



SUSTAINABILITY REPORT



The power
of purposeful
technology

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Our contribution towards sustainability is an ongoing process, where adaptation and flexibility are key.

Solid sustainability performance in an evolving society

TietoEVRY introduced its “Sustainability Game Plan 2023: Upgrading tomorrow” in February 2021. Our noteworthy sustainability achievements include reducing our environmental footprint and exceeding our climate-action targets. We have also made solid progress in the area of human rights, with a systematic and process-oriented approach. Under Climate action, we not only met our targets but even exceeded them. Our work continues across the organization.

Since establishing the plan, society has witnessed a global pandemic, a war in Europe and significant advancements of emerging technologies such as Artificial Intelligence and blockchain. As a result, the need for activities that accelerate sustainable change has been vast.

TietoEVRY’s Sustainability Game Plan was two-fold. The foundation was built on Responsible operations within three areas: Climate Action,

Exciting place to work and Ethical Conduct. The second part, Impact Opportunities, focused on the areas Planet, People and Society. You can find a summary under the section sustainability dashboard, showing all the targets, areas and their progress during the years.

Climate Action: Strong focus with external validation

Under climate action, TietoEVRY has made solid progress throughout the years. TietoEVRY set ambitious targets to reduce scope 1 and 2 greenhouse gas emissions by 80% by the end of 2023 and to achieve 100% carbon-free electricity in our data centers and offices by 2023. In base year 2021, we recorded a significant 43% decrease in greenhouse gas emissions. By 2023, we surpassed our target, achieving an 84% reduction in GHG gas emissions. This accomplishment is largely due to a high level of renewable energy in our offices and data centers, as well as consolidation activities. For our carbon-free electricity target, TietoEVRY’s

target was 100% renewable electricity. Our 2023 level is 99%. We are happy with this achievement, considering the energy crisis in 2022 and the rising prices of available renewable electricity.

A key milestone for us in climate action was having TietoEVRY's commitments to Science Based Targets verified in 2022. We were awarded the best A-level results in the Carbon Disclosure Project (CDP) for three consecutive years (2021–2023).

In the sub-area of Circularity, TietoEVRY aimed for 100% reuse and recycling of hardware, with a focus on laptops and mobile phones. In base year 2021, we achieved 70% reuse and recycling of internal devices and 86% for customer devices. By 2023, these figures rose to 93% for internal hardware and an impressive 98% for customer hardware. We are pleased with the progress, but acknowledge the need for continued acceleration in climate action.

Ethical Conduct: A foundation for secure operations

Under Ethical Conduct, Human Rights, our target was to conduct a formal Human Rights Impact Assessment for a business entity. We successfully completed a human-rights risk screening in 2021, concluding in 2022, and successfully completed a formal Human Rights Impact Assessment achieving our target in 2023. We have built a strong foundation, raised awareness within the organization, and are looking forward to further accelerate our efforts within the area.

In Cybersecurity and Privacy, our target of zero substantiated complaints concerning breaches of customer privacy and losses of customer data has been consistently met for three consecutive years, emphasizing the critical nature of these elements for business continuity.

For Business Ethics and Anti-Corruption, we set two targets: a 90% completion rate for our Code of Conduct e-learning and 100% confirmation of receipt of a whistleblowing notification within four business days. TietoEVRY has consistently exceeded the Code of Conduct completion rate, demonstrating a steady increase year by year, with 96% achieved in 2023. Additionally, our whistleblowing target has been achieved for three consecutive years, confirming the effectiveness of our whistleblowing unit and alignment with current rules and regulations.

Under Responsible Sourcing, our target was for 100% of new or renewed suppliers to agree to TietoEVRY's Supplier Code of Conduct. For two consecutive years, we have maintained a commendable 100%, showcasing our commitment and process-driven approach to sustainability in our supply chain.

Exciting Place to Work: Engagement and diversity in focus

In our pursuit of creating an exciting place to work, particularly in Diversity and Inclusion, TietoEVRY set targets to achieve 40% female employees by 2026 and 50% by 2030. While we faced challenges with the industry-wide candidate





Photo:
Evelina Carborn

pool and a shortage of female talent, we made progress, reaching 31% female representation within our organization. Recognizing diversity as a priority, we have undertaken various initiatives to encourage girls and women to explore opportunities in the technology industry.

In the sub-area of Employee Experience, our target was to maintain an employee-engagement score above 75%, a goal that we are pleased to report has been surpassed for three consecutive years. There continues to be a strong demand for skilled professionals, particularly in areas such as cybersecurity, cloud computing and Artificial Intelligence. A strong sustainability foundation increases our appeal as an employer.

An acceleration approach

Our contribution towards sustainability is an ongoing process, where adaptation and flexibility are key. In 2024, TietoEVRY will launch a new long-term sustainability plan that is grounded in stakeholder expectations and the evolving regulatory environment. It shows how TietoEVRY as a global technology company can play a pivotal role in addressing some of the greatest challenges in modern societies.

Technology is critical in facilitating global collaboration and knowledge sharing, which allows us to tackle sustainability challenges collectively. Sustainability is not just a philanthropic gesture, but a strategic requirement with which we futureproof our company. TietoEVRY remains committed to further advancing and accelerating our sustainability efforts.

Ida Bohman Steenberg
Chief Sustainability Officer

Managing sustainability


Information technologies now cut across almost all aspects of societies and human life. The technology and software industry thus plays a crucial role in the pursuit of sustainable development. We have significant opportunities to advance sustainability, whether through technologies that aid in reducing emissions, or by enhancing accessibility to affordable healthcare through digital solutions.

At the same time, the resource intensity of cloud computing and Artificial Intelligence is widely recognized, the global digital divide is growing and technologies can be misused to repress human rights. Other contextual issues that affect how we focus our sustainability efforts and the related management of impacts are, for instance, the general increase of data breaches, the gender gap in the IT sector and the rapid increase of electronic waste generated every year. Trends and issues like these are regularly analyzed in order to determine TietoEvry's actions and priorities.

At TietoEvry, we need to be environmentally, socially and economically responsible across our operations and throughout our value chain in order to meet the requirements and expectations set by our stakeholders. Responsibility means that we need to have effective governance, compliance, operational processes, tools and ways of working in place. As a company, we align our sustainability practices with international norms, frameworks and legislation covering business ethics, the environment, human rights and labour rights.

Our sustainability management approach is based on the principles of the United Nations Global Compact (UNGC) and aligned with the UN Sustainable Development Goals. Furthermore, TietoEvry is committed to the UN Guiding Principles (UNGPs) on Business and Human Rights and the OECD Guidelines for Multinational Enterprises.

But our sustainability efforts are not only about complying with laws and regulations. We are determined to show the way and be an ethical leader in the technology industry.



Technology plays a fundamental role in the pursuit of sustainable development.

SUSTAINABILITY GAME PLAN 2023



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

- CDP (Carbon Disclosure Project)
- CSR Sweden
- FIBS (Finnish Business & Society)
- UN Global Compact (UNGC)
- Diversity Charter Sweden
- TechSverige
- The Federation of Finnish Technology Industries

We also take part in unofficial discussions with peers and other companies through, for example, topical roundtable discussions and seminars. The aim is to learn and advance our practices.

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

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

During 2023, TietoEVRY embarked on developing a new long-term sustainability plan – building on the learnings from the current Sustainability game plan – with ambitions to further advance our sustainability efforts. The plan is scheduled for approval by the management and presentation to the Board in the early part of 2024, followed by external publication.

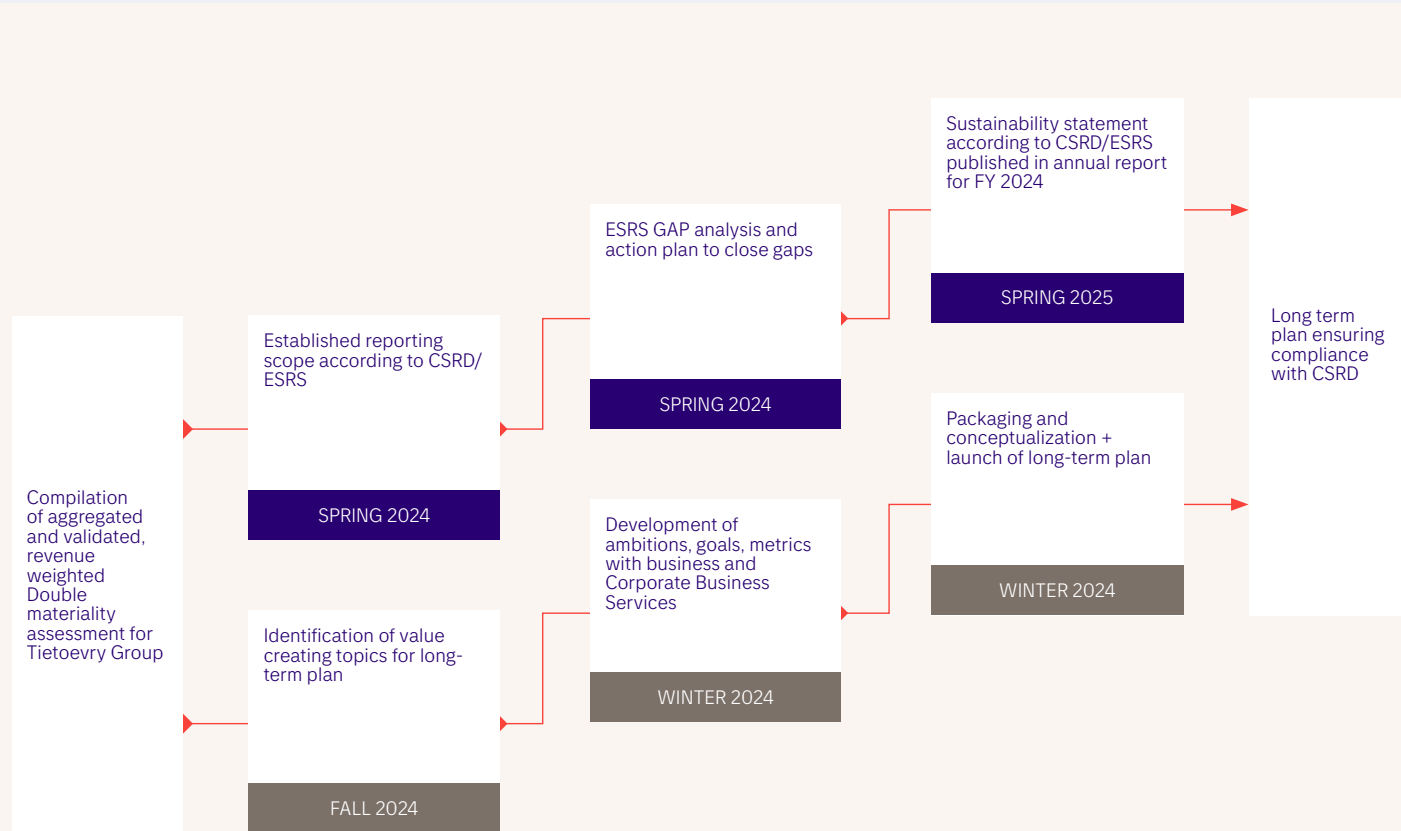
Governance and responsibilities

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

Considering the requirements of recent and



TIETOEVRY'S EIGHT STEPS TO CREATE A NEW LONG-TERM PLAN AND COMPLY WITH THE CSRD



updated legislation, such as the Corporate Sustainability Reporting Directive (CSRD) and other expected regulations, we need to ensure that the members of Tietoevry's Board possess relevant competencies from the perspective of how we impact our surroundings and how external events might impact the company's success. Hence, it is vital that adequate competencies in the ESG area are represented in the Board. We strive to increase the level of knowledge within the Board about the topics most material to us in terms of our risks, opportunities and impact on people and the planet.

Throughout 2023, attention has been directed towards the forthcoming CSRD and its implications for Tietoevry, prompting two presentations on the subject to the Board. The EU Taxonomy was also addressed in a Board session.

The Board assesses the environmental, social, and governance (ESG) aspects of the company, examining associated risks, establishing targets, and assessing the implementation and effectiveness of initiatives. This includes integrating ESG-related metrics into incentive structures within the company.

The Sustainability Steering group (SSG) and our operational managers lead the work towards our sustainability ambitions. The SSG, chaired by the Chief Sustainability Officer, meets bi-monthly and represents different businesses and functions at Tietoevry, including members of the Group Executive Management Team.

The Audit and Risk Committee (ARC) of the Board annually reviews the non-financial information, including our performance against agreed sustainability goals and identified sustainability related risks. The ARC also receives quarterly reports on selected sustainability related impacts – both actual and potential. Reports on whistleblowing incidents are delivered to the ARC twice a year, while any topics that are urgent or of critical concern can be reported ad hoc. Our ambition is to regularly complement these reports with a wider scope of information on potential and actual impacts, as well as risks and opportunities. This will allow the ARC to have broader insight into the management of our impacts, risks, and opportunities, as well as to assess the effectiveness of our management.

Managing sustainability risks and impacts

TietoEvry's internal control framework includes a process for identifying potential negative impacts that the company may have on its operating environment. The process also details the escalation procedure should the company's mitigation measures become necessary. The framework endorses ethical values, good corporate governance and risk-management practices.

TietoEvry is committed to enterprise-wide risk management to ensure its corporate governance responsibilities are met and its strategic goals are realized. The risk-management framework comprises the risk management organization and related policies, rules, processes, tools and common ways of working. The risk management

organization develops and maintains the company's risk management framework, including risk reporting, risk management governance and follow-up of risk exposures comprising strategic, financial, operational, compliance and ESG-risks.

During 2023, efforts to improve the corporate risk management framework have continued. For example, the risk matrix has been improved to ensure that ESG factors each have their own impact scales. This facilitates the assessment of ESG-related risks. During 2024, awareness raising activities are planned to ensure that the updated risk-management framework is being properly used to better allow for the company to capture ESG-related risks. Risk management as well as major risks are described in detail in the non-financial information in the Financial Review.

TietoEvry's operational sustainability work is facilitated by the company's Sustainability team and is supported by the Sustainability Steering Group. The Sustainability team is led by the Chief Sustainability Officer, who is also responsible for reviewing, updating and aligning the company's sustainability policies and processes with current legislation. The Chief Sustainability Officer reports directly to the Chief Financial Officer.

The management of specific responsibility areas based on our material topics 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 policy. The Code applies to all Tietoevry employees, hired consultants, board members and other company representatives, including any third-parties contributing to Tietoevry's services, products and any other business activities. Revised and updated in 2022, the Code is aligned with international legislation and frameworks, as well as with local legislation. During 2023 the renewed Code of Conduct e-learning was rolled-out to all Tietoevry's employees.

Our Anti-Corruption Rule, reviewed in November 2023, provides practical guidelines on how to evaluate and avoid unethical behaviour. An anti-corruption training was developed and rolled-out to our employees during 2023. The Environmental policy, which is compliant with ISO 14001 requirements, outlines our precautionary approach to environmental management within the company and throughout the value chain. Tietoevry's Human Rights policy emphasizes the company's commitment to upholding internationally recognized human rights for individuals affected by our business

in our operating domains and value chains. In addition, there are several other policies and rules supporting the management of specific sustainability areas.

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

At Tietoevry we are committed to a culture where employees feel safe to speak up and report concerns, and we adhere to the principle of non-retaliation. The handling of escalations is described in more detail under the chapter Business ethics and anti-corruption and for harassment and discrimination under the chapter Diversity and Inclusion.

All policies, rules and processes covering sustainability apply to our entire organization and are reviewed each year as part of our compliance program. An overview of these can be found in the table on page 13 and a more detailed description is outlined in the chapters included in the report.



Building on the corporate-level human rights risk screening conducted in 2022, and the ongoing review of identifying and managing sustainability-related risks, TietoEVRY continues to further strengthen and clarify the due-diligence process for identifying and managing the company's impact on people and the environment. Several work streams have been initiated to ensure these impacts are taken into consideration in business critical processes. Representatives from the Sustainability Steering Group are involved in these work streams and will have a role in the oversight of the due diligence. Significant and challenging matters identified through the due-diligence process will regularly be escalated to our Group Legal and Compliance function, and salient issues shall be reported periodically to the ARC of the Board.

Implementing sustainability in daily business operations

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

POLICIES AND PROCESSES COVERING SUSTAINABILITY AREAS

	Ethical conduct	Climate action	Exciting place to work
Sustainability areas	1. Business ethics and anti-corruption	5. Energy usage and greenhouse gas emissions	7. Diversity and inclusion
	2. Human rights	6. Circular economy practices	8. Employee experience
	3. Cyber security and privacy		
	4. Responsible sourcing		
Policies	Policies, rules and guidelines		
	Code of Conduct policy (1, 2), Non-audit services rule (2, 3), Anti-corruption rule (1, 2), Whistleblowing rule (1, 2, 3, 7, 8), Competition rule (1, 2), Source to Pay policy (4), Supplier Code of Conduct rule (1, 2, 4, 5), Environmental policy (4, 5, 6), Information classification rule (3), Security policy and Security rule (3), User Security rule (3), Privacy policy (3), AI policy and AI rule (1, 3), Health and Safety policy (1, 8), HR policy (1, 2, 7, 8), Insider rule (1), Public Authority Request rule (1, 3), Human Rights policy (1, 2, 3, 4), Travel rule (5), Know your counterparty rule (1, 4)		
Due diligence processes	Internal and external audits (1, 2), Governance, risk and compliance management (1, 2, 3), Sourcing to pay (4), Supplier self assessment (4), Environmental management process (EMS) ISO14001 (4, 5, 6), ISO27001 (3), ISO31000 (3), ISAE3402 audits in Data Centers (3), ISAE 3000 Assurance of non-financial information (1, 2, 3, 4, 5, 7, 8), Information and cyber security audits and assessments (3), CDP Climate Change program (4, 5, 6), HR processes (1, 7, 8), Employee engagement survey (8), Human rights impact assessments (1, 2, 7), Opportunity Management process (1, 3)		
	Sustainability management process, sustainability materiality assessment for Sustainability game plan 2023		
	Whistleblowing channel		



have an environmental e-learning that supports the implementation of our Environmental Management System and related ISO 14001 certifications. Our annual training curriculum “TietoEVRY Essentials” also includes e-learning courses on GDPR and general security guidelines.

The development of business opportunities and deliveries related to TietoEVRY’s impact opportunities is driven by each business. These efforts are supported by the Sustainability team. We continuously encourage our employees to engage in our corporate-wide sustainability agenda, as well as to deepen their knowledge to enhance sustainability in our customer engagements. Our “Sustainability Curriculum” is a learning program with modules on sustainability topics. It is available to all employees in our learning management system, along with our Sustainability Game Plan 2023.

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

SUSTAINABILITY DASHBOARD

Responsible area	Goal	Result 2021	Result 2022	Result 2023	UN Sustainable development goal
ETHICAL CONDUCT					
Human rights	2023: Conduct a formal Human Rights Impact Assessment for a business entity	Group-wide human rights risk screening conducted in 2021 with completion in 2022.	In progress	Completed	
Cybersecurity and privacy	2023: Zero substantiated complaints concerning breaches of customer privacy and losses of customer data*	Zero	Zero	Zero	
Business ethics and anti corruption	2023: 90% completion of ethics training (CoC e-learning)**	93%	96%	96%	
	2023: 100% confirmation of receipt of a whistleblowing notification within four business days of receipt	100%	100%	100%	
Responsible sourcing	2023: 100% of new or renewed suppliers agreeing to TietoEvry's Supplier Code of Conduct***	99%	100%	100%	
CLIMATE ACTION					
Energy usage and GHG emissions	2023: 80% reduction of scope 1 and 2 greenhouse gas emissions (GHG) by FY23	44% reduction	70% reduction	84% reduction	
	2023: 100% carbon free electricity in own data centers and offices	92%	95%	99%	
Circular economy practices	2023: 100% reuse and recycling of hardware****	Internal: 70 %, Customer: 86 %	Internal: 93 %, Customer: 95 %	Internal: 93 %, Customer: 98 %	
EXCITING PLACE TO WORK					
Diversity and inclusion	2026: 40% female employees by 2026: 50% female employees by 2030*****	29% female employees	31% female employees	31% female employees	
Employee experience	2023: Employee engagement score >75	78/100	82/100	82/100	

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

** Measured on an annual basis.

*** Scope: Agreements made through the Sourcing function. Note that the scope also includes suppliers' versions of Code of Conducts as agreed by our Head of Sustainability. More information on the process under Responsible Sourcing.

