Closing the data gap

Tietoevry preparing for CSRD & ESRS

Jenni Jusslin
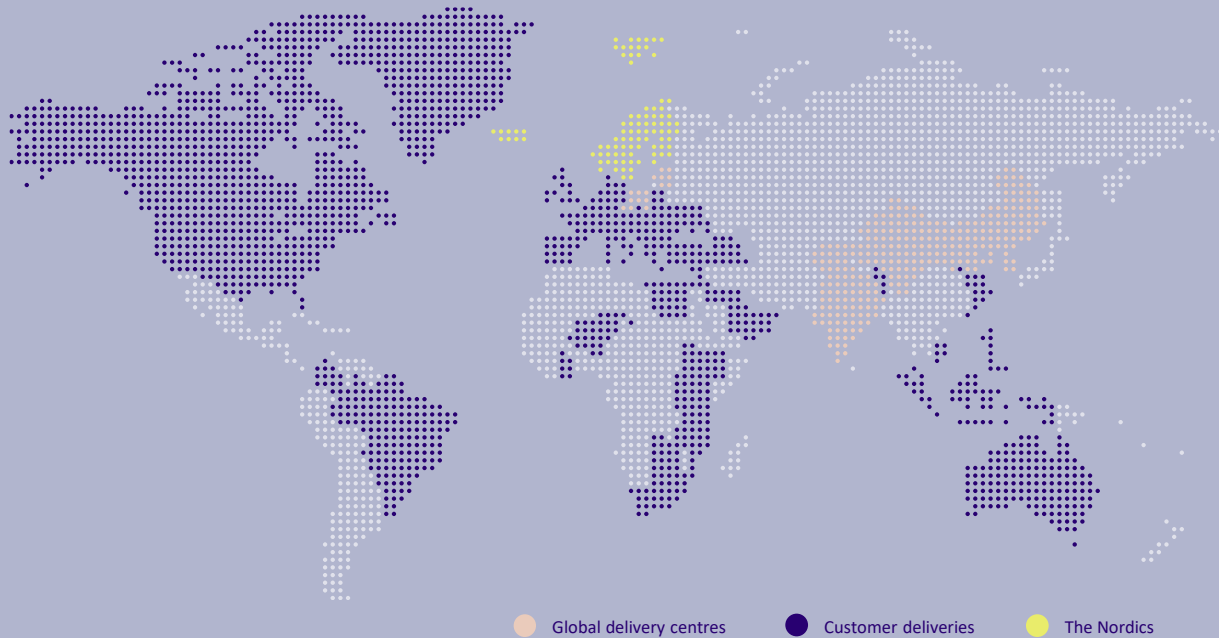Senior Communications Manager, Sustainability

tietoevry

The data-driven world is expanding fuelled by hyper-connected data

- Technology driven
- Personalized
- Autonomous and real-time
- Circular and sustainable
- Care for privacy and security
- Ethical

We are developers of digital futures

Global delivery centres · Customer deliveries · The Nordics

Over **24 000** professionals globally

More than **10 000** customers

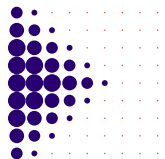Serving customers in over **90** countries worldwide

Annual revenue approximately **EUR 3 billion**

Trusted by leading brands in the Nordics and globally

Digital engineering
expanding global customer base

GOOD*YEAR · Handelsbanken · HaleyTek · BOSE · ERICSSON

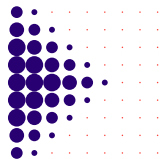equinor · aimo park Rethink Parking. · OFFSHORE NORGE · WIENER STADTWERKE · Maa- ja metsätalousministeriö / Jord- och skogsbruksministeriet / Ministry of Agriculture and Forestry

Software and platforms
(Banking, Care, Industry)
expanding SaaS and data solutions

telenor · HUS · SVERIGES RIKSBANK · VATTENFALL · Nordea · PRIME MINISTER'S OFFICE · Uppsala kommun · eika.

