tieto EVRY

Sustainability Report 2020

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Sustainability

Managing sustainability

TietoEVRY regards sustainability as both a responsibility and an opportunity. We need to be environmentally, socially and financially responsible in our daily business to meet the requirements and expectations set by our stakeholders. But we must also drive more sustainable outcomes for our customers and society through our innovative solutions. Through sound governance, compliance, processes, tools and organization, we make this happen.

As a company, we are aligning our sustainability practices with international norms, frameworks and legislation covering anti-corruption, the environment, human rights and labour rights. Our sustainability approach is founded on the principles of the United Nations Global Compact, the OECD Guidelines for Multinational Enterprises and aligned with the UN's Global Sustainable Development Goals. But our sustainability efforts are not merely a question of complying with laws and regulations. We aspire to lead the way and be an ethical leader, which sometimes means going beyond regulations and applying higher standards.

Sustainability game plan 2023

TietoEVRY's Sustainability Game plan 2023 is our new roadmap guiding our efforts for integrated sustainable practices across our value chain. The plan is based on a materiality

analysis conducted in 2020, and a process to identify our value driven sustainable business opportunities. It consists of three broad responsibility areas — Climate action, Ethical conduct and Exciting place to work — with focus areas under each. An additional areas is our Impact opportunities, which entails a range of services and solutions that can accelerate and improve a customer's sustainability performance. Our game plan is aligned with global frameworks for sustainable business, such as the UN Global Compact and the OECD Guidelines for Multinational Enterprises. It also outlines how we contribute to the UN Sustainable Development Goals.

We aim to play an active role in the sustainable development of our society. We affiliate ourselves with several voluntary industry organizations and initiatives in order to promote long-term, sustainable industry

> **We play an active role in the sustainable development of our society.**

Sustainability game plan 2023

Sustainability impact analysis
Analyzing and quantifying environmental, societal and financial impacts of our service

Ethical design
Development of ethical software

Solutions to reduce carbon footprint
We help to optimize production and logistics, digitalise procecsses and support in re-use and recycling of material

Services for data-driven sustainability
Solutions to collect, compile and visualise current state and thereby enable customers to integrate accurate sustainability data into decision-making and plans

People

Planet

Society

Impact opportunities

Responsible operations

Ethical conduct

Climate action

Exciting place to work

Business ethics and anti-corruption

Cybersecurity and privacy

Human rights

Responsible sourcing

Diversity and inclusion

Energy useage and greenhouse gas emissions

Circular economy practices

Employee Experience

> "
> **TietoEVRY's sustainability work is facilitated by the company's Sustainability team.**

development and regulation at local, national and international level. Our affiliations include:

- CDP (Carbon Disclosure Project)
- Cleantech Finland
- CSR Sweden in Sweden
- FIBS in Finland
- Fossilfritt Sverige
- The European AI Alliance

Sustainability integrated in the organization

TietoEVRY's sustainability work is facilitated by the company's Sustainability team and is supported by the Sustainability Steering Group, chaired by the Vice President,

Communication and Sustainability. The steering group advises the Group Leadership Team and Board of Directors and approves the sustainability section of the integrated annual report. Members of the Sustainability Steering Group represent different functions and units of TietoEVRY, including Group Leadership Team members. TietoEVRY's aim is to maintain a gender balance in the steering group, as well as representation of younger and more experienced management.

Daily sustainability activities are facilitated by the Sustainability team, led by the Head of Sustainability, who is also responsible for the

company's sustainability policies and processes. The Head of Sustainability reports directly to the Vice President of Communications and Sustainability, who reports to the Head of Operations. The management of specific responsibility areas as well as business opportunity areas is handled by appointed area owners, each responsible for reporting on area-specific goal performance. The 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 giving strategic direction and practical guidance

Our ethical principles are summarized in our Code of Conduct policy, which applies to all our employees as well as any third party contributing to our services, products and other business activities. The Code of Conduct is aligned with international frameworks and norms, as well as local legislation.

> " As sustainability concerns the whole company, we encourage employees to discuss and promote the positive sustainability impacts that digitalization enables our customers.

We have a separate Supplier Code of Conduct Rule clarifying the ethical guidelines applying to TietoEVRY's suppliers. This rule is implemented in all new supplier contracts with regular suppliers.

Our Anti-Corruption Rule provides practical guidelines on how to evaluate and avoid unethical behaviour. We also have an Environmental Rule which outlines our precautionary approach to environmental management within the company and throughout the value chain. This rule is compliant with ISO 14001 requirements. In addition, we also have several other policies and rules supporting the management of specific sustainability areas. All policies and rules as well as processes covering sustainability apply to our entire organization. Policies and rules are reviewed on an annual basis, as part of our compliance program.

## Implementing sustainability in daily business operations

To support our organization in further implementing sustainability in daily business operations, we have a Sustainability Management Process, which is included in our business system. This process utilizes best practices from the United Nations Global Compact Management Model and GRI Standards. The tool demonstrates clear links of process and documents to other business processes. Among other things, the

Sustainability Management Process formally outlines the role of a Responsible Area Owner. Our Code of Conduct e-learning further supports the implementation of sustainable and ethical business practices across the entire organization. In addition, we have an environmental e-learning that supports the implementation of our Environmental Management System and related ISO 14001 certifications. Mandatory trainings for all employees also cover e-learnings in GDRP, as well as a general security training.

During 2020, we established a way of working and governance to drive and develop business opportunities connected to sustainability. Supported by the Sustainability Steering Group we agreed to nominate a few business consultants, combining technology and sustainability expertise, to work on supporting our customers' sustainability performance. Priorities and targets for these consultants and impact opportunities are to be developed during 2021.

As sustainability concerns the whole company, we encourage employees to discuss and promote the positive sustainability impacts that digitalization enables for our customers. Our sustainability approach and ambitions are included in the company's sales materials. These materials help sales teams learn about sustainability at TietoEVRY and respond to customers' sustainability requests. The

POLICIES AND PROCESSES COVERING SUSTAINABILITY AREAS

ETHICAL CONDUCT	CLIMATE ACTION	EXCITING PLACE TO WORK

1. Business ethics and anti-corruption | **5.** Energy usage and greenhouse gas emissions | **7.** Diversity and inclusion

2. Human rights | **6.** Circular economy practices | **8.** Employee Experience

3. Cyber security and privacy

4. Responsible sourcing

POLICIES, RULES AND GUIDELINES

Code of Conduct Policy (1,2), Internal audit policy (2), Anti-corruption rule (2), Competition compliance rule (2), Procurement policy (4),
Supplier Code of Conduct Rule (1, 2, 4, 5), Environmental Rule (4, 5, 6), Information classification rule (3), Data transfer rule (3), Security Policy (3),
Security Rule (3), User Security Rule (3) Privacy Policy (3), AI ethics guideline (1,3), Occupational Health and Safety Policy (1, 8), HR Policy (1, 7, 8)

Internal and external audits (1, 2), Governance, risk and compliance management (2,3), Sourcing to pay (4),
Supplier self assessment (4), Environmental management process (EMS) ISO14001 (4, 5, 6), ISO27001 (3), ISO31000 (3),
ISAE3402 audits in Data Centers (3), Information and cyber security audits and assessments (3), CDP Climate Change program (4, 5, 6),
HR processes (1, 7, 8), Employee engagement survey (8), EDGE equality certification (7)

SUSTAINABILITY MANAGEMENT PROCESS, SUSTAINABILITY MATERIALITY ASSESSMENT FOR 2020–2023 PLAN

WHISTLEBLOWING

(Sidebar labels: Sustainability areas, Policies, Due diligence processes)

Sustainability team, together with the responsible area owners, support internal functions, such as Procurement, HR, and customer teams in sustainability matters.

TietoEVRY's Whistleblowing Rule defines our common way of managing all escalations made to Internal Audit, Sustainability, Human Resources and Legal. Our Escalation Function is responsible for logging, following up and initiating preventive actions based on the case experience. At TietoEVRY, we are committed to a culture where employees feel safe to speak up and report concerns, and we adhere to the principle of non-retaliation. The handling of escalations is described in more detail **here.**

As a result of our sustainability performance, we have received several acknowledgments for our efforts during the year.

CDP
In 2020, Tieto achieved level A in CDP Climate Change scoring. Our CDP score exceeds the IT sector and CDP programme averages.

OMX GES Sustainability Finland Index
Based on our sustainability performance, TietoEVRY Oyj is included in the OMX GES Sustainability Finland Index.

Bloomberg Gender-Equality Index (GEI)

TietoEVRY was honoured by being included in the 2020 Bloomberg Gender-Equality Index (GEI), which tracks the performance of 6 000 public companies in 84 countries committed to advancing women in the workplace.

Swiss EDGE Certified Foundation

We were the first IT company in the world to receive a gender equality certification from the Swiss EDGE Certified Foundation at the end of 2015 (valid for two years), and again in 2017 and 2019. The certification represents the leading global assessment methodology and business certification standard for gender equality. It assesses policies, practices and numbers across five different areas of analysis: equal pay for equivalent work, recruitment and promotion, leadership development training and mentoring, flexible working and company culture.

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We have received several acknowledgements for our efforts during the year.

Dashboard

Responsible area	Goal	Result 2020	UN sustainable development goal
ETHICAL CONDUCT			
Human rights	2021: Conduct a formal Human Rights Impact Assessment for a business entity	Assessment to be conducted FY21	
Cybersecurity and privacy	2023: Zero substantiated complaints concerning breaches of customer privacy and losses of customer data*	Zero	
Business ethics and anti-corruption	2023: 90% completion of ethics training (CoC e-learning)	91 %	
	2023: 100% confirmation of receipt of a whistleblowing notification within four business days of receipt	100 %	
Responsible sourcing	2023: 100% of new or renewed suppliers agreeing to TietoEVRY's Supplier Code of Conduct*	100 %	

Responsible area	Goal	Result 2020	UN sustainable development goal
CLIMATE ACTION			
Energy usage and GHG emissions	2023: 80% reduction of scope 1 and 2 greenhouse gas emissions (GHG) by FY23**	Baseline is FY20 and reductions against baseline will be available from 2021	7 AFFORDABLE AND CLEAN ENERGY / 13 CLIMATE ACTION
	2023: 100% carbon free electricity in own data centers and offices	80%	7 AFFORDABLE AND CLEAN ENERGY / 13 CLIMATE ACTION
Circular economy practices	2023: 100% reuse and recycling of hardware***	Baseline set during FY21	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
EXCITING PLACE TO WORK			
Diversity and inclusion	2026: 40% female employees by 2026: 50% female employees by 2030	29% female employees	5 GENDER EQUALITY / 10 REDUCED INEQUALITIES
Employee Experience	2023: Employee engagement score - >75	76/100	3 GOOD HEALTH AND WELL-BEING

*Scope: Agreements made through Procurement function. Note that scope also includes Supplier's version approved by Head of Sustainability.

**Baseline FY20.

***Scope consists of hardware for own use as well as hardware as a service to customers. Devices in the scope include lap-tops, mobile devices, monitors, and IT peripherals.

Our value creation model

In a digital world every bit of information can provide sustainable insights and value. TietoEVRY's value creation model is based on our strategic aim to create digital advantage for our customers as well as society more broadly. This annual report provides an overall picture of our ability to create this advantage. In preparing the value creation model shown on the next page, we have taken inspiration from the international <IR> Framework.

How our operations create value for our stakeholders

Our main role is to create digital advantage for businesses and society. Our role varies from advisory and design of services to building and running services and solutions. We look at the world from our customers' perspectives and aim to offer the best services and solutions from our wide-ranged portfolio. This enables our customers to focus on their core business and create value in their respective domains.

Through our fundamentals, we are able to increase customer value and accelerate innovation. We aim to use the opportunities which come in a world increasingly driven by data to create societal, economic and environmental value.

- We play an important role in Nordic society, transforming businesses with

expertise, technology and data, to harness the biggest opportunities of our time
- We increase business agility, so that our customers can continuously develop and adapt to new challenges and embrace new opportunities
- We improve citizen experience, health and wellbeing
- We are creating digital advantage for millions of citizens every day Digitalization removes time-consuming barriers and costly solutions, and enables efficient ways of working
- Through our robust financial governance and consistent profit improvement, we are committed to creating value for our shareholders as well as having a positive economic impact as an employer and taxpayer

> " Our role is to create digital advantage for businesses and society.
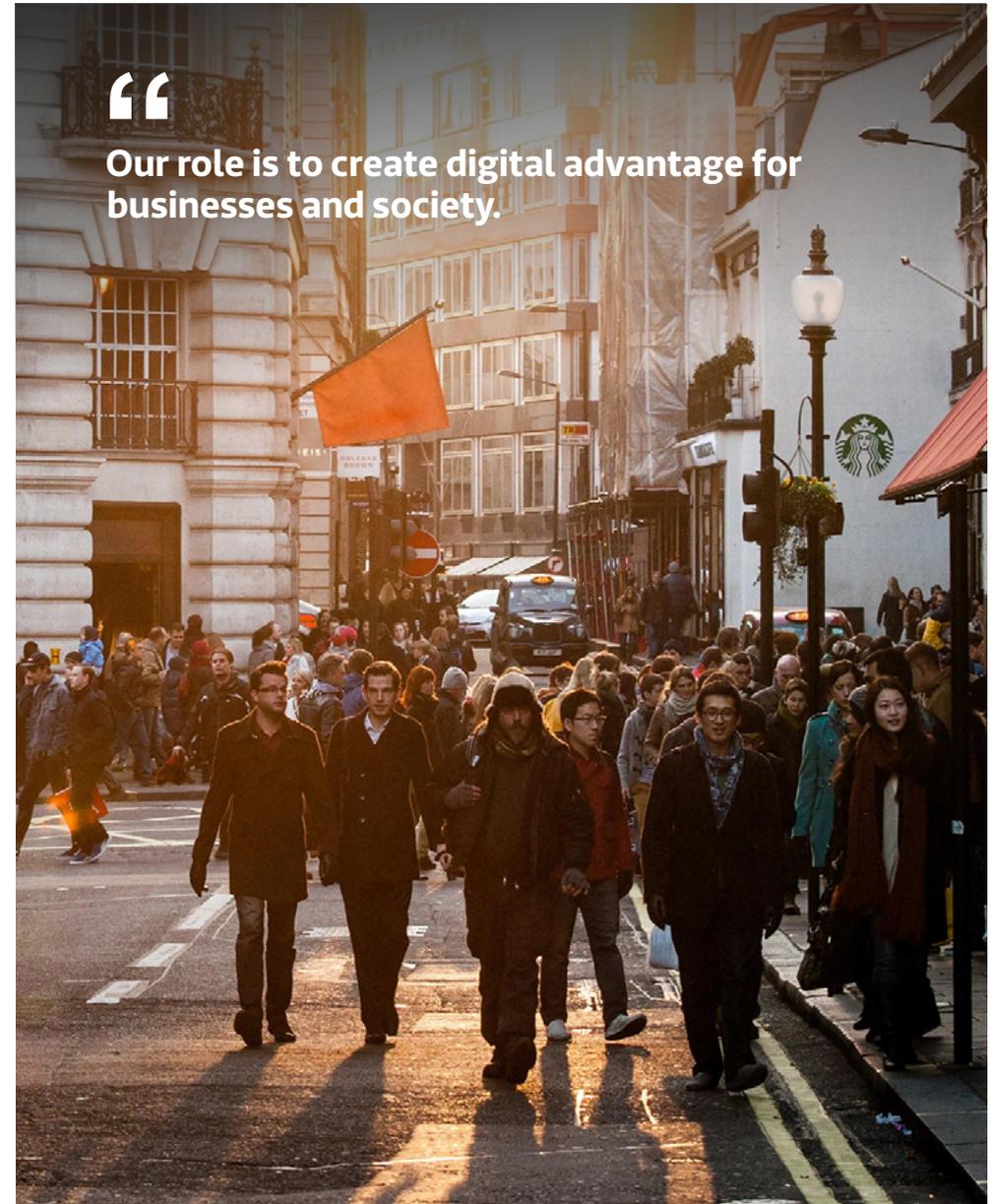
CREATING DIGITAL ADVANTAGE FOR BUSINESSES AND SOCIETY

TOWARDS A DATA-DRIVEN WORLD

CIRCULAR ECONOMY   PRIVACY   CYBERSECURITY   SUSTAINABILITY   PERSONALIZED   ETHICS

INPUT / RESOURCES

FINANCIAL
Investments for the future

HUMAN
Highly engaged employees, agile ways of working

INTANGIBLE
Deep industry insights, global business and technology competences

TANGIBLE
Technology assets, software & IPRs

NATURAL
Materials and energy usage

SOCIAL & RELATIONSHIP
Strong role in global ecosystems, customers' trust

Renew   Design   Co-creation   Run   Build

OUTPUT AND IMPACTS

CUSTOMERS' COMPETITIVENESS
• Business renewal
• Growth

EMPLOYEE ENGAGEMENT AND PERSONAL GROWTH
• Meaningful work
• Equal opportunities

SUSTAINABLE SOCIETIES
• Smart cities and wellbeing
• Decarbonization through digital services

SHAREHOLDER VALUE
• Attractive dividends

FOUNDATION

CULTURE CODE   EMPLOYEE ENGAGEMENT   CUSTOMER OBSESSION   SUSTAINABILITY

Stakeholder engagement and materiality analysis

Through continuous collaboration and open dialogue with our key stakeholders, we understand what is expected from us and are also able to innovate and develop sustainable solutions for the future.

Our approach to stakeholder engagement is based on both structured and occasional dialogue and interactions. We engage with a wide range of stakeholders, including employees, customers, business partners, authorities, governments and wider society. Our aim is to meet our stakeholders' sustainability requirements and needs, both in our daily business and our strategy for the longer term.

We conduct regular surveys with customers and employees, and we also gather important information through the various escalation channels. Our internal social platform is an important channel for employee dialogue for us. It enables us to understand the needs and concerns of our employees. We also engage with external stakeholders in social media by actively monitoring discussions and responding to their questions. We have

both formal and informal conversations with suppliers, business partners, customers, investors and authorities as part of our daily operations. More information about our stakeholder engagements throughout 2020 can be found **here.**

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

STAKEHOLDERS

OUR STAKEHOLDERS

Investors, Potential employees, Employees, Customers, Suppliers, Business partners, Ecosystems, Industry associations, Governments / Public authorities, Local communities, Media, Non-governmental organizations, Academia / Universities / Schools

Materiality analysis

Materiality analysis has been used to prioritize the most important material topics based on our business, our strategic ambitions and the industry we operate in, the market trends as well as the UN's Sustainable Development Goals, the UN Global Compact. In 2020, we examined stakeholders' perceptions through a survey conducted among customers, investors, employees, potential employees, suppliers and partners. During the year, we also carried out in-depth interviews with key internal and external stakeholders,

including sustainability and technology experts, customers and investors, to gather insights for our future sustainability focus areas. Based on the materiality assessment and the insights gathered, combined with our vision for the future - we have developed our Sustainability game plan 2023, with three main focus areas: Ethical conduct, Exciting place to work and Climate action. The analysis also forms the basis of our sustainability reporting in accordance with GRI Standards, option Core.