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

***** Permanent employees (headcount)



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

EcoVadis

For the third consecutive year TietoEVRY has achieved EcoVadis' highest platinum rating, granted to the top 1% of companies within the global EcoVadis network. The rating acknowledges TietoEVRY's consistent commitment and performance towards the environment, labour rights, human rights, ethics and sustainable procurement.

CDP

In 2023, TietoEVRY achieved level A in CDP Climate Change scoring. Our CDP score exceeds the IT sector and CDP program averages.

OMX GES Sustainability Finland Index

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

TIETOEVRÝ'S STAKEHOLDERS



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

Stakeholder engagement and materiality analysis

Stakeholder feedback is key to ensuring business success. Insights from our stakeholders help us to better understand and identify our impacts on people and planet. Continuous dialogue with stakeholders also gives Tietoevry a better view into the risks and business opportunities that lie ahead of us. With sustainability expectations growing all the time, stakeholder dialogue is a vital tool in helping us to develop our ways of working across the value chain.

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

We engage with stakeholders through a combination of structured and ad hoc dialogues. Key stakeholders, including customers and employees, are surveyed regularly. Crucial insights are also gathered through various escalation channels. Social media plays a significant role in facilitating dialogue with both internal and external stakeholders. Additionally, we maintain continuous formal and informal conversations with suppliers,

business partners, customers, investors and authorities as an integral aspect of our operations.

Tietoevry's most important stakeholders are shown in the figure to the left. These are the stakeholders who can directly and indirectly be affected by Tietoevry's operations and activities. We also recognize that vulnerable groups (such as women, people with low digital literacy, minority groups and people with disabilities) are present within the majority of our prioritized stakeholder groups. These include customers, end users, employees and other personnel, suppliers, business partners and civil-society organizations.

During 2023, as we embarked on developing our new long-term plan, several interactions with both internal and external stakeholders took place as part of our double materiality assessment (DMA). The result from the DMA is applicable from 2024 onwards and does not apply to this report.

As a next step we will further develop our stakeholder engagement approach to ensure that we fulfil the requirements set out in legislation. We aim to ensure frequent dialogue with key stakeholders and a more systematic approach to gathering input.

Materiality process

Materiality assessments forms the basis for how we identify and prioritize our most important material topics, as determined by our most significant negative and positive impacts, risks and opportunities.

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

During 2022, we reassessed our focus areas within our sustainability Game Plan, including our material topics from the perspective of impacts to the economy, the environment and people (also covering human rights). Information was gathered through both continuous monitoring across our operations and functions, and through specific actions and assessments, followed by subsequent analysis. Based on this we identified actual and potential impacts caused by, or contributed to by our activities, or which could be linked to our products, services or business relationships. Each impact was assessed based on significance and

LIST OF MATERIAL TOPICS AND TOPIC BOUNDARIES

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



prioritized in relation to the other impacts, and finally evaluated against our material topics.

This effort has undergone additional refinement and expansion in 2023 as we worked on our new long-term sustainability plan. Building upon the lessons and insights gained from our double materiality assessment, we plan to enhance our process for continuously identifying and assessing both actual and potential impacts, along with refining our approach to stakeholder engagement.

The result from the double materiality assessment conducted during 2023 will be available in the report for the financial year 2024.

Impact and materiality analysis

The materiality reassessment in 2022 led to no major changes to the material topics reported, and it remains valid for 2023 as well. Additionally, the result of the DMA carried out during 2023 indicated that no major changes to the material topic is needed.

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

Actual and potential negative impacts and our material topics

The materiality reassessment in 2022 identified that potential material negative impacts arising

from our activities, products and services, or associations through our business relationships, are found in the following areas:

- Energy usage, carbon emissions and waste generation (addressed in the report under Climate action):
 - Development and use of solutions requiring energy
 - Greenhouse gas emissions throughout our value chain
 - Generation and handling of waste, including electronic waste
- Employee engagement, diversity and inclusion, and non-discrimination (addressed in the report under Exciting place to work):
 - Harassment and/or discrimination of employees and other workers
 - Psychosocial health issues among employees and other personnel due to work situation, working relations, etc.
- Business ethics and anti-corruption, privacy and cybersecurity, and human rights (addressed in the report under Ethical conduct):
 - Anti-competitive behaviour and corruption
 - Technology misuse and improper data handling
 - Freedom of association and collective bargaining
 - Violation of end-user privacy rights and discrimination
 - Occupational health and safety throughout value chain
 - Rights of personnel in the supply chain

Actual and potential positive impacts and our material topics

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

→ Under Climate action:

- We can make a positive impact on the natural environment by designing solutions and providing services that reduce our customers' carbon footprint. Some examples are solutions for smart city planning, optimizing and digitalizing operational processes, intelligent transport systems, shared platforms for circularity, and efficient product-lifecycle management. For example, see the energy-management system developed for REWE [here](#).
- We also provide solutions and services to increase customers' carbon handprint, such as avoiding emissions through smart transaction solutions in financial services and document-handling systems within the public sector. We do this by, for example, educating our employees with a carbon handprint guidebook. Read more in the section [Energy Usage and Greenhouse gas emissions](#).

→ Within the area of Exciting place to work:

- We can have a significant impact on our employees' and other personnel's career and personal development by enabling them to develop skills and gain experience, as well as by offering career development. Read more on how we promote continuous learning and development under Keep Learning in the section [Employee Experience](#).
- We can contribute to attracting and retaining a diverse set of talents, including under-represented groups such as women, into our company and the tech industry. One key factor for this is to create awareness around what working in the tech industry means, and what we as a company can offer in terms of concrete opportunities. During 2023 we carried out awareness activities internally and externally to support the topic. For example, we highlighted our female role models in a global internal and external awareness campaign. Read more under the section [Diversity & inclusion](#).

→ Related to the area of Ethical conduct:

- Through our constant efforts in ensuring access to and availability of crucial services and societal functions, we indirectly enable the realization of such human rights as the right to privacy and access to healthcare education. Read more under [Cybersecurity & privacy](#) and [Human Rights](#).
- Using AI in our solutions within document and case management serves the purpose of protecting the privacy of inhabitants and simultaneously aiming at strengthening local democracy. Read more [here](#).
- Our solutions within the healthcare sector can also have a significant positive impact on patients' health and wellbeing. For example, harnessing generative AI to free up medical staff's time for patients can improve treatment outcomes and save costs for society. Read more [here](#).



RESPONSIBLE OPERATIONS



022 CLIMATE ACTION

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035 EXCITING PLACE TO WORK

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054 ETHICAL CONDUCT

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CLIMATE ACTION

We can positively impact the environment by reducing carbon emissions in our own operations and value chain, as well as by carrying out our operations in a responsible way. Through the use of leading technologies and the smart use of data, we believe we can build solutions that benefit everyone – from our customers to society at large.

Circular economy practices – recycling and reusing of hardware – are crucial in our mission of becoming even more responsible in our own operations. Together with our ecosystem of partners we create purposeful technology that reinvents the world for good.



Energy usage and greenhouse gas emissions

Climate change and the loss of biodiversity have a critical impact on how we and future generations will live. The need for efficiency has reached a critical point – it's not only about cutting costs but also about minimizing consumption to address the challenges. Companies play an important part. For us at TietoEVRY, carbon neutrality is the path ahead. Reducing our carbon footprint and helping our customers and society become more efficient are key steps in achieving our goals in this area.

Our approach to environmental efficiency

Companies are expected to step up and be accountable for their energy and material consumption. This means working actively to minimize greenhouse gas (GHG) emissions in our own operations as well as throughout the value chain. TietoEVRY sees the technology industry as a facilitator in the transition to a low-carbon society. We can help our customers reduce their emissions by using our products and services.

Climate change and biodiversity are strongly interlinked. Climate change is one of the main drivers of biodiversity loss, while destruction of ecosystems undermines nature's ability to regulate greenhouse gas (GHG) emissions and increases the risk of extreme weather events.

It should be noted that some emerging technologies – such as Artificial Intelligence (AI) and blockchain – are energy intensive and potentially pose a risk towards energy efficiency. Emerging technologies can significantly increase energy usage, both when they are developed as well as when they are used. It is important that TietoEVRY as a creator and user of these technologies ensures a responsible approach from the environmental perspective. We collaborate with our customers and suppliers to ensure the whole value chain makes sustainable progress together in alignment with the goals of the Paris Agreement.

PERCENTAGE OF CARBON FREE ELECTRICITY IN DATA CENTERS AND OFFICES

Target 2023, %

100

Result 2023, %

99





Our long-term goal is to achieve net-zero carbon emissions in our own operations by 2025, and to cut 80% of our market-based energy-related greenhouse gas emissions by 2023. We are happy to report that we have exceeded the goal by achieving 84% reduction. Additionally, by 2023 we aimed to use 100% renewable electricity in our offices and our own data centers (scope 2). During 2023, we received a 99% use of renewable electricity. This is good progress due the challenging times globally and the rising prices of available renewable energy in the market. One of our four Science based targets is to aim for 100 % renewable energy in scope 2 by 2026. All our SBT's have target year of 2026 even if we accomplish them before. Maintaining the achieved level is a must. Emissions from our co-location data centers are reported as part of our value chain emissions in scope 3. Becoming main tenants in our Espoo headquarters led to an increase in reported facility energy consumption.

In 2022, TietoEVRY got its climate related targets verified by the Science Based Targets Initiative. We committed to reduce absolute scope 1 and 2 GHG emissions by 90% by 2026 from a 2020 base year. TietoEVRY also committed to increase annual sourcing of renewable electricity from 80% in 2020 to 100% by 2026. TietoEVRY further committed to reduce scope 3 GHG emissions from business travel by 47% per full-time employee by 2030 from a 2019 base year. For the supply chain, TietoEVRY aimed to have the top 70% of its suppliers by emissions covering purchased goods and services to have science-based targets by 2026. During 2023, our result was 40% in the

target scope, which is improvement from last year (34% 2022). In addition, ESG targets related to CO₂ reductions remained in the long-term incentive plans for TietoEVRY leaders.

To improve energy efficiency, during 2023 we continued to optimize office spaces, conducted energy inspections, renewed electrical devices, and shared energy-saving tips with our employees. Where possible, we also encourage adjustments to building automation systems to optimize lighting in our offices based on whether a space is being used or not. In our headquarters in Espoo, Finland we became main tenants. During 2023, we relocated to a new building in Ostrava, Czech Republic. The name of the office building is Organica, reflecting its environmentally friendly use. The building has a strong focus on energy efficiency and renewable energy sources, as well as on leveraging modern tools and applications such as sensors, mobile applications and weather stations.

During 2023, TietoEVRY continued the data center consolidation project that begun in 2021. In this we support modern technology and infrastructure that bring benefits such as energy efficiency. TietoEVRY manages its own data centers and leases space from co-location data centers. Improving office space and data center energy usage have been focal points during the year following the energy crisis of winter 2022. TietoEVRY sees an opportunity in consolidating operations to a selected number of co-located data centers with excellent energy efficiency, low carbon footprints and circular economy practices.

With this strategic choice TietoEVRY can actively choose locations that both can result in reduced costs and can improve our energy efficiency and circular economy practices. The project has proceeded according to plan and is expected to continue towards 2026.

The locations of our data centers are important in enabling the circularity of the energy they produce. For example, in some locations technology allows the energy produced by the data centers to feed nearby district-heating networks to warm households. This also increases circularity in our own operations. Read more on circularity in the section on [Circular economy practices](#).

Hybrid ways of working and virtual meetings are the new norm, enabled through the use of modern conference tools. However, during 2023 our business travel increased in comparison to the pandemic years. We thus see a need to further enforce our hybrid ways of working and our Travel Rule, which recommends choosing environmentally friendly options such as train travel over flying. Our new guidelines are in place and their impact will accumulate in the coming years. In 2023, our CO₂ emissions from business travel were an average of 195 kg per employee. Our goal was to reduce the emissions by 47% by the year 2030. For 2023, emissions from business travel were reduced by 79% compared to the base year 2019, which means we have surpassed our target. The level of business travel is expected

to increase in post-pandemic times. It is important that business travel reductions remain as a priority.

Supply-chain related emissions cover the whole lifecycle of products and services we purchase and deliver, as well as the emissions they create both upstream and downstream. During 2022 we recognized most relevant GHG emissions categories related to scope 3 according to the Greenhouse Gas Protocol standard. The categories were purchased goods and services, fuel and energy related activities, waste generated in operations, business travel, employee commuting, upstream leased assets and use of sold products. During 2023 we've increased our engagement with first and second tier suppliers. Read more in the section [Responsible sourcing](#).

During the year we conducted an analysis in line with recommendations from the Task force on Climate-Related Financial Disclosure (TCFD). The outcome of the analysis illustrates how TietoEVRY is impacted by climate-related risks and opportunities and how climate matters are managed in the organization's governance and strategic bodies. As a part of the TCFD report, TietoEVRY has conducted a scenario analysis to better understand future potential impacts from climate-related risks and opportunities and their influence on business operations. By looking at different potential pathways for the future, TietoEVRY is better equipped to handle shifts in the environment and industry in which we operate.



TietoEVRY as a creator and user of new technologies ensures a responsible approach from the environmental perspective.

Environmental performance built on collaboration

During 2023, TietoEVRY launched a carbon handprint guidebook to support our businesses in demonstrating the climate benefits of the products and services they create. The tools help employees to better understand the possible positive impact services or products have on the emissions of our customers, and facilitate integration of environmental benefits in the business development process. Read more about our KPI indicators related to energy consumption and GHG emissions [here](#).

Our commitment to the environment is stated in the Environmental Rule, which outlines our dedication to reducing both direct and indirect energy consumption in our offices and data centers through the implementation of energy-efficient measures. We prioritize the selection of the use of BREEAM- or LEED-certified buildings in our locations, emphasizing their environmental sustainability. Key criteria for our choices include the overall energy efficiency of a building and the utilization of green energy sources. To ensure our environmental goals are met, all our offices and data centers operate under our global Environmental Management System (EMS), which is ISO 14001 certified.

The Global Environment Team coordinates and supports the implementation of our EMS. This team comprises Environmental Managers from various operating countries led by the global EMS manager. Our Environmental Rule has three dimensions: our own operations, the impact

we have on our customers' carbon footprint, and our overall value chain. The responsibility for implementing the principles outlined in the Environmental rule, as well as related processes and actions, lies with the five end-to-end businesses. The environmental manager implements daily environmental activities in our offices.

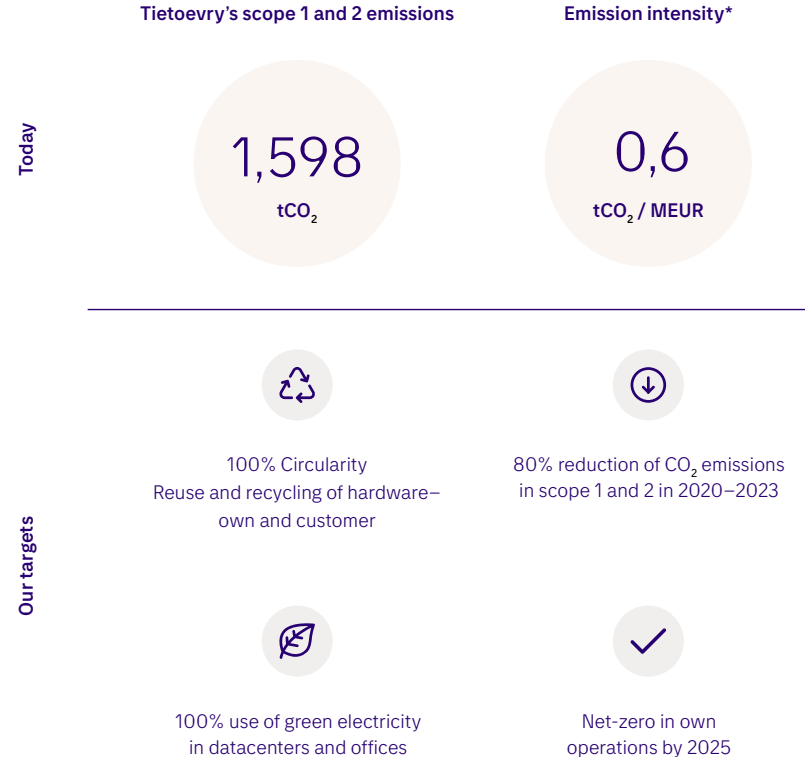
Our data center in Stavanger, Norway has one of the most energy-efficient cooling solutions in the world, based on the use of cold water and gravity. Seawater enters a cold-water basin through the use of gravity from pipes reaching a depths of 100 metres. The water temperature is a stable eight degrees Celsius all year round. Then it enters the titanium heat exchanger before a duplicated closed loop system cools the servers. The heated water is used in a lobster farm for warming water to ensure optimal growth circumstances, as the lobster needs a temperature of 20 degrees in seawater. The pilot project represents an innovative example of a circular economy solution where the excess heat is utilized for food production and significant reduction of the total energy consumption.

Looking ahead

We are looking at accelerating our activities from the environmental sustainability aspect. Working towards TietoEVRY's next sustainability long term plan, areas such as biodiversity, circularity, net zero and reduction of emissions overall will remain in focus. Business travel is an important item in the target setting for the new plan. TietoEVRY requires a "new normal" approach to business travel, against which to set reduction targets. We continue work towards reaching our Science Based Targets and also aim to go deeper and reach an absolute reduction target for scope 3. Our key actions to reduce emissions are related to the use of renewable energy and improving efficiency in our own operations and in our value chain. We see a need for sustainable and climate-resistant solutions and carefully follow the emissions status around the development and use of new technologies. TietoEVRY's new long-term sustainability plan is aimed at future-proofing our operations from the environmental perspective.

TietoEVRY sees climate adaptation and resilience solutions as an area with potential business opportunities. To be able to tackle change in the physical climate, companies will in the future need high-quality real-time data flows to track and monitor risks in their operations. With expertise in cloud-based solutions and our analytics capability, TietoEVRY could – together with value chain partners and customers – develop cloud-based sensor-data applications for climate adaptation and resilience. Such an opportunity could be, for example, in agriculture in central Europe. Changes in weather patterns can affect future harvests drastically, so farmers could benefit from sensor data to track extreme weather conditions impacting their crops.

OUR SUSTAINABILITY AMBITIONS — TOWARDS A CARBON NEUTRAL WORLD



*Covering scope 1 and 2 emissions

TietoEVRY's Science Based Targets

TietoEVRY has been committed to the Science Based Targets Initiative since 2022.

What are Science Based targets?

Science Based Targets are carbon dioxide reduction targets that are in line with independent climate science. These targets ensure a company's emissions are in line with the Paris Agreement to limit temperature increase to no more than 1,5 degrees Celsius above pre-industrial levels. The Science Based Targets initiative is a collaboration between CDP, the UN Global Compact, the World Resources Institute (WRI) and the Worldwide Fund for Nature (WWF). Together these bodies are calling for companies to demonstrate their leadership on climate action by publicly committing to Science Based Targets for GHG reductions.

TietoEVRY is committed to reduce our own carbon footprint and generated greenhouse gas emissions. We also support and help our customers and society in the journey towards carbon neutrality and circular economy. Setting Science Based Targets for reductions is

important means for us to show our responsibility, commitment, and enthusiasm to accelerate more sustainable growth.

