden	4 473	52	4 525	17.8
India	4 414	49	4 463	17.5
Norway	4 338	105	4 443	17.5
Finland	3 329	16	3 345	13.1
Czech Republic	2 617	122	2 739	10.8
Ukraine	2 149	177	2 326	9.1
Latvia	1 065	21	1 086	4.3
China	838	8	846	3.3
Poland	733	2	735	2.9
Other	428	41	469	1.8
Austria	242	0	242	1.0
Lithuania	127	0	127	0.5
Estonia	114	0	114	0.4
Total	24 867	593	25 460	100.0



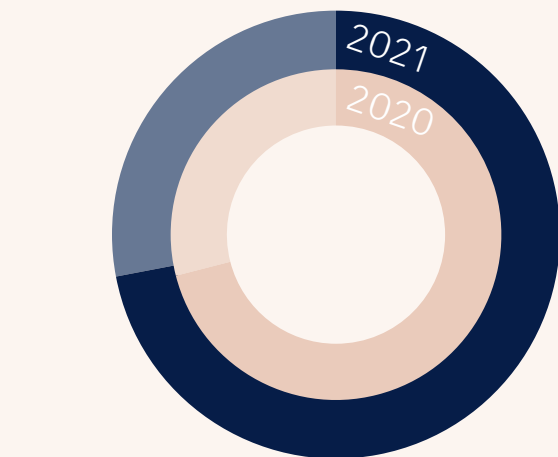
New employee hires and employee turnover by gender, 2021 (2020)*

New employee hires



Total	6 182 (3 211)
Male	4 292 (2 331) 69% (73%)
Female	1 890 (879) 31% (27%)
Other	0 (1) 0% (0%)

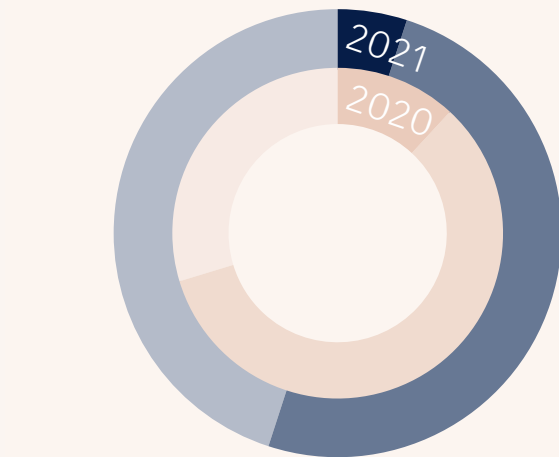
Employee turnover



Total	5 236 (4 065)
Male	3 752 (2 897) 72% (71%)
Female	1 482 (1 167) 28% (29%)
Other	2 (1) 0% (0%)

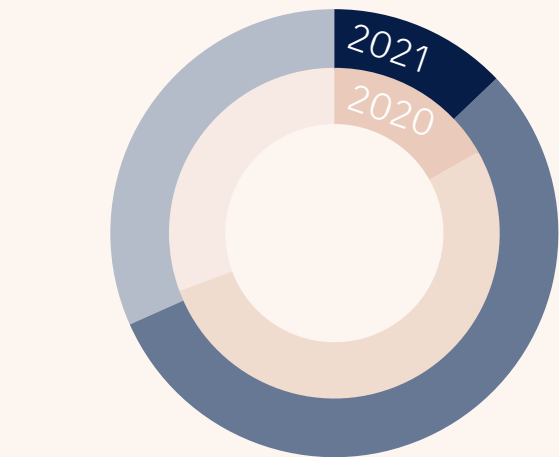
New employee hires and employee turnover by age groups, 2021 (2020)*

New employee hires



Total	6 182 (3 211)
> 50	285 (371) 5% (12%)
30-50	3 115 (1 891) 50% (59%)
< 30	2 782 (949) 45% (30%)

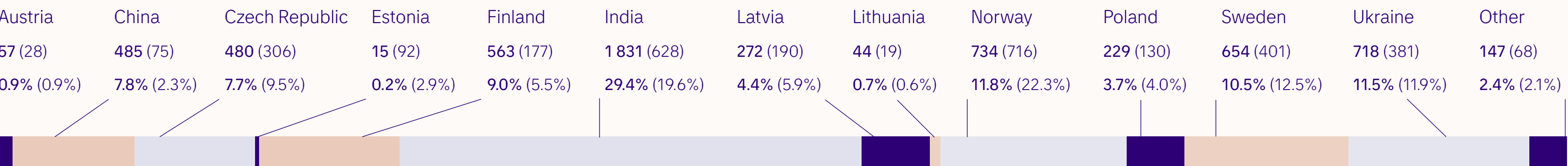
Employee turnover



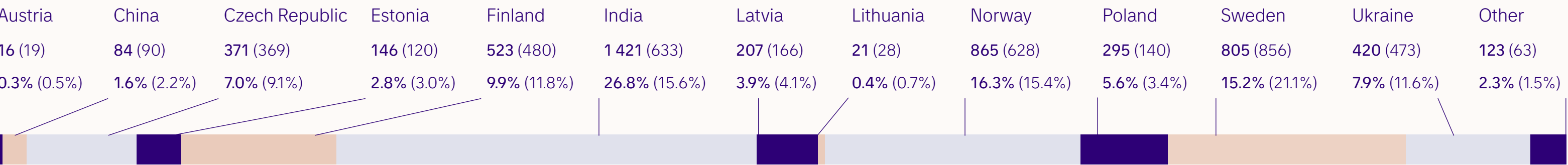
Total	5 236 (4 065)
> 50	664 (673) 13% (17%)
30-50	2 909 (2 140) 56% (53%)
< 30	1 663 (1 252) 32% (31%)

The data in brackets refers to 2020 numbers. *Data does not include Tietoenvry's Swedish subsidiary Avega.

New employees by region, 2021 (2020)



Employee turnover by region, 2021 (2020)



We also use anonymous recruiting for target groups, such as graduates. This means 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, level of engagement, and how fast the candidates 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 remain solely on the competence and skills needed for the job.

In 2021 we recruited a total of 209 (105) graduates of which 80 (46) were females. Compared to last year's figures, we have managed to recruit more graduates in total. However, we see a slight decrease in the percentage of women being recruited through our graduate programme. An explanation to this might be the increased need for highly technical software development roles. 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. Naturally, this affects the total number of females hired through our graduate programme, and overall during the year. In total, during the years 2017–2021 we recruited 649 graduates of which 39% are women.

By the end of 2021, the share of women in senior management positions at TietoEVRY had reached 23% which is an increase in comparison with last year's figures. Overall, the share of female employees in the workforce remained at the same level as last year, at 29%, and the share of total females hired was 31%, which is an increase compared to last year when 27% of the new employees were female. On 31 December 2021, 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. In 2021 we took the first steps towards the gender balance target by looking into our recruitment and successor practices. The development during the first year was moderate, some units standing out as good examples, and we continue the work in 2022 with new initiatives and practices across our new businesses.

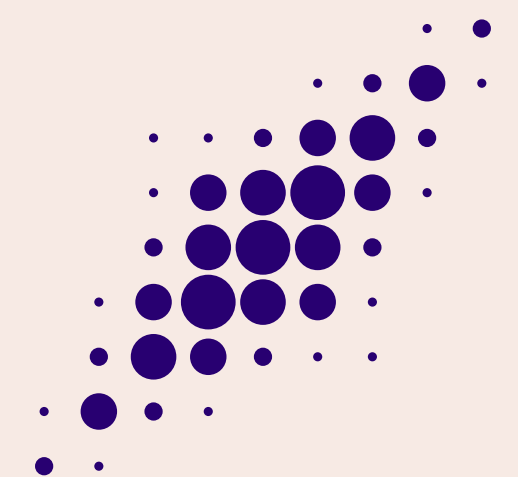
TietoEVRY contributes to transparency in gender equality by participating in the SHE Index. This is a voluntary measurement of how companies perform in terms of gender balance, gender equality policies, and diversity and inclusion. TietoEVRY has been included in the index for Norway since 2020, and in 2021 we were included in the indices for Sweden and Finland too. We have had a positive development on the index score in Norway where TietoEVRY ranked 14th out of a total of 92 companies. Similar success is being seen in Sweden, where TietoEVRY ranked 3rd out of a total of 30 companies. The SHE Index will be introduced in Finland in 2022.

Our commitment to diversity and inclusion is also shown 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 593 young recruits (37% of our total recruitments during 2021). At the end of the year, the average age of TietoEVRY employees was 39,7 years.

We take part in a wide range of local initiatives and activities to highlight diversity, inclusion, and women in technology. For example, in 2021 we continued to partner in female networks such as Women in Tech in Finland and Sweden,



An inclusive culture is
a prerequisite for creating
a diverse workplace.



and with similar external networks in Norway. Publishing our aspirational goal to have a 50–50 male vs. female split by 2030 has created us many public speaking opportunities about these ambitions and activities, including the UN Women network as well as an YLE Aurora event focused on equality. We also partnered with Pride across the Nordics during 2021.

During the past few years we have also focused on neurodiversity. This is described as the concept of not viewing neurological conditions as deficits, but rather as strengths that can be utilized as a competitive advantage. TietoEVRY works together with the Norwegian Labour and Welfare Administration (NAV) to enable and accelerate this initiative. Coming out of the pandemic, we will continue to build awareness – both internally and in wider society – to increase the utilization of this mostly untapped talent pool. During 2021, we held internal sessions to engage our colleagues and we are currently investigating widening the scope of our neurodiversity work to a pan-Nordic level. With increased understanding about neurological differences, new opportunities will open up where digital talents can drive innovation, challenge the status quo, and in general aim to make the world a better place.

In Sweden we have continued our collaboration with Länsstyrelsen in Stockholm – as part of its “Vidga Normen i praktiken” project – to evaluate our internal work against discrimination based on skin colour or ethnicity. Through training conducted by Länsstyrelsen during spring 2021, this project helps to increase our knowledge and awareness of restrictive norms. Guidelines on vocabulary and examples to be used when talking about racism in the workplace are now part of the Swedish personnel handbook. The ambition is to ensure everyone understands their responsibility and becomes aware of any unconscious bias and the actions they can take to mitigate it.

During 2021 six allegations of discrimination cases were submitted through our escalation channels. All of them were thoroughly investigated and none were concluded to be a case of sexual harassment i.e. discrimination. All six cases has been closed following due investigation.