RESPONSIBLE AREA BOUNDARIES ACCORDING TO GRI STANDARDS

	SUPPLIERS	PARTNERS	TIETOEVRY	CUSTOMERS	END-USERS
Human rights	■	■	■	■	■
Business ethics & anticorruption	■	■	■	■	
Cybersecurity and privacy				■	■
Responsible sourcing	■	■	■		
Energy usage & GHG emissions	■		■	■	
Circular economy practices	■		■	■	
Inclusion & diversity			■	■	
Employee Experience			■	■	

MATERIALITY MATRIX ACCORDING TO GRI STANDARDS

Influence on stakeholder assessments & decision makings

- Human rights
- Diversity and inclusion
- Energy usage and greenhouse emission
- Business ethics and anti-corruption
- Employee Experience
- Circular economy practices
- Cybersecurity and privacy
- Responsible sourcing

Significance of economic, environmental & social impacts

Responsible operations

Technology is the key enabler in the data-driven world. How we use and benefit from technology defines not only the success of our customers, but also the future of our societies. As a company in the IT-industry, we have the possibility to positively impact business and society through technological advancements and the use of data.

Our responsibility is built on the implementation and continuous monitoring of ethical guidelines, values and work practices. As we aim to be the trusted partner to our customers, we play our part in building sustainable societies – through our own operations and value chain but also by helping our customers become more sustainable.

Care for people and planet is at the heart of our responsible operations. All aspects of sustainability from responsible supply chain and ethical conduct to employee engagement to energy usage are important for us. We actively develop our own ways of working and have committed to ambitious targets in the years ahead.

Our sustainability ambitions during 2020 have been focused on integration and creating a common baseline together with processes and practices for the combined TietoEVRY. This is also reflected in this 2020 Sustainability report. From 2021 onwards the focus will be on validating the development towards our ambitions.

Climate action

Through leading technologies and smart use of data, we believe that we can positively impact the environment — and the everyday life of millions of people. Circular economy practices provides us with opportunities to recycle our hardware and increase circularity in all our operations. We strive to carry out our operations in a responsible manner and minimize our negative impact on the environment and climate. The reduction of energy consumption and greenhouse gas emissions are the most effective ways for us to work against climate change.

We continue exploring how to further increase our environmental handprint with the innovations and solutions we provide our customers. By working together with our ecosystem of partners and enabling our customers sustainability, we expand the positive impact our operations. Together with our customers and partners, we can make a difference.

Energy usage and greenhouse gas emissions

Climate change is one of the biggest challenges of our time. Global warming is a result of human activities, especially the burning of fossil fuels and the release of greenhouse gas emissions into the atmosphere. TietoEVRY has an important role in helping society to become more efficient in energy and resource usage as well as pave the way towards carbon neutrality with sustainable IT solutions and new technology.

Our approach

Through leading technologies and the smart use of data, we can positively impact the everyday life of millions of people. The most effective way for us to act on climate change is by reducing energy consumption and greenhouse gas (GHG) emissions as well as striving for carbon neutrality in all our operations, including our supply chain.

Climate neutrality and circular economy practices form the basis of an environmentally sustainable society. Sustainability-oriented innovation also offers the potential to decouple economic growth from the use of natural resources. Increasing energy efficiency and the use of renewable and

carbon free sources in energy production for our offices and data centres as well as managing business travel are key actions for us to reduce greenhouse gas emissions.

Our data centres and offices consume energy in many forms. We need electricity, heating, and cooling to keep our operations running and to serve our customers. Therefore, it is important how the energy we consume is produced and what energy sources are used. We aim to use energy from renewable and carbon-free solutions, such as wind or solar power, to avoid greenhouse gas emissions. We focus on energy efficiency and the use of new technology to save energy in our data centres. We recognize that the location of

Energy usage and Greenhouse gas emissions

Percentage of carbon free electricity in data centers and offices **2020 80%**

Percentage of carbon free electricity in data centers and offices **Goal 2023 100%**

OUR SUSTAINABILITY AMBITIONS - TOWARDS A CARBON NEUTRAL WORLD

TietoEVRY's total CO_2 emissions

NOW

▲
12 355
tCO_2

=
Annual energy
consumption of
10 800
detached houses

Emission intensity

▲
4.4
tCO_2 / MEUR

OUR TARGETS

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

80%
Reduction of CO_2
emissions in
scope 1 and 2
in 2020−2023

Carbon neutral
In own operations
by 2025

100%
Use of green electricity
in datacenters and offices

Avoided emissions
Increase customer avoided CO_2
with 10−15% annually

our data centres is important to enable the possibility of feeding energy back into district heating networks to warm nearby households.

In recent years, business flights have been a large part of our indirect greenhouse gas (CO_2e) emissions. This changed in 2020 as a result of the pandemic-induced travel restrictions. The curbs on travel have encouraged our teams to embrace new ways of working. The use of our internal conference solutions and various digital collaboration platforms is an ever-growing part of our everyday life.

Our Environmental Management process is the main procedure implemented across our organization. The Environmental Rule, our environmental policy, defines our approach to managing the company's environmental impact. This Rule applies to all TietoEVRY operations and employees across our operating countries. Each Country Team, Service Line, Business Area and Business Unit is responsible for implementing processes and actions based on this Rule. The Supplier Code of Conduct Rule, which also includes environmental requirements, applies to all of our new supplier contracts.

> "
> **We regularly collect, monitor and report energy data to ensure we maintain the highest possible energy efficiency.**

The global Environmental team is responsible for developing, coordinating and supporting the implementation of the Environmental Management System (EMS). Our Environmental team works in close co-operation with the Sustainability team to ensure our environmental targets will be met throughout the organization. The responsibility for the implementation of the EMS lies with an Environmental Manager appointed for one or several countries of operations. Environmental Managers form a global network with regular meetings facilitated by a global EMS Manager and team. Our data centre teams are responsible for

energy consumption monitoring on a regular basis. Environmental coordinators implement the daily environmental operations at sites.

All offices and Nordic data centres are covered by our Environmental Management System (EMS), which is ISO 14001-certified. Our Chief Procurement Officer is responsible for the environmental management of our offices and procurement including business travel, and the Head of Data Centres has the same responsibility for our data centres. In line with our Environmental Rule, we strive to reduce direct and indirect energy consumption in offices and data centres

through energy-efficient measures as well as relocating to BREEAM or LEED certified buildings when upgrading facilities. In addition to environmental certificates, the energy efficiency (kWh/m^2) of a building and availability of green energy have become important new site selection criteria. Our target for all our data centres is to run operations as energy efficiently as possible.

We regularly collect, monitor and report energy consumption data to ensure we maintain the highest possible energy efficiency. Possible incidents related to environmental issues can be reported through the EMS in each

country. In addition, our global risk reporting portal also address environmental risks.

We recognize our part of greenhouse gas emissions caused in our supply chain operations upstream as well as downstream. TietoEVRY's suppliers and subcontractors are expected to follow the principles set out in our Supplier Code of Conduct. We also monitor the percentage of our top suppliers that have a greenhouse gas reduction target.

Another aspect regarding energy consumption and greenhouse gas emissions in our operations is our environmental handprint.

We help our customers to reduce their carbon footprint, increase their energy efficiency, and reduce their use of natural resources through our services and solutions.

Progress

We continuously strive to improve and support the precautionary approach to tackling environmental challenges. Our new Sustainability game plan 2023 sets long-term targets for the EMS work. Read more about the plan in the section Managing sustainability. During 2020, as part of the sustainability plan, we have **set new goals** and KPIs for the company. We have identified eight GRI disclosures and four own KPIs related to energy consumption and greenhouse gas emissions. The KPIs, targets and actions are managed through our EMS process. Actions to implement improvements will be followed up annually.

New group wide goals and targets

During 2020 we have set ambitions targets towards carbon neutrality. We aim to cut 80% of our energy-related greenhouse gas emissions by 2023. Additionally, we aim to use 100% carbon free electricity in scope 1 and 2 in our offices and data centres as well as in all purchased data centre services by 2023. We have a target to reduce the average carbon footprint from business travel per employee by 50% by 2023, with 2019 as the base year. We will annually follow KPIs related to our targets and make improvement actions to

ensure the best possible performance. These targets and actions are managed through our Environmental Management System.

In our supply chain, our aim is for 100% of our top suppliers (equal to around 50% of total spend) to have a public, absolute greenhouse gas emission reduction target.

Consolidating environmental management

Following the integration of Tieto and EVRY, we continued to unify our Environmental Management System processes and guidelines in order to create an efficient global EMS for the new company. This work continues in 2021. We have consolidated our energy consumption and greenhouse gas reporting to cover the entire company. We collect the data quarterly in the global CEMA system. We also regularly monitor energy consumption at a country and site level to monitor if any deviations or increase in consumption. 2020 will serve as the base year for energy consumption and greenhouse gas emission reporting for the company and for 2023 targets.

Baseline and result 2020

In 2020, our total energy consumption was 129 565 MWh and energy intensity 46,5 MWh/MEUR. Our scope 1 greenhouse gas emissions were 143 tons. Our scope 1 greenhouse gas emissions were mainly caused by the test usage of diesel generators used as reserve power in our data centres. Indirect greenhouse gas

emissions from energy consumption, scope 2, were 9 899 tons (market-based) in 2020. In scope 3, other indirect emissions, we analyzed the most relevant categories for our company, which are business travel (in a normal situation), waste generated in operations, and upstream leased assets. The emissions in this scope were 2 313 tons of greenhouse gas emissions for the year. This contributed to a total of 12 355 tons of greenhouse gas emissions (market based) and 4.4 tCO_2/MEUR emission intensity. In scope 2, the reduction was achieved by buying green electricity for our operations in Sweden and Norway. This resulted in the reduction our greenhouse gas emissions in scope 2 by 9 011 tons (market-based). By the end of 2020 carbon-free electricity in scope 2 were 80%.

We track business travel with a KPI that measures the reduction of the average carbon footprint from business travel per employee. In 2020, this number was 83 kilograms per employee. Because 2020 was an unusual year, we have set 2019 as the baseline year for business flights' emission reduction targets.

Our carbon handprint is an important tool to describe the impact of our solutions and services for our customers. It measures the CO_2 emissions avoided by customers through use of IT services provided by TietoEVRY. We estimated the avoided CO_2 emissions for our customers during 2020 were 68 ktons of CO_2 (scope include: smart transaction solutions in Financial services and document handling systems

within the public sector). We are looking into expanding our handprint calculation scope further during the coming years.

Environmental transparency and accountability are an important part of tracking progress towards a sustainable future. We are reporting our environmental impact in CDP (Carbon Disclosure Project) reporting yearly. Based on our 2020 performance, TietoEVRY achieved an A score for the Climate Change category.

Looking forward

We are actively working towards carbon neutrality in scope 1, 2 and 3 by effectively implementing greenhouse gas emissions reduction actions as well as removing and offsetting any remaining greenhouse gas emissions. Our approach is first to reduce our carbon footprint with concrete actions such as selecting renewable and carbon free energy for our data centres and offices, travelling less and tackling emissions through technological improvements, processes and material usage. Offsetting emissions is a second step after all applicable reduction actions are taken.

We are committed to continue our activities to reduce our carbon footprint. Over the long term, our efforts to reduce energy consumption and greenhouse gas emissions will be focused on implementing circular economy practices and managing our supply chain. We will continue to manage the environmental footprint of the relevant procurement

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We realise our services and solutions have the potential to help our customers reduce their carbon footprint in a significant way.

categories and explore opportunities for expanding supply chain emissions reporting and improvement actions.

We will continue the consolidation of TietoEVRY offices and data centres within the joint company. This consolidation has an impact on energy consumption and hence greenhouse gas emissions as well. When relocating offices, we are aiming to use LEED/ BREEAM or similar certified buildings and premises with the possibility to buy green energy. We believe that the Covid-19 pandemic will drive a permanent change in our ways of working. Our exploration of future ways of working will continue in 2021.

Within our data centres, we aim to increase energy efficiency and use new technology to save energy. We also understand that the location of our data centres is important given the possibility to feed energy back to district heating networks and warm nearby houses. We are recycling energy back in several locations across the Nordic countries. For example, during 2020, we warmed 616 houses in Espoo area with excess heat from our data centre.

We understand that we cannot reduce all greenhouse gas emissions within a short timeframe. As a responsible company, however, we aim to remove negative externalities that

we indirectly cause. To achieve this, we look for sustainable solutions, such as buying carbon removal from trusted and externally verified sources that support carbon sequestration from the atmosphere.

We will also continue to increase our carbon handprint with sustainable IT solutions in our customer projects. We realize that our services and solutions have the potential to help our customers reduce their carbon footprint in a significantly. We are aiming to quantify this impact by service in the future. For example, we are helping the Finnish city of Vaasa to reach its carbon neutrality goal with the help of our data

platform solution. This tool supports decision-making geared towards reducing greenhouse gas emissions and tackling climate change in co-operation with our customer and other local stakeholders. Read more on our customer cases related to climate in the section **Data leads cities towards carbon neutrality**. We are committed to the United Nations Global Compact and Sustainable Development Goals. Further committing to the Science Based Target initiative with the set greenhouse gas emissions reduction targets for the joint company is also on our agenda.

ENERGY CONSUMPTION AND GHG EMISSIONS

Emission class	Unit	2019 *)	2020 **)	Change 2020-2019	% Change 2020-2019
302-1 ENERGY CONSUMPTION WITHIN THE ORGANISATION					
Stationary combustion					
Diesel total	kWh		525 800		
Transportation					
Diesel total	kWh		19 700		
Petrol total	kWh		22 000		
Total scope 1 energy consumption	**kWh**		**567 500**		
Electricity	kWh		100 346 394		
Cooling	kWh		19 269 706		
Heating	kWh		9 381 487		
Total scope 2 energy consumption	**kWh**		**128 997 588**		
Total energy consumption in scope 1 &2	**kWh**		**129 565 088**		
302-4 REDUCTION OF ENERGY CONSUMPTION					
Due to the fact that 2020 is set as the base-year for energy consumption, there is no data available for the KPI related to reduction of energy consumption.	kWh				
305-1, 305-2 TOTAL DIRECT AND INDIRECT GHG EMISSIONS					
Diesel total	tCO_2e		138		
Petrol total	tCO_2e		5		
Electricity (location-based)	tCO_2e		11 317		
Electricity (market-based)	tCO_2e		8 845		
Cooling	tCO_2e		0		
Heating	tCO_2e		1 055		
Total GHG scope 1	tCO_2e		**143**		
Total GHG scope 2 (location-based)	tCO_2e		**12 372**		
Total GHG scope 2 (market-based)	tCO_2e		**9 899**		
Total GHG scope 1&2 (location-based)	tCO_2e		**12 515**		

Emission class	Unit	2019 [*]	2020 [**]	Change 2020-2019	% Change 2020-2019
Total GHG scope 1&2 (market-based)	tCO$_2$e		**10 042**		
305-3 OTHER RELEVANT INDIRECT (SCOPE 3) GHG EMISSIONS					
Business travel	tCO$_2$e	14102	1 898	12 204	-87
Business travel- flights	tCO$_2$e	13 030	1 755	11 275	-87
Business travel- own cars	tCO$_2$e	1 072	142	929	-87
Upstream leased assets	tCO$_2$e		364		
Waste generated in operations	tCO$_2$e		51		
Total GHG scope 3 emissions	**tCO$_2$e**		**2 313**		
Total TietoEVRY GHG emissions (location-based)	**tCO$_2$e**		**14 828**		
Total TietoEVRY GHG emissions (market-based)	**tCO$_2$e**		**12 355**		
305-5 REDUCTION OF GHG EMISSIONS	**tCO$_2$e**		**15 972**		
Energy related GHG reductions within the organisation (scope 2)	**tCO$_2$e**		**9 011**		
Energy related GHG reductions outside the organisation (scope 3)	**tCO$_2$e**		**6 961**		
Reduction in business travel GHG (base-year 2019)			**12 204**		
302-3 ENERGY INTENSITY	**kWh/Meur**		**46 499**		
305-4 GHG EMISSION INTENSITY	**tCO$_2$e/Meur**		**4**		
Other					
Energy returned back to district network [*]	kWh	14 907 500	12 317 000		

[*] Figures consists only of data from former Tieto's GHG reporting 2019, due to the lack of verified and complete data from former EVRY. However, estimates built on former EVRY's emissions are possible to make based on the amount of emissions generated by an average former Tieto employee. Total estimation for former EVRY, based on this assumption, for year 2019 is 9 409 tCO$_2$

[**] Actual base-year (except for business travel 2019)

CASE | Reducing carbon footprint is an ongoing mission

Laying grounds for higher ambitions

All energy data from TietoEVRY's offices and data centers around the world were consolidated into one joint energy reporting system during 2020. This will enable an efficient way of collecting and calculating the total carbon footpring of the new company on a quarterly basis.

- It is great that we now have just one reporting system for our global organization. Our customers are already asking, if we could deliver online real time measurement of their energy consumption and carbon footprint too, says **Satu Collin** Environmental Manager in TietoEVRY.

Getting the data in place, and having access to up-to-date information made it possible for TietoEVRY to also set realistic long-

term targets for the area. During 2020, the company decided on the ambitions towards carbon neutrality, and already in 2020 TietoEVRY got a score A on it's CDP report, showing that they are on the right path.

How much CO$_2$ emissions have our digital services helped our customer to avoid?

Last year TietoEVRY - as a newly established company - calculated it's customers avoided

emissions from the use of smart transaction solutions in Financial services and document handling systems within the public sector. The calculations were based on a methodology where a baseline scenario was compared to a new way of carrying out a service. In practice, this means that TietoEVRY has evaluated whether a customer that gets a document digitally would save carbon emissions as compared to for example printing and emailing that document.

- We have had a good development in the last few years in increasing the avoided kilotons of CO_2. What we are trying to achieve going forward is to push ourselves so we can increase the target by 10–15 % percent each year, says **Ida Bohman Steenberg,** Head of Sustainability in TietoEVRY.

In 2020 the old emission factors were updated, and from 2021 on, other services outside the financial transaction services and document handling will be included in the measurement.

How did COVID-19 impact our own carbon emissions?
It is no wonder that emissions regarding commuting were also lowered during 2020. When Covid-19 hit, all over the world a growing number of office workers started working remotely from their home offices.

- Year 2020 gave us a valuable lesson, that we don't have to travel much to keep on going, says Bohman Steenberg.