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

1. Absolute reduction target: TietoEVRY commits to a 90% reduction of CO2 emissions in scope 1 and 2 by 2026 from the 2020 base-year.
2. Renewable energy target: TietoEVRY commits to increase annual sourcing of renewable electricity from 80% in 2020 to 100% by 2026.
3. Intensity target: TietoEVRY commits to reduce scope 3 business travel GHG emissions by 47% per average per full-time employee by 2030, compared with the 2019 base-year.
4. Supplier engagement target: TietoEVRY commits to 70% of its significant suppliers by emissions (covering both purchased goods and services) to have Science Based Targets by 2026.

TIETOEVRY'S SCIENCE BASED TARGETS PROGRESS

Target	2020	2021	Science based target commitment year 2022	
			Results 2022	Results 2023
Absolute reduction: 90% by 2026 (baseline year 2020)	Baseline year	Data not measured	70%	84%
Renewable energy: 100% by 2026	80%	92%	95%	99%
Intensity: 47% reduction (baseline year 2019)	Data not measured	Data not measured	83%	79%
Supplier engagement 70% by 2026 (baseline year 2020)	Data not measured	Data not measured	34%	40%*

*Figure is % from the 70% scope of significant suppliers. SBT percentage of full scope, covering 100% of our suppliers, was 29% in 2023.

CASE

Creating the supermarket of the future



Retailer REWE Austria operates more than 2,000 grocery stores across the country. When REWE wanted to create the first energy-efficient "supermarket of the future," the company looked to TietoEVRY for help in using the power of data to make it happen.

To see how technology could transform supermarkets in a way that would both benefit the planet and the bottom line, REWE Austria decided to turn one store in Lower Austria into what they called "The Supermarket of the Future." The goal of this innovative project was to make the store and its operations more sustainable, while also reducing costs.

Collecting data from different sources

This meant that TietoEVRY had to find a way to get data from all relevant appliances in the store, which until that point had not been linked together but had operated in so-called data silos. Gathering this data was crucial for enabling well-informed decisions regarding energy efficiency measures. It was also critical in making the maintenance of the store more efficient, explains Lukas Keller, Head of Business Development at TietoEVRY in Austria.

"For example, whereas maintenance of the automatic doors would earlier be done on a set schedule – about every three months – it can now be tailored to the actual need of the store," he says. "Instead of having the maintenance be carried out every three months, it can now be done every time the doors have opened and closed a predefined number of times."

The challenge was to create a process that automatically calls in an external maintenance company when necessary, without the local team having to take action.

"It was not easy to be honest, as all the different appliances in the store had their own systems. Pulling the information together and presenting it in one common view was not as straightforward as you might think," explains Keller. "One of the challenges was that some of the appliances had data, whereas others – such as the ovens – did not. In these cases we had to install sensors to get what we needed."

Cloud-based collaboration

To help create this supermarket of the future, TietoEVRY in Austria – together with Microsoft and Beckhoff Automation – developed an Internet of Things-based solution that collects data from all relevant appliances. This data is stored on an

Azure-based platform managed by Microsoft and is presented in an intuitive dashboard for the store manager.

"It was important for REWE that the dashboard should be as straightforward as possible, freeing up time for the manager to focus on running the store. So we ended up making it based on a traffic-light system," explains Keller. "The manager's dashboard covers the most relevant appliances in the store. If everything is ok, then it's green, if something needs to be done locally – and the store manager can do it him or herself – then the dashboard is orange. If it's red then maintenance partners get an automatic alert letting them know that service is needed."

Significant cost reduction

According to REWE, the new system can reduce the store's total energy and maintenance costs by up to 25%.

In 2023 this cutting-edge project was awarded the prestigious eAward in the category for "sustainability and smart data" in Austria.

"We were obviously very happy to receive the award. Our team worked tirelessly to deliver a state-of-the-art solution for our customer. This award motivates us to keep on working to use data and technology in a way that is not only good for business, but also helps move towards a more sustainable society," says Managing Director of TietoEVRY Austria, Robert Kaup.

For Keller and the rest of his team, the work with REWE has brought a lot of learnings that they are eager to take into future sustainability projects.

"This has been a great learning experience for us, and a great example of what we mean by purposeful technology. Going forward, we hope to get the chance to help even more customers use the power of technology to become more sustainable," says Keller.



Circular economy practices

As one of the largest IT companies in the Nordics, we aim to lead by example and minimize our environmental footprint. This is why we take a circular economy approach to how we run our operations.

According to the United Nations Environment Programme, the world produces as much as 50 million tonnes of e-waste each year, of which only 20% is formally recycled. This increases the consumption of resources, the emission of greenhouse gases and the release of toxic substances that may come from irresponsible waste-disposal procedures. When e-waste is not properly collected, we also lose considerable amounts of valuable secondary raw materials (for example, aluminum, copper and gold). Collecting these reduces the continuous extraction of raw materials.

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

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

Our approach

The ICT sector is very dependent on devices in which rare minerals are an important component. We therefore have a clear responsibility, both in terms of not wasting any natural resources and making sure end-of-life handling is done in the most responsible way possible. We also have an unwavering commitment to minimizing the negative environmental and social impacts of device production and logistics.

TietoEVRY is responsible for a hardware fleet of various types of computers and mobile devices that we provide to our approximately 24,000 employees as personal IT equipment. Our customer-operations team also supports our customers' end users with devices such as laptops and smartphones, the volume of which is much larger than TietoEVRY's own.

PERCENTAGE OF REUSED AND RECYCLED HARDWARE

Target 2023, %

100

Result 2023, % Internal

93

Result 2023, % Customer

98

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



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

We strive to extend the devices' lifetime and to reuse them. At the same time, we are aware of the fact that applying circularity principles might lead to negative environmental impacts, such as in logistics and through the effects of reuse processes. Newer generations of devices are more energy efficient, so we make the comparison between used versus new devices when purchasing equipment.

To better understand the needs and usage patterns of our employees, we collect information about the devices – including purchase date, purchase price and technical specifications – and combine this with HR data. For the devices our customers source from us, we collect and make the information available to them by utilizing the Lifecycle Management (LCM) framework. This helps us to direct and recommend suitable devices for people making purchases, by taking into consideration the role of the device and limiting energy consumption, material usage and greenhouse gas emissions.

TietoEvry's procurement function purchases hardware for our employees as well as for our customers. The function is in charge of ensuring that our customers' and TietoEvry's own environmental requirements are met. This includes TCO certification – an independent sustainability certification for IT products – or Energy Star certification for hardware devices. TCO certification covers both social and environmental impacts during the entire lifecycle. All TietoEvry's hardware suppliers and service providers are required to have relevant

environmental certifications in place, such as ISO 14001 or the equivalent. When we purchase IT equipment and devices, we engage regularly with hardware suppliers to understand their sustainability aspects, taking into account also the conditions of their workforce. Please read more in the sections [Human Rights](#) and [Responsible Sourcing](#).

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

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

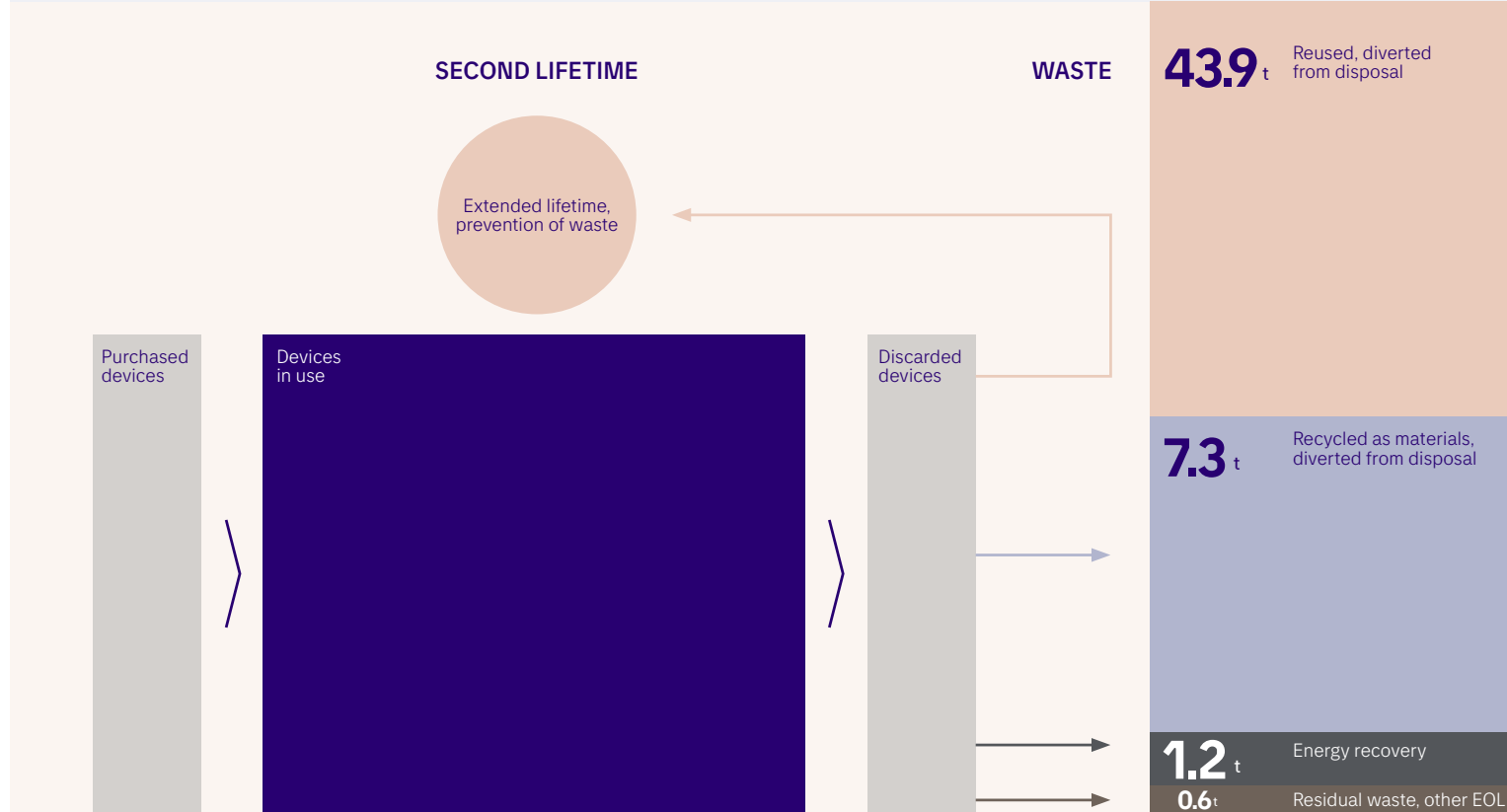
Progress in 2023

In 2023 we recycled and reused 93% of the amount of returned devices*) received in our end-of-life processing. In addition, 98% of the devices received from our customers were reused or recycled through our device lifecycle services. During the year we increased our focus on and ownership of our circular economy work by Tietoevry's five end-to-end business units. This is a result of continuous awareness-raising efforts across the company. 2023 was also the first full year in which we enforced our new mobile device policy, which requires employees to return company-owned devices. This mirrors a similar policy for laptops that was put in place in 2021. As a result, internally there were more devices returned than purchased. During 2023 we also increased our efforts to develop our reporting by growing scope coverage and business unit detail and thereby make it more robust.

To ensure sound e-waste management practices, Tietoevry has collaborated with our main device management partners to have visibility into material reuse and end-of-life treatment processing and outcomes for devices that cannot feasibly be reused. Our main material recovery partners for Tietoevry's devices achieves an average 83% recovery rate for materials for the subcategory of electronic waste that Tietoevry generates. We consider as waste the devices that are returned to the take-back system provider

*) devices measured are personal computers, laptops and mobiles

MATERIAL STREAMS



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



for recycling and end of life processing. During 2023, TietoEVRY generated 53 tons of discarded devices where 44 tons were directed for reuse and 7 tons were recovered for recycling. The remaining material was incinerated and used for energy production (1,2 tons) or disposed as residual waste (0,6 tons). This practice is performed in an environmentally-sound manner by our third-party providers. The figures used in this report concern the operations of TietoEVRY in Europe, China and India and the operations of our main regional partners, which together cover approximately 80% of the estimated total volume of user devices.

Looking ahead

In 2024 we will continue our work to make our operations more sustainable. This includes working with our suppliers to further reduce our environmental footprint, taking into consideration energy efficiency, greenhouse gas emissions, waste, as well as the broader impact on society and people's health. Our efforts will be guided by our new Sustainability Plan, as well as by relevant legislation and reporting requirements, such as the EU's Corporate Sustainability Reporting Directive.

We will continue to strive to do our part to address the climate crisis by using renewable energy whenever possible. Our efforts to work with trusted partners and service providers to minimize the harm caused by our own e-waste will continue as well.

EXCITING PLACE TO WORK



We are developers of digital futures who help to create smarter and more sustainable cities, increase wellbeing for citizens and support our customers' digital transformation. Our colleagues use specific sets of skills and expertise to create technology that reinvents the world for good. Our people are the key source of our competitive advantage, hence the employee experience is a top priority for us.

Our work is steered by our values – openness, trust and diversity. To create an environment where employees can thrive as their authentic selves, we are actively making space for inclusion. A diverse set of employees also serves our diverse end users better, and allows us to create a workplace where everyone can thrive.



Diversity and inclusion

In a rapidly evolving tech landscape, our commitment to solving global challenges through technology requires a diverse, inclusive and accessible approach. Creating a culture of diversity and equal opportunity is a joint effort for all of us.

Our approach

Technology is a key enabler when solving the problems of today and tomorrow. The end users of applications and software have diverse needs, which requires a diverse representation in the building of the solutions. The shortage of technology talent amplifies the need for diverse teams. To be able to attract and retain top talent, it is imperative that we ensure current and future employees flourish with us.

We see diversity and inclusion as a critical foundation for our future success. A gender-balanced workforce is likely to have varied perspectives and approaches that benefit our customers and the society at large. Gender diversity is correlated with profitability and value creation, as well as with employee engagement and a sense of belonging. By creating an

environment with a focus on diversity and inclusion, we not only address the unique needs of the end users – we also gain a competitive edge in the talent market. Fostering a diverse and inclusive workforce is not a one-time effort, but a continuous dialogue. Our ambition is to be inclusive for all – majorities, minorities and communities. Diversity means valuing difference of opinion and having the utmost respect for everyone – regardless of sex, gender, identity, nationality, religion, belief system, race, age, disability, sexual orientation, political opinion, union membership or social or ethnic origin.

The overall responsibility for a workforce with an emphasis on diversity, equity and inclusion lies with the CEO and the Group Executive Management. TietoEVRY's Code of Conduct and the Diversity and Inclusion Charter are the documents that outline our commitment to diversity and inclusion. Creating a diverse and inclusive culture is everyone's responsibility and opportunity. Each manager ensures diversity in their teams. In addition, they inform, engage and educate their team members on our policies, promoting inclusivity and minimizing biases

TOTAL SHARE OF FEMALE EMPLOYEES

Target 2026, %

40

Target 2030, %

50

Result 2023, %

31

Permanent employees (headcount)



and their impact in their workplace. Our five end-to-end businesses have the responsibility to accelerate our ambitions and ensure that our policies are being integrated into everyday practices. The businesses may also have additional diversity ambitions, targets and KPIs that suit the nature of their business.

Regular dialogue and continuous learning are the cornerstones of our culture. We require a systematic approach as a community of 24,000 professionals. Our company-wide survey OurVoice focuses on three areas aligned with our Culture Code: Achieving Together, Keep Learning, and Leadership. The MyGrowth framework and regular check-ins are our way to encourage development. Read more in the section on [Employee Experience](#).

Attracting a diverse workforce

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

Our diversity ambitions reflect the global markets we operate in, with a mix of around 80 different nationalities and cultures represented among our employees. We support internal mobility across national and business structures, and our talent acquisition is based on a global talent pool. Our 50/50 gender-balance ambition is monitored on a regular basis across our businesses and countries. Our HR function provides the Group Executive Management (GEM) with quarterly updates on developments in various aspects of our Diversity and Inclusion Charter.

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

Progress during 2023

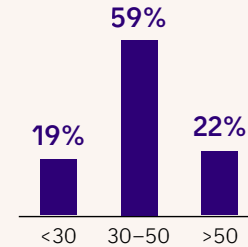
During 2023, TietoEVRY continued to accelerate the activities created by the Diversity and Inclusion Taskforce in 2022. The taskforce instituted a roadmap with four themes (succession planning, incentives, monitoring and training) with sub-actions to accelerate group-wide activities within the area. During 2023, some of the sub-actions were concluded with some continuing towards 2024. The long-term incentive plans for TietoEVRY leaders include a target for increasing the share of females among new recruits. Other activities set by the Diversity and Inclusion Taskforce focus on succession planning, with the aim of ensuring that

TOTAL NUMBERS OF EMPLOYEES 2023 (HEADCOUNT END OF YEAR) *

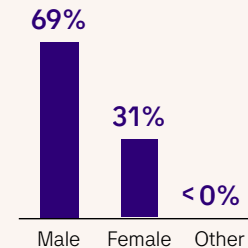
24 368

*The ~1,000 employees of MentorMate, a digital engineering company acquired by TietoEVRY in July 2023, are not included in the number.

EMPLOYEES BY AGE 2023



EMPLOYEES BY GENDER 2023*



*Permanent employees (headcount)





managers have adequate visibility and support in advancing diversity as part of hiring principles. The succession plans are reported to the Group Leadership Management on a quarterly basis via the Head of HR. The implementation of the three themes is well underway, with some units standing out as good examples.

During 2023 an advisory project by our Group Internal Audit Team was conducted, with a focus on gender diversity in recruitment. The scope was all business units. The results were analyzed per business unit and related roadmaps with development actions were created. The work continues in 2024.

In addition, our five specialized businesses have continued their diversity and inclusion activities, processes and related monitoring. For example, Tietoevry Care is exploring further development to build more insights on employee engagement and diversity. Tietoevry Create launched business-wide gender-neutral guidance on how to create balanced job ads to advance a feeling of inclusion in our communication materials. Female role models and industry leaders from all our businesses have been highlighted throughout the year in internal and external channels.

At the group level a new Code of Conduct e-learning module has a special focus on diversity topics such as non-discrimination and ethics in the workplace. It was launched globally to all Tietoevry employees, with a related internal engagement session. Read more in the section [Business ethics and anti-corruption](#).

Tietoevry has consistently adhered to our core values of openness, trust and diversity. We welcome the support provided by legislation to accelerate our diversity and equality activities in practice. The EU pay transparency directive closely relates to the upcoming Corporate Sustainability Reporting Directive, which we are currently preparing for as well. We are taking the necessary steps to ensure group-level coverage, including compensation, HR operations and processes, and guidance for our managers and internal communications. Given that we have 24, 000 colleagues in diverse countries and cultures, we approach the topic holistically with support from many different functions and locations.

From the inclusion perspective, several activities were initiated to make space for inclusion in the workplace. The Tietoevry Facility specifications were updated to include guidance aimed at ensuring gender-neutral toilets available globally. In addition, the brand iconography was updated to include a gender-neutral sign for a toilet. We also launched a common inclusion sign – m/f/d: meaning male, female, diverse – to accompany our recruitment ads globally. In November 2023, Tietoevry globally acknowledged transgender awareness week for the first time to raise internal awareness on inclusion.

Increasing the share of women in the tech industry is a challenge that Tietoevry addresses at a grassroots level. To meet our goal of a 50/50 gender split by 2030, the pool of applicants needs to be more balanced in terms of gender

ratio. The "Being an IT girl" guidebook published in 2022 was distributed widely during Women's Day activities on our global and local social media sites. The guidebook is available in Finnish, Swedish, Norwegian and English, and is aimed at informing girls about the work in technology and attracting them to the field.