Looking ahead

We kicked off our 2021 work by developing a clear action plan to support our ambitions set out in the Diversity and Inclusion charter. An inventory seeking to map all the ongoing initiatives and actions related to diversity and inclusion at our offices around the world will help us understand how to scale up and accelerate our efforts. Each country in which we operate may face different challenges when it comes to acknowledging diversity and ensuring inclusiveness.

Due to the launch of our new business strategy and the operations being split to six end-to-end businesses, there will be a need to review how we work with diversity and inclusion, including the further establishment of related KPIs. Our actions going forward will include setting measurable goals for diversity and gender balance per business unit, identifying successors and final candidates for leadership positions of both sexes, 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 build awareness across the organization through initiatives such as bias trainings. Salary comparisons across the various roles and countries will be one of the key initiatives going forward. It will also be vital to establish a transparent and systematic way to follow-up on the development of gender balance in our new businesses to ensure progress towards our long-term ambition.

Employee experience

Our people are the heart of Tietoevry, and we are committed to building an engaging workplace with an excellent employee experience. We want our employees to feel a sense of pride and commitment to our company and have the opportunity to grow and develop with us.

Our approach

Tietoevry is one of the largest communities of technology and business professionals in the Nordic region. We employ over 24,000 professionals and operate in more than 90 countries around the world. Continuous focus on improving engagement throughout the organization is an investment in the success of our people, and subsequently in the success of our customers. Thus, employee experience is vital for us.

To help our customers be more competitive, we need people with deep understanding of digitalization and the latest technologies, as well as an understanding of specific industry and customer needs. As our societies digitize faster than ever – with industries merging and all companies becoming technology companies – the need for new skills is constant and competition over talent is fierce. Understanding of local market environments, legislation and regulations is also important for our customers. All these factors together mean we need to constantly both re skill and up skill our current employees, as well as recruit new talent with the right experience.

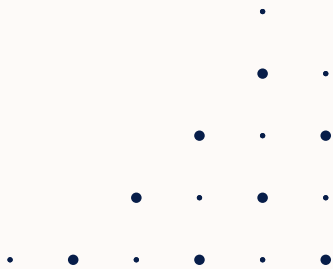
Employee engagement score

Target 2023, %

>75

Result 2021, %

78



Employee engagement

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

Our voice

Establishing a regular solid feedback and dialogue cycle across the organization

Tietoevry's Human Resources (HR) function facilitates and develops our workforce, making sure our practices and employee experience improve. The function is led by our Chief HR Officer, while HR leads are responsible for country-specific and service-line-specific HR operations and agendas. Leaders and employees in all countries are also responsible for living our culture and acting as role models for it. Overall, the governance for the employee experience lies with the Learning & Development unit within HR. Employee engagement activities are followed up through OurVoice, an employee engagement survey where employees give feedback on how we are doing in key areas three times a year. The survey results are reviewed and discussed in the Group Leadership Team, as well as within the business networks 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. 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.

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 both to inform and consult on the business and 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 2021, 45.8% of our employees were covered by collective bargaining agreements. However, the differences between countries are extensive, with the highest participation being in Sweden (93%) and in Finland (95%). Just as in 2020, this year too 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 (34% of total operations). In these countries of operation – such as in China, Ukraine, Poland, Russia 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 keys to success in our dynamic industry, so developing and nurturing a learning culture is essential. We call it "Keep Learning".

Our global processes to support this include our voluntary competence based Learning Communities and the Cornerstone learning platform, which has various learning modules on areas like data, analytics and the cloud. Both forums provide opportunities for our employees to learn and share experiences, and have turned them into active creators and curators of so called learning playlists, i.e.

suggested curriculums. By the end of 2021, 99% of our employees had used the learning platform, with an average of 19 training sessions completed per employee.

To further boost the learning culture during 2021, two Keep Learning weeks were organized to highlight the importance of learning and maintaining new skills. Keep Learning weeks included a total of 76 themed sessions and involved more than 3,200 learners in the activities.

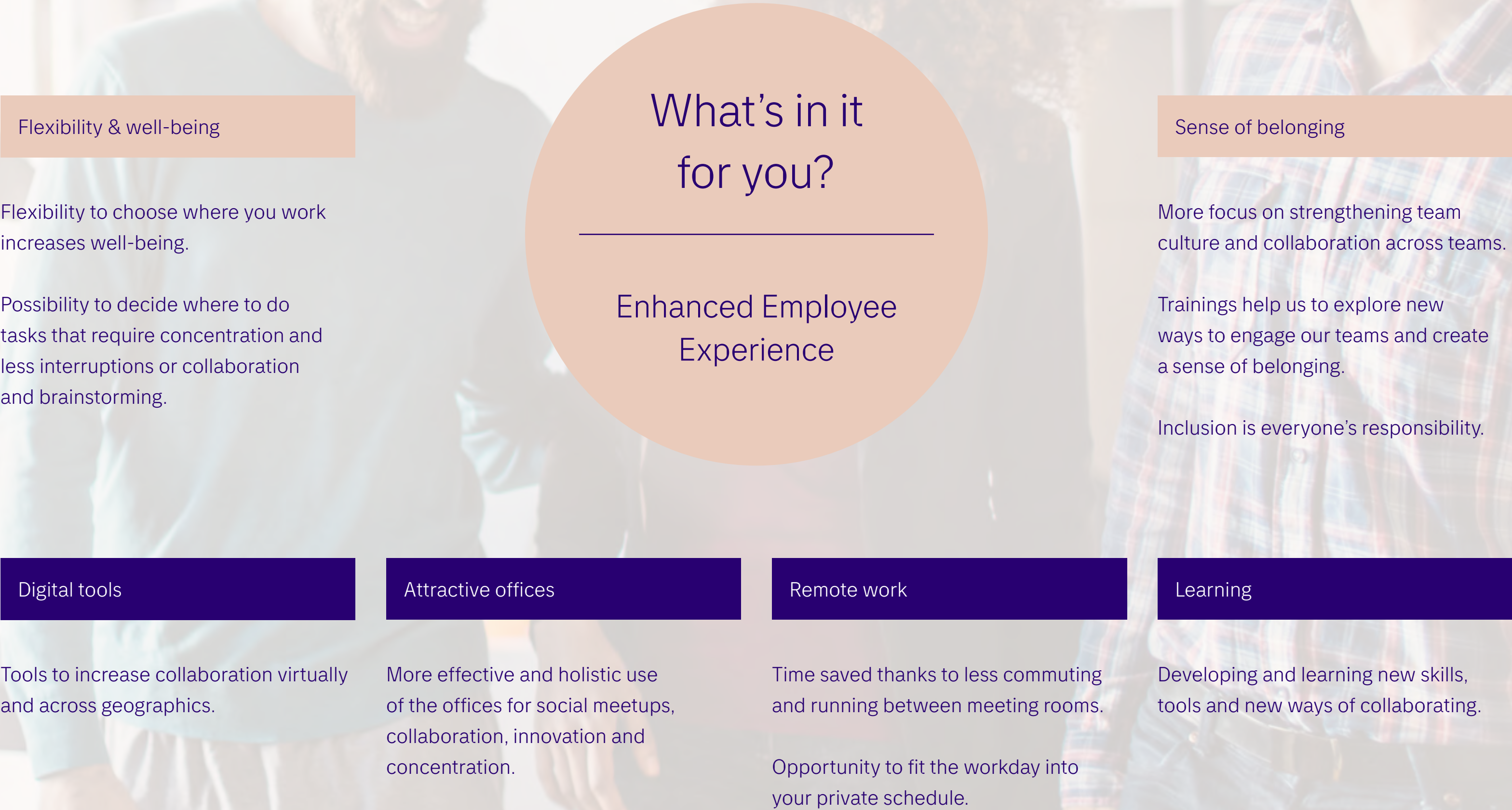
Our customers demand that we have the competencies to solve the challenges they face. To understand them and ultimately fulfil their needs, the right components, skills and expertise must be brought into the dialogue with the customer. In 2020, we launched a development program together with our strategic partner Microsoft to certify 3,000 Microsoft Azure-cloud professionals at Tietoenvry. By the end of the year 2021, the number of completed Azure certifications were 2,343, and we are proceeding well in our ambitions towards building the largest Azure professional network in the Nordics.

Microsoft Azure trainings are meant for all, from sales to technical experts and leadership to project managers. Upskilling helps in understanding the bigger picture, not just one customer project or delivery at a time, and it also creates a wider benefit for our customers and for us as a company.

Progress in 2021

The year 2021 was marked by the continued global pandemic, and it created an extensive focus on our employees' well-being and engagement. Since the pandemic began in 2020 we have been practicing the remote ways of working, which has become the new normal for us. We call it Hybrid Work. This has given many of us the

Hybrid Working at Tietoenvry





opportunity to better balance our work and our daily lives. According to a survey among our employees, most are also experiencing a greater level of productivity when working from home.

As in many other companies, a smaller group of colleagues have found the changes brought by the pandemic to be more challenging. They miss the social interaction with others, and to some extent lack a clear physical distinction between work and home life. Considering the long-term consequences that these new behaviours may have on the well-being has therefore been an important focus area for us during 2021.

In the spring of 2021, all Tietoevry colleagues were invited to co-create our future ways of working through a virtual Upgrading Working Life ideation platform and workshops. About 11,000 employees across the world participated, submitting more than 43,000 ideas and comments. According to the results, most of our employees stated that they prefer coming to the office 1–2 days per week, but preferences in ways of working differed.

The inputs received in the ideation were used for the creation of the Hybrid Working Guidelines launched in September. For us at Tietoevry, the new normal needs to be flexible enough to fit our different needs, hence our future way of working is hybrid – a combination of working remotely and from the office. We trust our employees to judge how to work, balancing global and local regulations with the needs and wishes of customers, their team – and carefully considering the well-being, development and productivity of each individual.

As difficult as the past years have been for many people and businesses, we are hopeful that the pandemic has also has positive effects in terms of work-life balance. 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.

Personal and professional growth is highly valued among our employees, and it strengthens engagement and motivation across the whole organization. This is why in 2021 we launched our new development and performance management framework, MyGrowth.

The framework was created to drive 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. The process puts the employee in the driver's seat. This means that 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 are entering into retirement. It is to ensure that our employees' needs are captured and followed up.

The Culture Code

After 2020, the year of integration, 2021 has been a year of building on the fundamentals for our future success. Creating a common company culture has been highly prioritized.