In total TietoEVRY reduced the CO_2 emission from business travel with 91% per employee from 2019. Even though the travel pattern is likely to change when the pandemic is over, new habits developed will likely have an impact on travelling also in the future.
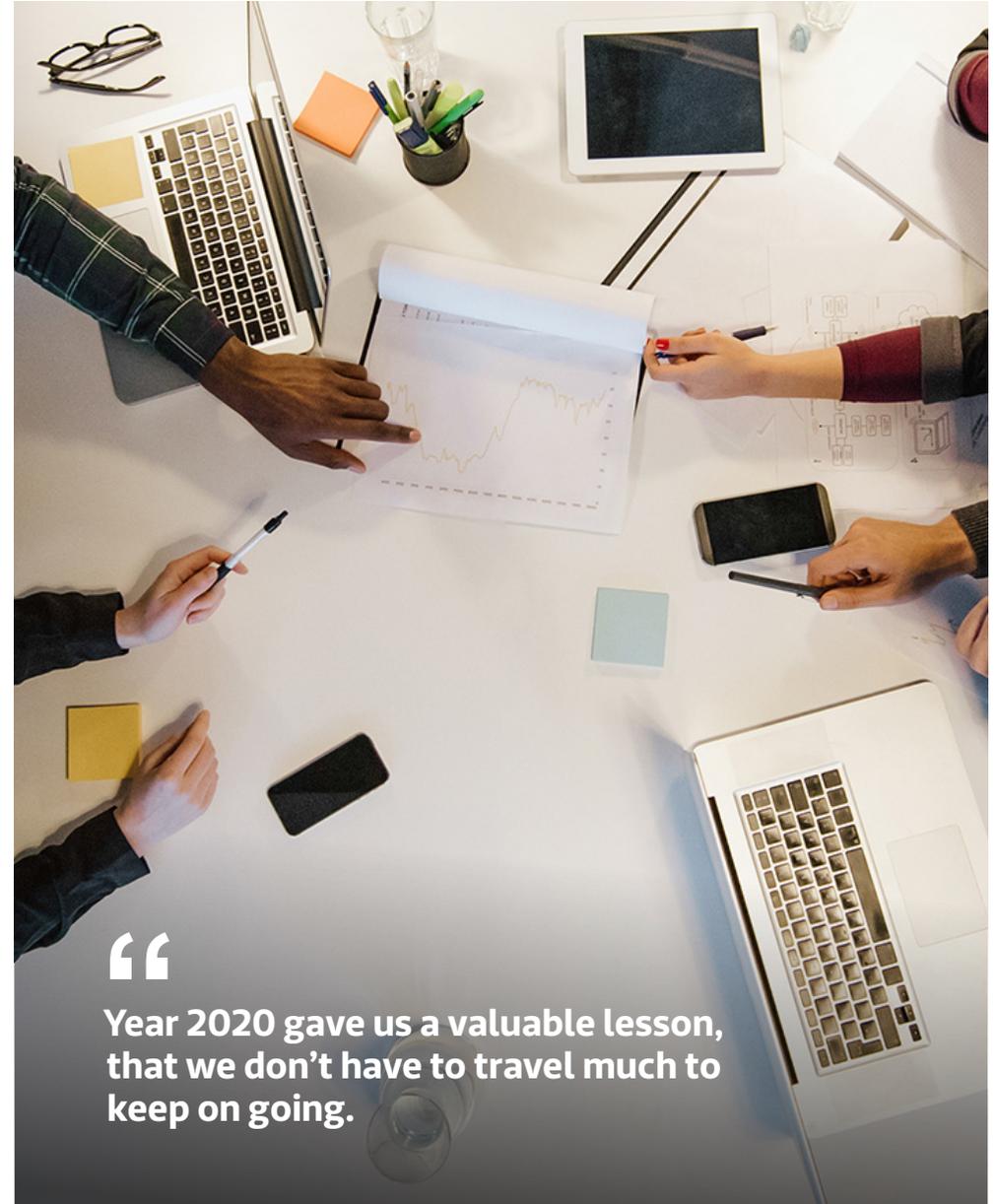
> **Year 2020 gave us a valuable lesson, that we don't have to travel much to keep on going.**

Circular economy practices

Our business model and the industry we are in demand that we constantly develop and test new tools and technical solutions. However, we are convinced that, whenever possible, we need to move away from the 'old way' of doing business and be part of the transition to a circular economy. Re-using and recycling hardware in a structured manner is our first step towards enabling circular economy practices for us and our customers.

How we work

Production of hardware involves raw materials extraction, water and energy consumption which in turn generates CO_2 emissions. Today, around 80% of total global e-waste[1] is not collected for re-cycling, which in turn increases consumption of resources, greenhouse gas emissions, as well as the release of toxic substances that may come from irresponsible recycling procedures.

At TietoEVRY, we provide hardware – computers, mobile devices, monitors and IT peripherals – for all of our 24 000 employees. Moreover, through our customer engagements, we are supporting around 380 000 end-users with devices such as laptops and mobile devices.

Our End-User Services unit is responsible for purchasing the hardware delivered to TietoEVRY's customers, while our Procurement unit purchases hardware for our employees' use. It is also End-User Services that ensures that customers' and TietoEVRY's own environmental requirements on hardware devices (for example TCO Certified or certified as Energy Star) are met. Moreover, all of TietoEVRY's hardware suppliers and service providers are required to have relevant environmental certifications equal to ISO 14001 in place.

The standardized life cycle management services provided by End-User Services includes end of life handling such as taking

[1] Global e-waste monitor report 2017
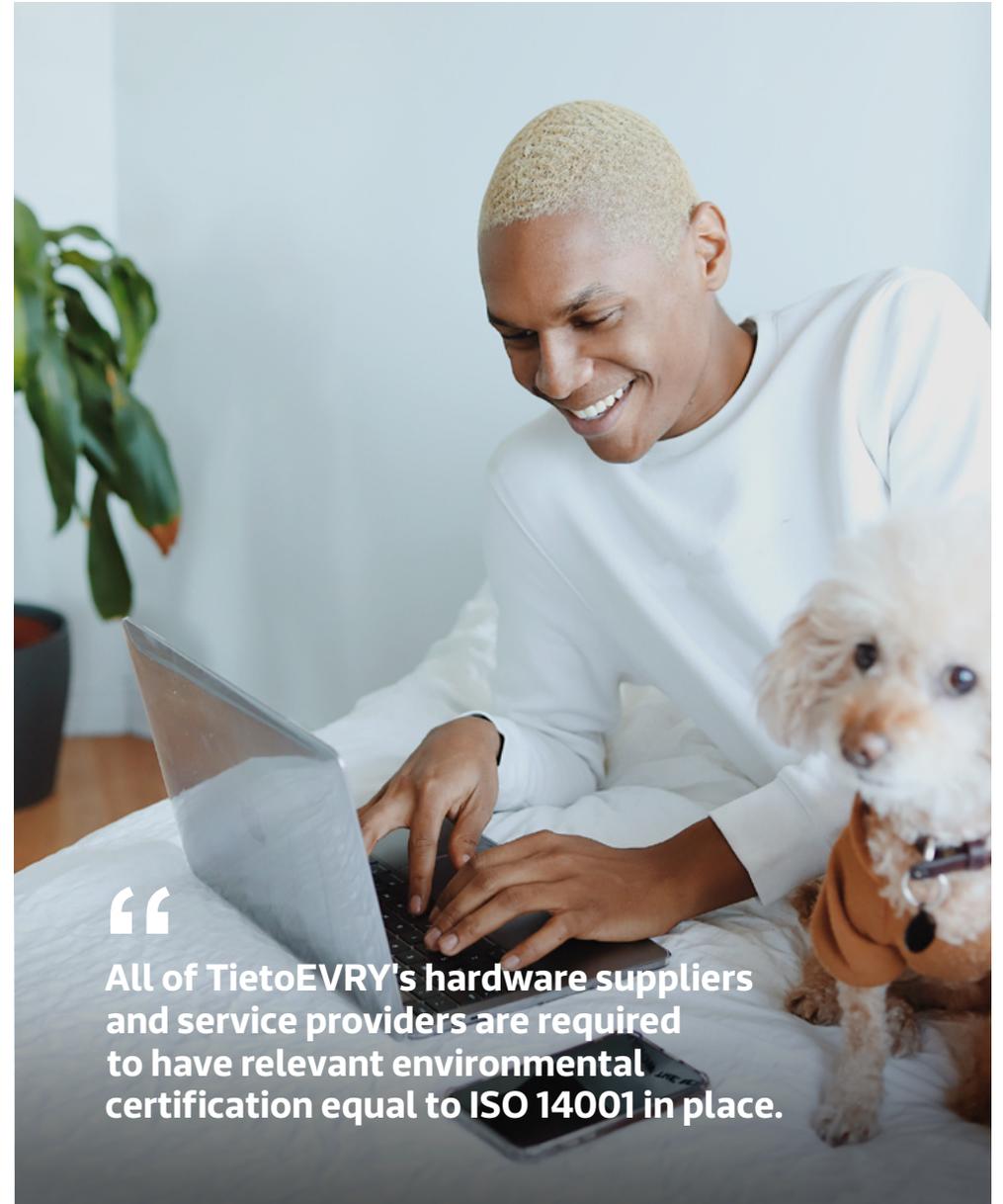
> " **All of TietoEVRY's hardware suppliers and service providers are required to have relevant environmental certification equal to ISO 14001 in place.**

> **We aim to re-use and recycle 100% of all hardware for own use as well as hardware as a service to customers.**

back (Rescue) used hardware, safe and secure data erasure, grading of hardware to determine the shape of it, and then re-sale or recycling.

Our ambition going forward is to establish and implement a standardized approach for purchasing and leasing of hardware devices for customer and our own use. We also aim to monitor the flows of re-use and recycling as well as how these processes are being managed. By being in control of what, when and how we buy, and by taking responsibility for sustainable usage and end of life handling, we can avoid negative impacts from production and logistics.

Progress

Much focus during the year was dedicated to mapping existing practices, processes and data to be able to start integrated ways of working. The merger process took time and effort, and the Covid-19 pandemic impacted the activities that took place as it resulted in a periodic stop on purchasing of hardware for employees. At the end of the year, we started to develop a coherent strategy and road map for TietoEVRY's handling of internal and customer hardware[2]. Ambitions and targets for the area were also established – we aim to re-use and recycle 100% of hardware for own use as well as hardware as a service to customers.

Looking ahead

In the coming years, we will continue on our path to reach the 2023 ambition and goals. The focus in 2021 will be further consolidation of systems, processes and partners, as well as drawing up a more detailed roadmap towards 100% re-use and re-cycling of hardware. Scope consists of hardware for own use as well as hardware as a service to customers. Devices in the scope include lap-tops, mobile devices, monitors, and IT peripherals. Green hardware reporting, such as energy usage per hardware unit, carbon emissions generated throughout a device's life cycle and waste per unit as well as information related to

rare and conflict minerals will be further defined, and the exact scope decided upon[3].

Other planned activities on this area target at improving the quality of returned devices through increased end-user support and extension of the device's life.

[2] The scope consists of hardware devices including computers, mobile devices, monitors, IT peripherals as well as wrapping and packaging materials for devices.

[3] Read more about our work to shape sustainable supply chains in the section **Responsible sourcing**.

CASE   Data leads cities towards carbon neutrality

Learn about our forerunner customer cases in Vaasa and Trondheim.

Many cities lack knowledge of their CO_2 balance and have no overall view on their emissions in general. So how can it be ensured that when reducing emissions, the focus is put on the right things? Read what was done in Vaasa and Trondheim to reduce emissions with data.

Cities and municipalities play a big role in decarbonisation. According to a UN report, cities worldwide are responsible for up to 70% of harmful greenhouse gas emissions even though they only take up 2% of the land area.

The world is addressing a situation where nearly every city is working with a roadmap to reducing emissions and doing it in the most efficient way. It is not an easy task to get an overall view and build a roadmap based on it.

Climate goals are easier to achieve when action taken is based on the cities' measurable data. In an experiment conducted in the Vaasa region in the spring of 2020, TietoEVRY, Wärtsilä, Vaasan sähkö and the City of Vaasa started a pilot where data was used to gather information of carbon emission sources of the city. It brought together needed data from its three biggest carbon emission sources – transportation, heating and electricity consumption – enabling the

parties involved to scrutinize the impact of different actions on emission levels.

– It's only natural that an experiment like this takes place in Vaasa, considering the cluster of energy technology and strong expertise in the region. This experiment strengthens our aim to make the city carbon neutral by 2030 and slow down climate change, says the mayor of the City of Vaasa, **Tomas Häyry**.

The proof of concept demo version for Vaasa came second in IDC Awards 2020

Proof of concept and proof of value made with Wärtsilä, Vaasan sähkö and the City of Vaasa in 2020, proved that a data-driven approach to the de-carbonization steering model of a city is possible.

– One of the biggest achievements of the year was that the proof of concept demo version, verified with different partners and the City of Vaasa, came in 2nd on IDC Industry Insights Innovation Awards 2020, states **Fredrik Jansson**, Lead Business Developer, Data-driven decarbonisation, TietoEVRY.

With the help of the new tool, it's possible to demonstrate where and how the city's emissions are generated, which allows the efficiency of different measures to be simulated and verified. What would happen to emissions if the temperature in schools was dropped by one degree, or a car-free day was organised? In the first phase, the experiment includes approximately 30% of the city's carbon emission sources.

The project was a building block for both TietoEVRY's internal work in building products, and also going forward with a bigger continuation project with a larger group in 2021.

The demo app made 30 % of the test group change their behaviour in Trondheim

Also in Norway, data was used to reduce carbon emissions. In the city of Trondheim, there is an app in development which helps citizens to track their actual climate related emissions. The data used in the app comes from different systems. Banks, local stores and public transportation services are brimming with useful data. With the user's consent, their data is shared with the app to help enlighten them about their personal climate impact. Citizens also get suggestions on how to reduce their carbon footprint.

Beginning of 2020 proof of concept was concluded and the app had its first test run.

– We have been working with data for 30 years. Reapplying it to a new context and creating new value by it has been pretty inspiring. In the test group 30% of the people actually changed their behaviour, says **Kim Remvik-Larsen**, Head of Business Concept, Data Services at TietoEVRY.

The app was done in collaboration with 2 other companies. The initiative was by SAS Institute which is a global leading software suite for analytics and AI. The project got a silver medal in Nordics and late winter it got grand for Norwegian research consoul to build the functionality for any municipality: first in Norway due to funding, but to be applied everywhere.

– In the end of 2020, 3 cities and 3 municipalities signed for the service, says Remvik-Larsen.

He states that the app will be available for all Nordics soon. Cities will be fronting the app forward, since it drastically improves the use of the app, instead the frontman being an individual company.

Cooperation is the way forward

Jansson admits that addressing a sensible matter and doing business at the same time is not always easy, but the drive and enthusiasm has been amazing.

– It takes an effort of many people to build this; co-working and consortiums. Top management needs to be onboard, all players need to be aligned and decision making on different levels needs to be there.

That way you ensure that the city's money is spent on the right issues, says Jansson.

Both Jansson and Remvik-Larsen believe that in data-driven value generation the way forward will be finding new ways of collaboration. When different companies join forces and share their learnings, experience and success stories, in matters like sustainability, business and technology, the completely new ways to tackle the climate crisis will rise.

– In both cases, the companies and the city committed to sharing information and offering access to data that has traditionally been held internally. Neither case Vaasa or case Trondheim could have been done without cooperation, Remvik-Larsen.

Exciting place to work

We can help create smarter and more sustainable cities, provide wellbeing for citizens and support our customers digital transformation. Our employees are our key source of our competitive advantage. Competition over talent is intense in our industry, and therefore employee experience is a priority area for us.

Our Nordic heritage and values of diversity, equality and openness steer our work. Diversity and inclusion enables us to serve the various needs of our customers and allow us to create a workplace where everyone can thrive. Together with our partners, we strive to make an impact and build a brighter future.

Diversity & inclusion

Diversity and inclusion are key elements shaping our company culture and enabling better decision making. Innovation often builds on a variety of perspectives from people with a variety of backgrounds. Derived from our Nordic heritage, our values are built on transparency and openness towards all kinds of differences.

Our approach

Diversity and inclusion are critical components in creating equal opportunities, providing great everyday experiences and fueling innovation that advances our customers' competitiveness. We need to continuously develop our culture, mindset and processes to foster an environment of open thinking. Inclusion in a workplace can be described as the realization of a work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the organization's success. Inclusion and diversity are interdependent: there can be no equality of opportunity if difference is not valued and harnessed.

Our Code of Conduct and our Diversity & Inclusion charter outline the principles for diversity and inclusion at TietoEVRY. Each TietoEVRY team is responsible for planning and conducting activities that support our overall diversity and inclusion goals.

We measure our diversity and inclusion efforts in many ways. Cultural assessments are done through our global employee survey, OurVoice. One of the measures we use is understanding how safe employees feel about speaking up. Incidents of non-compliance that relate to equal opportunities can be reported anonymously through our whistleblowing channels. Our escalation process is described in detail under the Business ethics section.

Our commitment to diversity and inclusion is shown in the composition of our employees. We are proud of our 31 nationalities represented at our headquarters in Espoo, Finland, 30 nationalities at our Stockholm office in Sweden, and 24 nationalities at our Fornebu office in Norway. Targeted efforts to recruit young professionals (aged 30 or younger) resulted in the onboarding of 949 young recruits (30% of the total recruitments during 2020).

Diversity & inclusion: Ratio female and male employees

Year 2020
Total share female employees - employees and managers

29%

Target 2026
40%

Target 2030
50%

> ❝
> **We promote an inclusive workplace where differences are welcomed and respected.**

TietoEVRY supports international human rights as outlined by the Universal Declaration of Human rights and its core conventions. As a company, we look to collaborate closely with personnel representation bodies. In 2020, 38,9% of our employees were covered by collective bargaining agreements. However, the differences between countries varies extensively, with the highest participation being in Sweden (98,2%) and in Finland (98,2%). During 2020, we also mapped our operations in relation to geographical areas in which employees' rights to exercise freedom of association or collective bargaining may be violated or are at significant risk. The majority of our operations

take place in areas where the risks are low, but a large proportion of our operations are also taking place in areas where there is large risks for violations or no guarantee of rights (32% of total operations). In these countries of operation, such as in China, Ukraine, Poland, Russia and Serbia, we strive to facilitate local forums where these topics can be addressed.

Progress in 2020

Diversity and inclusion is one of the eight responsible areas in our new sustainability long-term plan. Diversity can be described as valuing differences and having an utmost respect for everyone as an individual regardless

of gender, nationality, age, religion, ethical background or disability. We promote an inclusive workplace where differences are welcome and respected, where different ideas and perspectives are expressed and listened to, and where each employee finds a sense of belonging and has an equal opportunity to grow and be the best version of themselves. All managers at TietoEVRY work actively to ensure diverse teams, which includes a balanced gender composition that reflects the markets TietoEVRY operates in.

During the year, the diversity and inclusion ambitions from the former companies

were evaluated and a Diversity & Inclusion charter was created to set the ambition for the topic in TietoEVRY's sustainability game plan 2023. The charter complements our Code of Conduct policy. In the Diversity & Inclusion charter, we have the following publicly announced ambitions:

- 40% of employees to be female by 2026
- 50% female/male employee split by 2030

Our ambition is to have the proportion of female leaders at TietoEVRY equal to or greater than the overall share of female employees. To reach these ambitions

we commit to expanding overall female recruitment, building on our graduate recruitment, and ensuring final candidates of both genders when recruiting internally and externally. All open positions will be communicated as open to all employees. Additionally, we will ensure at least one female successor for all positions in all manager level succession plans. These ambitions are to be followed up in the Group Leadership Team on a regular basis.