During 2023, TietoEVRY recruited a total of 205 graduates in the Nordic graduate program, of which 66 were female. The Nordics are a selected business priority area, however, targeted efforts for junior experts were made in other locations as well. The numbers is slightly decreased from 2022 (207 graduates) due to high inflation continuing to have an impact on recruitment opportunities. In addition, there is a slight decrease in the recruitment of women through the program for the second year in a row. One reason for this might be that the share of females overall applying for highly technical roles in software development is low. In total, during the years 2017-2023 we have recruited 1,101 graduates in our Nordic graduate program, of which 36% have been women.

By the end of 2023 the share of women in senior management positions at TietoEVRY was 23.6%, which is at the same as the previous year. Overall, the share of permanent female employees in the workforce remained the same compared to 2022, on 31 % (31% in 2022). The share of total females hired in 2023 was 32 %, which on the same level as compared to 2022 when 32% of new employees were female. There were challenges with the industry-wide candidate pool and shortage of female talent, which we share

with other companies. We recognize a need to accelerate the area and are planning for it aligned with the TietoEVRY's sustainability plan to be launched during 2024.

On 31 December 2023, TietoEVRY's Group Leadership Team comprised nine men and one woman, and TietoEVRY's Board of Directors comprised nine members elected by the Annual General Meeting, including six men and three women.

As an additional method to increase transparency in diversity and inclusion, TietoEVRY participates in the SHE Index in Finland, Sweden and Norway. The index is a cross-industry voluntary measurement of how companies perform in terms of gender balance, gender-equality policies, and diversity and inclusion. The results were analysed internally and used for identifying further development activities.

Our commitment to diversity and inclusion can be seen in the composition of our workforce. We are proud of the 35 nationalities represented at our headquarters in Espoo, Finland. At our Stockholm office in Sweden we have 47 nationalities, and at our Fornebu office in Norway we have 51. Targeted efforts to recruit young professionals (aged 30 or younger) resulted in the onboarding of 1,265 young recruits (42.9%) of our total recruitments during 2023. At the end of the year, the average age of TietoEVRY employees was 40 years.





In Finland and Sweden, Tietoevry has participated in female technology networks such as Women in Tech and the Inklusiiv forum. In Sweden and Norway, Tietoevry has held leadership training sessions aimed specially at women, to develop female leaders and to establish sustainable leadership within the company. Tietoevry India launched a Diversity and Inclusion information campaign, including a brochure to let current and future employees know of the various diversity activities in practice. Tietoevry partnered up with Pride organisations in Helsinki, Stockholm and Oslo, and celebrated Pride from June to August with internal and external awareness sessions. Internal Pre-Pride sessions with expert visits were highly regarded and shared globally to all employees. An internal grassroots initiative consisting of a team of software developers, functional analysts, HR specialists and designers have continued working as an Accessibility Team. The Accessibility team trains and educates colleagues to ensure accessibility-related knowledge sharing and support at various levels of the organization.

During 2023, 17 cases of discrimination and harassment allegations were submitted. Out of the total number, two cases of discrimination allegations and nine cases classified as harassment were submitted through our Whistleblowing Channel. In addition, six cases classified as harassment were reported through HR. Two cases in total were identified as sexual harassment. Following due investigation, 15 cases have been closed and two are still ongoing. 12 remediation plans were implemented in 2023,

with eight results reviewed through an internal management review process. One remediation plan is currently being implemented and 11 incidents are no longer subject to action. There has been a decrease in reported cases during 2023 through both HR escalations and to the Whistleblowing Unit in Tietoevry. We continue our efforts to prevent such behaviour in our organization.

Looking ahead

As 2023 is the last year in our sustainability game plan 2023, we have begun work on assessing our diversity and inclusion roadmap for the upcoming years. Preparedness for the requirements of the Corporate Sustainability Reporting Directive (CSRD) and the related European Sustainability Reporting Standards (ESRS) will be in focus. We will also continue to promote our values of openness, trust and diversity together with a dialogue approach.

Employee experience

Our employees and their wellbeing are our top priorities. We want to create an environment where people feel engaged and appreciated, and where they can grow and learn. We are committed to making sure our employees have a great experience working at TietoEVRY.

Our approach

Employee experience is in focus for us throughout the organization, as committed and happy employees contribute to the success of our customers and our business.

Despite the tech industry facing challenges in the latter part of 2023 due to softer markets in specific business areas, the industry is still a significant provider of job opportunities. There continues to be a strong demand for skilled professionals, particularly in areas such as cybersecurity, cloud computing and Artificial Intelligence. Competition for these skills is fierce due to the continued expansion of the tech industry in Europe and the increasing adoption of new technologies across different industries. TietoEVRY attracts relevant new talent through sourcing activities, but also by investing in

sustainability and societal issues that matter to potential employees, as well as enhance our employer brand and reputation.

TietoEVRY's Human Resources (HR) function manages our people and their performance, helping the company to deliver its corporate strategy and objectives. The function is led by the Head of HR, while the dedicated business HR leads are responsible for business-specific HR operations and agendas. The business HR leads report to the Managing Director of each business. The central Group HR governs the employee experience together with the HR network in the businesses.

A way to measure employee experience is through employee engagement – meaning employees' willingness and ability to contribute to company success. At TietoEVRY, we measure employee engagement with our employee survey, OurVoice. In the survey, our people provide feedback on three areas that drive engagement: collaboration, growth opportunities and leadership. After the survey, people managers are encouraged to discuss the results with their teams

EMPLOYEE ENGAGEMENT SCORE

Target 2023, %

>75

Result 2023, %

82



and identify development initiatives. The survey results are also reported and discussed within the TietoEVRY Group Executive Management team as well as the leadership teams of the businesses. By welcoming employee feedback throughout the year, OurVoice enables us to improve the employee experience at both the team and organization levels in a constantly changing environment.

In addition to the TietoEVRY group dialogue tool, OurVoice, some of our businesses have other ways to track the employee experience. For example, TietoEVRY Industry measures employee engagement at specific milestones throughout the first year of employment. This approach provides valuable insights into the effectiveness of the onboarding process and offers a comprehensive understanding of overall satisfaction levels, role clarity and the motivational factors for employees.

Employee relations

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

European Works Councils (EWC) are bodies representing European employees. TietoEVRY's management works constructively with the employee organizations through both the EWCs and the local works councils and unions. This is to inform and consult on the business and on

any significant decisions at a European level that could affect our people's employment or working conditions.

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

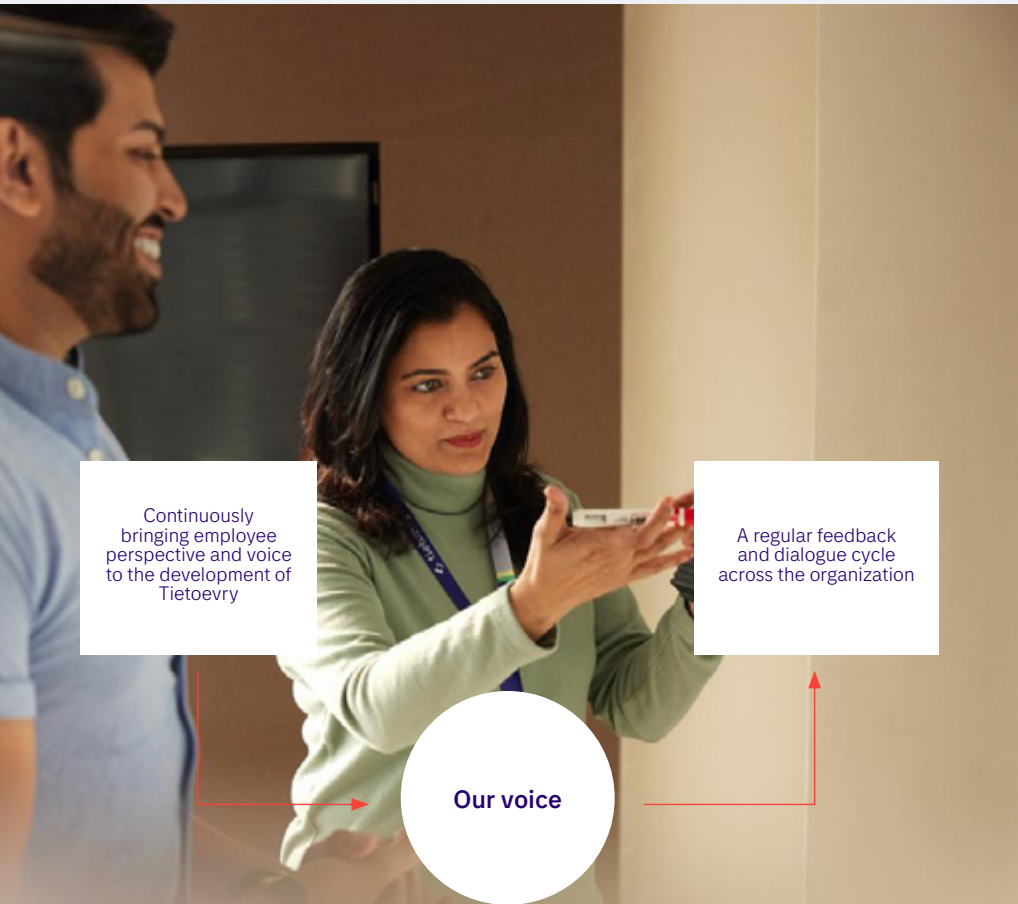
In the countries of operation where collective bargaining is not applied – such as China and India – we facilitate local forums where these topics can be addressed.

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

In India, we have multiple forums that enable employees to raise their voices. These include the India Leadership Network and the TietoEVRY Leadership Network, both of which have representatives from all TietoEVRY businesses. TietoEVRY employees also participate in iLead (an India-wide committee driving diversity and



EMPLOYEE ENGAGEMENT



Continuously bringing employee perspective and voice to the development of TietoEVRY

A regular feedback and dialogue cycle across the organization

Our voice

inclusion work for our India delivery centers), and in the Anti-Harassment Committee, which resolves all grievances and harassment cases reported by employees. In addition, we encourage our employees to use our company-wide tools – Ask HR and other Employee Self-service tools – for day-to-day operational queries, support and feedback.

In 2023, 43.2% of our employees were covered by collective bargaining agreements. However, the differences between countries are extensive, with the highest participation being in Sweden (92%) and in Finland (95%). For employees not covered by collective agreements, the organization determines their working conditions and terms of employment based on collective agreements that cover other employees in the organization.

As in previous years, in 2023 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 be 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 risks for violations or no guarantee of rights (35% of total operations). In these countries of operation – such as in China, Ukraine, Poland and Serbia – we strive to facilitate local forums where these topics can be addressed.

Keep Learning – boost learning for the future

Curiosity and lifelong learning are crucial parts of our culture and the keys to success in our dynamic industry, so developing and nurturing a learning culture is essential for us. We call this “Keep Learning.” Our global processes supporting lifelong learning include the Cornerstone learning platform, our voluntary competence-based Learning Communities and different learning programs run by our five specialized businesses.

The TietoEVRY Learning Communities focus on social learning, which allows people to grow together and learn from each other on topical skills such as AI, analytics and data, security, privacy and sustainability. The communities serve as arenas for people with different expertise to connect across countries and business units to learn new skills through meet-ups, webinars, demos and more. An example of a business-specific learning program is TietoEVRY Banking’s Banking Academy. The program enhances the professional careers and skills of employees by offering business-specific training content and enabling knowledge sharing across the business.

To further boost our learning culture and social learning, two company-wide Keep Learning weeks were organized in 2023. The purpose of the weeks is to showcase our Learning Communities and provide an array of optional technical and soft-skills virtual training sessions for all our employees globally.

The two Keep Learning weeks included a total of 60 themed sessions and involved more than 7,000 learners in the activities. This is a big increase compared to 2022, when approximately 5,200 learners were reached. More learning opportunities were organized locally in 2023. For example, in India more than 2,700 employees participated in local training sessions covering technical skills, diversity, equity and inclusion topics, as well as leadership competencies.

Our customers demand that we have the competencies to solve the challenges they face. To answer to those needs, our five businesses provide specialized learning, upskilling and reskilling programs for our experts. For example, TietoEVRY Tech Services, together with our strategic partner Microsoft, has been building the largest Azure professional network in the Nordics by certifying 3,000 Microsoft Azure-cloud professionals at TietoEVRY during 2021–2023. Another strategic partnership established with Google Cloud in 2023 has already resulted in more than 120 employees certifying in Google Cloud.

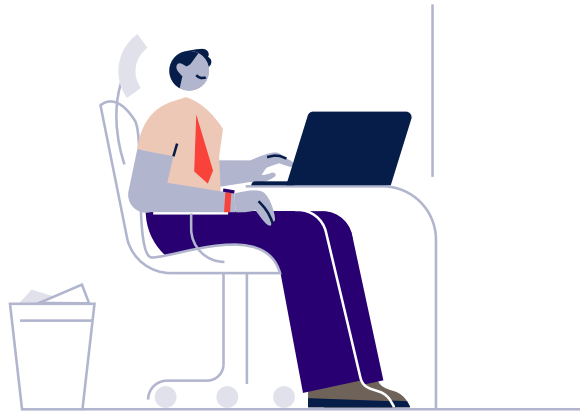
Onboarding is essential for building a great employee experience for new employees. The learning journey at TietoEVRY starts with pre-onboarding after signing the contract, continues with virtual or face-to-face onboarding days and deepens with role and business-specific onboarding. The new joiners are supported throughout the journey by their manager and an assigned team member.

Personal and professional growth is highly valued among our employees. Growth strengthens engagement and motivation across the whole organization. Our development and performance management framework, MyGrowth, continues to support personal and professional growth through dynamic goal setting, continuous feedback and frequent development conversations with one's closest manager about wellbeing, the employee experience, challenges and achievements. Everyone should take responsibility for their development and actively invite their manager for check-in sessions throughout the year. Training needs are also discussed and agreed upon during the MyGrowth conversation. The framework ensures that our employees' needs are captured and followed up on.

We also foster learning among students and new graduates in the Nordics and in India. The TietoEVRY Graduate program is an approximately 10-month long program organized in Finland, Sweden and Norway. In 2023, in addition to high volumes of young professionals recruited in TietoEVRY, we hired more than 200 graduates in the three countries. The program gives our graduates the opportunity to network across the company, to learn and grow professionally on the job, and to onboard to their work at TietoEVRY.



HYBRID WORKING AT TIETOEVRY



What's in it for you?

Enhanced Employee Experience



Flexibility & well-being

Flexibility to choose where you work increases well-being.
Possibility to decide where to do tasks that require concentration and less interruptions or collaboration and brainstorming.

Digital tools

Tools to increase collaboration virtually and across geographics.

Attractive offices

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

Remote work

Time saved thanks to less commuting and running between meeting rooms.
Opportunity to fit the workday into your private schedule.

Learning

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

Sense of belonging

More focus on strengthening team culture and collaboration across teams.
Trainings help us to explore new ways to engage our teams and create a sense of belonging.
Inclusion is everyone's responsibility.



Leadership aspirations

Great leaders drive engagement in all organizations. This is why we have defined aspirations for leadership and align these aspirations with our ambitions to build a great company that enables people to grow and to deliver value to our customers. Our three leadership aspirations are: Build the future, Lead performance, and Role model for values. 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.

All new leaders at Tietoevry go through the People Manager Onboarding to support them in the day-to-day tasks of being a people manager. During the training they also have an opportunity to hear and discuss leadership with the Tietoevry CEO, Kimmo Alkio. In addition, employees who are transitioning into a leadership role or managers who want to refresh their skills as a leader can participate in an optional company-wide training, the Leadership Foundations.

Further leadership development paths are owned and currently being built by the businesses to ensure their leaders gain competences relevant to their specific industries, customers and employees. Tietoevry Care launched a Care Leadership Development Program that will run through 2023-2024 and includes several modules focusing on different future skills such as change management, financials and product management. Leadership capabilities are also

strengthened locally. For example, leaders at Tietoevry India can attend quarterly training sessions on strategic areas ranging from DEI topics to project management.

Results from the OurVoice engagement survey

To continue improving employee engagement and make Tietoevry an even better place to work, we have a continuous process for measuring employee engagement, the OurVoice survey. The survey is sent to all 24,000 employees.

Our measurement for employee engagement is the Tietoevry Engagement Index, where the result in 2023 was 82/100. This is the same result as in 2022, indicating that employee engagement in the company has stabilized at a high level. The Employee Net Promotor Score (eNPS) is the in-house counterpart of the customer-focused NPS. It measures how willing employees are to recommend their workplace to friends and acquaintances. In 2023 our eNPS was 26 – with no change from the result in 2022.

In addition to the overall scores we received an average of over 5,000 individually written comments for each survey. Analyzing these with AI-driven semantics has given us further insights on areas to improve. An engagement survey only has value if it is backed up by a process that facilitates acting on the insights. Managers are therefore equipped with tools for interpreting the results, running workshops, creating involvement, and engaging with their teams remotely.

Progress in 2023

As a company, we must be flexible in responding to our employees' diverse needs. We continue to embrace hybrid ways of working – a combination of working remotely and from the office. Our hybrid ways of working are highly commended by our employees and seen as a great fit for our culture and values. The approach enables greater flexibility and less business traveling, with positive impacts on wellbeing. We welcome any long-lasting impacts on sustainability, as we also need to mitigate the effects of climate change.

Our offices offer our employees a place for collaboration and co-creation. We have seen a clear increase in people coming to offices during 2023. We also relocated to a new office in Ostrava, Czech Republic. More than 2,000 employees are now in a newly built office building called Organica, where TietoEVRY is a main tenant. We have supported our remote working employees in different ways in different locations. In places where we have closed old offices we have even been able to offer our employees surplus equipment, such as electric desks, extra screens, keyboards and other office equipment that can be used to make home workspace more practical and ergonomic.

Although our five specialized businesses have defined or are in the process of defining their unique employee value propositions, our common values of openness, trust and diversity and our Culture Code continue to be at the core of TietoEVRY. Our Culture Code reflects our values

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 successful. → 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.



as well as our strengths, what we want to be and what we need to be as an organization to be successful. Our culture and values are introduced to new employees during their onboarding, and tied to all our HR processes such as MyGrowth, OurVoice, Keep Learning, and leadership aspirations.

Technology impacts the employee experience, and as a technology company we must offer our employees modern tools to work and collaborate with. In late 2023, Tietoevry joined the Microsoft 365 Copilot Early Access Program. First-hand experience with this new AI technology has shown that AI has changed and will continue to change the way we work, helping employees to work more effectively and creatively, and focus on things that matter.

In July 2023, Tietoevry Create acquired MentorMate to support its ambition to be a leading digital engineering player globally. The company provides advanced digital engineering services, human-centred design, data and AI capabilities to customers in North America and Europe. MentorMate is headquartered in Minneapolis, USA and employs approximately 1,000 people in Bulgaria, Paraguay and the US. The company is one of the leading technology employers in Bulgaria where it has approximately 900 employees. The integration of MentorMate and Tietoevry Create has progressed smoothly during the year. The work will continue in 2024.

Looking ahead

To further develop the employee experience we must stay on the pulse of employees' needs and wishes. In 2023 we started investigating new ways to measure, analyze and leverage the employee experience. The work will continue in 2024.

We will also continue developing our five specialized businesses and their learning and development offering towards our employees and leaders, based on industry-specific capabilities and skills. We will continue to drive our core values globally and the initiatives that bring them to life through MyGrowth, learning paths, personal development and hybrid working.

Our employees, teams and leaders will continue to be responsible for having a frequent MyGrowth dialogue and making Tietoevry a great place to work for everyone, by acting according to our Culture Code and values of openness, trust and diversity.

We stand with Ukraine

TietoEVRY has more than 2,000 employees in Ukraine. We have been deeply concerned for them and their families. Supporting them in these challenging times continued to be a top priority for us through 2023.