An important step in the integration phase was to create our own culture code to understand, manage and align cultural factors across the company. Tietoevry’s Culture Code defines our cultural guidelines and represents what the company stands for. Our Culture Code comprises four principles that describe the code in practice:

- **Customer Driven:**
We put the customer at the center 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.

The company culture sets the tone and affects every aspect of our business and the interaction with our customers. Going forward, the purpose is to enable our employees to continuously develop and sustain these values together.

The culture code

Customer Driven	Achieving Together	Keep Learning	Always Genuine
<ul style="list-style-type: none">→ 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.	<ul style="list-style-type: none">→ 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.	<ul style="list-style-type: none">→ 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.	<ul style="list-style-type: none">→ 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 in everything I do.

Re-enforcing Tietoevry identity and culture with leaders as role models



Results from OurVoice engagement survey

To continue improving employee engagement within Tietoevry, we need to listen to and act upon the feedback from our employees. The OurVoice engagement survey helps us to measure and gain insight into what matters to our employees, and what to improve. 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 78/100 for 2021. This is an increase from the 2020 result of 76/100, 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, thanks to the 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 almost 5,000 individual written comments per survey, which with AI-driven semantic analysis give 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 how to interpret the results, run workshops, create involvement and engage 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 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:

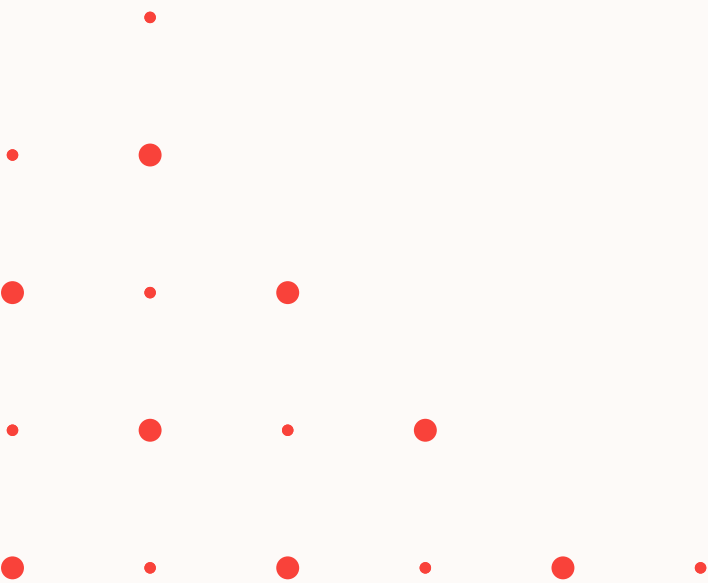
- Be authentic, always
- Embrace diversity
- Care for those around you

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 forward

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 will 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 survey in order to facilitate continuous dialogue and development across the entire organization, taking into consideration our newly established specialized businesses and their distinct focus, needs and ambitions.

In 2022, we will continue implementing the Culture Code and Leadership aspirations as part of our daily activities.





Building a brighter future through 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 2021 we collaborated with:

The Children and Youth Foundation

The Children and Youth Foundation in Finland 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. Our latest joint initiative is the Polite Type (see more on this below/on page 058).

Friends

The Swedish organization Friends has a vision of achieving zero victims of bullying. Every day, Friends visits schools, pre-schools and sports clubs to provide training and develop methods for preventing bullying and discrimination. Tietoevry and Friends collaborated by organizing a series

of workshops in Swedish high schools during the spring of 2021. In these workshops our Polite Type anti-cyberbullying initiative was used as part of the discussion. Students had the opportunity to discuss online culture, the importance of language, and how a single word can have serious consequences.

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 2021, we worked with Startup Refugees to enhance their own CV tool, “Match”. The tool is used to connect newcomers looking for a job with companies looking for employees.

Press

Together with Press – Save The Children’s youth organization in Norway – we have conducted workshops with children and youth across the country focusing on responsible online behaviour as part of our The Polite Type initiative. From the workshops we prepared a report that summarizes all the input from the kids, alongside Press’s recommended actions. We feel adults must take children seriously and listen to what actions the children themselves believe can help. All children deserve a safe upbringing, both in the physical and digital worlds.

Identity Foundation

This charitable trust works with socio-economically challenged children in the city of Pune in India. We have 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 the poor.

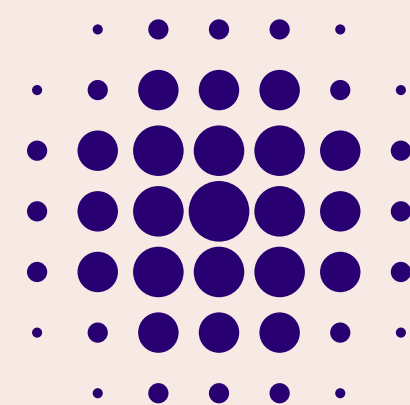
NASSCOM Foundation Program – Tech for Good in India: A volunteering program through which we offer technology mentorship and grants to social innovators.

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





We believe the future lies in the youth of today and that technology is shaping the future.



Polite Type – taking a stand against cyber bullying

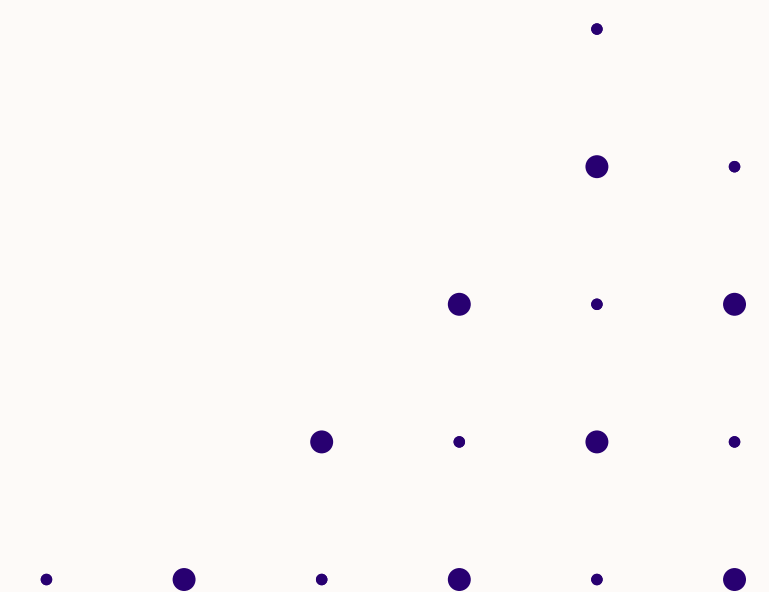
During autumn 2020, we launched the Polite Type initiative against online hate speech, aiming at more inclusive online behaviour. The initiative was started in Finland and Sweden, and it was further expanded to Norway and Austria in 2021.

Bullying is especially damaging to children and people at a young age. We want bullies to rethink the words they use and the meaning behind them. This is why we created the Polite Type, an open-source font that rewrites hurtful words and replaces them with more inclusive ones. Inclusion, diversity and the utmost respect for each individual are at the core of our values at Tietoevry. The Polite Type supports our vision, but more importantly it hopefully continues to inspire all audiences and stakeholders to consider how bullying could be tackled.

The project was initiated in Finland together with our long-term partner, the Children & Youth Foundation, and was expanded to Sweden where the initiative is supported by the Friends organization. In 2021 the campaign took off in Norway, as we announced we would initiate discussions in Norwegian schools too in collaboration with Press; a Norwegian NGO and a Save the Children affiliate. During spring, workshops across the country were organized where children were able to suggest actions that schools, parents and the Norwegian government can take to build a safer digital environment for children in Norway.

In addition to the Nordic countries, the font has reached a large worldwide audience and raised discussions on this important topic through social-media channels and other media outlets.

The Polite Type has received more than 15 nominations and awards globally for its efforts against online bullying. These many prestigious recognitions prove that simple ideas are often the best. The Polite Type also serves as a clear example of how the innovative use of technology can help us to tackle societal challenges.





CASE

New HIT team to boost our sustainability goals

Tietoevry has set ambitious sustainability goals for the years ahead. Our new HIT team helps to identify and develop ways we can reach those together with our customers.

Sustainability always starts at home. Every person or company is responsible for getting their own backyard in order first. That's why we've put a lot of effort into developing our energy and circular-economy practises, diversity and inclusion policies, sourcing activities, and more.

But as an IT company, there's even more we can do in the area of sustainability. With the knowledge and the tools we work with every day, we have the power to help our customers improve their sustainability performance. This is also where Tietoevry can make its biggest impact on sustainable business practises.

During early 2021, we formed a cross-functional sustainability HIT team tasked with developing this opportunity. The team is led by Senior Sustainability Manager **Ulrika Lagerqvist von Unge**.

"We saw that many of our customers are looking for new co-operations and solutions to fuel and advance their sustainability efforts, so we focused more closely at how we can help," says Lagerqvist von Unge. "We reached out to some of Tietoevry's business leaders and asked them to nominate people within our different delivery organisations who could support us in realizing these

impact opportunities for our customers. This led to the establishment of what we now call the sustainability HIT team."

The HIT team comprises eight employees, with plans to add additional members in the years to come. The team kicked off its work in 2021 by an inventory of ongoing sustainability-related projects and partnerships Tietoevry was involved in – and an assessment on how these could be scaled or repeated. A lot of work has also been done on building awareness – both inside and outside the company.

"Tietoevry employees have a lot of knowledge about tech and business, but they may not always see how it connects with our sustainability agenda," says Lagerqvist von Unge. "So part of our job is to spread that knowledge and join customer teams in both internal and external dialogues on possibilities that we have at hand."