We also need to reflect our global markets and industries. This means TietoEVRY will ensure as many nationalities and cultures are represented among the employees as possible. We support internal mobility across national and business structures. Talent acquisition will be based on a global talent pool. Additionally, a good blend of age groups is good for business. We aim to excel in the recruitment of graduate and young professionals. Ensuring a combination of experience, subject matter expertise and industry knowledge with updated competences in emerging technologies within our businesses is a competitive advantage for us. Additionally, we strive to increase diversity in the organization, aiming to increasingly have women, young professionals and different nationalities represented in management positions. We are also committed to creating opportunities for people with disabilities and other related challenges. Diversity is highlighted in our mandatory Code of Conduct e-learning.

By the end of 2020, the share of women in senior management had reached 22%. Overall the share of female employees of the workforce was 28,9% and the share of females hired was 27,4%.

The TietoEVRY Group Leadership Team consisted of 10 men and three women and TietoEVRY's Board of Directors of 12 men and two women. To help us improve, Group-level diversity targets were created with a regular follow-up on results.

At the end of the year, the average age of TietoEVRY employees was 40,2 years. Many roles in the IT services industry require technological and managerial skills acquired through years of experience. At the same time, a younger generation is important in bringing in fresh ideas as well as new ways of working. We are therefore working to ensure age diversity to ensure we retain and attract the right skills across a wide age span.

TietoEVRY Sweden holds the EDGE Certificate, the leading global assessment and business certification for gender equality. In 2015, Tieto in Sweden was the first IT company in the world to receive the certificate. Since then we have succeeded in renewing the certificate, which is now valid until November 2021. In Norway, TietoEVRY is included in the SHE index powered by EY. The SHE Index is a voluntary measurement of how companies
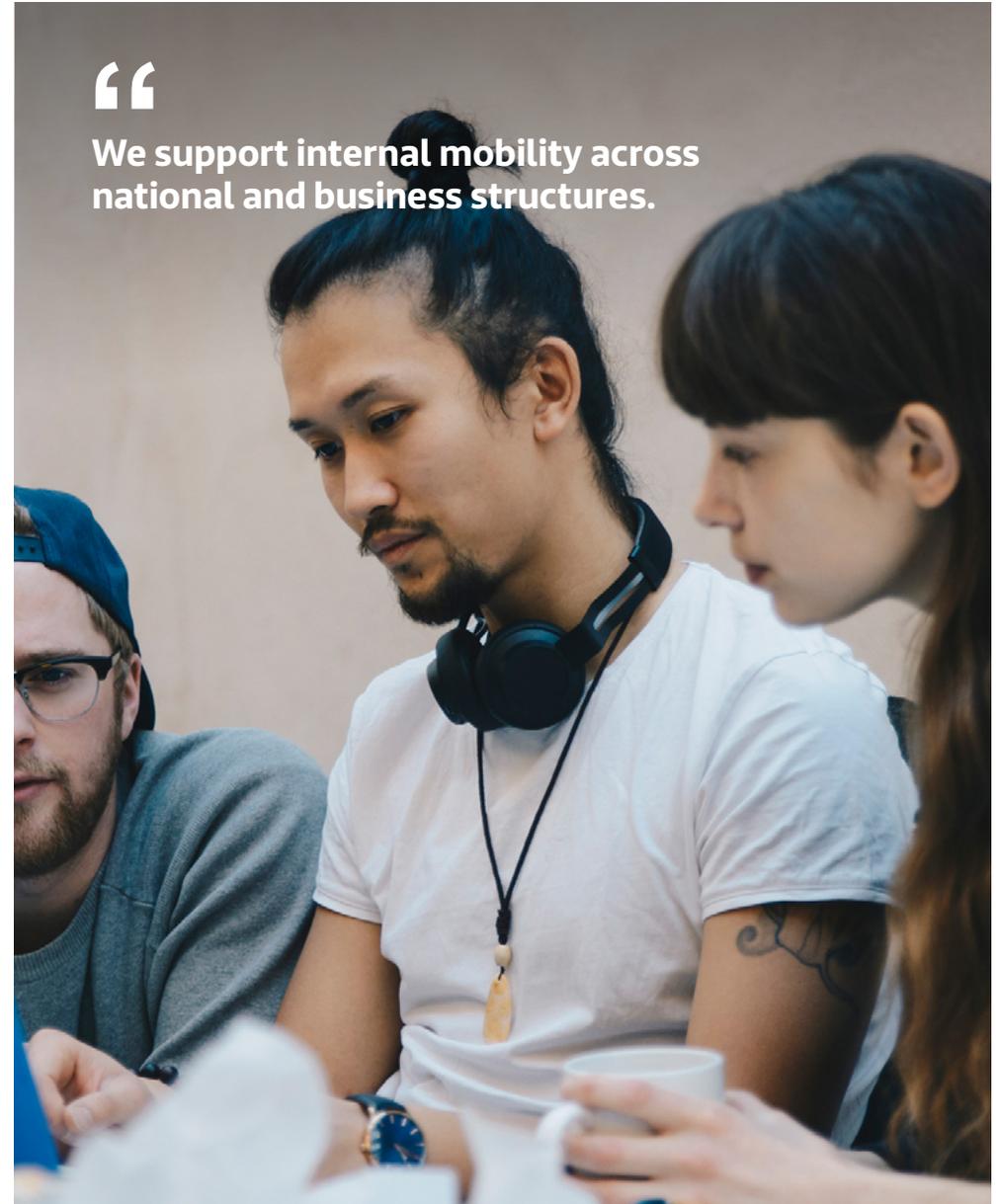
> **We support internal mobility across national and business structures.**

"

We take part in a wide range of local initiatives and activities to highlight diversity and inclusion and women in technology.

perform on gender balance, gender equality policies, and diversity and inclusion.

We take part in a wide range of local initiatives and activities to highlight diversity and inclusion and women in technology. For example, in 2020, we continued to partner in women networks such as Women in Tech in Finland and Sweden. We also participated in similar external networks in Norway. Additionally, during the year, we partnered with Pride in Finland and launched Polite Type, a Nordic-wide initiative against online hate-speech and for more inclusive online behaviour. In India, we continued our collaboration with

the Lila Poonawalla Foundation (LPF), an educational trust whose vision is to empower Indian women by supporting academically outstanding and financially deserving girls through scholarship to pursue higher education.

In 2020, we also continued our long-term collaboration with StartUp Refugees, an organization supporting newcomers with starting businesses and entering the Finnish labour market. We are collaborating to help refugees and asylum seekers strengthen their digital competences and support their integration into the Finnish labour market and society.

At TietoEVRY's offices in Stavanger, Norway, neurodiverse people such as those with Asperger syndrome, ADHD or dyslexia have been part of the company's workforce since 2013. TietoEVRY is working jointly with the Norwegian Labour and Welfare Administration NAV to create informational material about Asperger's syndrome in working life and how employers can better include them as employees in their teams. TietoEVRY is currently exploring how the program for hiring people with disabilities could be activated in other offices and countries as a part of the implementation of the company's ambitions for diversity and inclusion.

In Sweden, we work together with Länsstyrelsen in Stockholm to evaluate our internal work against discrimination based on skin colour or ethnicity, as part of its "Vidga Normen i praktiken" project. We also increase our knowledge and awareness of restrictive norms regarding skin colour and ethnicity through training conducted by Länsstyrelsen. As a first action in the project, TietoEVRY has created a vocabulary with guidelines and examples of words that can be used by employees and managers when talking about racism in the workplace. Virtual training on an inclusive workplace is a part of the onboarding and TakeOff days

for all newjoiners in Sweden. The ambition is to ensure everyone understands their responsibility and becomes aware of any unconscious bias and actions to mitigate it.

During 2020 six allegations of discrimination cases were filed through our escalation channels. All of them were thoroughly investigated and one of them was concluded to be a case of sexual harassment ie. discrimination. The case was handled and solved, in full agreement/alignment with the victim.

Looking ahead

We continue our efforts to advance diversity and inclusion by creating a clear action plan to support our ambitions set out in the Diversity & Inclusion charter. To be able to reach our ambition of 50/50 male-female gender balance by 2030, a thorough analysis of the current situation will be conducted. Based on that, an action-plan and road map will follow during the year.

The results from our current work will guide us as we develop our efforts in the area further. We review our Diversity & Inclusion charter yearly to reflect the changing needs of our employees and the market. By actively listening to our stakeholders, we will be able to build on the aspects our stakeholders perceive to be most important.

> **The results from our current work will guide us as we develop our efforts in the area further.**

Diversity and inclusion at TietoEVRY

Employees 2020

Full-time employees	Part-time employees	Permanent employment contract	Temporary employment contract
23 508	1 041	24 053	496
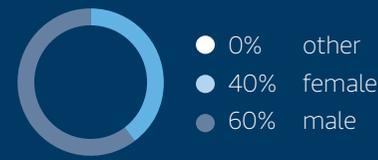
by gender

- 0,03% other
- 28% female
- 72% male

by gender

- 0% other
- 40% female
- 60% male

by gender

- 0,02% other
- 29% female
- 71% male

by gender

- 0% other
- 33% female
- 67% male

New employees by region, 2020

	Austria	China	Czech Republic	Estonia	Finland	India	Latvia	Lithuania	Norway	Poland	Sweden	Ukraine	Other
	28	75	306	92	177	628	190	19	716	130	401	381	68
	0.9%	2.3%	9.5%	2.9%	5.5%	19.6%	5.9%	0.6%	22.3%	4.0%	12.5%	11.9%	2.1%
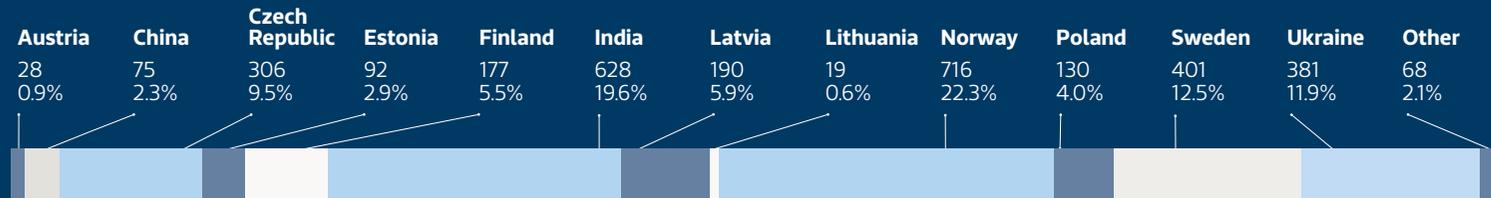
3 211 total

Employee turnover by region, 2020

	Austria	China	Czech Republic	Estonia	Finland	India	Latvia	Lithuania	Norway	Poland	Sweden	Ukraine	Other
	19	90	369	120	480	633	166	28	628	140	856	473	63
	0.5%	2.2%	9.1%	3.0%	11.8%	15.6%	4.1%	0.7%	15.4%	3.4%	21.1%	11.6%	1.5%
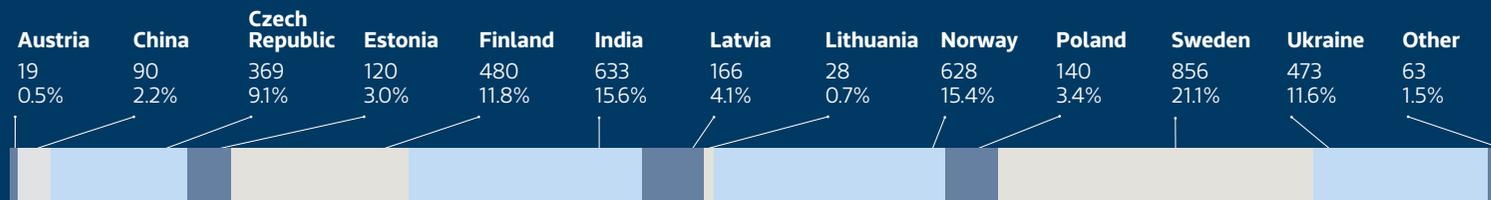
4 065 total

Total number of employees 2020

24 061*

by gender

29% female
71% male

by age groups

18% < 30
61% 30–50
21% > 50
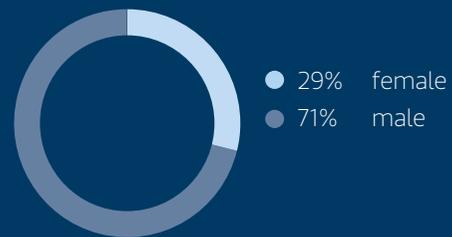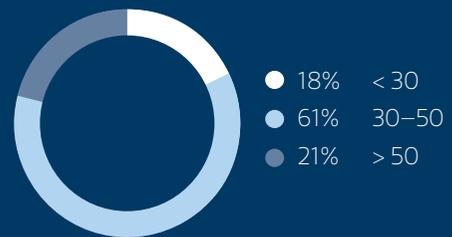
Senior management, 2020

418 total

by gender

22% female
78% male

by age groups

0% < 30
55% 30–50
45% > 50
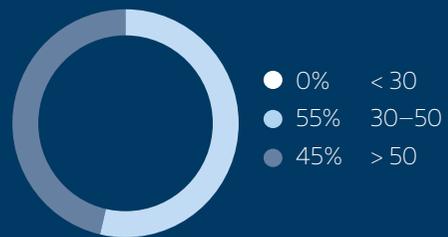
Board of Directors, 2020

14 total

by gender

14% female
86% male

by age groups

0% < 30
43% 30–50
57% > 50
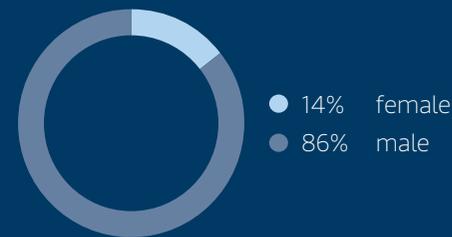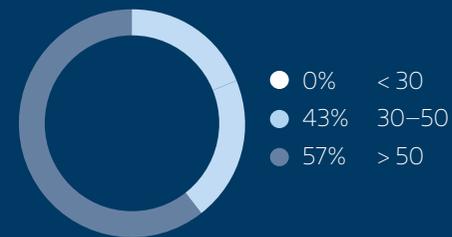
Leadership team, 2020

13 total

by gender

23% female
77% male

by age groups

0% < 30
54% 30–50
46% > 50
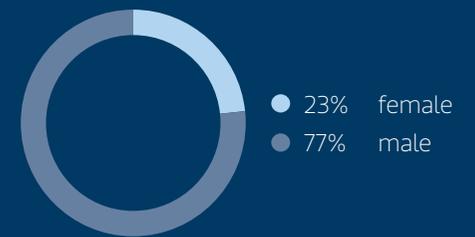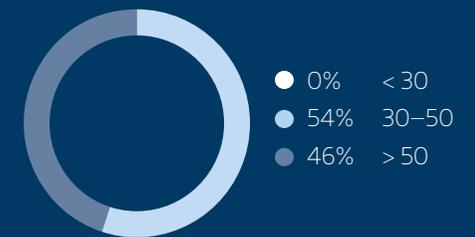
* Data does not include TietoEVRY's Norweigan subsidary Bekk.

Total number of employees by employment contract by region, Dec 31 2020*

2020	Permanent	Temporary	Total
Austria	200	0	200
	0.8%	0.0%	0.8%
China	438	9	447
	1.8%	1.7%	1.8%
Czech Republic	2556	117	2 673
	11%	22%	10.9%
Estonia	288	0	288
	1%	0%	1.2%
Finland	3 240	20	3 260
	13%	4%	13.3%
India	4 229	45	4 274
	18%	8%	17.4%
Latvia	1 020	11	1 031
	4%	2%	4.2%
Lithuania	104	0	104
	0%	0%	0.4%
Norway	4 552	126	4 678
	19%	23%	19.0%
Poland	770	0	770
	3%	0%	3.1%
Sweden	4 279	66	4 345
	18%	12%	17.7%
Ukraine	1 859	146	2 005
	8%	27%	8.2%
Other	518	0	518
	2%	0%	2.1%
Total	24 053	540	24 593

New employees and employee turnover 2020

by gender

New employment

1	
0%	
879	
27%	
2 331	
73%	
3 211	

Turnover

1	
0%	
1167	
29%	
2 897	
71%	
4 065	

● Total ● Male ● Female ● Other

by age groups

New employment

371	
12%	
1 891	
59%	
949	
30%	

Turnover

673	
17%	
2 140	
53%	
1 252	
31%	

● <30 ● 30–50 ● >50
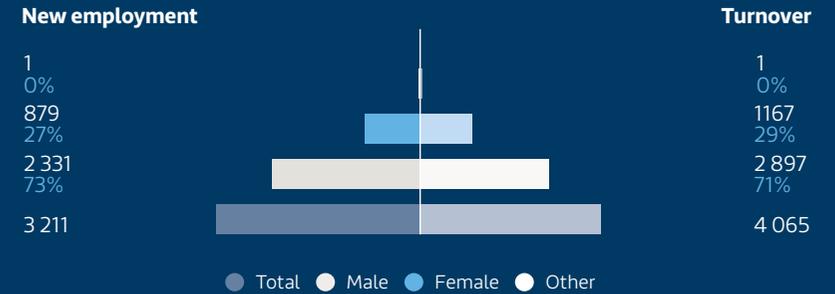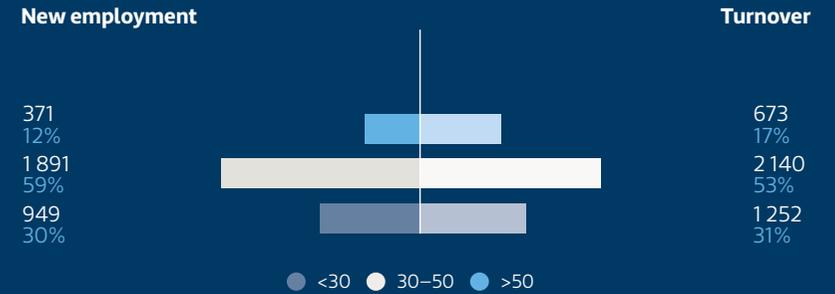
Employee Experience

Our employees are our key strength and asset. As the competition over talent is high in our industry, recruiting, retaining and engaging the best professionals is crucial for our business success, and hence Employee Experience a priority area for us.

Our people

TietoEVRY is one of the largest communities of technology and business professionals in the Nordics. We employ approximately 24 000 professionals globally.

The year of 2020 was recognized as a year of integration for us at TietoEVRY. During the year we built our new organization and established an operating model for the combined company. We also harmonized our digital tools, platforms and common processes – and built the foundation for the company culture – created our Culture Code.

As part of these activities we were also taking actions to ensure company competitiveness in the market. Employee consultations to ensure optimized operations and reduce overlaps resulting from the merger were initiated, and in total around 1 000 positions reduced. Severance arrangements and support was offered to help the impacted employees in finding alternative work, for

example through consulting, outplacement or competence improvement services.

Operating in an extreme dynamic industry, we have a constant need for new competencies and recruit new employees to roles such as software developers, architechts and consultants. Also major upskilling and re-skilling programs were initiated especially to support our growth ambitions on public cloud area.