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

In 2023, the war in Ukraine has unfortunately continued. Our team members have shown remarkable resilience and kept our customer deliveries ongoing with no significant disruption. The work to enhance our delivery resilience is also continuous, including backups for heating, food preparation, internet and power. We also offer our employees more options to work flexibly from varying locations with sustainable home-office setups validated by the Business Continuity Team. Our main concern continues to be the safety and wellbeing of our colleagues. We continue to do our best to ensure their safety and we are ready to act fast in any changing situations.

We keep standing with Ukraine and truly hope that this war comes to an end soonest.



Reinventing the world for good with our societal engagements

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

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

In 2023 we collaborated with:

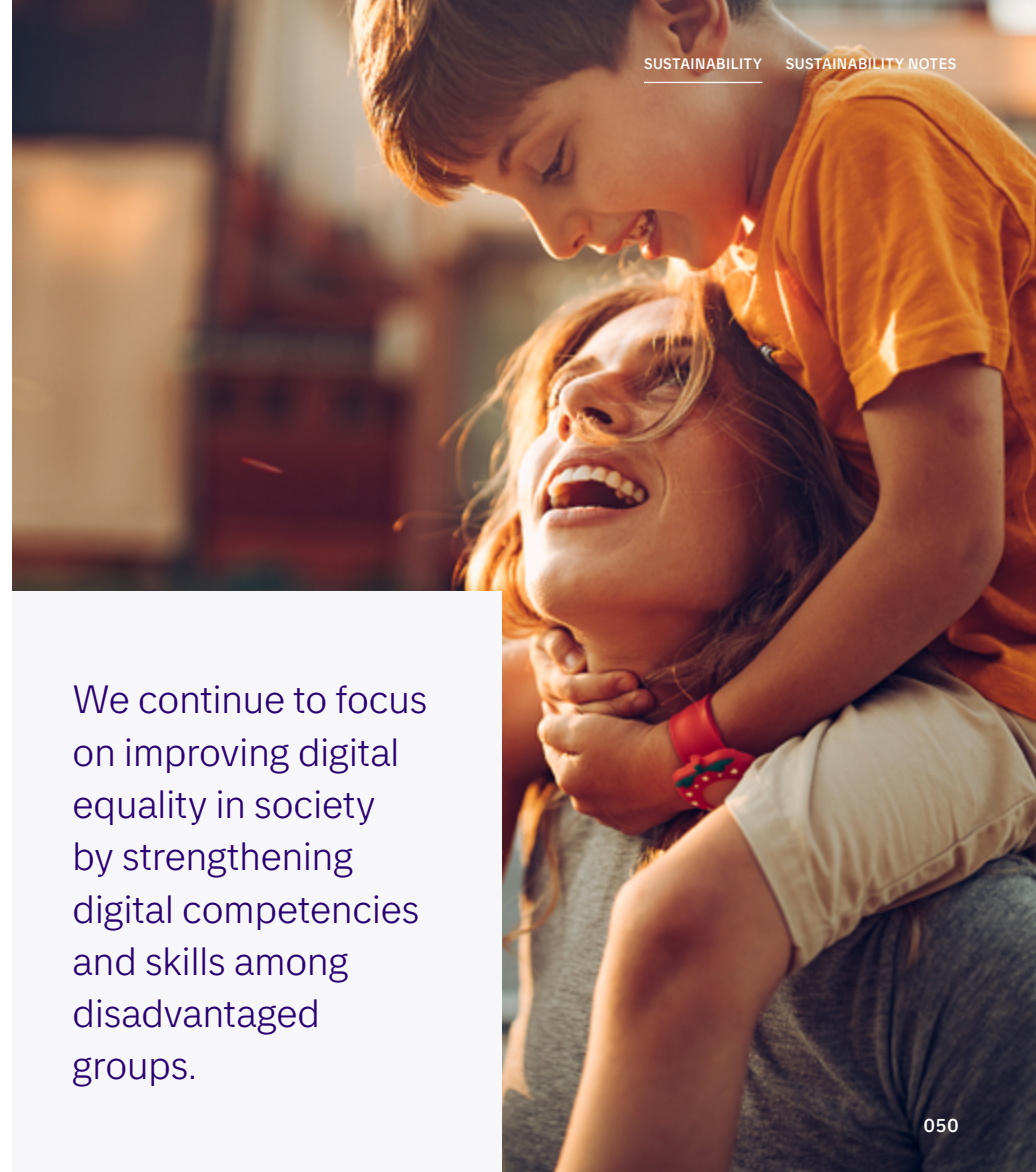
The Children and Youth Foundation in Finland

The foundation's future-oriented work aims to support every young person to have a sense of meaningfulness in their life. TietoEVRY is committed to supporting and developing Futures School run by the Children and Youth Foundation.

Futures School provides Finnish secondary schools with tools and learning materials to promote future-related education. Futures School's digital collaboration together with UPM was launched externally in March 2023 and there is more to come in 2024.

Friends

The Swedish organization Friends has a vision of achieving zero victims of bullying. Reports on children being bullied, even from an early age, are worrying. Bullying can have devastating effects that last a lifetime. To combat bullying, TietoEVRY has partnered with Friends and the University of Örebro to create what appears to be the first preventive anti-bullying tool in the world. While continuing the onboarding of pilot schools in Sweden, we've started to test the data-driven prevention tool in practice – with positive results. The pilot schools find that the tool contributes to improving and speeding up their work with safety and anti-bullying measures.



We continue to focus on improving digital equality in society by strengthening digital competencies and skills among disadvantaged groups.



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

TietoEVRY has also digitized the Friends Snällkalendern ('Kindness calendar'). The digital version of the popular Christmas calendar has enabled more individuals and organizations to take part in the important messages behind each door in the calendar.

Startup Refugees

Startup Refugees is a non-profit organization that supports refugees, asylum seekers and other migrants in employment, skills development and entrepreneurship in Finland. TietoEVRY has collaborated with Startup Refugees for many years, with focus on the digital competencies needed when entering the Finnish labour market. In 2023 we again organized a mentoring program where TietoEVRY and Telia employees acted as mentors, and were paired with mentees via Startup Refugees based on shared competences and professional interests.

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.

Identity Foundation

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

Yuva Parivartan

We partner with this leading NGO in India to provide skills training to underprivileged youth from low-income neighborhoods in Pune and Bengaluru. We connect them with livelihood opportunities through vocational and capacity building initiatives.

In addition, we collaborate with:

Ramakrishna Mission Ashram – This is a humanitarian organization that has established the Ashram and service centers to provide various forms of social-service activities for the welfare of Bastar tribals in Chhattisgarh, India. We contribute towards the socio-economic uplifting of the tribals and help to provide essential healthcare and education to them.

Swedish Chamber of India (SCCI) and the Finnish Chamber in India (Fincham)

– To support NGOs in India in their efforts towards poverty alleviation through livelihood generation and female empowerment.

Selected partners and NGOs in Ukraine.

CASE

AI-powered healthcare: TietoEvry's mission to transform diagnosis and treatment



With healthcare systems around the world burdened by staff shortages and tightening budgets, the sector is increasingly looking to Artificial Intelligence for support. TietoEvry Care has multiple solutions under development.

A study from Finland published in early 2023* predicted that implementing Artificial Intelligence (AI) for the country's health- and social-care would save EUR 770 million each year. By allowing AI to perform laborious and time-consuming administrative tasks, thousands of doctors and nurses would be able to focus more on patient care. Through rapid processing and analysis of vast datasets, AI can accelerate disease diagnosis. When patients receive timely and correct treatment, outcomes are improved and the societal cost is lower.

TietoEvry Care has been at the forefront of AI development in healthcare for several years. Our Lifecare data platform – with its advanced analytical capabilities – is at the core of this work. The platform enables healthcare professionals and researchers to access comprehensive patient information from a single source, eliminating the need for manual searches across multiple platforms.

The era of predictive care has arrived

One of our pioneering AI initiatives is a collaboration with Helsinki University Hospital (HUS). The joint team has been developing algorithms and data-lake capabilities to expedite the diagnosis of three groups of rare diseases that are notoriously difficult to diagnose.

The potential of the research project has been bolstered by a legal change in Finland from January 2024. Medical professionals will now be able to proactively contact citizens whom AI algorithms have identified as having a disease risk.

"The results from the HUS research have been so promising that we are now starting with clinical validation. Our goal is to continue advancing our predictive models and productize the solution," says Niina Siipola, Head of AI and Data Solutions at TietoEvry. "We're also exploring opportunities outside of Finland, utilizing patient data from other systems. The possibilities ahead are very exciting."

Another key focus area for TietoEvry Care is around the use of Generative AI, where new data is created based on patterns learned from existing data. Generative AI can quickly read extensive medical records or literature to create an answer to a clinical query.

"Large Language Models took huge steps forward in 2023. But they are still not mature enough for clinical use cases, so we have started by using them with non-sensitive data," says Siipola.

The case in question is at HUS Children's Hospital, where TietoEVRY used Generative AI principles to process 1,300 documents into a treatment-guidelines search tool. Healthcare professionals can query the tool and be served up a summary of the information they need.

The solution leverages TietoEVRY's data lake – based on the Microsoft Azure cloud – while ChatGPT 4.0 Turbo summarizes the documents and provides direct links to the source material. The approach streamlines the information-retrieval process for caregivers, who previously needed to input precise keywords into a conventional search tool and then sort through the results.

Artificial Intelligence deciphers doctors' notes

In another product development team, TietoEVRY Care has been using Natural Language Processing (NLP) to retrieve information from patient records.

The work enables healthcare professionals to search for commonalities within a specific patient's clinical notes. As these notes are written by multiple doctors – often over a period of many decades – there may be inconsistencies in the use of terminology. NLP resolves these.

"In the Finnish language, for example, there are many different ways to say that a patient has a history of smoking. We've trained the NLP model to find all these terms within a patient's records," explains Siipola. "The language model we built for smoking was ready at the end of 2023. Now we're creating models for alcohol consumption, narcotics usage and prescription medication."

The NLP project is also helping to provide new data sets for the TietoEVRY data lake. By structuring clinical knowledge, AI is a useful tool in identifying trends and creating reports on specific health topics.

"We're constantly looking for new AI use cases in healthcare, so we encourage our customers to come forward with ideas. I would love to see us developing even more prediction models, as these enable people to get the right care at the right time," concludes Siipola.

* A. Larsio. Datasta voimaa sote-järjestelmään. Sitra, May 2023





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 vital in our responsibility to employees, customers and all other stakeholders. Implementing and maintaining responsible business practices across our operations is how we build and maintain trust.

We're moving towards a world that runs on technology and is fueled by hyperconnected data – regardless of industry, geography or function. When utilizing the data from individuals and organizations, privacy and security considerations grow increasingly important and a strong ethical foundation is required. 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

At Tietoevry, upholding ethical business conduct is a cornerstone. We have zero tolerance for any unethical behaviour and therefore it is vital to implement and continuously monitor our ethical guidelines and work practices globally. Our ethical guidelines outlined in our Code of Conduct, along with the local legislation we adhere to in our operating countries, apply to all our employees and subcontractors.

How we work

Several policies govern the area of business ethics and anti-corruption at Tietoevry. The key policies are the Tietoevry Code of Conduct, the Supplier Code of Conduct and the Whistleblowing Rule, as well as the Anti-Corruption Rule and the Competition Rule. Our business-ethics activities are supervised by the Audit and Risk Committee (ARC) of the Board of Directors, together with the Whistleblowing Unit within our Group Legal and Compliance, and our Sustainability Steering Group. The Whistleblowing Unit consists of the Group Compliance Officer, Designated Points of Contact in our major countries of operation and the Escalation Committee. The latter is a function that makes decisions related to whistleblowing notifications of a severe or sensitive character.

The Committee comprises the Group Compliance Officer, the Head of Corporate Governance and Compliance, the Head of Legal, the Head of Internal Audit and the Head of HR. The work is driven in close cooperation with our Risk Management and Internal Audit teams.

The Group Compliance Officer is responsible for maintaining the Whistleblowing Channel and coordinating investigations, as well ensuring the effectiveness and functionality of the governance model for compliance work.

Business ethics and anti-corruption risk are managed within Tietoevry's enterprise-wide risk management. The risk-management framework comprises the risk management organization and related policies, rules, processes, tools and common ways of working. The risk management organization develops and maintains the company's risk management framework, including risk reporting, risk management governance and follow-up of risk exposures comprising strategic, financial, operational, compliance and ESG-risks.

During 2023, efforts to improve the corporate risk management framework have continued.

COMPLETION OF CODE OF CONDUCT E-LEARNING

Target 2023, %

90

Result 2023, %

96





For example, the risk matrix has been improved to ensure that ESG factors each have their own impact scales. This facilitates the assessment of ESG-related risks. During 2024, awareness raising activities are planned to ensure that the updated risk-management framework is being properly used to better allow for the company to capture ESG-related risks. Risk management as well as major risks are described in detail in the non-financial information in the Financial Review.

The Group Legal and Compliance team develops the policies governing business ethics and anti-corruption. This means providing updates and suggesting continuous improvements, as well as ensuring awareness on the policies through training and communication. Group Sustainability governs the Code of Conduct. The Group Legal and Compliance team also follows up on concerns and questions raised through The TietoEVRY Whistleblowing channel and other methods of escalation. The Audit and Risk Committee of the Board of Directors receives a bi-annual report 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 the event of any material compliance incidents occurring.

The occurrence of compliance incidents remains a key focus for TietoEVRY. Corruption risks are managed on an overall level through TietoEVRY's Group risk framework but also integrated in each end-to-end business responsibility. TietoEVRY's Internal Audit has reviewed TietoEVRY Group level

internal control system related to Anti-Bribery-Corruption, which is applicable to all TietoEVRY's operations. The operations were assessed, and an anti-corruption audit was conducted in the riskiest countries. The audit covered four operating units and 16% of our businesses as measured by headcount. No significant risks were identified through the audit. TietoEVRY Group Internal Audit concluded that preventive and detective elements of an effective Anti-Bribery-Corruption framework were to large extent in place at the subsidiaries in scope.

In addition to the GRI Standards disclosures, we monitor an additional objective: responding to whistleblowing notifications within four business days. This objective has been successfully met for the second consecutive year, showing a commitment to timely and effective management of all whistleblowing notifications. It also serves as an indicator of swift communication with the whistleblower regarding the status of the reported case.

Our whistleblowing channel is structured to facilitate anonymous and confidential reporting to the Whistleblowing Unit. It provides a channel for individuals to report violations of the Code of Conduct and related rules, or any suspected unethical behaviour. Our process is designed to safeguard individuals reporting violations, assuring them of protection against any form of retaliation. The Code of Conduct is central to our ethical framework, and any failure to comply with its principles will result in appropriate disciplinary actions. To identify and assess the

risks of unethical behaviour, our Group Internal Audit function conducts audits to assess the effectiveness of governance, risk management and compliance controls. The aim is to ensure the company complies with relevant laws and regulations in all our operations, as well as with internal policies and rules. The Group Internal Audit function reports audit conclusions with auditor opinions to the Audit and Risk Committee. The audit plan is reviewed quarterly in the Audit and Risk Committee, where adjustments may be made based on changes in the risk landscape. During 2023 an audit was conducted that placed special emphasis on diversity and inclusion. The results are followed up on at group level and in businesses, with some actions continuing into 2024. Read more in the section [Diversity and Inclusion](#).

During 2023 efforts to improve the corporate risk management framework have continued. For example, the risk matrix has been improved to ensure that ESG factors each have their own impact scales, facilitating the assessment of ESG-related risks. During 2024 awareness raising activities are planned to ensure that the updated risk management framework is being properly used to better allow for the company to capture ESG-related risks.

We strive for all employees to know our Code of Conduct and proactively foster an ethical culture across our operations. In addition to accepting the Code of Conduct when joining the company, employees are expected to refresh their knowledge of the content of the Code every year by taking the Code of Conduct e-learning course. 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.



INCOME TAX PAYABLE, EUR MILLION

	2020	2021	2022	2023
Finland	12.0	17.1	15.7	3.0
Sweden	0.4	17.4	13.9	11.4
Norway	2.6	1.2	0.8	5.7
Czech Republic	1.4	1.7	2.7	3.2
India	2.9	5.9	3.3	4.6
Ukraine	3.3	2.5	3.9	2.4
Other	4.8	9.1	8.1	7.0
Total	27.4	54.9	48.4	37.4

TietoEVRY Tax Principles

We are committed to operating in a responsible way and to complying with ethically acceptable principles in all our activities. TietoEVRY operates in accordance with an approved Tax Policy, with the objective of ensuring uniform management of taxation for all TietoEVRY Group entities.

The principle of legality must always be respected by all TietoEVRY Group entities, and our firm aim is to fully comply with all local tax legislation and other regulations in all jurisdictions. This means that we fulfil all our reporting requirements and pay all legally imposed direct, indirect and other taxes in those countries where TietoEVRY has operations. Our general objective is to avoid uncertain tax positions and retroactive changes. In case of uncertainty, all tax positions taken should be supportable. Furthermore, we shall always operate in full co-operation

with the authorities and aim to disclose all information that is needed for determining tax consequences. TietoEVRY Oyj has been in a co-operative compliance program with the Finnish Tax Authorities since 2017, with the aim of preliminary discussions to ensure correct taxation. The Group Tax team reports on the status of Group tax issues biannually to the Audit and Risk Committee.

At TietoEVRY tax compliance is considered an integral part of ethical and responsible business conduct. Therefore, violations that can be reported through the Group's [Whistleblowing](#) channels also include those relating to tax.

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

Progress

During 2023 special attention was given to ethical AI development. TietoEVRY is both a provider and a user of AI-based solutions. Therefore, we play a crucial role in ensuring the business value of AI, as well as in minimizing the risks and costs of AI technology towards customers and individuals. During the year a working group was formalized to approach AI holistically. An internal, company-wide knowledge hub was established to share AI-related policies, facts and ways of working with all employees. TietoEVRY's AI policy and AI rule were updated during the year to meet the rapid development needs of AI tools in the market, as well as to ensure ethical AI use towards our customers.

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. During 2023 a renewed Code of Conduct e-learning was launched for all employees. The emphasis is on teaching various issues – from non-discrimination to ethical conduct in the market. In addition, a global internal awareness session with business and group representatives was held to advance internal dialogue on ethics.

We aim for 90% e-learning coverage each year. By the end of 2023, 96% of employees had completed the Code of Conduct training, which is on a same level compared to 96% completion in 2022. The scope of the completion rate of the Code of Conduct e-learning remained similar as in 2022. It includes TietoEVRY employees,

Infopulse and EVRY India. Hence, it does not cover subsidiaries Bekk, Avega and Mentormate, due to those entities not being integrated in TietoEVRY's Learning Managing System (LMS).

In addition, the following activities have been conducted:

- Follow-up and implementation of the Know Your Counterparty Rule and Anti-money Laundering Policy launched in 2022
- Organized mandatory trainings for all our employees
- Continued to increase awareness and training around our compliance culture by reviewing our third-party management practices and coordinating with other functions to drive continuous improvement of the compliance culture
- Carried out sustainability awareness sessions 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
- Launched TietoEVRY's human-rights policy and a roadmap to implement our human rights due diligence framework. As part of this, a training on business and human rights was rolled-out to all employees. Read more in the section [Human Rights](#)
- Specific trainings on Anti-Corruption and Competition law conducted
- Updated the corporate risk matrix with new ESG-risk types covering areas such as environment, human rights, and corruption.



During 2023 TietoEVRY continued systematic activities to detect and prevent any acts of corruption and unethical behaviour. No cases of corruption or anti-trust were detected during the year. TietoEVRY has zero tolerance for corruption and unethical behaviour, and we continue our work to increase ethical awareness and strengthen internal controls with the aim of reducing this risk.