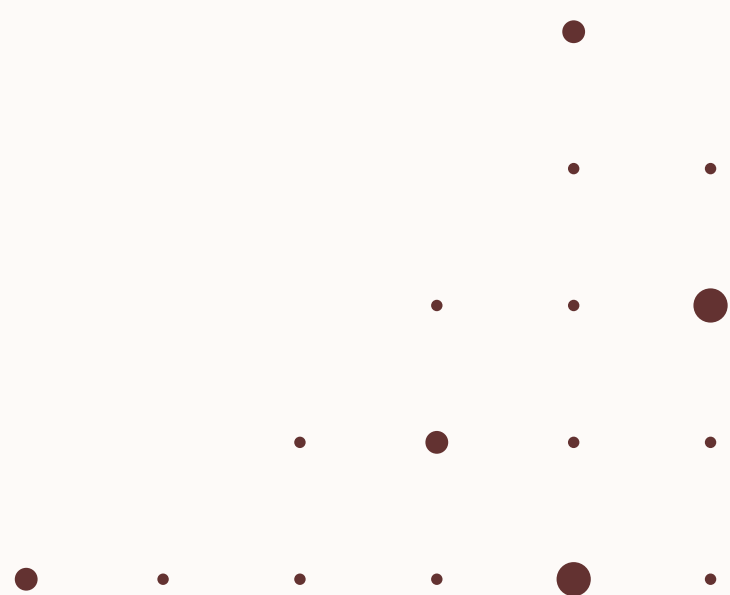
Tietoevry Lead Business Consultant **Peter Mankenskiöld** is an industry and application advisor who is part of the HIT team too. He brings insights from the B2C world, specifically from working with public-sector customers and having been involved in sustainability initiatives since 2008.

"A lot about sustainability really comes down to information management," says Mankenskiöld. "When you have good control over your data, you can use it for different purposes. In this way sustainability KPIs can be a steering mechanism to provide a wider perspective on making business decisions."

"One of the HIT team's crucial roles is that we can collect all the relevant sustainability activities and initiatives from across Tietoevry, so the customer can see that we have a palette of different services. This helps us with cross selling. As you get to know a customer better, you can offer them lots of different solutions from our portfolio," he says.



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 to all our stakeholders. Implementing and maintaining responsible business practices across our business operations is how we build and maintain trust.

We are 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

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, in 2021 we updated our Know Your Counterparty Rule and our Anti-money Laundering 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 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.

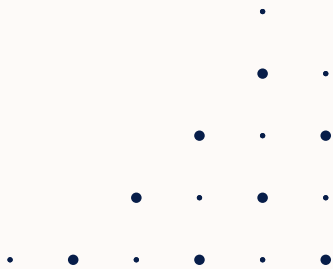
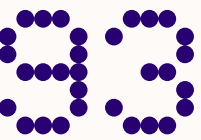
In addition to our GRI Standards disclosures we have set an additional target of responding to a whistleblowing

Completion of Code of Conduct e-learning

Target 2023, %



Result 2021, %



Income taxes payable, EUR million

	2017	2018	2019	2020	2021
Finland	7.2	12.1	9.6	12.0	17.1
Sweden	9.2	7.9	1.3	0.4	17.4
Norway	-0.4	0.00	1.9	2.6	1.2
Czech Republic	1.5	1.6	1.4	1.4	1.7
India	2.3	2.2	1.9	2.9	5.9
Ukraine				3.3	2.5
Other	1.7	2.9	5.7	4.8	9.1
TOTAL	21.5	26.7	21.8	27.4	54.9

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



notification within four business days of receiving it, a target we reached in 2021. 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 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 validate 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 the relevant laws and regulations in all 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.

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 on 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.

Tietoevry Tax Principles

We are committed to operating in a responsible way and with high ethics in all our activities. Our firm 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 objective is to avoid uncertain tax positions. In case of uncertainty, all tax positions taken should be supportable and likely to be upheld by relevant tax authorities. 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 open co-operation and focus on preliminary discussions to ensure correct taxation. Tietoevry operates in accordance with an approved Tax Policy, and the Group Tax team reports on the status of Group tax issues biannually to the Audit and Risk Committee.

Progress

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

- Finalized the harmonisation of our policies and processes after the merger of Tieto and EVRY
- Conducted Code of Conduct training for managers before offering the training for all employees

- Continued learning sessions covering the Code of Conduct, security and GDPR, and organised mandatory training for all our employees
- Updated our Know Your Counterparty Rule and our Anti-money Laundering Rule Carried out global communication and awareness campaigns for our Tietoevry-essentials training modules, including our security, GDPR, environmental management, and Code of Conduct e-learning
- 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

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 2021, 93% of employees had carried out the Code of Conduct training which is an improvement compared to 91% completion in 2020. This year we have widened the scope and in addition to Tietoevry employees we are also including the completion rate of the Code of Conduct e-learning of employees at Infopulse and EVRY India.

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 also know how to report potential breaches. We also conduct assessments of our operations with the aim of identifying any risk for corruption and fraud. In 2021, our operations in three countries – covering 17% of our business – were assessed for risks related to fraud or corruption. No significant risks were identified through this assessment.

However, there is one public legal case related to an old corruption incident, where a former Tieto employee was found guilty and convicted for bribing a public official in 2018 (reported in the Sustainability Report FY2018). The trial concerned the person as an individual, not former Tieto as a company. In December 2020, the case was transferred to a prosecutor who decided to press charges against former Tieto Latvia for accused lack of controls. Tietoevry denies the charges. The case is currently subject to court proceedings in the Riga District Court.

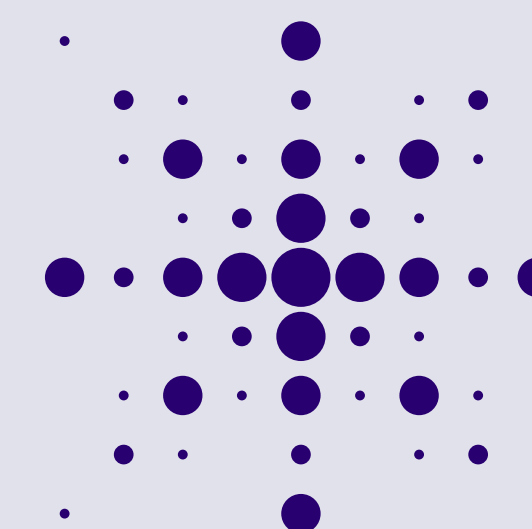
One suspected case of anti-trust was detected in 2021. In December 2021 Infopulse Ukraine, a Tietoevry subsidiary, was fined for alleged collusion in relation to one Ukrainian government tender in 2017. Tietoevry takes the situation very seriously and has initiated an independent investigation with an external auditor to clarify the events thoroughly.

Tietoevry has a zero tolerance for corruption and all unethical behaviour. We continue our efforts to prevent and detect any acts of corruption and unethical behaviour, however we cannot fully remove the risk of wilful criminal conduct of employees. The result suggests that our continuous work to increase ethical awareness and strengthen internal controls is reducing the risk of corruption.

Internally, whistleblowing escalations in 2021 generated 24 investigations in five different countries. These investigations included analysis of fraud, misuse of company assets, corruption, antitrust, conflict of interest and inappropriate behaviour of individuals including bullying, racism and harrasment. In 2021, four breaches of the Code of Conduct were confirmed. No incident of corruption was identified in 2021.



Tietoevry has a zero tolerance for any unethical behaviour.



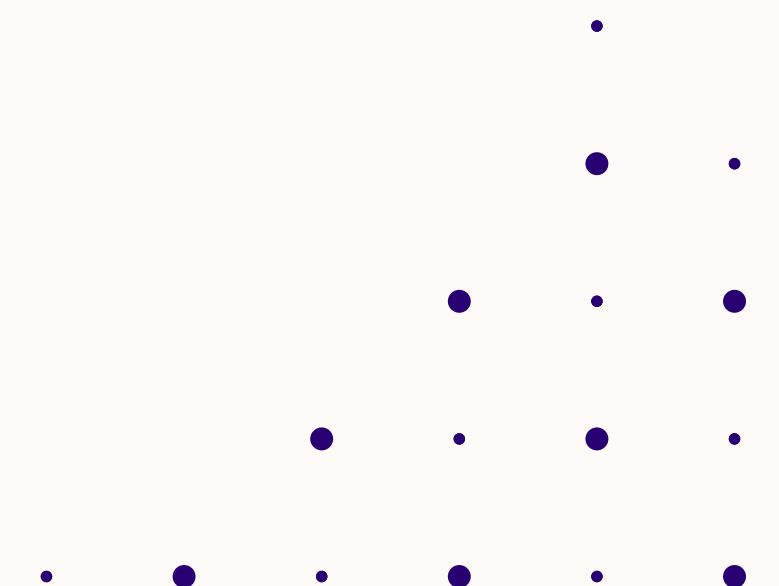


Looking ahead

Business ethics and anti-corruption will continue to be high priorities for Tietoevry going forward. Accordingly, we will continue implementing our Sustainability 2023 game plan and continue to conduct targeted trainings on business ethics on areas that may involve a bigger risk for unethical conduct.

Some key activities for 2022 include an update of our Code of Conduct to ensure it supports our hybrid working model, a new and updated Code of Conduct e-learning, and the implementation and roll-out of these two. Outcomes from our corporate-wide human-rights impact assessment – which will be concluded in early 2022 – may also result in further activities related to business ethics.

From a corporate governance and compliance point of view, we will focus on awareness and training to strengthen our compliance culture, review our third-party management practices, and coordinate with other functions – including Internal Audit and Procurement – to drive continuous improvement. Further, we will follow up on the recently launched Know Your Counterparty Rule and our Anti-money Laundering Policy to ensure awareness and effectiveness.



Cybersecurity and privacy

In an increasingly complex IT landscape, where both organizational and human interactions take place through connected IT services, the role of the trusted IT service provider is vital. Security and privacy need to be at the core of every service, product, and process delivery.

Our ability to build resilience in our services and provide assurance to our customers is essential for earning and maintaining their trust, and for protecting individuals and their right to security and privacy. We are continuously developing our processes and the security services we provide, with the aim of keeping information safe under all circumstances.

How we work

We are committed to building security into any delivery, solution and relationship. The importance of securing a safe

and secure digital world is increasing as human interactions, and the world at large, becomes more data driven. Privacy and risk management, business continuity, security and privacy awareness, and well-functioning security services and response routines – all of these are important building blocks for establishing good cybersecurity resilience and meeting our stakeholders' expectations.

Our comprehensive approach to security and data privacy covers confidentiality, integrity, and the availability of IT services and data. Updated on an annual basis and endorsed by our CEO, the policies cover risk, information security and privacy actions, comprising the following:

- Tietoevry Code of Conduct
- Tietoevry Security Policy
- Tietoevry Privacy Policy
- Tietoevry Privacy Notice
- Tietoevry Risk Management Policy
- Tietoevry Business Continuity Management Policy

Total number of substantiated complaints regarding breaches of customers' privacy and losses of customer data

Target 2023, %

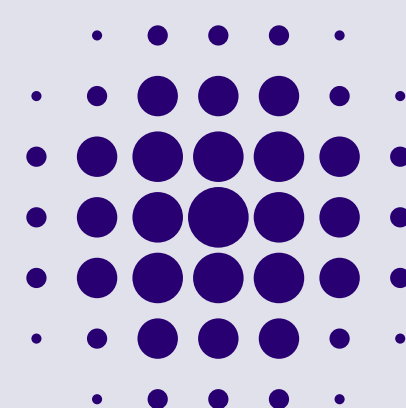


Result 2021, %





We strive to keep
information safe in
all circumstances.