During 2020, we recruited 3211 new employees. We are committed to advance diversity and inclusion across all our

EMPLOYEE ENGAGEMENT SCORE, %

76%

Employee Experience

Employee engagement score (eNPS)

Result 2020
76%

Target 2023
>75%

EMPLOYEE ENGAGEMENT

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

Our Voice

Establishing a regular solid feedback and dialogue cycle across the organization

operations, and therefore can be proud of our the 31 nationalities represented at our headquarters in Espoo, Finland, 30 nationalities at our Stockholm office in Sweden and 24 nationalities at our office in Fornebu, Norway. Targeted efforts to recruit young professionals (aged 30 or younger) were also successful and during the year 949 were onboarded. We also set ambitious targets for Diversity and inclusion for the upcoming years. Read more about Diversity and inclusion **here**.

Our approach

Our employees form the heart and the soul of TietoEVRY. We are committed to building an engaging workplace and creating great employee experiences, where employees can learn and grow as professionals and feel a sense of pride and belonging with the company. We believe that high engagement impacts also the customer experience and is critical for our competitiveness. Continuous focus on improving engagement across the organization, is an investment for the benefit of our employees as well as for the success of our customers, and elementary for us as a company.

To make our customers more competitive, we need expertise with deep understanding of digitalization and the latest technologies, together with an understanding of specific industry and customer needs. Our dynamic business environment impacts the skills we need to thrive. As society digitizes faster than ever, industries merge and all companies become technology companies, the need for new skills is constant and competition over talent fierce. Understanding of digitalization, local market environments, legislation and regulations are also important parameters for our customers. We need to both re-skill and up-skill our current employees as well as recruit new talent.

TietoEVRY's HR function is responsible for developing people practices and employee experience in our company. The function is led by our Chief HR Officer while HR leads are responsible for country-specific and service line specific HR operations and agendas. Leaders and employees in all countries are also responsible for living our culture and acting as role models for the desired culture.

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

Nordic heritage
Openess, Trust and Diversity

Leadership Principles
(Aspirations, Skills and Behaviors)

The Culture Code sets expectations to both leadership and employees

Leaders are achitects of our culture and role models for values

Culture Code

Employee engagement activities are followed up through OurVoice, an employee engagement survey where employees give feedback on how we are doing in key areas. The survey results are reviewed and discussed in the Group Leadership Team as well as within the business networks and teams on all levels across the organization.

We support freedom of association and collective bargaining as defined in the International Labour Organization Declaration on Fundamental Principles and Rights at Work and stated in our Code of Conduct. Local employment laws and practices, collective agreements, and individual contract terms are followed. In the countries of operation where collective bargaining is not applied – such as China, India and Ukraine –we facilitate local forums where these topics can be addressed. In addition, we support and respect the principles set out in the United Nations Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work.

European Works Council (EWC) is a body representing the European employees. TietoEVRYs management works constructively with the employee organizations through both the EWC and the local works councils and unions to both inform and consult by management on business and any significant decision at European level that could affect their employment or working conditions.

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.

During 2020

For TietoEVRY, 2020 has been the year of integration, where our goal has been to create the best possible fundament for our future success. This has been done in an Integration Program Node called Leadership and Engagement. The Node has been responsible for developing and driving HR integration related projects and workstreams. Key decisions to develop Employee Experience have been approved by the Node, the Steering Group of the Integration Management Office or Group Leadership team.

Overall, the governance for Employee Experience lies within the Learning & Development unit within HR. Other key HR Center of Excellence units are Staffing, HR Technology & Analytics, HR Operations, Employer Relations, Talent Acquisition, and Compensation & Benefits, which all report directly to the Chief HR Officer.

For of Employee Experience, three key focus areas were identified during the year: Culture, Engagement and Leadership. Concrete development actions on these areas include the launch of the TietoEVRY Culture Code, OurVoice Engagement Survey and Leadership Aspirations.
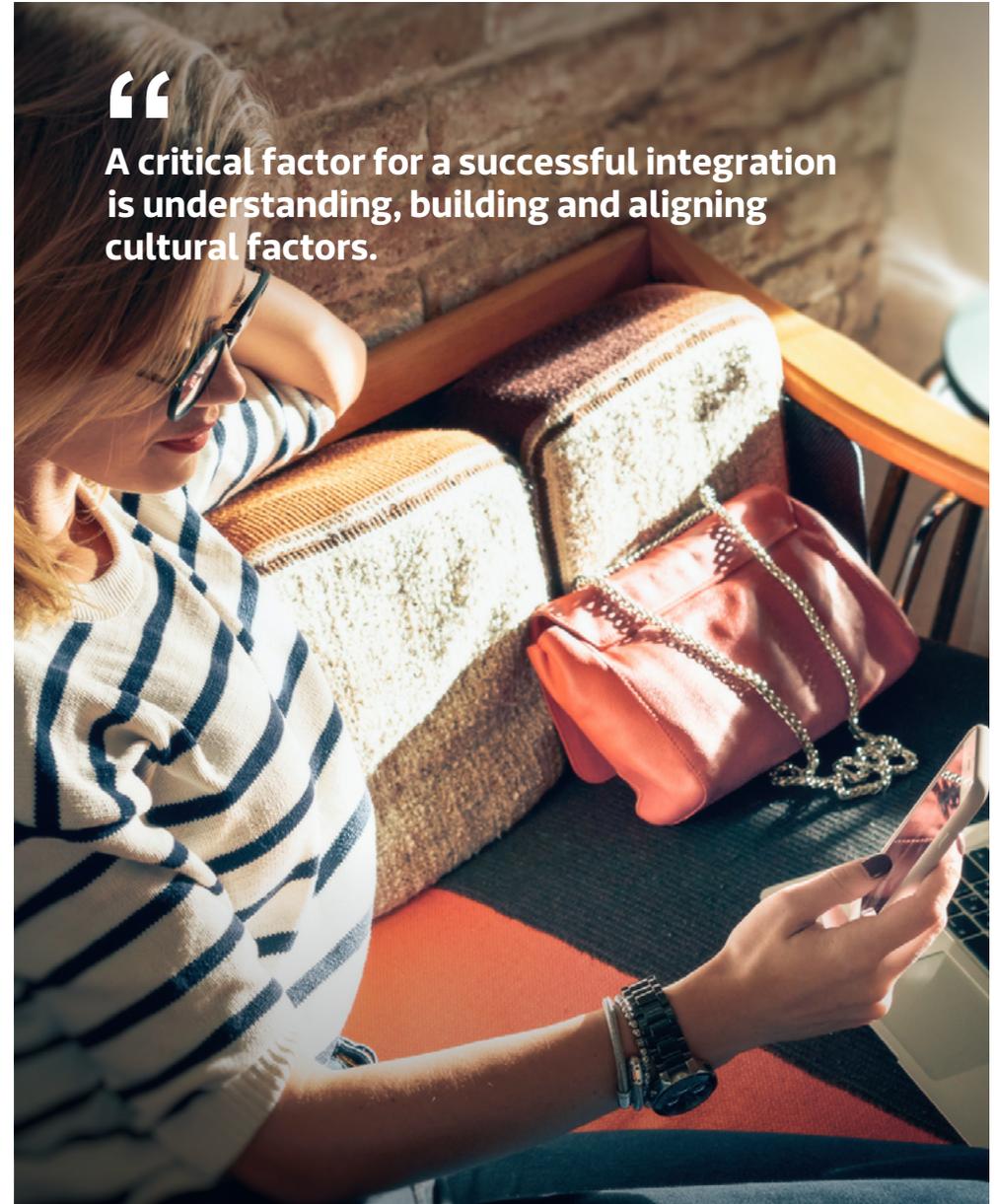
> " A critical factor for a successful integration is understanding, building and aligning cultural factors.

The Culture Code

A critical factor for a successful integration is understanding, building and aligning cultural factors. Even though culture itself is a difficult term to define, to us, culture means the way in which we interact with each other at work and with our customers. As we proceed, our common culture and ways of working form an essential foundation for our future success.

Culture cannot be copied and is something everyone in TietoEVRY contributes to creating over time. However, it is possible to say what kind of behaviour we value, which is why we created The Culture Code. Our culture is impacted by our Nordic values of openness, trust and diversity, but to further define our Culture Code, we gathered insights from both former companies, and focused on our long-term strategic priorities. All employees were invited to participate in Culture Code Hackathons: surveys and workshops designed to drive the definiton of our cultural DNA. Hundreds of employees participated in this work.

The Culture Code defines our cultural guidelines and represents what TietoEVRY stands for and who we are. Our Culture Code consists of four principles and guidelines which describe them in practice:

Customer Driven: We put the customers at the center of everything we do
Achieving Together: We purposefully collaborate to achieve the right outcomes
Keep Learning: We continuously grow, aiming to be world class

Always Genuine: We build trust by being good role models

Our company culture sets the tone and affects every aspect of our business and interaction with our customers. Going forward, the purpose

is to enable our employees to continuously develop and sustain these values together.

OurVoice engagement survey
To drive a strong focus on improving employee engagement, we need to include and listen

THE CULTURE CODE

Customer Driven	Achieving Together	Keep Learning	Always Genuine
We put the customer at the centre of everything we do	We purposefully collaborate to achieve the right outcomes	We continuosly grow, aiming to be world class	We build trust by being good role models
I am passionate about understanding our customers' business and making an impact	I am proactive and take accountability for my team's goals	I strive to develop my skills and stay curious and relevant	I am always open-minded, strive for inclusion and embrace different perspectives
I continuously explore how we can bring value to our customers to make them succesful	I understand that success will only happen through the collaboration of diverse teams	I actively challenge the way we work and strive for continuous development	I have integrity and show respect and care for others
I take pride in creating high-quality solutions for our customers and keeping our promises	I always involve and inspire colleagues and customers with a passion for making a difference	I dare to share my opinions and ideas, and learn from mistakes	I am honest and transparent in everything I do

"
All of us are responsible for working in the spirit of the Culture Code.

to the feedback from everyone at TietoEVRY. To enable this, OurVoice engagement survey was established to help us to measure and gain insight into what matters to our employees and what to improve. With OurVoice we aim to ensure a continuous dialogue and bring the employee perspective and voice to the development of TietoEVRY. The survey will be run three times a year.

Our measurement for employee engagement is the TietoEVRY Engagement Index, where the results was 76/100 in 2020. In addition to the overall scores, we received close to 5000 written comments, on which AI driven semantic analysis was used to drive further insights on areas to improve.

An engagement survey only has value if it is backed up by a process which facilitates

acting on the insights. Managers are equiped with tools for how to interpret the results, run workshops, create engagement initiatives, and engage with their teams remotely.

Leadership aspirations

Great leadership drives the engagement in all organisations. Aligned with our ambitions to build a great company that enables people grow and deliver value to our customers, leadership aspirations are built to define what good leadership in TietoEVRY looks like. The three leadership aspirations are:

1. **Build the future:**
• Ensure clarity of vision and inspire to shape customer agendas
• An awesome place to work

2. **Lead performance:**
• Focus on things that matter today and pursue the right outcomes
• Empower
• Be adaptive

3. **Role model for values:**
• Be authentic, always
• Embrace diversity
• Care for those around you

The leadership aspirations are further supported by defined leadership skills and expected leadership behaviors. This act as a foundation for both leadership selection and development activities in the company. Clear aspirations will increase employee engagement through clarity on what to expect from leaders, bring value for customers through purposeful collaboration and accelerate growth both for our people and our company.

Keep Learning – boost learning for the future

Curiosity and lifelong learning are crucial parts of our culture and success. Our Keep Learning - culture and the learning platform Cornerstone offer various learning modules. It has turned employees into active creators and curators of learning playlists. By the end of 2020, 93% of our employees and 94% of our managers had used the learning platform and there was on average 15 completed trainings per employee done on our learning platform.

Looking forward

The Culture Code, OurVoice survey and Leadership aspirations form the cornerstones for the employee engagement and it is a responsibility for all leaders and employees to make the most out of them. Managers use results from OurVoice to have constructive dialogues with their teams in order to develop their own initiatives and employee engagement. All of us are responsible for working in the spirit of the Culture Code and leaders are expected to be role models for our leadership aspirations.

For 2021, we continue implementing the Culture Code and Leadership aspirations in our everyday life.

Taking a stand against cyberbullying

Technology can be responsibly used to accomplish so much, including improving equality and inclusion. Building on its extensive societal co-operation, in 2020, TietoEVRY launched an innovative initiative to curb cyberbullying.

As **Kia Haring**, Global Head of Communications and Sustainability at TietoEVRY, notes, the organization aims to be an active corporate citizen wherever TietoEVRY operates: -One of the red threads in this is creating lasting value by engaging with partners that develop societies and, at the same time, support our business strategy. Our Sustainability Steering Group, authorized by the Board of Directors, reviews our societal engagements annually. Our societal engagements give our employees the opportunity to take part and do good for society.

TietoEVRY's societal engagement partners:
- Uplift Mutuals: Indian non-profit providing health and medical aid to low-income Families. Partners since 2012
- Identity Foundation: Indian charitable trust working with socio-economically challenged children. Partners since 2007

- The Children and Youth Foundation: Finnish organization supporting children and youth in developing skills needed in their future work life. Partners since 2017
- Lila Poolawalla Foundation: Educational Trust in India empowering Indian women through scholarships for higher education. Partners since 1996
- StartUp Refugees. Finnish organization with more than 500 members helping refugees and asylum seekers in starting businesses and entering the Finnish labour market

TietoEVRY's selection of partners is based on community-need assessments made in cooperation with local business operations.

-The future lies in today's youth, and therefore, we want to focus on investing in young people and their education. In addition, we are continuing to focus on improving digital equality in society by strengthening
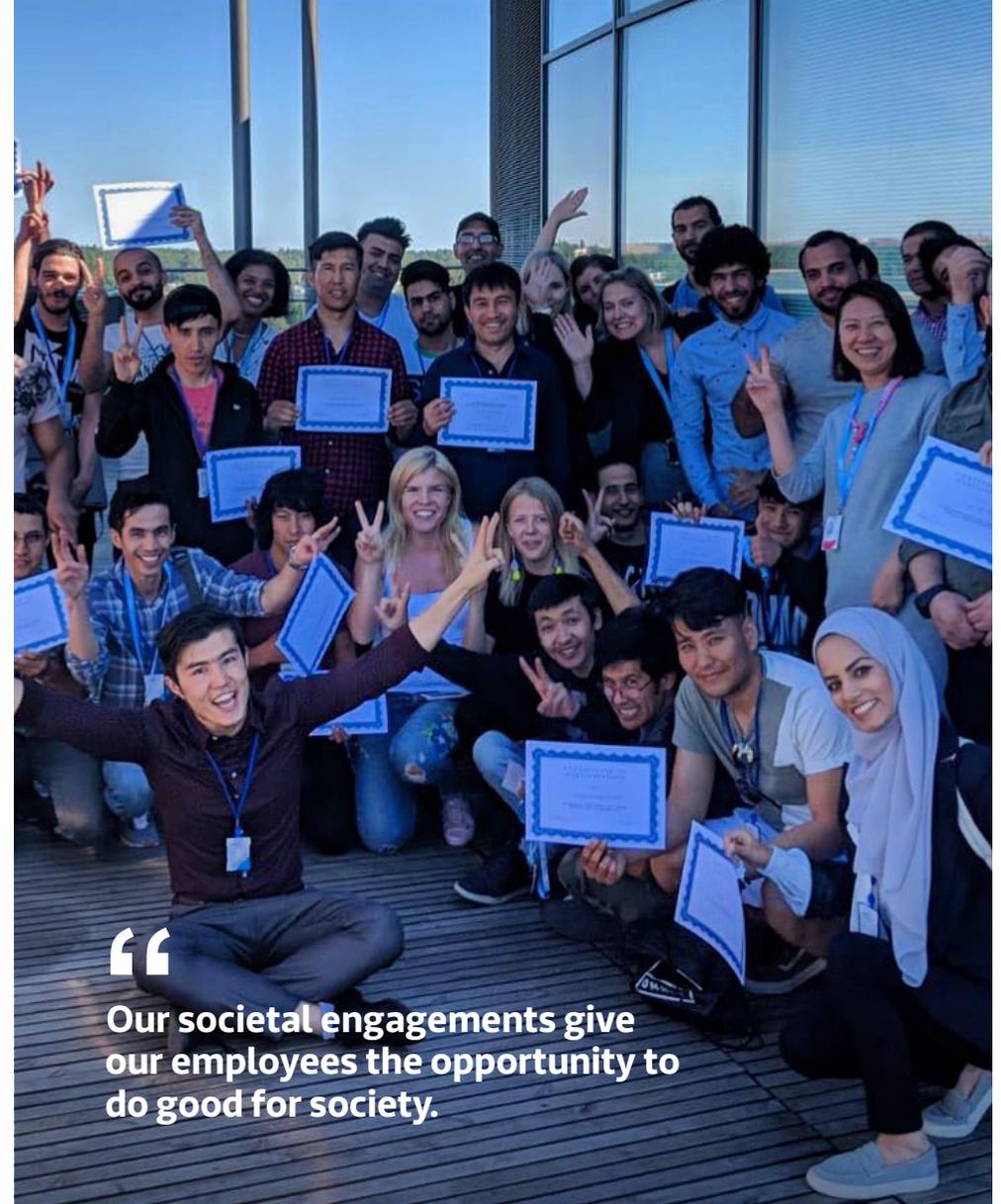
"
Our societal engagements give our employees the opportunity to do good for society.

digital competencies and skills among disadvantaged groups, Haring continues.

An initiative against cyberbullying, with great results

Over a third of bullying today takes place online, with that proportion rapidly increasing, according to a report by UNESCO. Young people's social encounters are increasingly taking place online, propelling this alarming trend.

This inspired the creation of The Polite Type, a creative tool to ignite anti-bullying discussion. The project was conducted together with TietoEVRY's long-term partner the Children & Youth Foundation in Finland.

The Polite Type open-source font recognizes and addresses cyberbullying and hate speech by rewriting hurtful words, replacing them with more inclusive ones. The initial vocabulary for the font was co-created with high-school-aged teenagers and youth from diverse backgrounds in Finland. The freely available Polite Type is meant to be used for educational purposes, at schools or by parents, to approach this issue carefully and create safe spaces for discussion. When installed, The Polite Type appears in users' font libraries for use in common text editing software.

-Through The Polite Type, we promote equality and inclusion. Bullying is especially damaging to children and young people.

We want bullies to rethink the words they use and their actual meaning. Inclusion, diversity and the utmost respect for people are at the core of our values at TietoEVRY. The Polite Type supports our vision, but more importantly, I hope that The Polite Type and its results inspire all audiences to consider how bullying could be tackled, notes Haring.

Widespread interest and an expanding impact

Since its Autumn 2020 launch, The Polite Type has found widespread interest, with more than 10,000 downloads and related bullying workshops involving more than 1,000 students in Finland. In Sweden, the initiative is supported by the Friends-organization, which has similar workshops planned for 2021.