A corruption case in Latvia was reported in the Sustainability Report 2018. There a former Tieto employee was found guilty and convicted for bribing a public official that same year. The trial concerned the person as an individual, not the former Tieto as a company. Tieto conducted independent investigation and took various corrective actions to ensure that this type of wrongdoing would not happen again. In December 2020 the case was transferred to a prosecutor who decided to press charges against Tieto Latvia SIA for accused lack of controls. The case continues to be subject to court proceedings in the Riga District Court. TietoEVRY denies the charges and will defend its position.

TietoEVRY received 48 reports through the Whistleblowing channel and 11 whistleblowing reports through other channels, resulting in 59 reported cases in 2023. The reports originated from 9 different countries, while in 8 reports the country of origin was not identified. All the reports were investigated. They included allegations of fraud, misuse of company assets, privacy, security, environment, procurement, conflict of interest, discrimination and harassment. Breaches to the

Code of Conduct were substantiated in 6 cases and resulted in 7 disciplinary actions including termination of employment, written warnings and verbal warnings. No incidents of corruption were identified in 2023.

In comparison to previous years, whistleblowing reports have been on the rise in the last two years. In 2020 we received 30 reports, in 2021 we received 24 reports, in 2022 we received 54 reports. Our ambition is to have employees actively speak up when suspecting or witnessing misconduct, including breaches of our Code of Conduct or other laws, policies and rules. Generally, an increase in whistleblowing reports is a positive development and a result of higher awareness, but it may also be a concern. All reports are investigated to determine if a received report is substantiated. We also educate our employees on our values and guidelines, with the aim of increasing awareness and building a better working place for everyone.

Looking ahead

Business ethics and anti-corruption continue to be important to TietoEVRY. During 2024 we will implement a new long-term sustainability plan, with roadmaps for business ethics and anti-corruption going forward. We continue to conduct targeted trainings on business ethics areas that may involve a bigger risk for unethical conduct.. From a corporate governance and compliance point of view, AI and the activities around it remain a high priority for the year 2024.

Cybersecurity and privacy

TietoEVRY provides many services that are critical to societies. With the more volatile geopolitical situation and the war in Ukraine still contributing to uncertainty and increased security threats, our role as a trusted IT service provider is more vital than ever. Our aim is to keep services running and information safe under all circumstances, by maintaining and continuously improving our security and privacy maturity and controls.

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

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

Our attention is particularly focused on the situation in Ukraine, where the safety of our local employees is our utmost priority. We have taken steps to ensure the continuity of services and have responded to the heightened threat situation by reviewing our business continuity plans. This includes intensifying the security monitoring of our services, verifying the security of internet-facing critical services and bolstering internal IT security. There have been no service disruptions or security breaches related to the war.

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

Target 2023, %

0

Result 2023, %

0





Our approach to cybersecurity

At TietoEVRY, we adopt a holistic approach to cybersecurity, encompassing confidentiality, integrity and the availability of IT services and data. We continuously monitor the evolving regulation and threat landscape to update our security framework annually. Our key components, such as the Security Policy, are endorsed by our CEO and align with TietoEVRY's strategy.

We employ a risk-based approach to cybersecurity. This means managing risks and mitigating negative impacts by interpreting the evolving threat landscape, ensuring resilient operations, having effective and rehearsed incident and crisis management processes, and actively cooperating with other companies, authorities and communities. These include National Cybersecurity Centres, our key partners and customers, and the global Information Security Forum.

Our Corporate Security team, led by our Chief Information Security Officer, is responsible for security at the TietoEVRY Group level. The team works closely with each of our businesses. At TietoEVRY security is a team effort: our company-wide security networks and experts regularly share information, experiences and best practices. We use world-class cybersecurity services delivered by the TietoEVRY security team and the best partners available to secure our operations and those of our customers, as well as to protect TietoEVRY itself. Coordinated security incident response teams handle cybersecurity

incidents in cooperation and collaboration with internal and external stakeholders.

In our commitment to uphold the highest standards of compliance and security, we conduct regular internal and external security audits. Our Information Security Management System undergoes rigorous scrutiny and is certified by an external accreditation service. We subject our data centers, selected business units and customer-specific infrastructure services to annual ISO 27001, ISAE 3000 and ISAE 3402 audits conducted by external parties.

Given the critical nature of the services we provide to society, we consider it our responsibility to maintain regular contact with relevant external stakeholders and to actively participate in various security forums. For instance, our longstanding membership with the global Information Security Forum (ISF) equips us with valuable tools, research and networking opportunities across markets and borders. This proactive engagement ensures that we stay abreast of the latest developments and best practices in the field of information security.

Our approach to privacy

TietoEVRY has a systematic and holistic approach to governing data privacy. Our Privacy Governance Framework, continuously updated as well as reviewed annually, covers the necessary accountability requirements. We ensure our offerings include privacy-by-design elements and are maintained continuously to be GDPR compliant. TietoEVRY's Privacy Policy,

rules and practical processes – including roles and responsibilities, instructions and the privacy network – shape our common ways of working for GDPR compliance as a Data Controller and a Data Processor.

Business leaders are accountable for data privacy. Dedicated privacy personnel support and coach businesses in their daily privacy tasks. Our Group level Data Protection Officers ensure, in an independent manner, that the organization adheres to the laws protecting individuals' personal data.

The most important areas where we work for individuals' privacy and GDPR compliance and support human rights are: product and service development, sourcing and supplier management covering Schrems II obligations, sales and contract management, program and project delivery, personal data-breach management, continuous service delivery, TietoEvry's internal services, individuals rights-request management, and privacy governance. TietoEvry has embedded Data Protection by Design and Default requirements by GDPR into the continuous product and service development rules and processes as mandatory practical tasks and activities.

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

maturity are regularly monitored and audited, with the status reported monthly to the company's top management and annually to the Audit and Risk Committee of the Board of Directors. Continuous performance monitoring and follow-up to improve common ways of working, increase communication or provide better training all ensure we can quickly identify and react to possible risks.

Progress during 2023

During the year, there was a special focus on stakeholder dialogue regarding cybersecurity and privacy. As the geopolitical landscape and technological advances are in constant change, we have seen heightened interest in these topics from national and local authorities, as well as from customers in various countries. We coordinate actively with our customers and authorities to prepare for potential adverse events in cyberspace, as well as to maintain high cybersecurity standards with good results.

The war in Ukraine has had an impact on our operations as we have a substantial team there. During the year, our priority has been to ensure the security of both our colleagues and our operations, minimizing risks to the company within cybersecurity and ensuring business continuity. Read more on Ukraine in the section on [Employee Experience](#).

Throughout the year, the Data Protection Framework between the EU and US has been thoroughly investigated. The required changes were implemented into the Sourcing process as





well as in training sessions held for key internal stakeholders. Additionally, Group Privacy has monitored the changes on privacy-related legislation in the EU, as well as in non-EU-countries where Tietoevry operates. Internal projects have been initiated in India and China, for example.

Managing cybersecurity risks and business continuity in our supply chain is critical to us. Throughout 2023, Tietoevry has developed strategies and processes together with Group Sourcing and Group CIO for securing our supply chain, incorporating monitoring processes and aligning with sourcing and privacy considerations. Response teams are in place 24/7, capable of immediate action and reporting. Efforts have been put in place not only towards prevention but also towards minimizing downtime in the event of a significant incident. In October 2023, Tietoevry organized a Cybersecurity Awareness Month. We offered many topical learning opportunities and webinars for employees, as well as cybersecurity briefing sessions for customers who wanted to better understand current cybersecurity threats. All Tietoevry employees are required to undergo mandatory training annually to maintain their knowledge of requirements and expectations related to cybersecurity, physical security and travel safety. During 2023, 99.93% of our employees completed the security training, which is well above our goal of a 90% completion rate. Additionally, 99.97% of Tietoevry employees also completed our mandatory annual GDPR and Privacy training sessions. Over 67% of our employees are active users of our internal

phishing simulation, and we can clearly see the benefits of these training activities through raised awareness and changes in our employees' behaviour.

Tietoevry received 0 substantiated complaints in 2023 regarding breaches of our customers' privacy, thereby meeting our annual target.

During the night of January 19-20, 2024, a ransomware attack on one of Tietoevry's data centers in Sweden took place. Tietoevry was able to stop the attack and limit the impact to one platform which was immediately isolated from other Tietoevry infrastructure. The attack did not affect other parts of the company's infrastructure.

Tietoevry has been working closely with the impacted customers to help them return to normal operations safely as soon as technically possible. Such restoration process includes several carefully planned and executed phases. At the end of February when publishing this report, most of the technical server restoration is completed, while the recovery of our customers' full services is still in progress. Tietoevry continues to work closely with the customers and their other service providers to complete the final steps of the recovery.

Due to the exceptional nature of ransomware attacks and the restoration process, the company is not able to fully assess financial impact while at this point in time anticipates it not to be material at the Group level.

Naturally, TietoEvry continues to actively support the authorities in their investigations. Due to the criminal nature of the attack and for security reasons, TietoEvry cannot publicly share technical details of the attack, the restoration details nor customer-specific information.

Looking ahead

We remain dedicated to assessing and enhancing the effectiveness of our cybersecurity and privacy measures in response to known risks, emerging threats, as well as local and EU regulatory changes. Our efforts are also aligned with audit findings and the evolving needs of our customers' businesses. It is important that we continue to measure and improve our cybersecurity and privacy against known risks and evolving cybersecurity threats, as well as against current and upcoming local and EU regulatory requirements. We monitor the volatile geopolitical situation as well as our audit findings and the business needs of our customers. With the launch of TietoEvry's new sustainability long-term plan during 2024, these topics will continue to be in focus.



CASE

Using technology to prevent fraud



With its 3D Secure Monitoring solution, TietoEvry Banking is stopping fraud and contributing to safer online shopping for consumers – while also helping to prevent money from going to organized crime.

"TietoEvry Banking has monitored card transactions on behalf of our customers for a long time. We are continuously working to improve the way we are doing this," says André Moen Eide, Head of TietoEvry Banking's Financial Crime Prevention Defence Center.

Phishing on the rise

The latest solution TietoEvry Banking is offering its customers is called 3D Secure Monitoring, created in response to the big increase in attempts at phishing. This is a form of fraud where a person is contacted by criminals pretending to be someone they know. The person is then lured into providing sensitive data such as social-security numbers, or banking and credit card details and passwords.

"Forty percent of the fraud we detect on behalf of our customers is phishing, and this is increasing all the time. Our solutions need to keep up with this," explains Moen Eide.

Aborting transactions

It used to be that TietoEvry Banking's system would not flag any payments carried out via a two-step verification process, which typically involves using your online-banking credentials to verify your payment.

"We could previously assume that all such transactions were legitimate. With the rise of phishing, however, this is no longer the case," explains Moen Eide.

This is where 3D Secure Monitoring comes in. The system not only checks whether a transaction was made using a two-step verification process, it also looks at factors such as the device being used, the IP address and the browser language. Using all this information, the system can abort transactions that look suspicious.

"Let's say someone has got hold of all of your necessary banking information and is using this to make a transaction with your credit card. If our system sees that this transaction is being made from an unusual location and with a device that has not been used before, it will abort the transaction before it goes through," explains Moen Eide.

Thirty-one million euros

The system – which is being by more than 40 banks in the Nordics and the UK – prevented fraud worth more than EUR 31 million in 2023.

"We see that this is working well and that the banks using the solution are really happy," says Moen Eide. "Part of the reason for this is that the system is pretty accurate. Over 70 percent of the transactions that were aborted turned out to be fraud attempts."

Stopping criminal money flows

The benefits of TietoEVRY Banking's 3D Secure Monitoring go beyond making online shopping safer. The system also contributes to cutting off the money flow to organized crime.

"We know that a lot of the fraud attempts we stop are being carried out by organized crime. So by aborting the transactions before they happen, we are stopping their cash flow," says Moen Eide.

Moving forward, the team is hoping that even more banks will adopt the 3D Secure Monitoring System.

"This is something we are all really proud of, so of course we would like to see it being used as widely as possible. It benefits banks, their customers and society at large," concludes Moen Eide.



CASE

AI in public administration



TietoEVRY is helping multiple Norwegian municipalities harness the power of Artificial Intelligence to protect the privacy of citizens.

Norwegian law requires, with some exceptions, correspondence to and from public entities to be made available to the public. The correspondence is stored in electronic mail journals, which let anybody who is interested to search for and download correspondence they want to see. In addition to being mandated by law, this kind of transparency is crucial for building and maintaining the public's trust in government at all levels, and as such is an important part of democracy in Norway.

However, some of the information in these documents needs to be redacted. This includes personal information about individuals, such as names and social-security numbers.

In September 2020, the Norwegian municipality of Lillestrøm discovered that it had accidentally published a cache of documents in its electronic mail journal containing personal information about several named students in the municipality.

"The incident deeply affected those who work here. The fact that it involved minors made the matter particularly serious. Therefore, we decided to explore solutions that could further strengthen the privacy of

our residents, without compromising transparency," explains Synnøve Standal, who leads the unit in the municipality that deals with its correspondence and other official documents.

Harnessing AI to protect privacy

This exploration led the municipality to TietoEVRY and our Public 360° team, who were already the supplier of Lillestrøm's document and case-management system. Together with two other Norwegian municipalities, the team developed the 360° Archive Inspector. The system, which is part of the Public 360° solution for document handling and case management, uses Artificial Intelligence to check documents for personal information and other details that should be redacted.

"This is a great example of how you can use Artificial Intelligence to make a standardized service," says Sebastian Reichmann, Head of AI & Insights, TietoEVRY Industry, Public 360°.

"We use computers for what they do better than humans, namely quickly finding patterns in large amounts of data," adds Bjørn Tore Eriksen, Lead Product Manager at TietoEVRY Public 360°.

Just the beginning

Eriksen refers to the Archive Inspector solution as "AI right out of the box." This means that it should be something all municipalities and other public entities in Norway can quickly start using. The 360° Archive Inspector is currently live in six municipalities that are home to almost eight percent of the Norwegian population.

"The solution is standardized so it can fit many different organizations. You could say it's AI plug and play," explains Inger Johanne Weum Bjørnerem, the TietoEVRY Product Manager for the archive inspector.

"For us, this shows how Artificial Intelligence can be used to solve very specific problems and speaks to the potential of this technology. Artificial Intelligence will be a focus area for us in the future, and we look forward to helping both existing and new customers implement smart AI technology," says Weum Bjørnerem

Standal reports being very satisfied with the TietoEVRY collaboration.

"It has been incredibly instructive for us to be part of this project. We have worked closely with Sebastian, Bjørn Tore and the rest of the team, having a very constructive dialogue on how various issues can be addressed," she says.

Standal believes that the proper use of new technology can contribute to increasing trust between municipalities and citizens.

"This is an example of how we can use digital technology to ensure transparency in municipal administration, while also securing the privacy of our residents. In this way we strengthen both local democracy and residents' trust in the municipality," she concludes.



Human rights

We firmly believe that technology presents an opportunity to create a positive impact on people, through the conscious use of smart and equitable technical solutions and by leveraging data responsibly. Nevertheless, the growing reliance on information technology brings forth challenges and risks to human rights. As a company, it is imperative for us to recognize and comprehend these risks and impacts in order to effectively mitigate and manage them.

Addressing this multifaceted task extends beyond the technologies we deliver; it encompasses our internal operations, relationships with suppliers and collaborations with business partners. We must actively engage with relevant stakeholder to ensure that we can uphold our commitments to respecting human rights.

How we work

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

- [TietoEVRY Human Rights Policy](#)
- TietoEVRY Code of Conduct Policy
- TietoEVRY Supplier Code of Conduct Rule
- TietoEVRY Privacy Policy
- TietoEVRY Security Policy
- TietoEVRY AI Policy and Rule

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

HUMAN RIGHTS IMPACT ASSESMENT

TARGET

Conduct a formal Human Rights Impact Assessment for a business entity

RESULT 2023

Completed



Human rights due diligence at TietoEVRY

We aim to implement our commitment to human rights by ensuring the following approaches, set out in the UNGPs. These efforts include:

- Human rights due diligence: Execute human rights due diligence on an ongoing basis across our business to address potential human-rights impacts. This includes identifying, assessing, investigating, preventing, mitigating, ending, monitoring and remedying any actual or potential adverse human rights impacts that TietoEVRY may cause, contribute to through its own activities, or that may be directly linked to our operations, products or services by our business partners
- Tracking performance and communicating: We aim to follow up implementation on an ongoing basis through measurable and transparent indicators. Throughout the tracking, monitoring and evaluation process, we aim to engage and seek feedback from impacted human-rights holders. We are also committed to promptly and efficiently communicate our human-rights performance – both internally and externally – including due diligence and responses
- Provide for grievance and remediation: We commit to maintain, ensure and promote channels for transparent and open communication, where all internal and external stakeholders can raise concerns without fear of retaliation or reprisal, and to provide fair investigation and access to effective grievance mechanisms. Reports of violations can always be made anonymously through our external whistleblowing channel or to any of our other channels for escalations. For more information about our channels for escalation, please see Business ethics and anti-corruption.

Salient human-rights issues and value-chain management

We recognize that among the most salient human-rights issues are privacy, freedom of opinion and expression, discrimination and labour rights. Additional areas with potential human-rights implications concern conflict minerals when sourcing hardware, as well as potential corruption incidents and negative impacts on the environment. The table on page 72 illustrates where in the value chain any salient issues are relevant.

Our Supply Chain

With our responsible sourcing practices we hold our suppliers accountable to the same expectations we have set for ourselves. This also applies to human rights. Read more under [Responsible Sourcing](#).

Our operations

Our goal is to have a culture built on our core values of openness, trust and diversity. See Employee Experience and Diversity & Inclusion for more detail. During 2023 we rolled-out a tailor-made human-rights training course for all employees, as well as supporting training materials on human rights due diligence from the UN Global Compact Academy. The aim of the training materials is to raise awareness about human rights in business in general, but also how human rights are interlinked with TietoEVRY's business, our efforts with the topic and ways employees can take action in their roles to respect human rights.



We are convinced that technology presents an opportunity to have a positive impact on people, through the conscious use of smart and equitable technical solutions and by leveraging data responsibly.



During the year we also conducted a gap-assessment of our Human Resources policies and processes against the UNGP's. The outcome of the assessment will help prioritize our actions in terms of further implementation of the human rights policy.

Our offerings and deliveries

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

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

During the year a rapid human rights checklist for product and service development was developed and piloted on a number of solutions. Further development of the tool will take place during the coming year, with the aim of implementation during 2024.

Another project that took place was the development of a human rights country risk tool. This tool is aimed at identifying countries where negative impacts on human rights are considered a high risk. The risk tool will be piloted with one of

TietoEvry's businesses related to the opportunity management process during 2024.

Progress

In 2023 we continued our efforts to implement our human rights policy and enforce respect for human rights across our value chain and in all elements of our work. TietoEvry's human rights training, supporting materials and our Human Rights Policy were rolled out to all employees through a communication campaign at the beginning of 2023.

A human rights steering committee was also set up at the beginning of the year with the aim of overseeing the company-wide human rights agenda. The committee is driven by Group Sustainability and comprises representatives from Corporate Businesses Services, including Human Resources, Facilities, Legal, Internal Audit and Group Risk. The committee meets on a monthly basis and works with executives and employees from various entities and functions within TietoEvry to further embed human rights due diligence.

TietoEvry's target to complete one human rights impact assessment (HRIA) for a business entity was also achieved during 2023. The HRIA carried out was initiated in 2022 and completed early 2023. The outcomes of the HRIA have spurred various initiatives aimed at enhancing employee dialogue, refining local procurement procedures, bolstering our whistleblowing mechanisms, and integrating human rights impact assessments into our sales process. TietoEvry remains committed

Value chain	Human rights risk
Supply chain	Labour rights Discrimination
TietoEVRY employees and other workers	Labour rights Discrimination
Potential technology misuse	Privacy Freedom of opinion and expression Discrimination

to conduct human rights impact assessments concerning salient issues and significant business decisions, as an integral facet of our human rights due diligence framework.