Roles and responsibilities are defined at group and business levels. The group level responsibility for security is managed by our Chief Security Officer. The Chief Risk Officer heads the central risk management function. Our Data Protection Officers ensure, in an independent manner, that the organization adheres to the laws protecting an individual's personal data.

The group level roles work in tight collaboration with our businesses. Security, Risk and Privacy Managers support the organization with both expert advice and hands-on assistance for security, risk and privacy topics. Our dedicated Cybersecurity Services unit provides cybersecurity services and solutions to our external customers, as well as for the protection of TietoEvry itself. The Computer Incident Response Team handles security incidents in co-operation and collaboration with internal and external stakeholders, depending on the nature of the incident. Our Governance, Risk Management and Compliance platform supports the daily work of our security organization in areas such as risk management, security incident management, privacy risk assessments, and audit follow up.

Major Security Incidents are managed and resolved according to our Major Incidents and Escalation Process, designed to restore and protect business-critical IT services as fast as possible, and minimize the impact on our customers and their end users. Should a crisis arise, the well-trained Crisis Management Organization manages the crisis in accordance with our Crisis Management Process, ensuring that information is shared with all key stakeholders during the resolution process.

To ensure our compliance and security, we perform regular internal and external audits of our information-security

and data-privacy processes. Our Information Security Management System is audited and certified by an external accreditation service. Annual ISO 27001, ISAE 3402 and ISAE 3000 audits are conducted by external parties on our data centers, selected business units, and customer-specific infrastructure services. These audits describe and document how adequate internal controls for information security, privacy and financial reporting are implemented and maintained. Audit results are followed up by both the TietoEvry Group Leadership Team and by the Audit and Risk Committee within our Board of Directors.

Progress

During 2021 we strengthened the TietoEvry Risk, Security and Privacy Governance Processes to ensure that we comply with the security and privacy levels that our stakeholders expect.

We initiated several internal projects to raise awareness of and resilience against the latest cybersecurity threats, and to ensure a good security baseline for our services. Online training courses, e-mail phishing simulations, conferences and training programs are all examples of our efforts to raise internal awareness of cybersecurity. All employees are expected to perform mandatory annual training on security and GDPR to maintain knowledge of our Security Policy, information- and IT-security, privacy, physical security, and travel security. The mandatory training covering our Code of Conduct includes modules on security and data-privacy topics, ensuring that our employees maintain a strong understanding of these. In 2021, 95% of our employees completed the security training, and 94% completed the GDPR training, a solid increase of completion from last year. We have thereby met our goal of 90% completion rate of the two trainings.

Tietoevry is in regular contact with relevant external stakeholders, including authorities, regulators, and various security and privacy forums. By participating in these forums, we gain understanding of and can help to influence new regulations, share experiences and information with regulatory bodies and our peers, and build relationships with security and privacy experts working for other companies.

In 2021, we received zero substantiated complaints regarding breaches of our customers' privacy and losses of customer data, thereby meeting our annual target. Nevertheless, we see that cybersecurity related threats are constantly increasing. As with many other global companies, Tietoevry was also affected by a few critical issues during the year 2021.

One example of these kinds of critical issues took place in July 2021, as a ransomware attack made use of a vulnerability in a widely-used IT system provided by a third-party. The ransomware encrypted servers and shared folders, affecting hundreds of different businesses worldwide. The event was widely considered to be the largest criminal ransomware attack in history. A number of Tietoevry's small- and mid-sized customers in Sweden were affected, and we worked closely with them – following our Major Incident and Escalation Process – to restore their data and business-critical services from the backups after the attack. No loss of customer data was identified during the restoration process.

A good security profile – i.e. up-to-date systems, backups, logs and multi-factor authentication – is a must when fighting against cyber attacks. At Tietoevry, we started a Cyber Security Uplift process in 2021 to improve our protection against ransomware attacks, and the work continues going forward. Good teamwork and transparent communication, both internally and towards our customers, are crucial when responding to these kinds of attacks and incidents.

Looking ahead

We are committed to continuing to be a trusted service provider of secure IT solutions, by keeping a close dialogue with key stakeholders and guiding customers in the increasingly complex, hyperconnected IT landscape. We are committed to embedding security and privacy in all our service offerings, deliveries and processes – ensuring data subjects' rights are always considered – and always adhering to relevant security and privacy regulations.

To ensure a security-as-a-mindset internally, we will continue to offer guidance and training to employees, maintaining a thorough foundation of competence across our organization. We continue to measure our cybersecurity maturity against the evolving cybersecurity threat landscape, maturing regulatory requirements, annual audit findings, and the development of our customers' business needs.

The Schrems II decision from July 2020 demands stricter requirements on transferring personal data to countries outside the EU/EEA, due to insufficient privacy protections in several countries. Therefore, Tietoevry has established a corporate program relating to the Schrems II EU decision to ensure we demonstrate Schrems II compliance as a processor and controller. To ensure and sustain long-term compliance, the program will also establish an updated personal-data-transfer governance model.

To continue to meet our stakeholders' expectations and comply with legislation, we will maintain an active dialogue on cybersecurity and privacy issues with our stakeholders – both internally, with customers, and on a societal level.



Human rights

We strive to support and respect human rights across our operations; from the way we shape our internal environment, to how we manage our supply chain, foster our relationships, and how our products and solutions are being used. As a company in the technology industry, we have an opportunity to make a positive impact on human rights through smart and equal technical solutions, and the use of data. We understand that risks related to human rights may occur anywhere in our value chain. Therefore, we need to constantly identify, keep track of, and mitigate any possible risks.

Setting a baseline

Human rights risks can occur in our own internal environment, in our operations, in indirect business activities within our supply chain, and in delivery and use of the products. At Tietoevry we are convinced that

respect for human rights must be an integral part of all activities and relationships. That is why we aim to integrate human rights considerations across our value chain and into all elements of our work. The UN Guiding Principles on Business and Human Rights and the Universal Declaration of Human Rights and its core conventions together create the foundation for our work.

The ethical anchor of our organization – the Code of Conduct – rests upon, among other international guidelines, the International Bill of Human Rights and the principles concerning fundamental rights as set out in the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. Fundamental human rights shall be known, understood, respected and applied equally to all employees – whether temporarily or permanently hired or contracted. Employees sign the Code of Conduct when joining the company, and all employees are expected to complete the mandatory Code of Conduct e-learning annually. The training contains, among other human

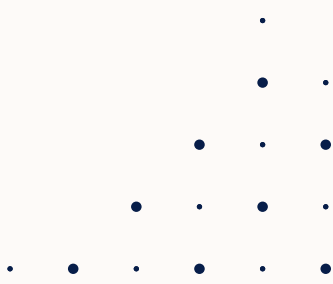
Human Rights Impact Assesment

Target

Conduct a formal Human Rights Impact Assesment

Result 2021

Corporate-wide Human Rights Impact Assessment initiated





rights-related topics, sections on how we at TietoEVRY ensure respect for human rights.

TietoEVRY safeguards the privacy rights of individuals by constantly maintaining the general overview of our processing of personal data. The sustainability function oversees our global Code of Conduct, and is responsible for ensuring that the code is known throughout the organization and that employees are trained on its content. [Read more about our relevant policies, processes and outcomes](#) under diversity & inclusion, employee experience, and business ethics and anti-corruption.

Violations and complaints related to human rights – both current or past – are encouraged to be reported through our whistleblowing system, which comprises both internal channels as well as an external anonymous whistleblowing channel. All requests are tracked with the aim of responding to the violations and complaints within 30 days. Whistleblowers should receive a receipt of the notification within four business days. We encourage a speak-up culture and prohibit any retaliation against anyone who reports concerns and violations in good faith.

Procurement is responsible for ensuring that our suppliers and partners respect human rights in their operations and that they in turn require the same from their suppliers and partners. Our Supplier Code of Conduct covers topics including non-discrimination and equal opportunities, physical abuse, forced labour, and child labour, freedom of association and collective bargaining, pay and benefits, and health and safety. Compliance is followed up through screening, self-assessments, management review, trainings as well as on-site-audits. Read more on our efforts to respect human rights in our supply chain under Responsible Sourcing.

Individuals' rights in service development

Transparency and respect for individuals' rights are part of our Privacy Policy. TietoEVRY supports individuals' rights by following Privacy by Design principles in our product development process. By doing so we are enabling customers to fulfil – through our built-in product features – their needs to comply with individuals' human rights. In cases where this is not possible or feasible, we are committed to providing the necessary assistance to manually process such requests from individuals in close cooperation with our customers.

We safeguard the privacy rights of individuals in our own operations through an internal process for managing requests from individuals to exercise their privacy rights, and by maintaining an overview of personal data processing in the company. To further secure the freedom and rights of individuals, we ensure the embedding of privacy obligations in our core internal processes. This framework to ensure the fulfilment of privacy obligations, principles and individuals rights is found in core processes such as product development, sales, and service delivery.

We are convinced that technology can benefit and support human rights if applied and used in a proper manner. However, we also acknowledge the risks related to the development and application of technologies. As a large digital services company with Nordic heritage and values, we recognise that we have a responsibility to protect human rights when delivering digital solutions. Therefore, we have developed a system for due diligence to assess our ethical impact and any unforeseen consequences in software development. The model enables our development and delivery teams to uncover and mitigate any ethical risks in software developed.

Integrated in our risk management system is also the category of people risks. This concerns the framework for employees, project leaders and business leaders to report human rights risks related to deliveries, which are then followed up on according to our risk management process.

Progress

During 2021 we initiated a corporate-wide human rights impact assessment covering our value chain. The aim is to identify the most prominent human rights risks to be able to improve risk mitigation through policies, processes, training sessions and awareness initiatives. The project will be finalized during spring 2022. The results will give us a better understanding of the risks related to human rights and serve as the foundation for the continued work, ensuring human rights are respected in all circumstances. This will be the starting point for efforts to improve management, processes and policies where needed to create a more holistic system for human rights risk management.