-Cyberbullying is a widespread and easily hidden phenomenon that particularly affects children and young people. The Polite Type has aroused a great deal of interest in schools, as it provides a concrete tool for discussing online behavior, helping us reflect on the meaning of the words we use. Achieving change requires long-term work and that we understand the seriousness of online bullying, says **Olli Alanen**, Executive Director of the Children and Youth Foundation.

Since its launch, The Polite Type has also created very broad interest, reaching a large worldwide audience, through media and social media discussions.

For this one time, it's ok. The Polite Type recognises common insults and slurs related to a range of themes identified by our diverse project team.

Don't be a

34/ 50 Characters

-The Polite Type has highlighted a very topical global challenge, and it's great to see how extensively it has attracted interest. We have also received lots of international feedback, and we are pleased to be cooperating on this important issue with a new partner in Sweden and in Norway as well. It is important for us to promote the responsible use of technology and the well-being of young people, concludes Haring.

The Polite Type is open to all NGOs committed to fighting bullying. **www.thepolitetype.com**

CASE | Actions at the core of building a culture together

TietoEVRY invests considerable effort in building and maintaining an inclusive working culture. But 2020 challenged this goal in unexpected ways, as we merged Tieto and EVRY during a global pandemic.

At the beginning of 2020, combining the processes of the newly merged Tieto and EVRY was a major focus. When COVID-19 restrictions hit, many key integration processes were still ongoing. Fortunately, both companies share the same DNA, facilitating this transition. -During 2020, we renewed and integrated many of our practices by combining the best of both worlds, so to say. The close fit between our cultures particularly helped

under these difficult circumstances, says **Karin Schreil**, Managing Partner, Sweden.

Diversity charter gives clear guidance to everyday practices
The gender gap and under-representation of woman in tech is a real challenge requiring true commitment and concrete responses. Advancing gender equality and diversity has long been a key culture goal at both

Tieto and EVRY. Thus, one of the major milestones for 2020 was the creation of TietoEVRY's diversity charter, a document that outlines clear company ambitions and key diversity measurements. The diversity charter demonstrates TietoEVRY's commitment, both internally and externally.

-The diversity charter gives us clear goals and therefore guidance in taking concrete actions

to further increase diversity. For example, we have already redeveloped our recruitment process based on the diversity charter. Moreover, the diversity charter also has a scope that goes beyond gender, says **Amanda Lindén**, Head of Innovation and Excellence for Cloud and Infra at TietoEVRY from Sweden.

The visibility of the diversity charter in everyday practice and measuring actions based on it provide critical guidance. But this document also attracts new talent, as purpose- and value-driven talents can now more clearly see our concrete goals and commitment.

Continuous dialogue with employees
TietoEVRY's Cloud and Infra service line spans different countries and business units. With COVID-19 requiring remote work during the merger, it was quickly realized that a deeper understanding of the new organization itself was needed.

-We continuously held digital calls and engaged with personnel throughout 2020. We discussed open questions and shared thoughts and ideas with everyone. In the process, we found out that almost 90% of the organization considers diversity and inclusion as the most important aspects to champion in our culture, Lindén continues.

To further advance diversity and inclusion, a task force of around 20 employees passionate about these topics was formed. "Concrete business benefits of culture are easy to spot: gender balance is important for attracting talent, while inclusion is critical for retaining talent. When you put people together who have passion, great things can happen! Many ideas and actions were developed and reported to TietoEVRY leadership. Based on an organization-wide survey, four main focus areas were identified, with specific actions developed for each: champion gender balance, boost inclusion, foster differences and urge equality ".

-Advancing diversity and inclusion is continuous work, as is building awareness and focusing on people. Small, continuous actions can mean more in culture building than big, top-down actions. Both are needed. Especially under extensive remote working, we all have a responsibility to engage our organization, Lindén concludes.

Getting to know TietoEVRY
The TietoEVRY integration increased the number of office locations from one to three in India. With more than 4,200 employees, Year 2020 was a year of learning and new initiatives, among other things.

TietoEVRY has four cultural pillars: customer driven, achieving together, keep learning and always genuine. In India, culture-building initiatives were co-developed and implements for each of them.

-For example, we had a monthly "In-Focus Leadership" series that promotes openness and trust throughout TietoEVRY global and specifically within the India business. We also held virtual events recognizing internal trainers who spend a lot of time training colleagues and thus enabling our continuous learning. Another example is our "Lead by Excellence" series for line managers — a session about topics of interest, where everyone can learn new things. Overall, we put significant effort into the employee experience through continuous engagement with the whole organization, says **Kunjal Kamdar**, Senior HR Specialist from India.

The diversity charter made a big impact in India too. -Among other things, we had virtual events on inclusion and quarantine practices. We had campaigns on our Workplace platform for sharing family stories in order to break gender stereotypes. We took a steady flow of small steps, Kunjal sums up.

Culture building never stops
As Karin Schreil points out, even though the 2020 TietoEVRY integration had to be run almost completely with digital tools, the process moved quickly: - But despite integration proceeding during the pandemic, we found common ground really fast thanks to our similar cultures.

During 2020, the new Culture Code at TietoEVRY was developed through organization-wide engagement. - In our Culture Code, we established common goals for culture building and activities supporting this. This guided all our activities — from development to teams and entire business segments — to ensure that we act according to our values of openness, trust and diversity, towards a common culture. We held culture hackathons involving the whole organization to get broad input.

Karin Schreil continues by noting that a successful culture requires the right mindset, people and activities to put the plans into action, and while everyone's input is important, management plays a crucial role: -We also formed a company-level leadership framework, which addresses what is expected from leadership, going hand-in-hand with our culture code. Culture

is about learning and growing together, and it is continuous work. Strategy without a supportive culture can be very difficult if not impossible to achieve, emphasizes Schreil.

Schreil notes, -We have always valued having employees with various backgrounds — with different ways to think and act. This not only improves diversity and inclusion but also helps us in developing customer solutions. In 2020, we also started a reversed mentoring program, where younger colleagues act as mentors. We also set up the Young Advisory Council to support our leadership team in topics related to our culture. This bring new perspectives while connecting young professionals with senior management. This is all on top of our longstanding coaching programs to help younger professionals grow.

Over the past year, many initiatives to advance our culture of diversity were conducted with external partners. In Sweden, a gender diversity program included TietoEVRY mentors and participants, with an aim to increase diversity in IT and the telecom industry as a whole. We also continued numerous partnerships to advance women in technology, for example to actively support and coach female leaders and thus promote diversity in society more broadly.

-We want to be doing good for society. It is particularly inspiring to have a meaning in operations that can inspire customer and partners too. Together, we can have a large impact and create a more inclusive and diverse culture, Schreil explains.

> **Together, we can have a large impact and create a more inclusive and diverse culture.**

Ethical conduct

Fostering ethical values and work practices is a vital part of our responsibility to our employees, our customers and to all our stakeholders. An ethical business culture with a strong foundation in our Nordic heritage is imperative for us. Expectations for companies to act with integrity are continuously reinforced. Implementing and maintaining responsible business practices across our business operations is how we build and maintain the trust of our stakeholders.

Within data lies information that can make businesses more efficient and enable better health and wellbeing. When using data from individuals and organizations, a strong ethical foundation is required. Therefore, we actively develop our own ways of working in a transparent manner, and also take part in societal forums for an impact that is more far-reaching.

CASE   Accelerating our sustainability work during an exceptional year

Improving sustainability is a critical challenge of our time, and companies play a major role in this. In 2020, TietoEVRY developed its sustainability on many fronts and set some very ambitious goals.

During 2020, TietoEVRY focused on integration as well as developing business and adapting to the changing business environment and ways of working associated with COVID-19.

-The key factor in our success is that we already had two strong organizations with DNA that had been driving them to advance a more sustainable and open society. Naturally, as an IT company, our solutions in data and related areas play a major role in decarbonization and increasing sustainability, says **Asta Stenhagen**, Head of Legal, Risk and Corporate security.

Significant work went into adapting to remote working while merging Tieto and EVRY office spaces in 2020. -During the early days of the spreading pandemic, we were early in requiring remote operations to ensure safety, Stenhagen continues.

-You could say that we went from taking care of around 180 on-site offices, to taking care of more than 24,000 home offices! For example, we moved to 100% e-learnings and remote trainings. We adapted our office facilities to mirror our decreased needs. This meant reductions in maintenance services, cleaning, heating and cooling, which has reduced our environmental impact, says **Tomas Elken**, Chief Procurement Officer.

Merging best practices

During 2020, many rules and practices were adapted to fit both the needs of the new company as well as its sustainability ambitions. The approach was simple but effective: combine the best of both companies' approaches to suit the ambitions of TietoEVRY.

-When we merged, we created a new Code of Conduct, which was introduced with a new e-learning that combines real-life examples to make the policies crystal clear. We also launched a global whistle blowing channel to enable people to safely and anonymously report non-compliant actions and behaviour, Stenhagen says.

-Similarly, we updated our Supplier Code of Conduct and upgraded our policies related to our environmental impact. For example, our Travel Rule was updated to steer towards more conscious decisions when choosing how and when to travel - when it resumes, says Ida **Bohman Steenberg**, Head of Sustainability.

New ambitious sustainability goals

A new sustainability game plan was developed in 2020. -We raised our ambitions by quite a margin by setting bold but achievable sustainability goals for reducing greenhouse gas emissions, developing circularity and advancing diversity and inclusion, to name a few key approaches, Bohman Steenberg says.

The work was an organization-wide co-operative effort, which ensured strong commitment from all business leaders and key functions. The plan was launched during Q1/2021.

-We are also very happy about the feedback we have received on our new sustainability game plan. Investors and other companies have even highlighted it — we appreciate their encouraging feedback, Bohman Steenberg continues.

Advancing sustainability, even beyond TietoEVRY

TietoEVRY's solutions also play a major role in advancing customer actions to both mitigate and quantify environmental impacts. -We enable many sustainability goals, by connecting customer needs with tangible data and AI solutions, for example, Asta Stenhagen points out.

-During the year, we also continued integrating sustainability into our business with a stronger focus on supporting our customer teams in delivering sustainable solutions to our customers. And together with the Sustainability Steering Group, which includes our Country Managers and key players from operations, we also decided to form a cross-service line "hit-team" consisting of sustainability and technology consultants. This new set up and way of governing sustainability in customer projects in a more structured way will be put into practice in 2021, Ida Bohman Steenberg emphasizes.

This work regarding further integration of sustainability and business was evident in customer projects for the cities of Vaasa and Trondheim, where strong commitment to sustainability and working co-operation between different parties have yielded great results and possibilities for cities to lower their emissions and drive sustainability efforts.

Always-on engagement with employees

Listening and engaging with employees is not a project at TietoEVRY, it is a way of working. The possibility to give direct feedback and receive answers openly is one of the fundamentals of the transparent culture the company embraces.

-During the year, we also utilized the Future of Work survey to map out current and expected work scenarios. For example, regarding remote work, we see a huge change in work flexibility.

More and more people want to split their time evenly between the office and remote work. We listen to our employees and try to adapt to their evolving needs, Tomas Elken points out.

Remote work has eliminated commutes, and this can impact the activity levels and wellbeing of people. -In the Nordics, we set up a challenge for everyone to walk more than 10,000 steps each day. Thousands of colleagues signed up. Since taking on the challenge myself, I have pursued that goal even after the challenge officially ended, Elken says.

Business ethics and anti-corruption

TietoEVRY has zero tolerance for any unethical behaviour and sees implementation and continuous monitoring of ethical guidelines and work practices as a vital part of the company's responsibility. Our ethical guidelines are outlined in our company-wide Code of Conduct Policy and related rules, which apply to all employees and subcontractors. In addition to our own policies, we always adhere to local legislation in operating countries.

How we work

Our key policies in the area of business ethics and anti-corruption are the recently updated TietoEVRY Code of Conduct Policy, the Supplier Code of Conduct Rule and the Whistleblowing Rule. In addition, we are currently consolidating our Anti-Corruption Rule and finalizing our Know Your Counterparty Rule and Anti-Money Laundering Rule.

Our business ethics efforts are led by the Audit and Risk Committee together with the Whistleblowing team within Legal's Corporate Governance team and Sustainability Steering Group driven in close cooperation with Risk Management and Internal Audit. The Corporate Governance team and Sustainability Steering Group follow up the policies by providing updates and continuous improvements and by ensuring awareness around the policies through training and communication. They are also following up on concerns and questions raised through our whistleblowing channels. The Audit and Risk Committee of the Board of Directors is provided with bi-annual reports on the compliance work as well as the number and topics of whistleblowing cases processed by the Whistleblowing team during the previous six months. The Committee is informed of material compliance incidents immediately. In addition to the GRI Standards' disclosures, we have set an additional KPI to respond to a whistleblowing notification within four business days from receiving the notification. We believe this metric contributes to the effective processing of all whistleblowing notifications received, as well as ensures swift communication towards the whistleblower about the status of the case.

Business ethics and anti-corruption
Completion of Code of Conduct e-learning, (%)

Result 2020
91%

Annual target
90%

"

To identify and validate risks of unethical behaviour, we conduct internal as well as external audits.

To identify and validate risks of unethical behaviour, we conduct internal audits. The aim is to ensure the company complies with the laws and regulations, as well as with internal policies and rules, in all operations. In alignment with the Whistleblowing Rule, Internal Audit supports in audit activities, governance and escalation handling.

Internal audits and investigations are initiated by the Whistleblowing team in connection with concerns raised through our whistleblowing channels. Our whistleblowing scheme allows anonymous and confidential reporting to the Whistleblowing team on violations of the Code

of Conduct, related rules, or any unethical behaviour. The process is designed to ensure that persons reporting violations will not be subject to any retaliation. Failure to act in compliance with the Code of Conduct will result in appropriate disciplinary actions.

Our ambition is that all employees are aware of and know our Code of Conduct and are proactively fostering an ethical culture in all operations. In addition to accepting the Code of Conduct when joining the company, employees are expected to refresh their knowledge on the content of the Code every year by taking the Code of Conduct e-learning

course. Our HR function and the Compliance Officer further support employees in knowing, and acting in accordance with, our Code of Conduct throughout the employee lifecycle, spanning from an awareness session during onboarding and role-based trainings when becoming a manager to a general compliance email to which questions can be directed.

Progress

Our focus during the year has been on establishing TietoEVRY's CORE process framework to drive new ways of working, reflecting our business ethics and anti-corruption governance. For example, we have

- renewed our Code of Conduct Policy and related e-learning
- launched e-learning sessions covering our new Code of Conduct, security and GDPR, and organized mandatory training for all our employees
- implemented an external whistleblowing channel across the organization, merged and consolidated our new Whistleblowing Rule, and reorganized the internal Whistleblowing team and escalation procedure
- carried out global communication and awareness campaigns for the new Code of Conduct, the new e-learning

and the whistleblowing process
- carried out sustainability awareness training, with components on business ethics, in TietoEVRY's 'Take off' days for new employees in the Nordic region
- conducted training for customer teams about the new tools and policies

In addition to the consolidation of the policies and processes, the main projects in the area have been third party screening activities and the expansion of the Compliance Network.

Completion of our Code of Conduct e-learning is a mandatory goal in all employees' scorecards and is formally evaluated as part of each employee's annual review process. We aim for 90% e-learning coverage on a yearly basis. By the end of 2020, 91% of employees had carried out the Code of Conduct training.

As part of TietoEVRY's zero tolerance approach to any unethical behaviour, the company has a goal that all employees should not only know the Code of Conduct, but also know how to report potential breaches. We also conduct assessments of our operations with the aim of identifying risk for corruption and fraud. In 2020, our operations in three countries, covering 26% of our business, were assessed for risks related to fraud or corruption. One significant risk was identified and assessed during 2020. However, after investigation it was concluded that existing mitigation processes where sufficient for handling the risk

and no further actions were taken. Internally, whistleblowing escalations in 2020 generated 31 investigations in 9 different countries. These investigations included analysis of fraud, corruption and misuse of company assets, inappropriate behaviour of individuals and conflict of interest. In 2020, seven breaches of the Code of Conduct Policy were confirmed. No incident of corruption was identified in 2020.

Looking ahead

Business ethics and anti-corruption will continue to be prioritized for TietoEVRY going forward. Accordingly, we will start to implement our new Sustainability 2023 game plan by carrying out internal and external awareness campaigns on the plan, business ethics being an important part of this. We will also continue to conduct targeted trainings for selected business entities and revise our e-learning on the Code of Conduct.

From a corporate governance and intellectual property rights point of view, we will focus on awareness and training to strengthen our compliance culture, review our third-party management practices, and coordinate with other functions, including Internal Audit and Procurement, to drive continuous improvement. Further, we will follow up on the recently launched Know Your Counterparty Rule and Anti-Money Laundering Policy to ensure their effectiveness.
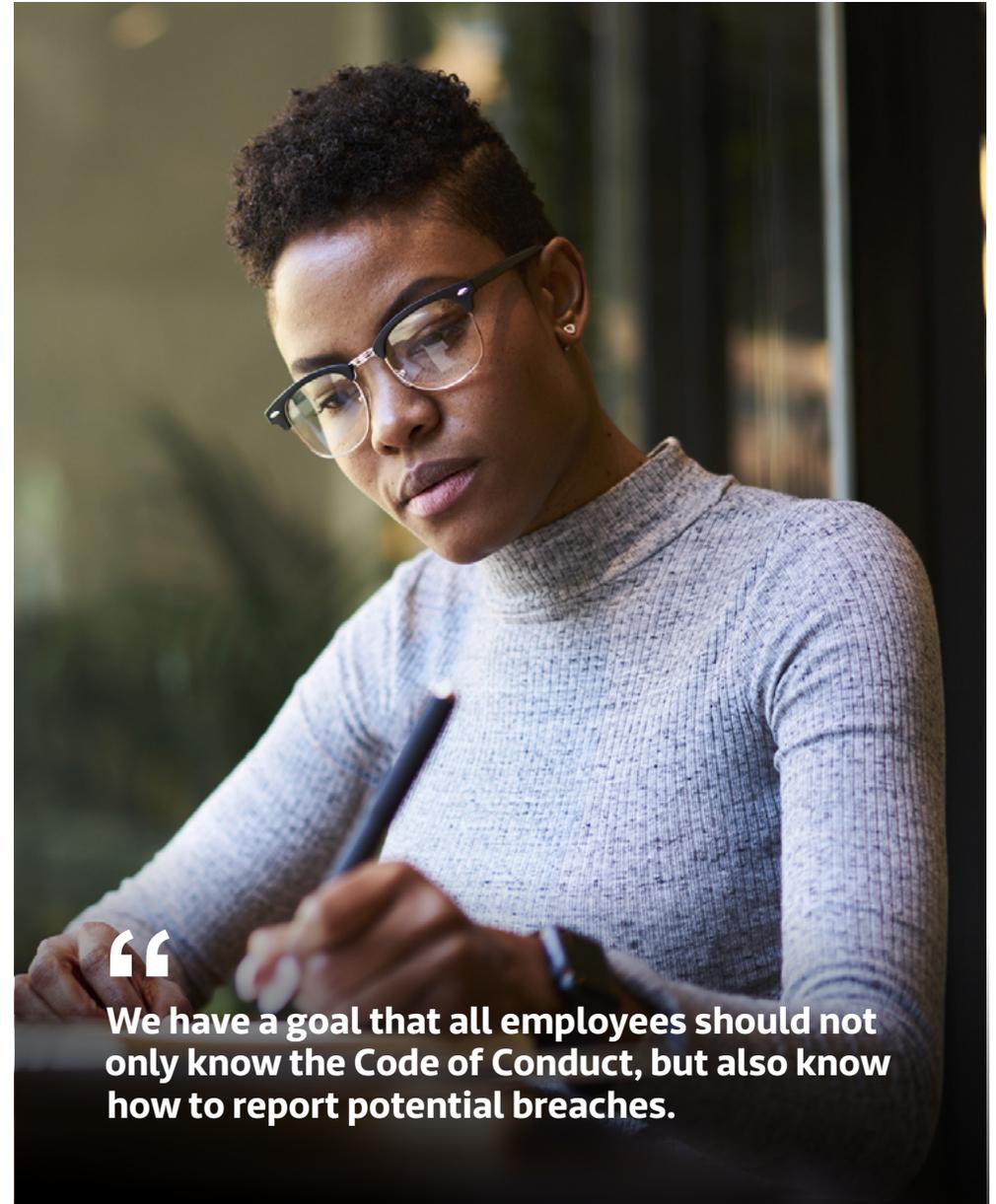
> " We have a goal that all employees should not only know the Code of Conduct, but also know how to report potential breaches.

