

Our sustainability themes and goals

Themes and goals in 2020–2025	Indicators until 2025	Actuals in 2021	Actuals in 2022
<p>Environment and climate change</p> <p>We are committed to reducing our carbon footprint</p>	<p>In 2025, our carbon footprint will be 30% lower than in 2020.</p> <p>We renew our WWF Green Office every year (audited once every three years).</p> <p>The annual recycling rate of waste from our operations is 70% and recovery rate is 100%.</p>	<p>Emissions (market-based) 29,989 tCO₂e.</p> <p>Our headquarters in Espoo were audited and certified. The programme covers all group offices.</p> <p>Recycling rate (colocation and premises rental) 34% and utilisation rate 95%. Group-level WEEE recycling process</p>	<p>Emissions (market-based) 33,825 tCO₂e.</p> <p>We defined the emissions reduction path until 2035.</p> <p>Our milestone is an emissions reduction of 30% from 2020 to 2025.</p> <p>We carried out internal Green Office inspections at 70% of our offices.</p> <p>We ensured that the programme is followed.</p> <p>We corrected some minor deficiencies. The inspections will continue in 2023.</p> <p>Recycling rate (colocation and premises rental) 35% and utilisation rate 98%. Group-level waste contract was renewed.</p>
<p>Uninterrupted operations of services and information security</p> <p>Our services are energy efficient and free of interruptions</p>	<p>The service availability level* that we promise to our customers is achieved every year.</p> <p>Each new ICT and network operator service that meets the customers' security requirements is more energy-efficient than the old.</p> <p>Annual responsibility survey as part of the NPS measurement.</p> <p>NPS ≥ 50.</p>	<p>The availability level was achieved.</p> <p>We joined the Energy efficiency agreement of by technology industry.</p> <p>The responsibility survey was conducted as part of the customer experience survey. NPS was 45.</p>	<p>The availability level was achieved in all services.</p> <p>We continued to build and implement the ETJ+, which was started in 2021, following the action plan and model. We started property and energy reviews according to plans.</p> <p>The responsibility survey was conducted as part of the customer experience survey. NPS was 43.</p>
<p>Functioning of society and RDI</p> <p>We are engaged in RDI activities to provide services that benefit society</p>	<p>The cooperation model with educational and research institutions is part of our RDI process.</p> <p>Thanks to our cooperation with educational institutions, we receive a large number of thesis workers and internships and new partners every year.</p> <p>The Virve 2 service for key customer organisations for joint operation by the end of the decade.</p>	<p>New thesis supervision agreements.</p> <p>Also research cooperation at the level of doctoral dissertations.</p> <p>A delay in a key delivery. We have managed to adhere to the long-term overall schedule.</p>	<p>The action plan was completed.</p> <p>We signed a cooperation contract with Jamk.</p> <p>There were 11 interns, and we supervised several theses during the year.</p> <p>We achieved the target level.</p> <p>The implementation target was postponed.</p> <p>The new target is by the end of 2028.</p>
<p>Renewing workplace community – well-being and expert personnel</p> <p>Responsible operations mean working together, shared practices and continuous training in an innovation-minded culture, and they are the foundation of our welfare</p>	<p>Annual accident frequency is zero.</p> <p>Annual personnel satisfaction is at least 4/5.</p> <p>Siqni survey's "Liekki" score 80/100.</p> <p>Training days targeted at developing personnel and business 4/person/year.</p>	<p>Accident frequency 0.</p> <p>Siqni survey's "Liekki" score was 72/100.</p> <p>There were 2 training days/person/year.</p>	<p>Accident frequency 1.44.</p> <p>Siqni survey's "Liekki" score was 74/100.</p> <p>There were 2 training days/person/year.</p>
<p>Good governance and finances</p> <p>The principles and ethical guidelines of good governance and finances guide us and our partners</p>	<p>Every year, all our staff complete the Code of Conduct online training, which is included in the induction training of new employees.</p> <p>Return on capital employed percentage (ROCE-%).</p> <p>Profitability* (capital investments/revenue and debt/operating margin). The target is based on the year's budget.</p>	<p>The online training was renewed, completion rate was 93%.</p> <p>The return on capital employed was 5.2%.</p>	<p>The online training was renewed, completion rate was 84%.</p> <p>The return on capital employed was -3.0%.</p> <p>Capital investments/revenue was 25%.</p> <p>Debt/operating margin: no external debt with interest in 2022.</p>
<p>Responsible procurement practices and supplier management</p> <p>Sustainability is an integral part of our procurement and supplier management</p>	<p>Responsible procurement, including the energy efficiency of data centres, network operator services and ICT production.</p> <p>The contact persons of our key suppliers complete the minimum sustainability requirements online training in connection with each competitive tendering, a part of our supplier management.</p>	<p>We were part of the Low-carbon procurement project by KEINO.</p> <p>We implemented the online sustainability training for suppliers.</p>	<p>We started operations under the energy efficiency model.</p> <p>We implemented the energy efficiency investment calculation.</p> <p>An addition to the procurement process: the contract with the supplier is signed after the online training is completed.</p>

* New metric/specification after 2022.