During the year zero severe human rights breaches related to TietoEVRY's operations were identified.¹⁾

Looking ahead

Our efforts to consolidate the human rights due diligence framework will continue during 2024 and beyond. The main focus areas for the coming year will include further integration of due diligence in relevant processes, as well as development of additional trainings and risk assessment tools. The work on human rights assessments related to TietoEVRY's salient human rights issues will continue as well. In connection with the development of the new sustainability strategy for the company, relevant KPIs and targets will also be developed.

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



Responsible sourcing

At Tietoevry we recognize the importance of sustainable development in all our operations and across our supply chain. We believe that responsible business conduct, and taking care of people and the planet, are fundamental to long-term business performance. By adhering to responsible sourcing practices, we are also actively meeting the expectations set by our customers and local governments.

Our policies and processes are designed to promote transparency and align with international norms and regulations – including the United Nations Global Compact – with principles for human rights, labour conditions, the environment, business ethics and anti-corruption. We also set sustainability requirements for our suppliers in our Supplier Code of Conduct.

Alignment with our Supplier Code of Conduct is the key building block for collaboration with our suppliers. The Code sets high standards not only towards our direct suppliers, but also in terms of how these direct supplier manage their suppliers. This way we can make a positive impact beyond our own operations.

How we work

Tietoevry’s suppliers provide a significant share of solutions, products and services for our customers and our own operations. Our suppliers mostly provide software, IT consultants, solutions and hardware to our five specialized businesses, but also other services related to areas such as human resources, facility management and travel.

We expect our suppliers to comply with all applicable laws and regulations. Suppliers that have a contractual relationship with Tietoevry must adhere to the principles outlined in our Supplier Code of Conduct. This Code includes a common set of ethical and business principles for our daily work with suppliers. It forms the foundation for the operative framework of the company’s Responsible Sourcing practice. Its purpose is to qualify and onboard our suppliers in a consistent way.

We review our ways of working and our progress each year. In addition, all onboarded suppliers need to go through a sanction check. Our Group Sourcing and Partnerships Function, headed by our Group Chief Procurement Officer (CPO),

NEW OR RENEWED SUPPLIERS AGREEING TO TIETOEVRYS SUPPLIER CODE OF CONDUCT

Target 2023, %

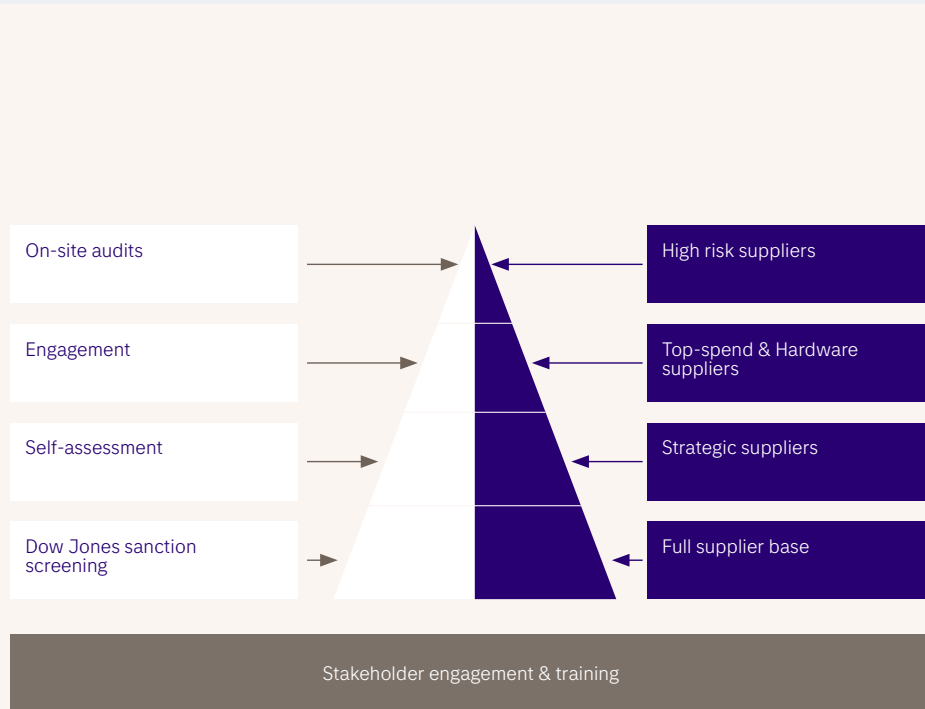
100

Result 2023, %

100



TIETOEVRY MODEL FOR RESPONSIBLE SOURCING



tracks new and renewed supplier contracts to ensure we maintain our standards and keep a high level of compliance.

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

Our top 200 suppliers, ranked by spend, account for over 83% of TietoEVRY's supplier spend. Most purchases take place in the Nordic countries, which allows for a simpler approach regarding risk-review activities. Suppliers based in Finland, Sweden and Norway represent around 70% of our total annual purchase volume.

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

Progress in 2023

In 2023 we reached the level of 100% in the supplier code of conduct for new and renewed contracts where Group Sourcing was involved. The measurement only includes new and renewed contracts, not purchases done outside of the sourcing policy. The Group Sourcing function is constantly striving to improve the sourcing process, including taking measures to track a larger scope of suppliers going forward.

In 2023 we focused on improving our internal supplier-related processes and our collaboration with suppliers. We now have more frequent touchpoints with our five businesses and their leadership teams. We have also established a centralized supplier due diligence team and process that will start operating in early 2024.

A new Source to Pay policy was launched in November 2023. It more clearly describes the objectives and requirements to be followed in purchasing and sourcing processes, as well as in supplier management. We specified key objectives to make sure that we select suppliers that meet our needs responsibly, while focusing our risk management efforts where there is most risk. We also launched new supplier selection criteria, which include sustainability related assessment as part of the decision to take a supplier on board.

In 2023 we launched our renewed Supplier Code of Conduct with our suppliers. It has

improvements in areas such as child labour and modern slavery, freedom of association and collective bargaining, minimum living wage, native-language labour agreements and science based CO₂ emission reduction targets. Responsible use of AI was also added to the code.

In our Science Based Targets (SBT), we have committed to increasing the annual sourcing of renewable electricity in our own offices and data centers from 80% in 2020 to 100% by 2026. We also committed to 70% of our significant suppliers by emissions – covering purchased goods and services – to have Science Based Targets by 2026. At the end of 2023 we had reached the level of 29%, so below our target trajectory. Many of our key suppliers submitted their targets to be approved by the Science Based Targets initiative in 2023, but the review is still pending due to abnormally long processing times. If those reviews would have been completed, the share would have been approximately 40%. Compliance with our Science Based Targets was also added as a criterion in our supplier onboarding. Read more about our Science Based Targets in [Energy Usage and Greenhouse Gas Emissions](#).

During 2023 we continued to:

- Review the sustainability management of selected suppliers (largest by expenditure) through active dialogues
- Send self-assessments to selected suppliers
- Conduct on-site audits in high-risk markets

- Train sourcing teams
- Maintain a structured approach towards sourcing TCO-certified computers (or equivalent to TCO). In 2023, 100% of our procured computers were TCO-certified*
- Engage in dialogues with our three main hardware suppliers around conflict minerals, both to increase our knowledge and to discuss potential risks and their severity level. No major findings regarding management and risk-detection processes were identified during the dialogues

We also conducted a desktop assessment aimed at identifying the geographical areas where our top-spend suppliers operate, and to assess risks related to the rights for workers to exercise freedom of association or collective bargaining. The scope of the assessment included the suppliers representing 50% of TietoEVRY's total spend. The assessment shows that the vast majority (92%) of TietoEVRY's top-spend suppliers are based in countries where the risk is low, i.e. the Nordics. The majority of the suppliers are service providers with a low risk from an industry perspective as well.

Throughout 2023 we continued to evaluate the measures and risks in our supply chain, and fine tune our approach towards suppliers in different sectors and markets. This will be a part of our new long-term sustainability plan that will be launched in early 2024.

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





Looking ahead

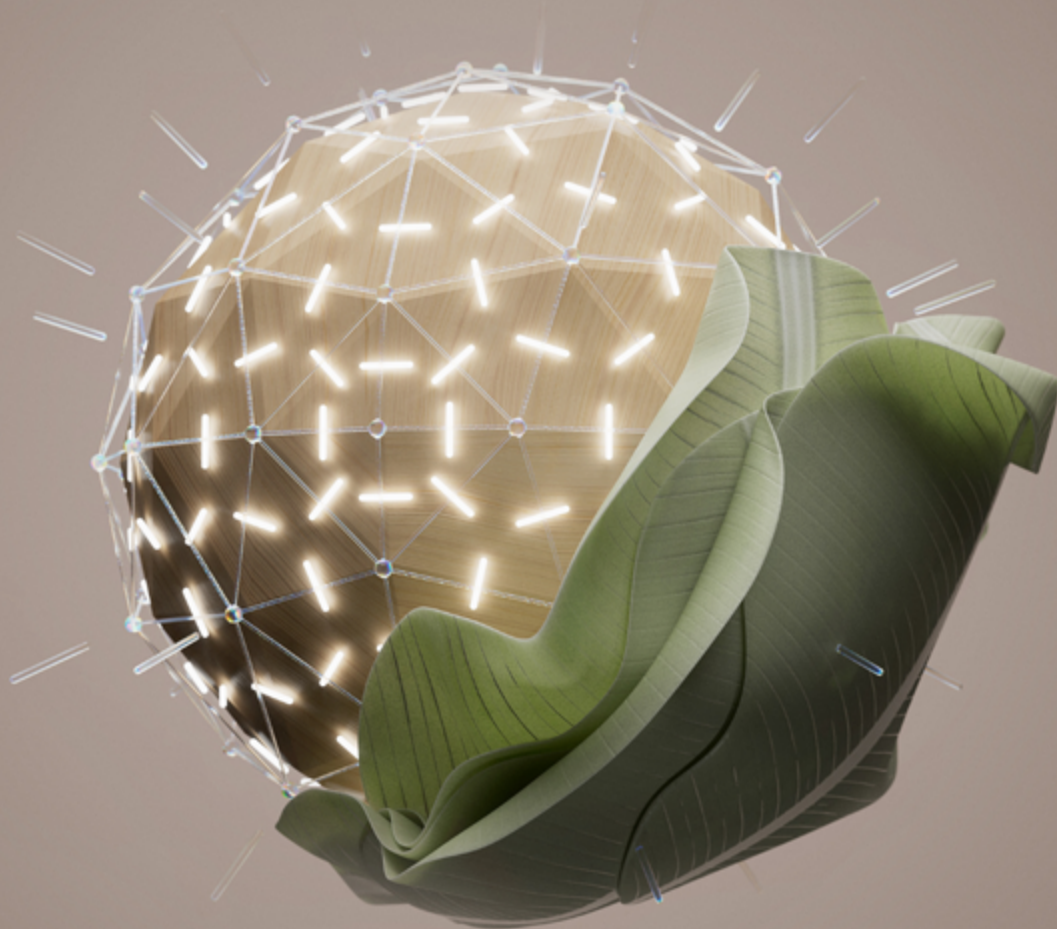
We continue further improving sustainability in our supply chain through activities in the Sustainable Supply Chain program, including:

- Conducting on-site audits
- Continuing to drive supplier management reviews with key suppliers
- Further implementing our Supplier Code of Conduct, including training our suppliers
- Improving collaboration with our main partners and important stakeholders
- Focusing on how to maximize value and minimize waste
- Strengthening and monitoring the supplier onboarding process, leading to improved visibility into suppliers' performance



Sustainability notes

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085	Appendix: Sustainability metrics
088	GRI Content index





About our sustainability report

Scope

The non-financial data and information included in our Annual Report 2023 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 based on our impact.

The sustainability disclosures in this year's report include the Parent company TietoEVRY Corporation and all subsidiaries over which the Parent company has direct or indirect control, unless otherwise stated. No data in this sustainability report covers the subsidiary MentorMate as the focus has been on integration of the company, acquired in July 2023. Data from MentorMate is intended to be incorporated in 2024 years report.

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

Circularity data covers Nordic and EU operating countries and major parts of operations in Asia. The figures used in this report concern personal computers, laptops and mobiles. The

reported data is based on the returned devices from TietoEVRY's internal or customer use. The circularity % is calculated as a sum of reused and recycled devices. Our ambition is to scale to full coverage.

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

Unless otherwise stated, our workforce related figures are based on GRI Standards and numbers are based on headcount at the end of the reporting period. Workforce data for 2020 does not cover the subsidiaries Avega and Bekk. Workforce data for 2021 does not cover Avega. Workforce data for 2021 does not cover Avega, except for disclosure 401-1 New employee hires and employee turnover. Data on senior management by gender does not cover the subsidiaries Avega, Bekk, EVRY India and Infopulse for 2021, 2021, 2022 and 2023. The data sources are company systems that provide data

on full-time, part-time, permanent and temporary employees. As Infopulse, Bekk and Avega use external systems, data has been transferred via e-mail and Excel in those cases.

Unless otherwise stated, all information and data pertain to activities from 1 January to 31 December 2023.

Carbon accounting methodology

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 the remaining electricity production after all GoOs and RECs for renewable energy are sold.

The emission factors used for European residual mixes are provided by AIB (2023) and European Residual Mixes 2022. Country-specific IEA

emission factors are used for non-EU countries. Purchased renewable district-heating and cooling products are counted as zero emissions, according to the scope 2 market-based method. The base year for the scope 1 and 2 GHG calculations is 2020. The base year for scope 3 business travel GHG calculations is 2019. In the report, the metric ton/UK tonne equivalent to 1,000 kilograms is stated solely as a ton.

In order to meet future reporting requirements and to align our reporting with our Science Based Targets, Tietoevry started to report scope 3 emissions more extensively and added four categories into reporting in 2022: Purchased goods and services, Fuel- and energy related activities, Employee commuting and Use of sold products. The base year for scope 3 GHG emission calculations in these categories is thus 2022. To ensure complete data accuracy, further development of categorization and calculation methods were carried out during 2023.

Purchased goods and services: Tietoevry's company-wide spend data has been used to identify purchase categories and GHG emissions. Emission factors used in calculations come from the Department for Environment, Food and Rural Affairs (DEFRA), 2014, and are based on an input-output model that links monetary accounts with GHG emissions of different sectors of the economy. The emission factors cover all GHG and are expressed in CO₂ equivalents. The Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fifth assessment report.





Fuel-and-energy-related activities (not included in Scope 1 or 2): These are upstream scope 3 emissions from the reported fuel and electricity consumption in scope 1 and 2. The data source is identical to the data sources in scope 1 and 2 and the source for the emission factors is The Department of Environment, Food and Rural Affairs, DEFRA 2023. The Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fifth assessment report.

Waste generated in operations: The activity data is provided by the waste management supplier or property manager. Waste type-specific and waste treatment-specific emission factors have been used in the calculations. Recycled-waste fractions include only a small transport component (collection of waste). The source for the emission factors is The Department of Environment, Food and Rural Affairs, DEFRA 2023. The Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fifth assessment report.

Business travel: The emission factors represent kgCO₂e emitted per kilometer or passenger kilometer for each mode of transport. Emissions from business travel by air are reported by TietoEVRY's travel agency. Mileage allowance (car) is calculated using the emission factor for mileage allowance, reference DEFRA 2023. The Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fifth assessment report.

Employee commuting: Emissions related to commuting are based on actual commuting to work as well as homeworking. Homeworking emissions are calculated based on the number of full-time employees, working hours per day and days at the home office. This is then multiplied by an estimation of average W for lighting (10W) and electricity (140W) required for working from home. After this, the result is divided by 1000 and the result will be the total amount of kWh for the home office. The kWh is converted into tCO₂e by using country-specific emission factors. The source of emission factors used in the calculation is the International Energy Agency (IEA), 2023 for homeworking and DEFRA 2023 for mode of transport. The emissions are from a lifecycle emission perspective, and the Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fifth assessment report.

Upstream leased assets: Scope 1 and Scope 2 emissions according to market-based method from outsourced data centers. The emission factors used in the calculation come from Scope 1 - DEFRA 2023 and Scope 2 - AIB (2023), European Residual Mixes 2022. The emissions are from a lifecycle emission perspective and the Global Warming Potential (GWP) of factors used is 100 years GWP and comes from the Intergovernmental Panel on Climate Change (IPCC)'s fifth assessment report.

Use of sold products: Calculations include quantities of products sold per country, electricity consumption per use of product per year and the

expected lifetime of the product. The emission factor applied is country specific (location-based) and from a life cycle perspective. Example of sold products are PCs, laptops, monitors, servers, etc. The emission factors used in calculation come from International Energy Agency, IEA (2023).

Restatement of information

In 2023, there has not been a need to make any restatement of information.

Regarding disclosure 205-1 Operations assessed for risk of corruption, 2022 years figures is not comparable with 2023 years figures due to a change in methodology. However, data from 2020 and 2021 remains comparable with data from 2023. Data covering the yearly results except 2022 is based on headcount.

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

Our sustainability report for 2023 is prepared in accordance with the GRI Standards.

TietoEVRY has signed the UN Global Compact (UNGC), which means that we commit to implementing the ten principles for sustainable business. TietoEVRY's annual and sustainability reports are designed to outline how TietoEVRY aligns its strategy and operations with the UNGC's principles. In the GRI-index, page 88, references to the principles can be found.

TietoEVRY supports the UN's Sustainable Development Goals and we have analyzed

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

Legislation on non-financial reporting

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

External assurance

An independent third party, Deloitte Oy, has provided limited assurance on the sustainability information disclosed in TietoEVRY's Annual Report 2023. 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 2023 was published on 29 February 2024.

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Independent limited assurance report

To the Management of Tietoevry Oyj

We have been engaged by the management of Tietoevry Oyj (business identity code 0101138-5, hereinafter also the Company) to provide a limited assurance on the selected sustainability disclosures (hereinafter Sustainability Information) in the Tietoevry Annual Report 2023 for the reporting period of January 1, 2023 to December 31, 2023. The assured information is indicated in the Company's GRI Content Index 2023.

Management's responsibility

The Management of Tietoevry is responsible for the preparation of the Sustainability Information in accordance with the Reporting criteria as set out in the Company's reporting instructions and the GRI Sustainability Reporting Standards of the Global Reporting Initiative (hereinafter also the Reporting criteria). This responsibility includes designing, implementing, and maintaining internal control relevant to the preparation and fair presentation of the Sustainability Information that are free from material misstatement, whether due to fraud or error, selecting and applying appropriate criteria and making estimates that are reasonable in the circumstances.

Assurance provider's responsibility

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

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

We did not perform any assurance procedures on the prospective information, such as targets, expectations, and ambitions, disclosed in the Sustainability Information. Consequently, we draw no conclusion on the prospective information.

Our assurance report is made in accordance with the terms of our engagement with TietoEVRY. We do not accept or assume responsibility to anyone other than TietoEVRY for our work, for this assurance report, or for the conclusions we have reached.

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

Our procedures on this engagement included:

- Interviewing senior management of the TietoEVRY Oyj;
- Conducting interviews with employees responsible for the collection and reporting of the Sustainability Information and reviewing of the processes and systems for data gathering, including the aggregation of the data for the Sustainability Information;

- Reviewing internal and external documentation to verify to what extent these documents and data support the information included in the Sustainability Information and evaluating whether the information presented in the Sustainability Information is in line with our overall knowledge of corporate sustainability at TietoEVRY Oyj;
- Performing analytical review procedures, recalculations and testing data on a sample basis to assess the reasonability of the presented Sustainability Information;
- Conducting an interview with TietoEVRY's sites in Stockholm and Pune through a video conference;
- Assessing that the Sustainability Information has been prepared in accordance with the Sustainability Reporting Standards of the Global Reporting Initiative.