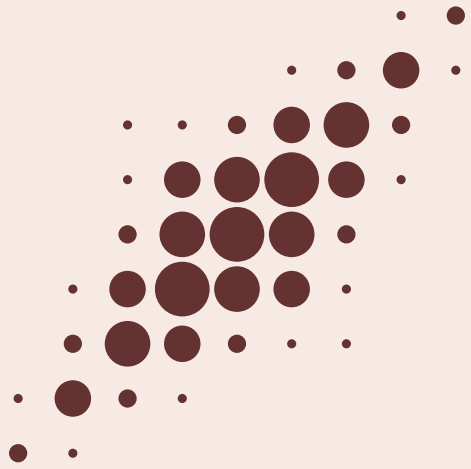
Looking ahead

With human rights high on the agenda going forward, we will continue to further consolidate and develop our processes for managing this area across our organization and supply chain. We also recognize the need to continuously stay on top of the human rights risks that come along with the development of new innovative technologies.

As we are both a controller and a processor of personal data, we need to continue to consolidate and enhance the Individuals' Rights Requests management process to ensure that our services can fulfil these requests. We embed privacy in our offering development process, which ensures the protection of individual rights in our service development. We have also created a procedure at the Group level to assist with the Individuals' Rights Requests from our customers.



We can make
a positive impact
on human rights
through smart
technical solutions.



Responsible sourcing

At Tietoevry we strive for sustainable development in all our operations and in our supply chain. We drive initiatives for higher standards and to increase the capabilities of our suppliers to uphold human rights, labour rights and fair conditions, health and safety legislation, business ethics as well as environmental practices.

Before any contractual commitment is made, each supplier is assessed for compliance with our policies. Through close collaboration with our suppliers and by making our requirements clear, we can support suppliers in applying sustainable practices that enable us deliver on our promise of creating value for our many stakeholders.

How we work

Tietoevry's suppliers provide a wide range of solutions, products and services that are needed to deliver value to our customers and support our own operations. This includes hardware, software and IT consultants as well as services related to human resources, facility management, travel and many more. The main expenditure categories are hardware, software and IT consultants as part of customer deliveries and in support of our business organization.

Our group level Procurement function is driving the consolidation of our supplier base and the selection of preferred suppliers, with the aim of ensuring increased compliance with our standards, as well as mitigating supply chain risks. Our 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

New or renewed suppliers agreeing to Tietoevry's Supplier Code of Conduct

Target 2023, %

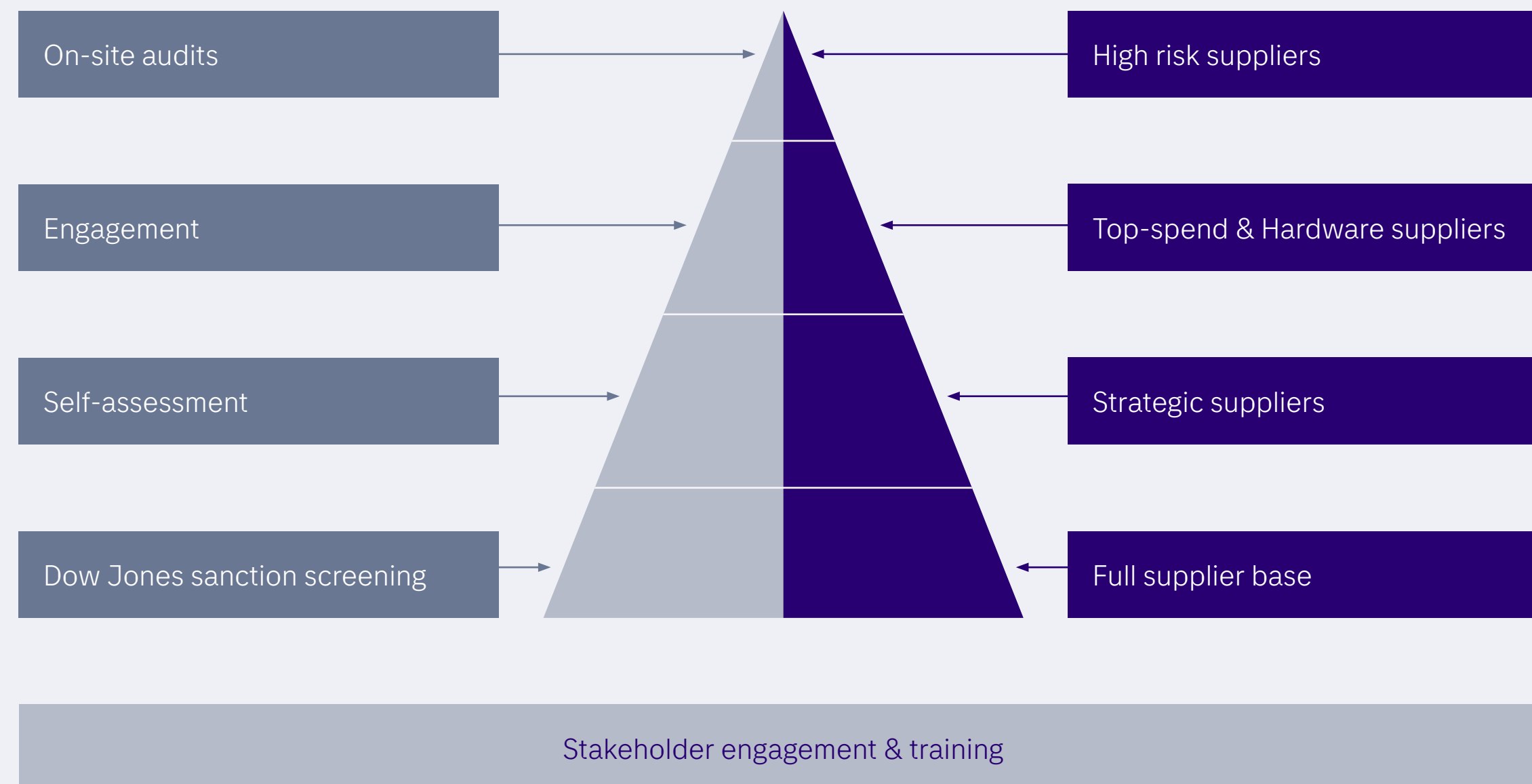
100

Result 2021, %

99



Tietoevry model for responsible sourcing



UN Global Compact, with principles for human rights, labour conditions, the environment and anti-corruption.

The Supplier Code of Conduct forms one part of the operative framework for the company's Sustainable Supply Chain programme. This programme handles supplier on-boarding prior to entering co-operation, and also includes sanction checks and checks related to compliance with different requirements such as our payment terms. A key goal of the programme for all new and renewed suppliers is to sign the Supplier Code of Conduct. Another aim of the programme is for suppliers in prioritized product categories and regions to conduct self-assessments.

We also utilise our risk review model to guide prioritized actions, such as management reviews, in relation to our suppliers. In previous years, we conducted regular on-site audits, but in 2021 these physical audits were not possible due to the global pandemic. We drive annual self-assessments and follow-ups with selected suppliers, with the focus on assessing the Code of Conduct implementation and mitigating risks. The overall ambition is to strengthen risk management and co-operation with our long-term key suppliers.

Progress

Approximately 300 of our suppliers represent as much as 80% of the company's spending. The vast majority of purchases take place in the Nordic countries. Suppliers invoicing from Finland, Sweden or Norway represent around 90% of our total annual purchase volume.

We have also continued to:

- Review the sustainability management of selected suppliers (biggest by expenditure)
- Send self-assessments to selected suppliers
- Hold training sessions for selected suppliers
- Increase awareness through internal training programs within group Procurement
- Maintain a structured approach towards sourcing TCO-certified computers (or equivalent to TCO). In 2021, 93% of our procured computers were TCO- certified.*
- Engage in dialogues with our two main hardware suppliers around conflict minerals to increase our knowledge and discuss about the potential risks and their severity level. No major findings regarding management and risk- detection processes were identified during the dialogues.
- Assessing suppliers at risk for right to freedom of association and collective bargaining
- Further develop KPIs for a Sustainable Supply Chain, in line with Science Based Targets
- Distribute a survey to selected suppliers who together represent the majority of our spend and CO₂ footprint in the supply chain. The survey serves the purpose of confirming if our high-spend suppliers have science based targets or an absolute target on greenhouse gas reduction. Based on the survey and analysis, 18% of the suppliers in scope have an absolute target on greenhouse gas reduction in 2021.

* We buy the devices through a third party vendor and the amount constitutes close to 75% of the total volume of our devices.

During 2021, TietoEVRY also continued the work of consolidating our locations and facilities – after the merger of Tieto and EVRY – to meet new needs and ways of working. This resulted in the closure of several smaller locations, mainly in Sweden and Norway. As a result of the divestment of our Oil & Gas business in 2021, we also divested a number of offices in countries outside the Nordic region, including Brazil, Canada, Malaysia, Netherlands, Russia, the UK and USA.

Our aim is that all external partners or sub-contractors, who regularly provide us with goods, service or technology are compliant with the minimum requirements stated in our Supplier Code of Conduct. Our Procurement function tracks all new and renewed supplier contracts to ensure we follow our standards and keep a high level of compliance. In 2021, we reached the level of 99% of supplier compliance while we keep our ambitions at 100%.

Just like in 2020, we conducted a desktop assessment aimed at identifying the geographical areas where our top-spend suppliers operate and 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 a vast majority (94%) of TietoEVRY's top-spend suppliers are based in countries where the risk is low. The majority of the suppliers are service providers with low risk from an industry perspective as well.

Each year, our Sustainability and Procurement functions agree on supplier related activities and annual targets. Procurement managers working closely with the business are responsible for making sure that our Procurement

Policy is followed, and that the Supplier Code of Conduct is accepted and confirmed by all suppliers. Discussions on ethical and environmental topics are a regular part of procurement practices. In our annual performance follow-ups within the sustainable supply chain arena we monitor progress and confirm that we are on track.

The future

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

- Setting ambitions and actions for greenhouse gas reduction targets – including Science based targets – with commitments that also cover our suppliers
- Investigating the possibilities to conduct virtual audits when on-site audits cannot be performed in a safe way, as during the pandemic
- Automating and simplifying the supplier self-assessment
- Continuing to drive supplier management reviews with key suppliers
- Further implementing our Supplier Code of Conduct including training of our suppliers
- Improving collaboration with our main partners and important stakeholders

Throughout the year 2022, 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. Results and findings from our group-wide human rights impact assessment, to be concluded in 2022, will further guide the improvement measures going forward. We are constantly working towards improving our own performance together with our suppliers.