Managed services and transformation
with large and long-term contracts

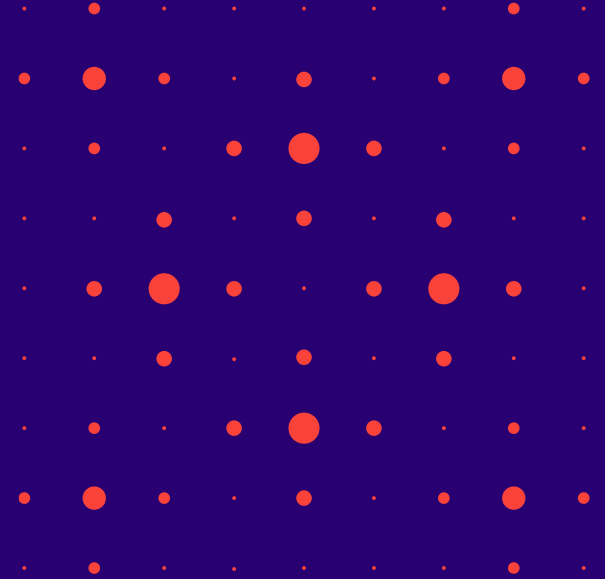AkerBP · posti · if... · storaenso · Hydro · Region Stockholm · K · Stockholms stad · Lyse · Telia
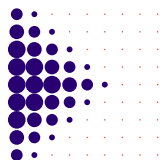
Sustainability overview at Tietoevry

Our evolving sustainability journey – reporting, plans and external commitments

Sustainability reporting

Tieto's first sustainability report according to GRI

Tieto's first report according to the EU Non-Financial Reporting Directive

Tietoevry's first sustainability report according to GRI and NFRD

First EU Taxonomy reporting for Tietoevry

First reporting to the Norwegian Transparency Act

EU Corporate Sustainability Reporting Directive (CSRD) including the European Sustainability Reporting Standard

2009 2010 2012 2014 2019 2020 2021 2022 2024

Corporate sustainability plans and commitments

Tieto launched it's first sustainability plan and joined the UN Global Compact

Tieto starts reporting to CDP

EVRY starts reporting to CDP

Tietoevry launches sustainability game plan 2023

Approved carbon reduction targets for Tietoevry, by SBTi

New long-term plan to be launched

Sustainability Game Plan 2023

- Upgrading Tomorrow
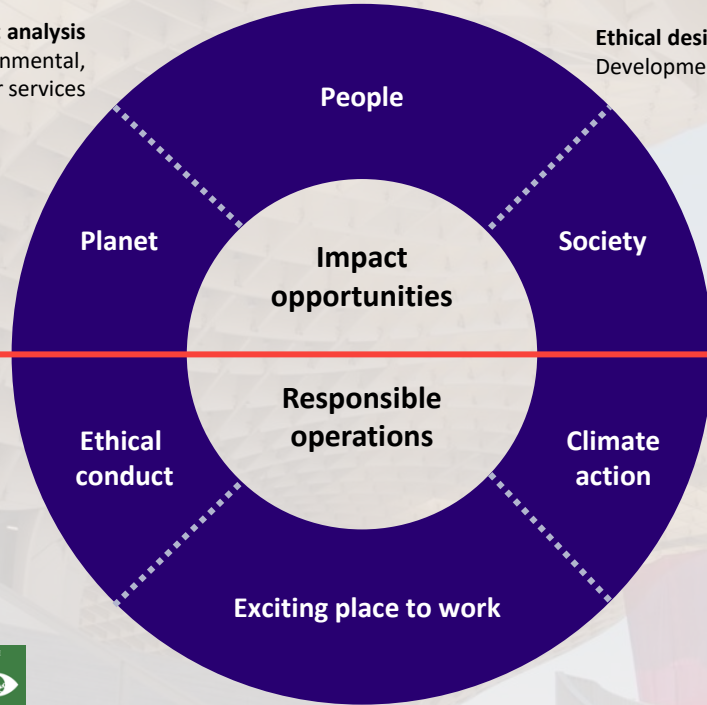
Sustainability impact analysis
Analyzing and quantifying the environmental, societal and financial impacts of our services

