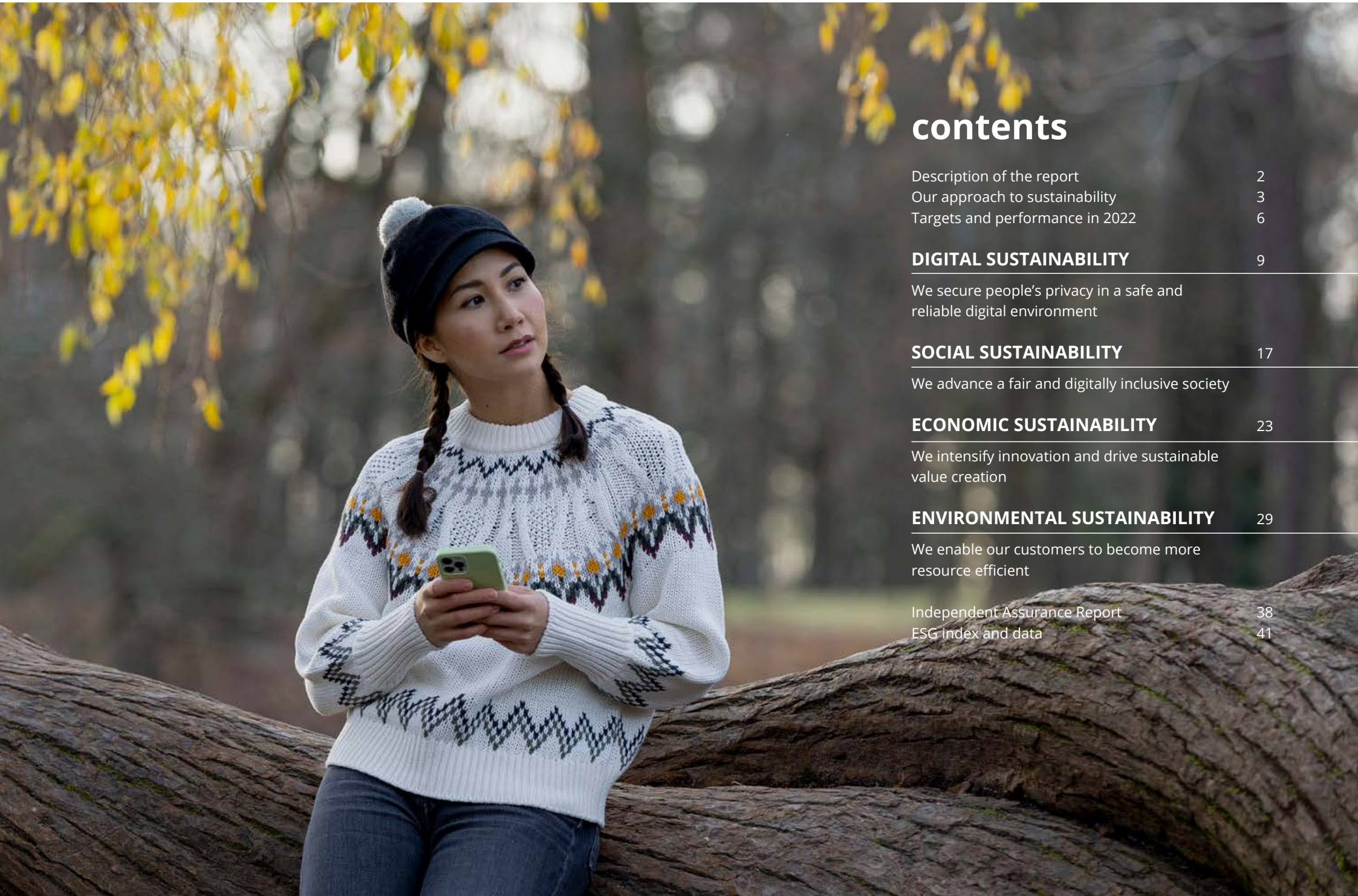
2022

SUSTAINABILITY

annual review financials governance remuneration



contents

Description of the report

Elisa's sustainability report for 2022 is a statement of Elisa's non-financial information and includes information in accordance with the EU Taxonomy Regulation. The report forms part of Elisa's annual report, which is published in Finnish and English and consists of five parts: an annual review, a sustainability report, financial statements, a corporate governance statement and a remuneration statement. The entire annual report is available at elisa.com/corporate/investors/annual-report/.

This verified sustainability report has been prepared primarily with reference to the Global Reporting Initiative (GRI) Standards. Elisa also reports non-financial information with reference to the Sustainability Accounting Standards Board (SASB) framework. We do not currently report all the indicators included in the standard, but we will also continue to evaluate them in future. In addition, the Nasdaq ESG Reporting Guide has been taken into account in preparing the report. The ESG index for 2022 is part of this report and it includes GRI, SASB, EU Taxonomy, and TCFD indicators as well as our own indicators.