CASE

Tietoevry Sustainability Data Hub: real-time data for real-time action

Our new Sustainability Data Hub helps customers monitor and report on their sustainability performance in real time. Swedish alcohol retailer Systembolaget is now using the hub to track a common set of metrics for its strategic IT suppliers.

Many companies now set sustainability targets and monitor their performance towards achieving them. This is typically a quarterly or annual exercise that involves gathering, analysing and reporting historical data.

The problem with this approach is that there is often a time lag between intent and impact. When a company only assesses its sustainability performance with historical data, then it may not spot early opportunities for course correction when targets are not being met.

This is the challenge Tietoevry is now addressing through our new Sustainability Data Hub – a methodology that shows our customers their sustainability performance almost.

Better data, smarter decisions

“A lot of companies are struggling with getting access to quality sustainability data. They may spend a lot of time collecting it, but by the time it is done the data is often outdated,” says Tietoevry Senior Sustainability Manager, **Ulrika Lagerqvist von Unge**.

“We saw this is a problem for companies wanting to set ambitious targets. If you can’t track progress, it’s tough to build a good roadmap. So our technology and business consultants came together to create the Sustainability Data Hub,” she says.

Taking the hub into use starts with a strategic scoping exercise where Tietoevry works with a customer to identify the relevant parameters, metrics and data-collection intervals. Then comes a technical phase that focuses on automating the data collection. This is followed by visualising the collected data against the agreed metrics and targets. Analytics and scenario modelling can be added too.

“In addition to reducing the time spent on manual data collection and improving decision-making, the hub is also aimed at easing compliance with both current and upcoming sustainability legislation and frameworks. It enables more frequent sustainability reporting too, meeting stakeholder demands for improved transparency,” says Lagerqvist von Unge.



Building a culture of sustainability

One of Tietoevry's early customers for the hub is Sweden's state-run alcohol retailer Systembolaget. The project began with Tietoevry illustrating its own carbon footprint for the IT services it provides to the company. But it soon expanded to include Systembolaget's eight other strategic IT suppliers too.

Now the Swedish retailer is using the hub as a way to build a common culture of sustainability among these suppliers, setting up carbon-emission KPIs in three areas: servers, office hardware, and consultancy services.

Systembolaget's IT Strategist **Harald Fragner** says the project is part of the company's broader aim of building a culture of supplier cooperation.

"Our long-term goal is to get our suppliers to work well together, as we believe a strategy of cooperation is a better approach than one of competition," says Fragner. "So we went into this thinking about how we can start creating an atmosphere of common goals for all suppliers. As sustainability is equally important to everyone, we were delighted when Tietoevry offered us this platform. It encourages just the kind of cooperation we were looking for."

Systembolaget's IT suppliers range from a global cloud-services provider to a small app and front-end UX developer. Recognizing that each supplier has different approaches towards sustainability, the company is taking a soft approach to introducing the hub.

"We're not yet setting hard targets for any of the suppliers, as they each have different starting points. This initial introduction of the Sustainability Data Hub is about creating awareness and action. Then we will continuously improve and refine the approach," says Fragner.

The hub helps to reduce the time spent on manual data collection, improves decision making and eases compliance with legislation and frameworks.

Sustainability notes

064 About sustainability reporting

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About our sustainability report

Scope

The non-financial data and information included in our Annual Report 2021 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 with following exceptions: Greenhouse gas emission data does not cover Tietoevry's Norwegian subsidiary Bekk (around 500 employees). This year's data regarding completion of Code of Conduct e-learning training includes subsidiaries Infopulse and EVRY India, but does not cover Avega (around 300 employees) and Bekk. HR data

covers the Parent company and includes all subsidiaries that the Parent company has direct or indirect control over, except for the GRI disclosure 405-1 (employees and managers split by gender and age), GRI disclosure 102-8 (employment type split by gender) and GRI Disclosure 401-1 (new employee hires and turnover split by gender and age) where data does not cover the subsidiary Avega. The GRI General Disclosures cover the entire Tietoevry Group.

Unless otherwise stated, our workforce related figures in the Sustainability section of the report are based on GRI Standards. The numbers include joint ventures, hence differing from the headcount in the Financial section. The data sources are company systems that provide data on full-time, part-time, permanent and temporary employees. As Avega, Infopulse companies and EVRY India Private Limited use external systems, data will be transferred via e-mail and excel in those cases.



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

We strive to include data for all Tietoevry's subsidiaries in our sustainability reporting. In last year's report, data on the Norwegian subsidiary Bekk was not included in the disclosure "Total number of employees". The total number of employees reported in 2020 was 24,061, excluding Bekk. In this year's report the number has been updated to include Bekk which means that the Total number of employees in 2020, including Bekk was 24,549. The percentage of male and female and share of employees belonging to certain age groups was not affected by the restatement. The effect of this restatement is increased comparability between figures for 2020 and 2021.

Unless otherwise stated, all information and data pertain to activities from 1 January to 31 December 2021. The regional data is divided between HR and financial data due to system restrictions.

Our energy reporting and corresponding scope 1 and 2 emissions cover all operating sites (offices, laboratories and data centers) except Tietoevry's Norwegian subsidiary Bekk. The scope of the energydata collection is aligned with our Environmental Management System; data is collected from data centers, laboratories and offices with 20 employees or more. The energy consumption by offices excluded from the scope of the data collection is based on our global average values, with a 10% safety margin. The original data sources are on-line energy management systems, energy invoices and data from utility providers.

The scope 3 business-travel-related GHG emissions include flights and the use of employees' own cars for business purposes. GHG data (tCO₂) comes mainly from the travel agency's IT systems. Defra-emission factors have been used for air travel not included in the report from the travel agency. Defra-emission factors are also applied for

cars used for business purposes, when calculating the emissions based on driven kilometres. Locations with major operations and a significant amount of travel are within the scope.

Energy and emission calculations follow the Greenhouse Gas Protocol, and emissions are reported as CO₂ equivalents (CO₂e). 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 CO₂e per kWh. However, for electricity without certificates, the emission factor is based on remaining electricity production after all GoOs and RECs for renewable energy are sold. The emission factors used for European residual mixes are provided by 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, 2 and 3 GHG calculations is 2020, with the exception of the business-travel category, which is in scope 3. 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.

Reporting framework and communication to initiatives

Our sustainability report for 2021 is prepared in accordance with the core option of the GRI Standards.

Tietoevry has signed the UN Global Compact, which means that we commit to implementing the ten principles for sustainable business. The Global Compact requires a yearly report on progress and performance. Tietoevry's annual report and sustainability report are designed to meet these requirements. In the GRI-index, page [069](#), references to the principles can be found.

Tietoevry supports UN's Sustainable Development Goals and we have analysed our impact on them with the help of 'principled prioritisation'. This means that we have aligned our company strategy, efforts and allocated resources that reflect our significant impacts assessed as a part of our materiality analysis. The references to how we work with the global goals and sub-targets can be found in the GRI index.

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 submits 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 2021. 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.

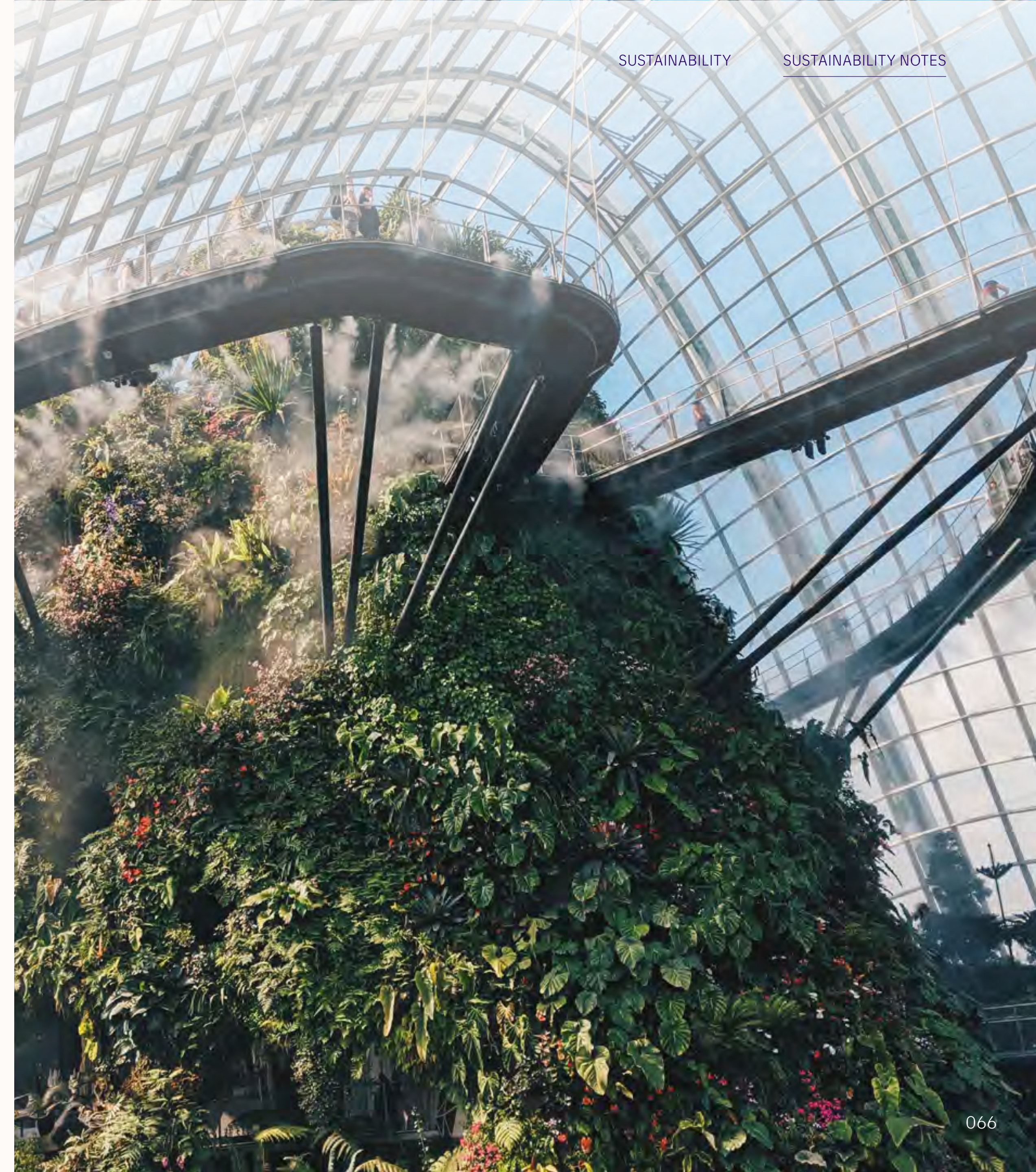
Publication

Our combined annual and sustainability report 2021 was published on 2 March 2022.