Ethical design
Development of ethical software

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

Services for data-driven sustainability
Solutions to collect, compile and visualise the 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

Business ethics and anti-corruption

Energy usage and greenhouse gas emissions

Cybersecurity and privacy

Exciting place to work

Human rights

Circular economy practices

Responsible sourcing

Diversity and inclusion

Employee Experience

Our sustainability ambitions – towards a carbon neutral and equal world

PEOPLE

Gender balanced
Workforce by 2030

Human rights
Risk and impact assessment in the value chain

Fair and green **supply chain**

Zero
Breaches of privacy

PLANET

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

100%
Use of green electricity in datacenters and offices

70%
Reduction of CO2 emissions in scope 1 and 2 in 2020-2023

SBT
Science based targets approved by SBTi since 2022

Net zero emissions in own operations
by 2025

Results 2022

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

* Substantiated complaints regarding customer privacy and losses of customer personal data is defined as security incidents where national authorities has issued financial fines to Tietoevry related to the topic.
** Measured on an annual basis.
*** Scope: Agreements made through Sourcing function. Note that scope also includes supplier's versions of Code of Conducts validated by our Head of Sustainability. More information on process see Responsible sourcing.
**** Scope: Result based on reuse of returned devices (mainly laptops). Data accuracy: data is based on our main hardware supplier's reports. This supplier provides close to 70% of Tietoevry's devices. Baseline for measurements is FY 2021.
***** Permanent employees (headcount)

Sustainability

Key indicators of our sustainability development in H1

Share of renewable electricity

97%

(95% at end of 2022)

Target to increase renewable electricity from 80% in 2020 to 100% by 2026

Business travel reduction per FTE compared to 2019

75%

(83% at end of 2022)

Target to reduce business travel GHG emissions with 47% per FTE by 2030

Share of women in new recruits H1/2023

34%

(32% at end of 2022)

Target to achieve gender balanced work force by 2030 – and have 40% female employees by 2026

Share of female employees

31%

(31% at end of 2022)

Target to achieve gender balanced work force by 2030 – and have 40% female employees by 2026

tietoevry   Internal

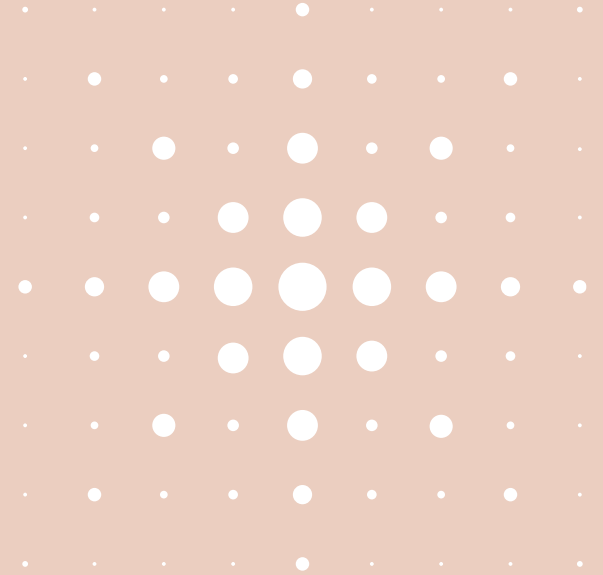tietoevry

Sustainability data collection @Tietoevry

| Business ethics and anti-corruption | **Topic owner**: Chief Sustainability Officer **Data providers:** Sustainability, Compliance, Tax, Risk |

| Cybersecurity and privacy | **Topic owner**: Chief Information Officer **Data providers:** CIO office, Legal, Security |

| Circular economy practices | **Topic owner**: Head of IT Strategy and Audits (Banking) **Data providers**: IT Governance & audits, Sustainability (Environment) |

| Energy usage & GHG emissions | **Topic owner:** Head of Sourcing **Data providers:** Sustainability (Environment), Facilities, Travel, Core IT |

| Employee experience | **Topic owner:** Chief HR Officer **Data providers:** HR, Sustainability (D&I), Risk |

| Diversity and inclusion | **Topic owner:** Chief HR Officer **Data providers:** HR, Compensatin & Benefits, Sustainability (D&I) |

| Human Rights | **Topic owner**: Group Sustainability **Data providers**: Risk, Legal, Compliance |