Cybersecurity and privacy

Digital transformation, an increasingly complex information technology landscape and new regulations are increasing security demands on organizations and IT systems that protect business-critical and personal information. The continuous availability of secure IT services is key for successful business. Good resilience towards all kinds of incidents and threats, including cyber attacks, is a cornerstone of our business and vital for maintaining our customers' trust. As a trusted provider of business-critical services to our customers and society, security and safety measures are an integral part of all our offering and processes. We are continuously developing our processes and the security services we provide to our customers to keep information safe under all circumstances.

How we work

The importance of cybersecurity is increasing as the world becomes more data-driven. We are committed to ensuring that cybersecurity is part of any process, delivery, or work we do. Risk, security and privacy management, business continuity, awareness and well-functioning security services are important building blocks for establishing good cybersecurity resilience and meeting stakeholders' expectations.

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

• TietoEVRY Code of Conduct
• TietoEVRY Security Policy
• TietoEVRY Privacy Policy
• TietoEVRY Privacy notice
• TietoEVRY Risk Management Policy
• TietoEVRY Business Continuity Management Policy

Cybersecurity and privacy

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

RESULT 2020

0

TARGET 2023

0

> " We continue our active dialogue on cybersecurity issues with stakeholders on a societal level.

Roles and responsibilities are defined on group as well as service line levels. Our group-level responsibility for security is managed by our Chief Security Officer. The Chief Risk Officer heads the central risk management function. Our Data Protection Officers ensure, in an independent manner, together with the Group Privacy line Managers, that the organization applies the laws protecting an individual's personal data.

Regular internal and external audits are conducted on our processes and management of information security and privacy, including ISO 27001 Information Security Management

System (ISMS) certification and ISAE 3000 GDPR assurance audits. Audit results are followed up by the TietoEVRY Leadership team and by the Audit and Risk Committee of our Board of Directors. We also conduct annual ISO 27001 and ISAE 3402 audits for our data centres and customer specific infrastructure services, which describe and document the adequate internal controls for information security and financial reporting.

As our data dependent offerings and services increase, we are committed to building security into them and ensuring that the rights of data subjects are protected and

privacy regulation is adhered to. To continue to live up to our stakeholders' expectations and comply with legislation, we will continue our active dialogue on cybersecurity issues with stakeholders on a societal level.

Progress

During the year there has been a focus on merging TietoEVRY's security, risk and privacy units along with their corresponding networks, and ensuring that requirements are well defined, roles and responsibilities documented, reporting mechanisms available and risks addressed through continuous monitoring and mitigation efforts. Common

TietoEVRY risk, security and privacy policies and rules have been approved.

Service Line Security Managers, Risk Managers and Privacy Managers are nominated, and internal co-operation forums have been started. Throughout 2020 we continued our efforts to increase information security and privacy awareness among employees by various means, such as e-learning courses, simulations, conferences and training programmes. This included all employees being required to do our mandatory security and GDPR e-learnings, focusing on our security framework, employee responsibilities

"

We will continue to follow cybersecurity threat developments.

and legal requirements. Our annual target is a 90% completion level on the Security respective GDPR-training. Trainings and campaigns for all employees on our updated Code of Conduct e-learning (including information security and privacy topics) were also conducted throughout the year. By year end 2020, 90% of our employees had conducted our Security training and 89% the GDPR-e-learning. Given the fact that our new common e-learning platform was launched as late as September, the results are good.

TietoEVRY is in regular contact with relevant external stakeholders including authorities, regulators and various security and privacy forums. These forums include national cybersecurity authorities, national contingency and emergency agencies, industry specific forums, and various security and privacy expert forums.

In 2020 we received zero substantiated complaints regarding breaches of customers' privacy and losses of customer data.

Future

Activities to develop internal competencies will continue in the coming year through mandatory awareness trainings and other activities. We will continue to measure our cybersecurity maturity and follow cybersecurity threat developments. Cybersecurity uplift plans are based on business needs and ambition, audit findings and threat development.

Cybersecurity and privacy
Completion of GDPR and Security training

Security result 2020	GDPR result 2020	Annual target
90%	89%	90%

Human rights

We strive to support and respect human rights throughout our operations, from the way we manage our supply chain to the use of our products and solutions. As a company in the IT industry we have the possibility to impact human rights positively through technological advancements and the use of data. However, we also understand that we need to identify, track and mitigate any human rights risks wherever in our value chain they might occur.

How we work

As with any company, human rights risks can occur in our own operations as well as in indirect business activities within our supply chain. At TietoEVRY, we are convinced that respect for human rights is integral for sustainability. That is why we integrate human rights considerations across our value chain and into all elements of our work. The UN Guiding Principles on Business Human Rights constitute the foundation for our work with the area of human rights.

Supply chain

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

Our employees

TietoEVRY's ethical anchor – our Code of Conduct – clearly stipulates that we support and respect all internationally recognized human rights including the International Bill of Human Rights and the principles concerning the fundamental rights set out in the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. Fundamental human rights shall be known, understood, respected and applied equally to all employees whether temporarily or permanently hired or contracted. Employees sign the Code when joining the company and each year
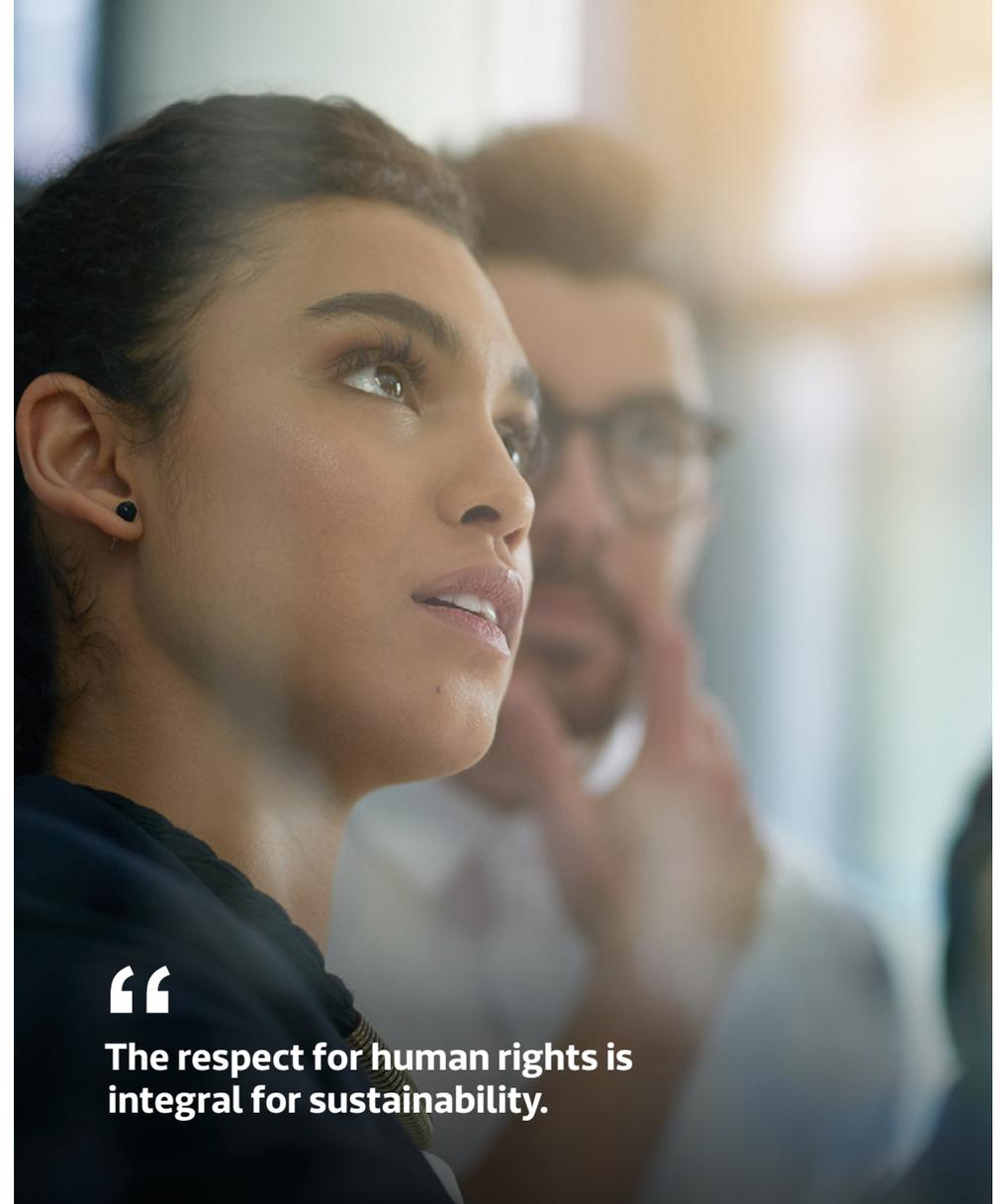
> **The respect for human rights is integral for sustainability.**

> **Technology can benefit and support human rights if applied in a proper manner.**

everyone at TietoEVRY needs to complete the mandatory e-learning on our Code, containing sections about how we respect human rights. TietoEVRY also safeguards the privacy rights of individuals through our internal process. The process manages the privacy requests from individuals and also maintains an overview of the company's processing of personal data.

The Sustainability function oversees TietoEVRY's Code of Conduct and is responsible for ensuring that it is both known throughout the organization and that employees are trained in the Code and

related human rights content. Grievance mechanisms for human rights violations — actual or tentative — are provided by the Whistleblowing Unit within the Corporate Governance and IPR and consist of internal channels as well as an external anonymous whistleblowing channel. Legal and Privacy teams are also responsible for the processes regarding employees' privacy rights. Individuals' rights requests are tracked with a target of responding to such requests within 30 days and whistleblowers should receive a receipt of the notification within four business days.

Services and solutions

We are convinced that technology can benefit and support human rights if applied and used in a proper manner. However, we also acknowledge the risks connected to the development and application of technologies. As a large digital services company with a Nordic heritage and values, we recognize that we have responsibility for protecting human rights when delivering IT solutions. Therefore, we have developed a system for due diligence in terms of ethical impact and unforeseen consequences in software development. In sum, the model enables our development

and delivery teams to uncover and mitigate any ethical risks of software developed.

Transparency and respect for individuals' rights in our own operations as well as in our deliveries is also part of TietoEVRY's Privacy Policy, which is overseen by the Data Protection Officer. We support individuals' rights by following Privacy by Design principles in our software development process, thereby enabling customers to readily fulfill such requests through built-in product features. In cases where this is not feasible, TietoEVRY is committed to providing the necessary

assistance to manually process such requests from individuals in close cooperation with its customers. Finally, privacy obligations that indirectly secure the freedoms and rights of individuals are embedded into TietoEVRY's core processes, such as solution development, sales and service deliveries and personal data breach management.

Progress

During 2020, we focused on consolidating processes, policies and governance around human rights and developing plans going forward. Our core polices that covers human rights – the TietoEVRY Code of Conduct, Supplier Code of Conduct, Privacy Policy, and Whistleblowing Rule – were all consolidated during the year and implementation commenced throughout our operations. Notable activities reflecting our commitment to human rights included running e-learnings in our Code of Conduct, the launch of our external whistleblowing channel, a blog series on ethics in software development, and the launch of our new Sustainability game plan 2023.

Looking ahead

With human rights high on the agenda going forward, we will continue to further consolidate and develop our processes for managing human rights in the supply chain, in our organization as well as in our services and solutions. We also recognize that we need to continuously update our understanding of the human rights risks that come with the development of new technologies. For 2021, we have therefore set the target of conducting a formal human rights impact assessment in one business entity to create understanding and awareness and to be able to potentially advance our processes for mitigation. We will also work to ensure that our services can fulfill individual rights requests as well as look to further embed privacy within the processes that guide the development of new services. Finally, we aim to evaluate how to better engage with our suppliers and build their capacity in management of topics such as human rights.

Responsible sourcing

TietoEVRY strives to maintain sustainable development in all its operations and supply chain. We raise the bar for us and our partners, and help our suppliers to uphold human rights, labour rights and fair working conditions, health and safety legislation, business ethics, and environmental practices. Before any contractual commitment is made, each supplier is assessed for compliance with our policies. Through requirements and co-operation with our suppliers, we can support them in applying sustainable practices that enable us to deliver on our promises and create value to our stakeholders.

How we work

TietoEVRY suppliers provide a wide range of solutions, products and services like software, hardware and connectivity, IT consultant resources, HR services and training, facility management, travel services and consultancy. Our investments are primarily within hardware, software and IT consultant resources, enabling us to deliver on our customer commitments and support the continued development of our business. Group Procurement continues to drive the consolidation of our supplier base and the selection of preferred suppliers to ensure increased compliance with our standards and mitigation of supply chain risks.

At the beginning of 2020, we launched the TietoEVRY Supplier Code of Conduct to communicate a common set of ethical and business principles to guide the daily work with suppliers. The TietoEVRY Supplier Code of Conduct is an enhancement of the earlier version of the Code, and includes clarifications in two areas:

- Fair labour conditions
- Wages and benefits

The TietoEVRY Supplier Code of Conduct forms a part of the operative framework for our supply chain sustainability, the TietoEVRY Supplier Sustainability Programme. In this programme, we have a structured approach

Responsible sourcing

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

Result 2020
100%

Target 2021
100%

1) Scope: Agreements made through Procurement function. Note that scope also includes Supplier's version approved by Head of Sustainability

for supplier on-boarding prior to entering co-operation with a new supplier. Signing the TietoEVRY Supplier Code of Conduct is a basic threshold for all new and re-newed contracts.

For the selected suppliers, we use our risk review model to guide different actions in relation to suppliers, such as on-site audits and management reviews. We drive annual self-assessments and follow-ups with selected suppliers, with the focus on assessing the Code of Conduct implementation and mitigating risks. When necessary, we provide training to suppliers on our standards to increase awareness and deepen their competence.

In 2020, the total monetary value of procurement amounted to EUR 1.1 billion, representing 39% per cent of company revenues. Most purchases take place in the Nordic countries. Purchases from suppliers invoicing from Finland, Sweden or Norway amount to close to 70% of the total annual purchase volume.

Joining forces as one TietoEVRY did not have major implications for our supply chain. The majority of our suppliers are based in Finland, Sweden and Norway. In 2020, our Procurement team initiated activities to drive synergies and the consolidation of our supplier base after the merger. We also insourced service capacity as part of redefining the scope of our partnership with IBM. The pandemic led us to rely on virtual meetings, which resulted in a significant reduction in our spend with suppliers in the travel industry.

TIETOEVRY MODEL FOR RESPONSIBLE SOURCING

On-site audits	High risk suppliers
Engagement	Top-Spend suppliers
	Hardware suppliers
Self-assessment	Strategic suppliers
Dow Jones sanction screening	Full supplier base

STAKEHOLDER ENGAGEMENT & TRAINING
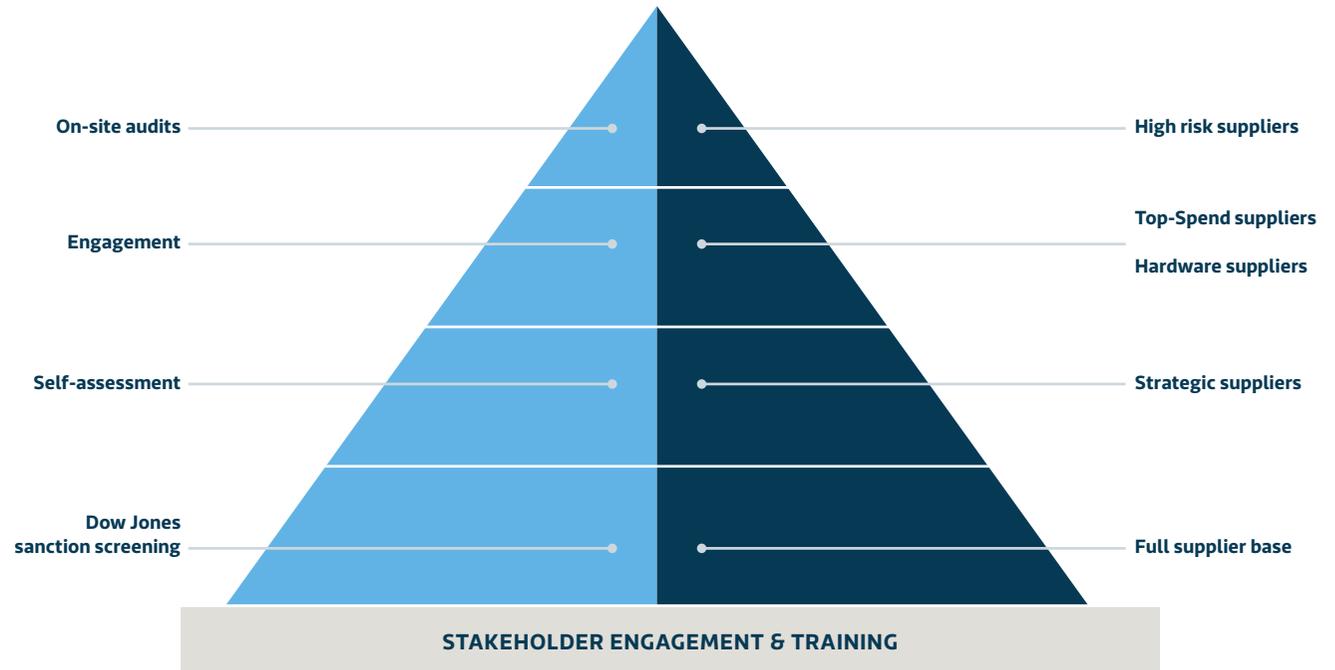
Progress

In 2020, we progressed in several areas, despite the pandemic preventing us from performing on-site audits to the extent we had planned. We managed to perform two on-site audits in the first quarter of the year. On top of that, we:

- Held supplier management reviews with selected top suppliers with the focus on sustainability and conflict minerals
- Actively informed our suppliers of the update to our Supplier Code of Conduct
- Launched self-assessment of selected suppliers with training sessions
- Increased awareness through internal training for our Procurement organization
- Engaged with selected hardware suppliers on conflict minerals and activities to mitigate risks in this area
- Expanded the number of KPIs we track as part of our effort to ensure a sustainable supply chain
- Screening suppliers at risk for right to freedom of association and collective bargaining

The screening aimed at identifying the geographical areas where our top spend suppliers operate and assess risks related to the rights for workers to exercise collective bargaining and freedom of association in these areas. The screening shows that suppliers constituting more than 50% of TietoEVRY's total spend are based in countries where the risk is low with very few exceptions. The majority of the suppliers are service providers with low risk from an industry perspective as well.