Sustainability contacts

Kia Haring, Vice President Communications and Sustainability
kia.haring@tietoevry.com
+358 40 765 3700

Ida Bohman Steenberg, Head of Sustainability
ida.bohman.steenberg@tietoevry.com
+46 722 037 248



Independent limited assurance report

To the Management of TietoEVRY Oyj

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 in the TietoEVRY Annual Report 2021 for the reporting period of January 1, 2021 to December 31, 2021. The assured information is indicated in the Company's GRI Content Index 2021 (hereinafter Sustainability Information).

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 Company;
- 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;
- Performing analytical review procedures and testing data on a sample basis to assess the reasonability of the presented Sustainability Information;
- Conducting an interview with TietoEVRY's sites in Sweden and India through a video conference;
- Assessing that the Sustainability Information has been prepared in accordance with the Sustainability Reporting Standards (Core) 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 Control 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 2021 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, March 1, 2022
Deloitte Oy

Jukka Vattulainen
Authorized Public Accountant

Teemu Jaatinen
Authorized Public Accountant

GRI Content index

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
GRI 102: GENERAL DISCLOSURES 2016					
ORGANIZATIONAL PROFILE					
102-1	Name of the organization	Fact & figures		COP report profile	
102-2	Activities, brands, products and services	Operating model		COP report profile	
102-3	Location of headquarters	Fact & figures		COP report profile	
102-4	Location of operations	Fact & figures, Tietoevry world		COP report profile	
102-5	Ownership and legal form	Shares and shareholders		COP report profile	
102-6	Markets served	IT market development		COP report profile	
102-7	Scale of the organization	Operating model, IT market development		COP report profile	
102-8	Information on employees and other workers	Diversity and inclusion		Principle 6, COP report profile	x
102-9	Supply chain	Responsible sourcing		Principle 1–10, COP report profile	
102-10	Significant changes of the organisation	CEO review, New strategy launched in 2021 – growth through specialization, Shares and shareholders			
102-11	Precautionary principle	Energy usage and greenhouse gas emissions			
102-12	External initiatives	Managing sustainability			
102-13	Memberships of associations	Societal engagements			
STRATEGY					
102-14	Statement from senior decision-maker	CEO review			
102-15	Key impacts, risks and opportunities	NFI			
ETHICS AND INTEGRITY					
102-16	Values, principles, standards and norms of behaviour	Business ethics and anti-corruption, Managing sustainability, Diversity and inclusion		Principle 10	

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
GOVERNANCE					
102-18	Governance structure	Corporate governance statement			
102-20	Executive-level responsible for economic, environmental and social topics	Managing sustainability			
102-23	Chair of the highest governance body	Corporate governance statement			
102-32	Highest governance body's role in sustainability	Managing sustainability , Independent assurance report			
STAKEHOLDER ENGAGEMENT					
102-40	List of stakeholder groups	Stakeholder engagement and materiality analysis			
102-41	Collective bargaining agreements	Employee experience		Principle 3	x
102-42	Identifying and selecting stakeholders	Stakeholder engagement and materiality analysis			
102-43	Approach to stakeholder engagement	Stakeholder engagement and materiality analysis			
102-44	Key topics and concerns raised	Stakeholder engagement and materiality analysis			
REPORTING PRACTICE					
102-45	Entities included in the consolidated financial statements	About our sustainability report			
102-46	Defining report content and topic boundaries	Stakeholder engagement and materiality analysis , About our sustainability report			
102-47	List of material topics	GRI content index			
102-48	Restatement of information	About our sustainability report			
102-49	Changes in the report	About our sustainability report			
102-50	Reporting period	About our sustainability report			
102-51	Date of most recent report	About our sustainability report			
102-52	Reporting cycle	About our sustainability report			
102-53	Contact point for the report	About our sustainability report			
102-54	Claims for reporting in accordance with the GRI Standards	About our sustainability report			
102-55	GRI Content Index	GRI content index			
102-56	External assurance	Independent assurance report			

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
MATERIAL TOPICS, MANAGEMENT APPROACH AND DISCLOSURES					
GRI 200: ECONOMIC STANDARD SERIES					
GRI 205: ANTI-CORRUPTION 2016					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Business ethics and anti-corruption	2: Business ethics and anti-corruption	Principle 10	x
103-2	The management approach and its components	Business ethics and anti-corruption	2: Business ethics and anti-corruption	Principle 10	x
103-3	Evaluation of the management approach	Business ethics and anti-corruption	2: Business ethics and anti-corruption	Principle 10	x
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
GRI 300: ENVIRONMENTAL STANDARD SERIES					
GRI 302: ENERGY 2016					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions	Principle 7–9	x
103-2	The management approach and its components	Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions	Principle 7–9	x
103-3	Evaluation of the management approach	Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions	Principle 7–9	x
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 305: EMISSIONS 2016					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions	Principle 7–9	x
103-2	The management approach and its components	Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions	Principle 7–9	x

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
103-3	Evaluation of the management approach	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
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		x
GRI 306: WASTE 2020					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Circular economy practices	6. Circular economy practices	Principle 8–9	
103-2	The management approach and its components	Circular economy practices	6. Circular economy practices	Principle 8–9	
103-3	Evaluation of the management approach	Circular economy practices	6. Circular economy practices	Principle 8–9	
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	Due to information unavailable, omission is applied to parts of this disclosure. Measures have been taken during FY21 to ensure full disclosure in FY22	6. Circular economy practices		
GRI 400: SOCIAL STANDARD SERIES					
GRI 401: EMPLOYMENT 2016					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Employee engagement	8. Employee Engagement	Principle 6	x
103-2	The management approach and its components	Employee engagement	8. Employee Engagement	Principle 6	x
103-3	Evaluation of the management approach	Employee engagement	8. Employee Engagement	Principle 6	x
401-1	Total number and rates of new employee hires and employee turnover	Employee engagement	8. Employee Engagement	Principle 6	x

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES 2016					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Diversity and inclusion	7: Diversity & inclusion	Principle 1, 2, 6	x
103-2	The management approach and its components	Diversity and inclusion	7: Diversity & inclusion	Principle 1, 2, 6	x
103-3	Evaluation of the management approach	Diversity and inclusion	7: Diversity & inclusion	Principle 1, 2, 6	x
405-1	Diversity of governance bodies and employees	Diversity and inclusion	7: Diversity & inclusion	Principle 1, 2, 6	x
GRI 406: NON-DISCRIMINATION 2016					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Diversity and inclusion	7: Diversity & inclusion	Principle 1, 2, 6	x
103-2	The management approach and its components	Diversity and inclusion	7: Diversity & inclusion	Principle 1, 2, 6	x
103-3	Evaluation of the management approach	Diversity and inclusion	7: Diversity & inclusion	Principle 1, 2, 6	x
406-1	Incidents of discrimination and corrective actions taken	Diversity and inclusion	7: Diversity & inclusion	Principle 1, 2, 6	x
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Responsible sourcing, Diversity and inclusion	1. Human rights, 5. Responsible sourcing	Principle 3	
103-2	The management approach and its components	Diversity and inclusion	1. Human rights, 5. Responsible sourcing	Principle 3	
412-1	Operations that have been subject to human rights reviews or impact assessments	Diversity and inclusion	1. Human rights, 5. Responsible sourcing	Principle 3	
GRI 412: HUMAN RIGHTS 2016					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Human rights	1. Human rights	Principle 1–6	
103-2	The management approach and its components	Human rights	1. Human rights	Principle 1–6	
103-3	Evaluation of the management approach	Human rights	1. Human rights	Principle 1–6	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Responsible sourcing, Human rights	1. Human rights, 5. Responsible sourcing	Principle 3	

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
GRI 418: CUSTOMER PRIVACY 2016					
103-1	Explanation of the material topic and its Boundary	Managing sustainability, Stakeholder engagement and materiality analysis, Cybersecurity and privacy	3: Cybersecurity and privacy	Principle 1–2	x
103-2	The management approach and its components	Cybersecurity and privacy	3: Cybersecurity and privacy	Principle 1–2	x
103-3	Evaluation of the management approach	Cybersecurity and privacy	3: Cybersecurity and privacy	Principle 1–2	x
418-1	Sustantiated complaints regarding breaches of customer privacy and losses of customer data	Cybersecurity and privacy	3: Cybersecurity and privacy	Principle 1–2	x
TIETOEVRY SPECIFIC DISCLOSURES					
BUSINESS ETHICS AND ANTI-CORRUPTION					
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
CYBERSECURITY AND PRIVACY					
TietoEVRY 3.1	Completion of both GDPR and 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 having a public, absolute GHG emission reduction target (not assured)	Energy usage and greenhouse gas emissions	4. Responsible sourcing		
TietoEVRY 4.7	Percentage of TCO certified computers (or equivalent) procured for internal use (not assured)	Circular economy practices	4. Responsible sourcing		

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
ENERGY USAGE AND GREENHOUSE GAS EMISSIONS					
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
Tietoevry 5.4	Ton CO ₂ avoided by customers through use of IT services provided by Tietoevry	Energy usage and greenhouse gas emissions	5. Energy usage and greenhouse gas emissions	Principle 7–9	x
DIVERSITY & INCLUSION					
Tietoevry 7.1	Ratio female and male employees	Diversity and inclusion	7. Diversity & inclusion	Principle 6	x
Tietoevry 7.3	Senior managers by gender - not assured	Diversity and inclusion			
EMPLOYEE EXPERIENCE					
Tietoevry 8.1	Employee engagement score	Employee Experience	8. Employee Experience		x



Contact Us:

Tietoevry

Keilalahdentie 2–4

P.O.Box 2, 02101

FI-02150 Espoo

Finland

www.tietoevry.com