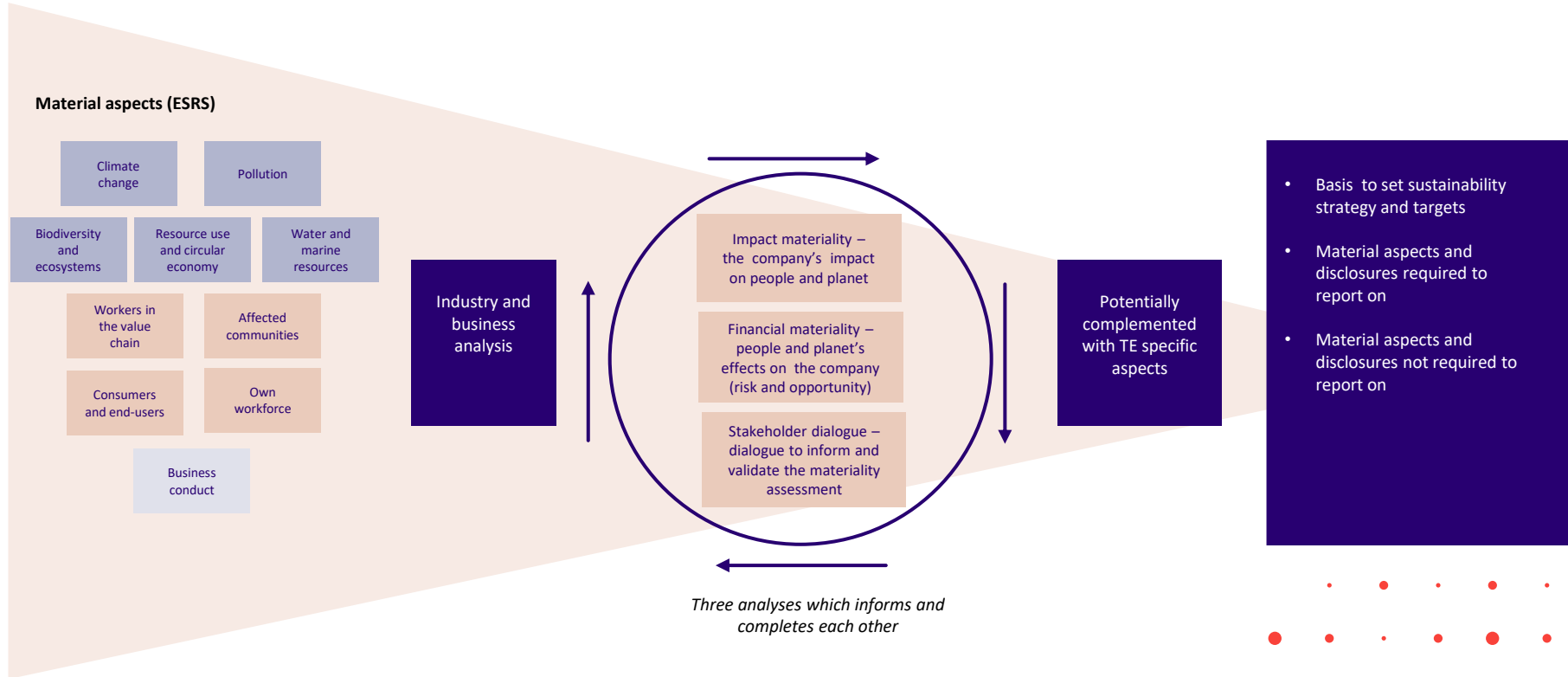| Responsible sourcing | **Topic owner:** Head of Sourcing **Data providers**: Sourcing, Sustainability |

2022-2023

Sustainability data in Workiva

Financial data in Workiva

Closing the data gap

Double-materiality assessment as a methodology for identification of material topics