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

Our independence, quality control, and competences

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





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

Conclusion

Based on the procedures we have performed, nothing has come to our attention that causes us to believe that TietoEVRY’s Sustainability Information for the reporting period ended 31 December 2023 is not properly prepared, in all material respects, in accordance with the Reporting criteria.

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

Espoo, February 27, 2024
Deloitte Oy

Jukka Vattulainen
Authorized Public Accountant

Anu Servo
Authorized Public Accountant

ENERGY CONSUMPTION AND GHG EMISSIONS

Emission class	Unit	2020	2021	2022	2023	% Change 2023-2022
302-1 ENERGY CONSUMPTION WITHIN THE ORGANISATION						
Stationary combustion						
Diesel total	kWh	525,800	472,000	489,200	317,800	-35%
Transportation						
Diesel total	kWh	19,700	49,400	425,500	322,900	-24%
Petrol total	kWh	22,000	7,500	2,900	93,000	3,107%
Total scope 1 energy consumption	kWh	567,500	528,900	917,600	733,700	-20%
Electricity	kWh	100,346,394	90,724,850	81,339,300	74,455,100	-8%
Cooling	kWh	19,269,706	17,683,600	16,975,096	15,420,100	-9%
Heating	kWh	9,381,487	13,628,900	11,841,700	9,323,000	-21%
Total scope 2 energy consumption	kWh	128,997,587	122,037,350	110,156,096	99,198,200	-10%
Total energy scope 1 & 2	kWh	129,565,087	122,566,250	111,073,696	99,931,900	-10%
302-4 REDUCTION OF ENERGY CONSUMPTION						
No data in 2020	kWh		6,998,838	11,492,554	11,141,796	
305-1, 305-2 TOTAL DIRECT AND INDIRECT GHG EMISSIONS						
Diesel total	tCO ₂ e	138	132	231	171	-26%
Petrol total	tCO ₂ e	5	2	1	24	2,300%
Electricity (location-based)	tCO ₂ e	11,317	7,936	6,378	6,312	-1%
Electricity (market-based)	tCO ₂ e	8,845	5,578	2,078	704	-66%
Cooling	tCO ₂ e		0	1	2	100%
Heating (location-based)	tCO ₂ e	1,055	1,399	1,424	1,563	10%
Heating (market-based)	tCO ₂ e			707	700	-1%
Total GHG scope 1	tCO ₂ e	143	134	232	195	-16%
Total GHG scope 2 (location-based)	tCO ₂ e	12,372	9,336	7,803	7,877	1%
Total GHG scope 2 (market-based)	tCO ₂ e	9,899	5,499	2,786	1,406	-50%
Total GHG scope 1&2 (location-based)	tCO ₂ e	12,515	9,470	8,035	8,072	0%
Total GHG scope 1&2 (market-based)	tCO ₂ e	10,042	5,633	3,018	1,601	-47%

*Covering scope 1 and 2 emissions.

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

Emission class	Unit	2020	2021	2022	2023	% Change 2023-2022
305-3 OTHER RELEVANT INDIRECT (SCOPE 3) GHG EMISSIONS						
Purchased goods and services	tCO ₂ e			218,398	189,227	-13%
Fuel- and energy- related activities	tCO ₂ e			2,638	3,131	19%
Business travel	tCO ₂ e	1,898	717	3,801	4,639	22%
Business travel- flights	tCO ₂ e	1,755	669	3,696	4,299	16%
Business travel- own cars	tCO ₂ e	143	48	105	340	224%
Upstream leased assets	tCO ₂ e	364	91	38	59	55%
Waste generated in operations	tCO ₂ e	51	39	40	97	143%
Employee commuting	tCO ₂ e			4,377	4,380	0%
Use of sold products	tCO ₂ e			3,216	3,884	21%
Total GHG scope 3 emissions	tCO ₂ e	2,313	847	232,508	205,417	-12%
Total TietoEVRY GHG emissions (location-based)	tCO ₂ e	14,828	10,317	240,542	213,489	-11%
Total TietoEVRY GHG emissions (market-based)	tCO ₂ e	12,355	6,480	235,525	207,018	-12%
305-5 REDUCTION OF GHG EMISSIONS						
Scope 3	tCO ₂ e	6,961	1,466	NA**	27,092	
Scope 2	tCO ₂ e	9,011	4,125	2,713	1,379	
302-3 ENERGY INTENSITY						
	MWh/Meur	47	43	38	35	-8%
305-4 GHG EMISSION INTENSITY*						
	tCO ₂ e/Meur	4.0	2.0	1.0	0.6	-44%
Other						
Energy returned back to district network	kWh	12,318,390	13,650,000	10,168,170	13,317,200	
TietoEVRY KPI 5.1 Percentage of renewable and carbon free electricity in scope 1 and 2						
	%	80	92	95	99	
TietoEVRY KPI 5.2 Reduction of total Scope 1 and 2 GHG emissions						
	tCO ₂ e	9,011	4,410	2,615	1,416	
TietoEVRY KPI 5.2 Reduction of total Scope 3 GHG emissions						
	tCO ₂ e	6,961	1,466	NA**	27,092	
TietoEVRY KPI 5.3 Reduction of average carbon footprint from business travel per employee						
	%	91	97	83	79	

DIVERSITY AND INCLUSION METRICS

FULL-TIME EMPLOYEES

	2023	2022	2021
Male	69%	70%	71%
Female	31%	30%	29%
Other	0.04%	0.02%	0.01%
Total	23,283	24,418	23,984

PART-TIME EMPLOYEES

	2023	2022	2021
Male	58%	57%	59%
Female	43%	43%	41%
Other	0%	0%	0%
Total	1,085	1,076	1,165

PERMANENT EMPLOYMENT CONTRACT

	2023	2022	2021
Male	69%	69%	71%
Female	31%	31%	29%
Other	0.04%	0.02%	0.01%
Total	23,791	24,821	24,867

TEMPORARY EMPLOYMENT CONTRACT

	2023	2022	2021
Male	69%	71%	66%
Female	31%	29%	34%
Other	0%	0%	0%
Total	577	673	593

TOTAL NUMBER OF EMPLOYEES

	2023	2022	2021
Female	31%	30%	29%
Male	69%	69%	71%
Total	24,368	25,494	25,460

SENIOR MANAGEMENT

	2023	2022	2021
Female	24%	23%	23%
Male	76%	77%	77%
Total	352	391	421

BOARD OF DIRECTORS

	2023	2022	2021
Female	33%	38%	33%
Male	67%	63%	67%
Total	9	8	9

LEADERSHIP TEAM

	2023	2022	2021
Female	11%	11%	17%
Male	89%	89%	83%
Total	9	9	12

Total number of employees by age groups

	2023	2022	2021
< 30	19%	22%	21%
30-50	59%	59%	59%
> 50	22%	19%	20%

Senior management by age groups

	2023	2022	2021
< 30	0%	0%	0%
30-50	42%	49%	52%
> 50	58%	51%	48%

Board of directors by age groups

	2023	2022	2021
< 30	0%	0%	0%
30-50	33%	50%	44%
> 50	67%	50%	56%

Leadership team by age groups

	2023	2022	2021
< 30	0%	0%	0%
30-50	11%	33%	25%
> 50	89%	67%	75%

	2023	2022
Workers who are not employees	1,498	1,470

NEW EMPLOYEES AND EMPLOYEE TURNOVER BY GENDER

New employment	2023			Turnover	2022			2021
	2023	2022	2021		2023	2022	2021	
Male	67%	68%	69%	Male	71%	73%	72%	
Female	33%	32%	31%	Female	29%	27%	28%	
Other	0.03%	0.06%	0.00%	Other	0.00%	0.00%	0.04%	
Total	2,949	5,317	6,182	Total	4,010	4,632	5,236	

NEW EMPLOYEES AND EMPLOYEE TURNOVER BY AGE GROUPS

New employment	2023			Turnover	2022			2021
	2023	2022	2021		2023	2022	2021	
< 30	43%	46%	45%	< 30	28%	28%	32%	
30 - 50	50%	49%	50%	30 - 50	54%	57%	56%	
> 50	7%	5%	5%	> 50	17%	15%	13%	
Total	2,949	5,317	6,182	Total	4,010	4,632	5,236	

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

2023	Permanent	Temporary	Total	%
Austria	280	0	280	1.1%
China	1,051	2	1,053	4.3%
Czech Republic	2,457	123	2,580	10.6%
Estonia	124	0	124	0.5%
Finland	3,109	9	3,118	12.8%
India	4,315	59	4,374	17.9%
Latvia	1,139	6	1,145	4.7%
Lithuania	158	0	158	0.6%
Norway	3,984	82	4,066	16.7%
Other	577	28	605	2.5%
Poland	845	20	865	3.5%
Sweden	3,969	40	4,009	16.5%
Ukraine	1,783	208	1,991	8.2%
Total	23,791	577	24,368	100%

NEW EMPLOYEES BY REGION

	2023	%	2022	%	2021	%
Austria	31	1.1%	74	1.2%	57	0.9%
China	38	1.3%	340	5.5%	485	7.8%
Czech Republic	196	6.6%	599	9.6%	480	7.7%
Estonia	25	0.8%	29	0.5%	15	0.2%
Finland	323	11.0%	488	7.8%	563	9.0%
India	544	18.4%	1,308	21.0%	1,831	29.4%
Latvia	152	5.2%	230	3.7%	272	4.4%
Lithuania	28	0.9%	48	0.8%	44	0.7%
Norway	636	21.6%	697	11.2%	734	11.8%
Poland	180	6.1%	285	4.6%	229	3.7%
Sweden	556	18.9%	678	10.9%	654	10.5%
Ukraine	91	3.1%	349	5.6%	718	11.5%
Other	149	5.1%	192	3.1%	147	2.4%
Total	2,949	11.8%	5,317	20.9%	6,229	24.8%

EMPLOYEE TURNOVER BY REGION

	2023	%	2022	%	2021	%
Austria	38	1%	24	1%	16	0.3%
China	68	2%	97	2%	84	1.6%
Czech Republic	539	13%	366	8%	371	7.0%
Estonia	23	1%	22	0%	146	2.8%
Finland	431	11%	506	11%	523	9.9%
India	690	17%	1,113	24%	1,421	26.8%
Latvia	168	4%	150	3%	207	3.9%
Lithuania	19	0%	25	1%	21	0.4%
Norway	711	18%	832	18%	865	16.3%
Poland	210	5%	213	5%	295	5.6%
Sweden	744	19%	858	19%	805	15.2%
Ukraine	273	7%	319	7%	420	7.9%
Other	96	2%	107	2%	123	2.3%
Total	4,010	16%	4,632	18%	5,297	21%

GRI CONTENT INDEX

Statement of use: TietoEvry Corporation has reported in accordance with the GRI Standards for the period 1 January, 2023 - 31 December, 2023

GRI 1: Foundation 2021

Applicable GRI Sector Standard (s): Not applicable

GRI Standard/Other source	Disclosure	Location	Responsible area and number	Omission		UNGC	Externally assured
				Requirement (s) omitted	Reason		
General disclosures							
GRI 2: General Disclosures 2021	2-1 Organizational details	Facts & figures					
	2-2 Entities included in the organization's sustainability reporting	About our sustainability report					
	2-3 Reporting period, frequency and contact point	About our sustainability report					
	2-4 Restatements of information	About our sustainability report					
	2-5 External assurance	GRI Content index					
	2-6 Activities, value chain and other business relationships	Specialization-based strategy for greater value to all stakeholders , IT market development , Responsible sourcing					
	2-7 Employees	Diversity and inclusion , Diversity and Inclusion metrics		iii. non-guaranteed hours employees, and a break-down by gender and region	Not applicable	TietoEvry has only 8 non-guaranteed hours employees and the requirement is therefore not material for the company to report on.	x
	2-8 Workers who are not employees	Diversity and Inclusion metrics					
	2-9 Governance structure and composition	Managing sustainability , TietoEvry Corporate Governance Statement 2023 , tietoevry.com					
	2-10 Nomination and selection of the highest governance body	TietoEvry Corporate Governance Statement 2023					
	2-11 Chair of the highest governance body	TietoEvry Corporate Governance Statement 2023					
	2-12 Role of the highest governance body in overseeing the management of impacts	Managing sustainability , NFI					

GRI Standard/Other source	Disclosure	Location	Responsible area and number	Omission		UNGC	Externally assured
				Requirement (s) omitted	Reason		
General disclosures							
	2-13 Delegation of responsibility for managing impacts	Managing sustainability					
	2-14 Role of the highest governance body in sustainability reporting	Managing sustainability, Stakeholder engagement and materiality analysis, NFI					
	2-15 Conflicts of interest	TietoEvry corporate governance statement 2023					
	2-16 Communication of critical concerns	Managing sustainability, Business ethics and anti-corruption		b. report the total number and nature of critical concerns that were communicated to the highest governance body during the reporting period.	Confidentiality constraints (partly)		Information about whistleblowing escalations is reported in the referred locations. Cybersecurity and privacy concerns/incidents are confidential information and only reported internally.
	2-17 Collective knowledge of the highest governance body	Managing sustainability					
	2-18 Evaluation of the performance of the highest governance body	TietoEvry corporate governance statement 2023					
	2-19 Remuneration policies	TietoEvry remuneration report 2023, tietoevry.com					
	2-20 Process to determine remuneration	TietoEvry remuneration report 2023, tietoevry.com					
	2-21 Annual total compensation ratio	TietoEvry remuneration report 2023					
	2-22 Statement on sustainable development strategy	CEO review, Managing sustainability					
	2-23 Policy commitments	Managing sustainability					
	2-24 Embedding policy commitments	Managing sustainability					
	2-25 Processes to remediate negative impacts	Managing sustainability, Business ethics and anti-corruption					
	2-26 Mechanisms for seeking advice and raising concerns	Managing sustainability, Business ethics and anti-corruption					

GRI Standard/Other source	Disclosure	Location	Responsible area and number	Omission		UNGC	Externally assured
				Requirement (s) omitted	Reason		
General disclosures							
	2-27 Compliance with laws and regulations	Business ethics and anti-corruption, Cybersecurity and data privacy, TietoEvry corporate governance statement 2023					
	2-28 Membership associations	Managing sustainability					
	2-29 Approach to stakeholder engagement	Stakeholder engagement and materiality analysis					
	2-30 Collective bargaining agreements	Diversity and inclusion					x
Material topics							
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Stakeholder engagement and materiality analysis					
	3-2 List of material topics	Stakeholder engagement and materiality analysis					
Anti-corruption							
GRI 3: Material Topics 2021	3-3 Management of material topics	Business ethics and anti-corruption	2: Business ethics and anti-corruption			Principle 10	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Business ethics and anti-corruption	2: Business ethics and anti-corruption			Principle 10	x
	205-3 Confirmed incidents of corruption and actions taken	Business ethics and anti-corruption	2: Business ethics and anti-corruption			Principle 10	x
TietoEvry's own disclosure	Completion of Code of Conduct training	Business ethics and anti-corruption	2. Business ethics and anti-corruption			Principle 1–3, 6–10	x
TietoEvry's own disclosure	Whistleblowing notification period	Business ethics and anti-corruption	2. Business ethics and anti-corruption			Principle 10	x

GRI Standard/Other source	Disclosure	Location	Responsible area and number		Omission		UNGC	Externally assured
			Requirement (s) omitted	Reason	Explanation			
Energy								
GRI 3: Material Topics 2021	Management of material topics	Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions				Principle 7-9	
	302-1 Energy consumption within the organisation	Energy usage and greenhouse gas emissions, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions				Principle 7-9	x
GRI 302: Energy 2016	302-3 Energy intensity	Energy usage and greenhouse gas emissions, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions				Principle 7-9	x
	302-4 Reduction of energy consumption	Energy usage and greenhouse gas emissions, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions	b. Types of energy included in the reductions; whether fuel, electricity, heating, cooling, steam, or all.	Information incomplete	Data center consolidation activities has impacted data completeness for some energy types. It is expected that data completeness will be fulfilled during 2024.	Principle 7-9	x

GRI Standard/Other source	Disclosure	Location	Responsible area and number	Omission		UNGC	Externally assured
				Requirement (s) omitted	Reason		
Emissions							
GRI 3: Material Topics 2021	Management of material topics	Energy usage and greenhouse gas emissions	5: Energy usage and greenhouse gas emissions			Principle 7–9	
	305-1 Direct (Scope 1) GHG Emissions	Energy usage and greenhouse gas emissions, Management of material topic, Energy usage and GHG emission metrics	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, Management of material topic, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
GRI 305: Emissions 2016	305-3 Other indirect (Scope 3) GHG Emissions	Energy usage and greenhouse gas emissions, Management of material topic, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
	305-4 GHG emissions intensity	Energy usage and greenhouse gas emissions, Management of material topic, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
	305-5 Reduction of GHG emissions	Energy usage and greenhouse gas emissions, Management of material topic, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
TietoEVRY's own disclosure	Percentages of carbon free electricity in scope 1 and 2	Energy usage and greenhouse gas emissions, Management of material topic, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
TietoEVRY's own disclosure	Reduction of total Scope 1 and 2 GHG emissions	Energy usage and greenhouse gas emissions, Management of material topic, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions			Principle 7–9	x
TietoEVRY's own disclosure	Reduction of average carbon footprint from business travel per employee	Energy usage and greenhouse gas emissions, Management of material topic, Energy usage and GHG emission metrics	5: Energy usage and greenhouse gas emissions			Principle 7–9	x

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

GRI Standard/Other source	Disclosure	Location	Responsible area and number	Omission		UNGC	Externally assured
				Requirement (s) omitted	Reason		
Freedom of association and collective bargaining							
GRI 3: Material Topics 2021	Management of material topics	Responsible sourcing, Employee Experience	5. Responsible sourcing 8. Employee Experience			Principle 3	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Responsible sourcing, Employee Experience	5. Responsible sourcing 8. Employee Experience			Principle 3	
Customer privacy							
GRI 3: Material Topics 2021	Management of material topics	Cybersecurity and privacy	3: Cybersecurity and privacy			Principle 1–2	
GRI 418: Customer privacy 2016	418-1 Substantiated complaints regarding breaches of customer privacy and losses of customer data customer privacy and losses of customer data	Cybersecurity and privacy	3: Cybersecurity and privacy			Principle 1–2	x
Tietoenvy's own disclosure	Completion of GDPR training	Cybersecurity and privacy	3. Cybersecurity and privacy			Principle 1–2	
Tietoenvy's own disclosure	Completion of Security training	Cybersecurity and privacy	3. Cybersecurity and privacy			Principle 1–2	

GRI Standard/Other source	Disclosure	Location	Responsible area and number	Omission		UNGC	Externally assured
				Requirement (s) omitted	Reason		
Responsible sourcing							
TietoEvry's own disclosure	New or renewed suppliers agreeing to TietoEvry's Supplier Code of Conduct	Responsible sourcing	4. Responsible sourcing			All principles	x
TietoEvry's own disclosure	Annual review of conflict mineral management with main hardware suppliers	Responsible sourcing	4. Responsible sourcing			All principles	
TietoEvry's own disclosure	Self-assessment on selected strategic suppliers	Responsible sourcing	4. Responsible sourcing			All principles	
TietoEvry's own disclosure	On-site audits for suppliers identified as high risk suppliers	Responsible sourcing	4. Responsible sourcing			All principles	
TietoEvry's own disclosure	Sustainability management system reviews with five top-spend suppliers'	Responsible sourcing	4. Responsible sourcing			All principles	
TietoEvry's own disclosure	Percentage of suppliers with Science Based Targets	Energy usage and greenhouse gas emissions, TietoEvry's Science Based Targets	4. Responsible sourcing			All principles	x
TietoEvry's own disclosure	Percentage of environmentally certified computers procured for internal use	Circular economy practices	4. Responsible sourcing			All principles	
Employee Experience							
TietoEvry's own disclosure	Employee engagement score	Employee Experience	8. Employee Experience				x



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