Stakeholders	Key issues raised	Type of interaction	Frequency of interaction	Actions regarding issues raised
Employees	• Topics covering the integration process • Egonomics and office equipment related to working from home • Healthy working environment and work-life balance • Collaboration between colleagues and teams during a pandemic • Empowering leadership • Career opportunities • Continuous competence and personal development • Job satisfaction • Equal and fair treatment, including compensation • Professional network, knowledge sharing • Simplified processes and improved tools • Strategic alignment and trust in the future • Further focus on employee experience • Cybersecurity and privacy, anti-corruption, employee wellbeing, diversity, greenhouse gas emissions • Sustainable business opportunities	• Surveys: OurVoice engagement survey sent to all managers and employees in the company • Integration PULSE surveys sent out to a sample of the organisation • Hackatons: Cultural survey and crowd-sourcing activities to map value priorities • Work council meetings: Frequent meeting with work councils, globally with European Work Council and other local collaborations in Norway, Finland, Sweden, Austria and Germany. • Co-operation with employee representatives/unions • Interactive workshops to identify and develop sustainable business opportunities • Job openings and active staffing for projects • Development discussions, ongoing dialogue and feedback • Learning offering in Cornerstone and other learning platforms • Tools and forums available for all employees, e.g. social intranet	• OurVoice engagement survey three times a year • Frequent intergration PULSE surveys • Continuous dialogue and feedback between manager and employee through MyGrowth • Based on needs, ongoing work with the employee representatives • Annual salary reviews • Three workshops to identify and develop TietoEVRY's sustainable business opportunities • Continuous advertising and sharing of internal opportunities	• 350 employees participated in the culture work to define desired target culture and behaviours to support the culture. • Transparency of skills across the organisation and the staffing tools. • Healthcare and consultation services, active monitoring and health checks • Possibility to lend office equipment for employees that work from home • Support for sports and leisure activities • Further developments to the social intranet, including the launch of Communities, for active dialogue • Development of a governance model and operating plan to boost services that enhance customers' sustainability performance
Customers	• Delivering on agreements and interacting proactively • More frequent collaboration and communication with customers and within the business at all levels • Bringing new insights and ideas and making proactive proposals to enhance customers' business and/or operations • Cybersecurity and privacy, employee wellbeing, diversity, inclusion, energy consumption, greenhouse gas emissions • Business opportunities and risks related to sustainability	• Active need-based dialogue • Joint planning and co-innovation • Strategic, tactical and operational customer experience measurement • Customer newsletters, seminars, workshops • Audits • Governance practices • Survey and interviews with selected customers as part of materiality assessment and identification of sustainable impact opportunities	• Customer experience measurement: Strategic annually, tactical operational at relevant points in a delivery lifecycle but at least bi-annually • Operative activities on a continuous basis, including governance • Survey and interview on materiality conducted at several occasions during the first half of 2020	• Improvement of quality and keeping promises in deliveries • Improvement of collaboration and communication with customers and within the business at all levels • Enhancing customer-centric culture and ways of working • Development of focus area in sustainability game plan directed to boost customers' sustainability performance
Investors and shareholders	• Integration process and related synergies realization • Financial Performance and long term financial targets	• Investor meetings, conference calls and group presentations • Capital Market Day, December 2020 • Close interaction with shareholders in connection with the AGM 2020 • Interviews with selected investors related to the development of TietoEVRY's sustainability game plan 2023	• Management and IR met around 100 investors during 2020	• Communications and regular updates on key integration activities, synergy realization and impact on profitability • Sustainability expectations taken into consideration while developing new sustainability plan
Suppliers	• General sustainability risk and opportunities including for example solid business ethics, respect for fundamental human and labour rights, cybersecurity and privacy, anti-corruption, employee wellbeing, diversity and inclusion, energy usage, greenhouse gas emissions • Special focus on conflict minerals and responsible sourcing of it • Mutually benefical business relationships including aligned practices and agreed targets	• Continuous dialogue about services and contracts (sourcing) • Bilateral supplier relationship and performance management programmes including governance • Supplier Sustainability Program (including self-assessments and on-site audits) with significant suppliers • Supplier Code of Conduct coverage review with regular suppliers • Active communication of procurement policy and internal practices - Management system reviews by engagement with top-spend suppliers to discuss and share risks and opportunites	• Key suppliers: on a continuous basis either on a monthly, quarterly, or annual basis depending on urgency and priority • Other suppliers: regular interaction and structured governance take place whenever the situation so requires • Internal communication regularly according to Procurement Communication plan	• Actions jointly agreed and depending on the specific partnership or ecosystem • E.g. collaboration in developing services, products and business models • Actions to improve supplier's quality, performance or service triggered by complaints or alleged incidents (from stakeholder or third party)
Business partners and ecosystems	• Identifying and engaging with emerging partners and ecosystems to accelerate customer value • Building the best possible solutions for our customers together with our partners • Aligning business practices • Cybersecurity and privacy, anti-corruption, employee wellbeing, diversity and inclusion, greenhouse gas emissions	• Regular meetings on strategic, tactical and operational level, with commercial and technical perspectives, take place to ensure the best possible value to customers	• Bi-annual, quarterly and on continuous basis	• Actions jointly agreed and depending on the specific partnership or ecosystem • E.g. collaboration in developing services, products and business models
Potential employees & students	• Diversity (gender balance) within the Data/IT field • Corporate sustainability • Work/Life Balance	• Virtual Career days • Virtual Student fairs • Master/Bachelor Thesis • Recruitment Process • Graduate Program • Internships / traineeships	• Virtual Career days (5-10 per country/year) • Virtual Student fairs (5-10 per country/year) • Master/Bachelor Thesis (5-10 per country/year) • Graduate Program (Starts every fall) • Internships / traineeships (Approximately three times a year)	• Message concistency/frequency in digital channels • Sharing of success stories • Using new technology and innovative solutions in our recruitment processes (testing, reference check etc.)
Former employees & colleagues	• Diversity (gender balance) within the Data/IT field • Corporate sustainability • Work/Life Balance	• Workplace (from Facebook) Platform • TietoEVRY Hub Information Platform • Young Professional Networks • Female Networks	• Continuous and based on needs	• Message concistency/frequency in digital channels • Sharing of success stories • Leveraging internal networks to promote and concretize