Material aspects (ESRS)

Climate change	Pollution

Biodiversity and ecosystems	Resource use and circular economy	Water and marine resources

Workers in the value chain	Affected communities

Consumers and end-users	Own workforce

Business conduct

Industry and business analysis

Impact materiality – the company's impact on people and planet

Financial materiality – people and planet's effects on the company (risk and opportunity)

Stakeholder dialogue – dialogue to inform and validate the materiality assessment

Three analyses which informs and completes each other

Potentially complemented with TE specific aspects

- Basis to set sustainability strategy and targets
- Material aspects and disclosures required to report on
- Material aspects and disclosures not required to report on

Deliverables, schedule and decision making

ACTIVITY	Background analysis	Impact materiality assessment	Financial materiality assessment	Targets, metrics and disclosures	Value based long-term plan	Stakeholder engagement
DELIVER-ABLES	**Background analysis:** Completed analysis of industry context, business activities, business relations, legislative review and industry best practice. Assessment of former Tietoevry long-term plan and material topics.	**List of material impacts for each end-to-end business:** Data gathering, development of assessment methodology and thresholds, stakeholder dialogue and validation of material impacts per business.	**List of material risks and opportunities per business:** Data gathering, development of assessment methodology and thresholds, and validation of material risks and opportunities per business.	**Verified targets, metrics and disclosure for Tietoevry Group:** GAP assessment against ESRS, development of targets and ambitions, creating of material topic steer-cards applicable for Tietoevry Group and grounded in the five E2E-businesses.	**Verified plan including communicative concept:** Selection of value creating topics and long-term goals for Tietoevry Group. Packaging including design and communicative concept.	**Completed stakeholder engagement and verified stakeholder engagement approach:** Ongoing internal and external stakeholder engagement to gather information about impacts, risks and opportunities as well as to validate materiality. Stakeholder engagement approach developed and approved.
SCHEDULE	June-August	August- October	September- November	September- November	November-February	August-December
DECISION BODY FOR FINAL APPROVALS	n/a	1. Selected business representatives 2. SSG (Oct. 18, 2023)	1. Selected business representatives 2. SSG (11 Dec, 2023)	1. Selected business and CBS representatives 2. SSG (pot. 11 Dec, 2023)	1. Selected business and CBS representatives 2. CEO 3. SSG + CFO & CEO (Early 2024) 4. BoD (Feb, 2024)	1. CFO/CEO 2. BoD

Metrics related to all material topics

TOPIC: BUSINESS ETHICS AND ANTI-CORRUPTION

TOPIC OWNER: Chief Sustainability Officer
DATA PARTNER: Legal, Compliance, Tax, Risk

Ambition: Creating an open and responsible culture where ethical conduct is an integral part of everything we do.

TYPE	GOAL/DISCLOSURE	PERIOD	DATA SOURCE	METRIC
Public, own	90 % completion of ethics training (CoC e-learning)	Yearly	Cornerstone	%
Public, own	100% reaction to a whistleblowing notification within four business days from receipt of the notification.	Yearly	BDO – external whistleblowing channel	%

TYPE	YEARLY SCORECARD	PERIOD	DATA SOURCE	METRIC
Public, GRI Standards	Disclosure 205-1 Operations assessed for risks related to corruption	Yearly	Internal audit	Number and %
Public, GRI Standards	Disclosure 205-3 Confirmed incidents of corruption and actions taken	Yearly	Internal audit	Number

Key takeaways
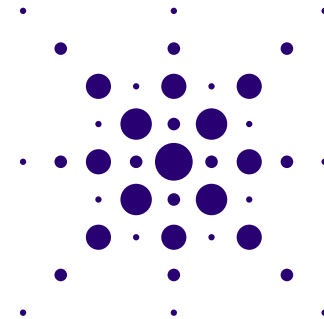
Maturities and capabilities vary between individuals & organisation functions – discuss, inform, educate, collaborate

Establish joint working groups and a systematic method of collecting data

Establish a joint data collection platform – bring financial reporting on board to consult

Be curious – and remember to benchmark!

Thank you

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