Our aim is that all external businesses that regularly provide goods, services, technology or sub-contractors to us are compliant with the minimum requirements stated in our Supplier Code of Conduct Rule. The Procurement team is tracking all new and renewed supplier contracts to ensure a compliance of 100%, in line with our ambition. This was reached in 2020.

The Procurement team is responsible for all procurement activities. Each year, activities and annual targets are agreed with the Sustainability steering group. Procurement managers who work closely with the business have the responsibility of making sure that our Procurement Policy is followed and that

the Supplier Code of Conduct is accepted and confirmed by all our suppliers.

Discussions on ethical and environmental topics are a regular part of our procurement practices. We monitor progress among our supplier base through yearly performance follow-ups with suppliers. Goals of the programme include having all new and renewed suppliers signing the Supplier Code of Conduct and conducting self-assessments in prioritized product categories and regions. The overall aim is to strengthen risk management and our co-operation with long-term key suppliers.

Future plans

We continue our work to further improve sustainability across our supply chain. We will focus on carrying out activities to ensure a sustainable supply chain, including:

- Performing and following up on findings from on-site audits to mitigate risks and drive development and improved compliance
- Automating and simplifying the supplier self-assessment
- Continuing to drive supplier management reviews with key suppliers

- Further implementation of the revised Supplier Code of Conduct Rule, including training
- Investigation of the possibilities for conducting off-site audits in situations when on-site audits cannot be performed in a safe way

Throughout the year, we have continuously evaluated the risks in our supplier programme and developed our approach towards suppliers in different sectors and in different markets. We continuously work to enhance our performance with our suppliers and implement possible improvements in a responsible manner.

Sustainability notes

About sustainability reporting

Scope

The non-financial data and information included in our Annual Report 2020 describes our sustainability efforts across our value chain, ranging from purchasing of hardware and other materials to the use of our services and products. The disclosures focus on the sustainability topic that are most material regarding our economic, social, and environmental performance.

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. Greenhouse gas emission data does not cover TietoEVRY's Norweigan subsidary Bekk (around 400 employees). E-learning training data does not cover Avega, Bekk, and parts of xEVRY India and Infopulse Ukraine that was not onboarded to Workday during 2020. HR data cover the Parent company including all subsidiaries which the Parent company has direct or indirect control over except for the GRI disclosure 405-1 (split between employee categories) where data does not cover the subsidary Bekk. The GRI General

Disclosures cover the entire TietoEVRY Group.

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

Unless otherwise stated, all information and data pertain to activities from 1 January to 31 December 2020. The regional data is divided between HR and financial data due to system restrictions.
Our energy reporting and corresponding scope 1 and 2 emissions cover all operating sites (offices, laboratories and data centres) except TietoEVRY's Swedish subsidiaries Avega, and the Norwegian subsidiary Bekk. The scope of the energy data collection was aligned with our Environmental Management System; data is collected from data centres, laboratories

and offices with 20 employees or more. The energy consumption by offices excluded from the scope of the data collection is based on our global average values with a 10% safety margin. The original data sources are on-line energy management systems, energy invoices and data from utility providers.

The scope 3 business travel related GHG emissions include flights and the use of own cars for business purposes. GHG data (tCO2) comes mainly straight from the travel agency's IT systems. Defra emission factors have been used for air travel not included in the report from the travel agency. Defra emissions factors are also used for cars used for business purposes, when calculating the emissions based on driven kilometers. Locations with major operations and a significant amount of travel are within the scope. Energy and emission calculations follow the Greenhouse Gas Protocol, and emissions are reported as CO2 equivalents (CO2e). The electricity emission factors are based on national gross electricity production mixes (annual statistics) from the International Energy Agency's statistics (IEA stat). Emission

factors per fuel type are based on assumptions in the IEA methodological framework. Factors for district heating/cooling are either based on actual (local) production mixes, or average IEA statistics. The scope 2 market-based calculations are determined by the purchased Guarantees of origin (GoO)/ Renewable Energy Certificates (REC). When acquiring GoOs or RECs, the supplier certifies that the electricity is produced exclusively by renewable sources, which has an emission factor of 0 grams CO2e per kWh. However, for electricity without certificates, the emission factor is based on remaining electricity production after all GoOs and RECs for renewable energy are sold. The emission factors used for European residual mixes are provided by European Residual Mixes 2019. Country specific IEA emission factors are used for non-EU countries.

The base year for the scope 1,2 and 3 GHG calculations is 2020 with the exception in business travel category in scope 3. The base year for scope 3 business travel GHG calculations is 2019. In the report, the metric ton/UK tonne equivalent to 1 000 kilograms is stated solely as a ton.

Reporting framework and communication to initiatives

Our non-financial report for 2020 is prepared in accordance with the core option of the GRI Standards.

TietoEVRY has signed the United Nation's Global Compact, which means that we commit to implement the United Nation's ten principles for sustainable business. Global Compact requires a yearly report on progress and performance. TietoEVRY's annual report with sustainability report is designed to meet these requirements. In the GRI-index, page 83, references to the principles can be found.

TietoEVRY supports the United Nations' Sustainable Development Goals and have analysed our impact on them with the help of 'principled prioritization'. The references to how we work with the global targets and sub-targets can be found in the GRI-index.

Legislation on non-financial reporting

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

External assurance

An independent third party, Deloitte Oy, has provided limited assurance on sustainability information disclosed in TietoEVRY's Annual Report 2020. 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, third-party, independent assurance increases transparency and is key to delivering a high-quality report.

Publication

Our combined annual and sustainability report 2020 was published on 2 March 2021.

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Independent assurance report

To the Management of TietoEVRY Oyj

We have been engaged by the management of TietoEVRY Oyj (hereinafter also the Company) to provide a limited assurance on the selected sustainability disclosures in the TietoEVRY Annual Report 2020 for the reporting period of January 1, 2020 to December 31, 2020. The assured information is indicated in the Company's GRI Content Index 2020 (hereinafter Sustainability Information).

Management's responsibility

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

Assurance provider's responsibility

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

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

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

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

Our procedures on this engagement included:

- Interviewing senior management of the Company;
- Conducting interviews with employees responsible for the collection and reporting of the Sustainability Information and reviewing of the processes and systems for data gathering, including the aggregation of the data for the Sustainability Information;
- Reviewing internal and external documentation to verify to what extent these documents and data support the information included in the Sustainability Information and evaluating whether the information presented in the Sustainability Information is in line with our overall knowledge of corporate sustainability at TietoEVRY;
- Performing analytical review procedures and testing data on a sample basis to assess the reasonality of the presented Sustainability Information;
- Conducting an interview with TietoEVRY's sites in Finland, Norway and India through a video conference;
- Assessing that the Sustainability Information has been prepared in accordance with the Sustainability Reporting Standards (Core) of the Global Reporting Initiative.

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

Our independence, quality control, and competences

We have complied with Deloitte's independence policies which address and, in certain cases, exceed the requirements of the Code of Ethics for professional accountants issued by the International Ethics Standards Board for Accountants. We have maintained our independence and objectivity throughout the year, and there were no events or prohibited services provided which could impair our independence and objectivity. Deloitte Oy applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements. This engagement was conducted by a multidisciplinary team including assurance and sustainability expertise with professional qualifications. Our team is experienced in providing sustainability reporting assurance.

Conclusion

Based on the procedures we have performed, nothing has come to our attention that causes us to believe that TietoEVRY's Sustainability Information for the reporting period ended 31 December 2020 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 25, 2021
Deloitte Oy

Jukka Vattulainen
Authorized Public Accountant

Teemu Jaatinen
Authorized Public Accountant

GRI Content index table

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
GRI 102: GENERAL DISCLOSURES 2016					
Organizational profile					
102-1	Name of the organization	**Fact & figures**		COP report profile	
102-2	Activities, brands, products and services	**Operating model**		COP report profile	
102-3	Location of headquarters	**Fact & figures**		COP report profile	
102-4	Location of operations	**Fact & figures**		COP report profile	
102-5	Ownership and legal form	**Fact & figures**		COP report profile	
102-6	Markets served	**IT market development**		COP report profile	
102-7	Scale of the organization	**Operating model, IT market development**		COP report profile	
102-8	Information on employees and other workers	**Diversity & inclusion**		Principle 6, COP report profile	x
102-9	Supply chain	**Responsible sourcing**		Principle 1-10, COP report profile	
102-10	Significant changes of the organisation	**CEO review, Strategy cornerstones - positioning for growth, Shares and shareholders**			
102-11	Precautionary principle	**Energy usage and greenhouse gas emissions**			
102-12	External initiatives	**Managing sustainability**			
102-13	Memberships of associations	**Managing sustainability**			
Strategy					
102-14	Statement from senior decision-maker	**CEO review**			
102-15	Key impacts, risks and opportunities	**NFI, Sustainability 2020 plan**			
Ethics and integrity					
102-16	Values, principles, standards and norms of behaviour	**Business ethics and anti-corruption, Managing sustainability, Diversity & inclusion**		Principle 10	

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
GOVERNANCE					
102-18	Governance structure	**Corporate governance statement**			
102-20	Executive-level responsible for economic, environmental and social topics	**Managing sustainability**			
102-21	Consulting stakeholders on economic, environmental and social topics	**Corporate governance statement, Stakeholder engagement and materiality, Managing sustainability**			
102-23	Chair of the highest governance body	**Corporate governance statement**			
102-32	Highest governance body's role in sustainability	**Managing sustainability, Independent assurance report**			
STAKEHOLDER ENGAGEMENT					
102-40	List of stakeholder groups	**Stakeholder engagement and materiality**			
102-41	Collective bargaining agreements	**Diversity & inclusion**		Principle 3	x
102-42	Identifying and selecting stakeholders	**Stakeholder engagement and materiality**			
102-43	Approach to stakeholder engagement	**Stakeholder engagement and materiality**			
102-44	Key topics and concerns raised	**Stakeholder engagement and materiality (https://www.tieto.com/en/about-us/ sustainability/stakeholder-relations-and-materiality-mapping/)**			
REPORTING PRACTICE					
102-45	Entities included in the consolidated financial statements	**About sustainability reporting**			
102-46	Defining report content and topic boundaries	**Stakeholder engagement and materiality, About sustainability reporting**			
102-47	List of material topics	**GRI content index table**			
102-48	Restatement of information	**About sustainability reporting**			
102-49	Changes in the report	**About sustainability reporting**			
102-50	Reporting period	**About sustainability reporting**			

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
102-51	Date of most recent previous report	**About sustainability reporting**			
102-52	Reporting cycle	**About sustainability reporting**			
102-53	Contact point for the report	**About sustainability reporting**			
102-54	Claims for reporting in accordance with the GRI Standards	**About sustainability reporting**			
102-55	GRI Content Index	**GRI content index**			
102-56	External assurance	**Independent assurance report**			

MATERIAL TOPICS, MANAGEMENT APPROACH AND DISCLOSURES

GRI 200: ECONOMIC STANDARD SERIES

GRI 205: ANTI-CORRUPTION 2016

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
103-1	Explanation of the material topic and its Boundary	**Managing sustainability, Stakeholder engagement and materiality, Business ethics and anti-corruption**	2: Business ethics and anti-corruption	Principle 10	x
103-2	The management approach and its components	**Business ethics and anti-corruption**	2: Business ethics and anti-corruption	Principle 10	x
103-3	Evaluation of the management approach	**Business ethics and anti-corruption**	2: Business ethics and anti-corruption	Principle 10	x
205-1	Operations assessed for risks related to corruption	**Business ethics and anti-corruption**	2: Business ethics and anti-corruption	Principle 10	x
205-3	Confirmed incidents of corruption and actions taken	**Business ethics and anti-corruption**	2: Business ethics and anti-corruption	Principle 10	x

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
GRI 300: ENVIRONMENTAL STANDARD SERIES					
GRI 302: ENERGY 2016					
103-1	Explanation of the material topic and its Boundary	**Managing sustainability, Stakeholder engagement and materiality analysis, Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
103-2	The management approach and its components	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
103-3	Evaluation of the management approach	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
302-1	Energy consumption within the organisation	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
302-3	Energy intensity	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
302-4	Reduction of energy consumption	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
GRI 305: EMISSIONS 2016					
103-1	Explanation of the material topic and its Boundary	**Managing sustainability, Stakeholder engagement and materiality analysis, Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
103-2	The management approach and its components	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
103-3	Evaluation of the management approach	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
305-1	Direct (Scope 1) GHG Emissions	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
305-2	Energy indirect (Scope 2) GHG Emissions	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
305-3	Other indirect (Scope 3) GHG Emissions	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x
305-4	GHG emissions intensity	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions	Principle 7-9	x

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
305-5	Reduction of GHG emissions	**Energy usage and greenhouse gas emissions**	5: Energy usage and greenhouse gas emissions		x
GRI 306: WASTE 2020					
103-1	Explanation of the material topic and its Boundary	**Managing sustainability, Stakeholder engagement and materiality analysis, Circular economy practices**	6. Circular economy practices	Principle 8-9	
103-2	The management approach and its components	**Circular economy practices**	6. Circular economy practices	Principle 8-9	
103-3	Evaluation of the management approach	**Circular economy practices**	6. Circular economy practices	Principle 8-9	
306-1	Waste generation and significant waste-related impacts	**Circular economy practices**	6. Circular economy practices	Principle 8-9	
306-2	Management of significant waste-related impacts	**Circular economy practices**	6. Circular economy practices	Principle 8-9	
306-3	Waste generated	**Due to the merger of TietoEVRY and not accurate recording of generated waste omission is applied to this disclosure due to non-availability of data. Measures have been taken during FY20 to ensure data will be available to disclosue for FY21.**	6. Circular economy practices		
GRI 400: SOCIAL STANDARD SERIES					
GRI 401: EMPLOYMENT 2016					
103-1	Explanation of the material topic and its Boundary	**Managing sustainability, Stakeholder engagement and materiality analysis, Employee engagement**	8. Employee Engagement	Principle 6	x
103-2	The management approach and its components	**Employee engagement**	8. Employee Engagement	Principle 6	x
103-3	Evaluation of the management approach	**Employee engagement**	8. Employee Engagement	Principle 6	x
401-1	Total number and rates of new employee hires and employee turnover	**Employee engagement**	8. Employee Engagement	Principle 6	x

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

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
GRI 412: HUMAN RIGHTS 2016					
103-1	Explanation of the material topic and its Boundary	**Managing sustainability, Stakeholder engagement and materiality, Human rights**	1. Human rights	Principle 1-6	
103-2	The management approach and its components	**Human rights**	1. Human rights	Principle 1-6	
103-3	Evaluation of the management approach	**Human rights**	1. Human rights	Principle 1-6	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	**Responsible sourcing, Human rights**	1. Human rights, 5. Responsible sourcing	Principle 3	
GRI 418: CUSTOMER PRIVACY 2016					
103-1	Explanation of the material topic and its Boundary	**Managing sustainability, Stakeholder engagement and materiality, Cybersecurity and privacy**	3: Cybersecurity and privacy	Principle 1-2	x
103-2	The management approach and its components	**Cybersecurity and privacy**	3: Cybersecurity and privacy	Principle 1-2	x
103-3	Evaluation of the management approach	**Cybersecurity and privacy**	3: Cybersecurity and privacy	Principle 1-2	x
418-1	Sustantiated complaints regarding breaches of customer privacy and losses of customer data	**Cybersecurity and privacy**	3: Cybersecurity and privacy	Principle 1-2	x
TIETOEVRY SPECIFIC DISCLOSURES					
BUSINESS ETHICS AND ANTI-CORRUPTION					
TietoEVRY 2.1	Completion of Code of Conduct training	**Business ethics and anti-corruption**	2. Business ethics and anti-corruption	Principle 1-3, 6-10	x
TietoEVRY 2.2	Whistleblowing notification period	**Business ethics and anti-corruption**	2. Business ethics and anti-corruption	Principle 10	x
CYBERSECURITY AND PRIVACY					

Disclosure	Disclosure title	Link and reference	Responsible area and number	UNGC	Externally assured
TietoEVRY 3.1	Completion level of both GDPR and Security training	**Cybersecurity and privacy**	3. Cybersecurity and privacy	Principle 1-2	
RESPONSIBLE SOURCING					
TietoEVRY 4.1	New or renewed suppliers agreeing to TietoEVRY's Supplier Code of Conduct	**Responsible sourcing**	4. Responsible sourcing	All principles	x
TietoEVRY 4.2	Annual review of conflict mineral management with main hardware suppliers	**Responsible sourcing**	4. Responsible sourcing	All principles	
TietoEVRY 4.3	Self-assessment on selected strategic suppliers	**Responsible sourcing**	4. Responsible sourcing	All principles	
TietoEVRY 4.4	On-site audits for suppliers identified as high risk suppliers	**Responsible sourcing**	4. Responsible sourcing	All principles	
TietoEVRY 4.5	Sustainability management system reviews with five top-spend suppliers	**Responsible sourcing**	4. Responsible sourcing	All principles	
ENERGY USAGE AND GREENHOUSE GAS EMISSIONS					
TietoEVRY 5.1	Percentage of carbon free electricity in scope 1 and 2	**Energy usage and greenhouse gas emissions**	5. Energy usage and greenhouse gas emissions	Principle 7-9	x
TietoEVRY 5.2	Reduction of total Scope 1 and 2 GHG emissions	**Energy usage and greenhouse gas emissions**	5. Energy usage and greenhouse gas emissions	Principle 7-9	x
TietoEVRY 5.3	Reduction of average carbon footprint from business travel per employee	**Energy usage and greenhouse gas emissions**	5. Energy usage and greenhouse gas emissions	Principle 7-9	x
TietoEVRY 5.4	Ton CO_2 avoided by customers through use of IT services provided by TietoEVRY	**Energy usage and greenhouse gas emissions**	5. Energy usage and greenhouse gas emissions	Principle 7-9	x
DIVERSITY & INCLUSION					
TietoEVRY 7.1	Ratio female and male employees	**Diversity & inclusion**	7. Diversity & inclusion	Principle 6	x
EMPLOYEE EXPERIENCE					
TietoEVRY 8.1	Employee engagement score	**Employee Experience**	8. Employee Experience		x

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