We are now, for the second year, reporting on environmental sustainability in accordance with the Task Force on Climate-related Financial Disclosures (TCFD) recommendations, now as an integral part of Elisa's Sustainability Report which is supported by webpages that contain more static TCFD and related information.

For Elisa's sustainability disclosures, we keep up to date with developments in reporting, such as the Corporate Sustainability Reporting Directive (CSRD), concluded in 2022 and coming into force for Elisa for fiscal year 2024.

A third party verifies Elisa's sustainability reports. The 2022 corporate sustainability report is assured by Ernst & Young. The limited assurance covers the sustainability section of Elisa's 2022 annual report. The reporting period is the fiscal year 2022.

The reporting of key aspects covers all of the business functions and subsidiaries included in Elisa's consolidated financial statements: Consumer Customers, Corporate Customers, Production, Support and the subsidiaries.

The reporting corresponds to the reporting scope of Elisa Group's financial statements. For some indicators, the scope has been limited due to a lack of reliable information. Any deviations due to these limitations or changes in calculation methods are indicated alongside the relevant indicators. We will continue to develop the coverage of our reporting in these respects. The financial information in this report comes from the consolidated financial statements, and it complies with IFRS accounting principles.

With regard to environmental indicators, the most significant environmental effects of the parent company and its subsidiaries have been calculated in accordance with GRI guidelines. The calculation of carbon dioxide emissions is based on the Greenhouse Gas (GHG) Protocol Corporate Standard. The figures for Scope 3 emissions are reported according to the GHG Protocol Corporate Value Chain Standard. The reporting of Scope 2 emissions takes into account GHG Protocol Scope 2 instructions. More information about calculation methodology can be found from Elisa ESG Disclosures 2022. With regard to personnel, figures for both the parent company and subsidiaries are included. Structural changes in the Group are presented in more detail in the annual report.

This is Elisa's ninth verified sustainability report, and the publication date for the 2022 report is 14 March 2023. Previous reports are available at https://elisa.com/corporate/investors

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elisa.com/corporate/investors/
elisa.com/corporate/sustainability/

Our approach to sustainability

Elisa's mission is a sustainable future through digitalisation. We work every day to make our mission true by providing sustainable digital solutions to customers and other stakeholders (sustainability handprint) as well as reducing the negative impact of our own operations (sustainability footprint).

Comprehensive, secure and fast data communication connections are a prerequisite for a competitive and equitable information society. We are a trailblazer in the provision of telecommunications and digital services, and our unique unlimited data model enables access to data for everyone in Finland and Estonia. Our business goal is to provide value and sustainable solutions for our customers and society.

The dedicated work of Elisa employees ensures that our mission comes true. We play a key role in influencing society and the operating and working environments of companies and citizens in our main market areas, Finland and Estonia, as well as internationally.

We are committed to the UN Global Compact and are signatories to the UN Women's Empowerment Principles. We respect human rights and comply international anti-corruption conventions in all countries where we operate and in our partner network.

Elisa's indices and commitments

Our key sustainability goals focus on driving change in our society to achieve:

- Protection of everyone's privacy by ensuring safe digital environments
- A fair and inclusive digital society
- Innovation
- Resource efficiency and measures to combat climate change

By building a sustainable future through digitalisation, we are contributing to the UN Sustainable Development Goals that are essential to our operations and that we can significantly influence through our own actions. We are involved in building sustainable industry, innovation and infrastructure (SDG 9), reducing inequality (SDG 10), taking climate action (SDG 13) and promoting peace, justice and strong institutions (SDG 16).

Elisa's sustainable value creation model

Reporting year 2022: Coming together in exceptional times

The year 2022 was marked by global uncertainty and an unclear view of the future. At the start of the year, COVID-19 was still severely limiting people's freedom to move and meet each other. Russia's invasion of Ukraine signified an international crisis, leading to concern about the Ukrainian people, sanctions against Russia and companies withdrawing from the Russian market, as well as an increase in cybersecurity risks. Inflation and the energy crisis – consequences of the war – have affected not only business operations, but also the demand for reliable and secure services from a growing number of stakeholders and society as a whole. The worsening climate crisis also demands faster and more effective action.

These events and their significant effects on the operating environment have also affected stakeholders' expectations of Elisa, from among which the most topical were safeguarding resilient society, cyber and data security, climate, sustainable supply chain and digital inclusion. In this sustainability report, we describe the core actions and results for the 2022 operating year under the theme of "coming together". The challenges we all share are so large that we will only be able to overcome them through cooperation and collaboration.

In 2022, Elisa Group continued to grow. Elisa Polystar grew through the acquisitions of Cardinality and Frinx, strengthening Elisa's international business and bringing expertise and new skillsets as well as increased international diversity into the Elisa organisation. In Estonia, we finalised the reorganisation and merger of Estonian sub-companies into one Elisa Estonia company.

Governance and compliance

We comply with legislation and our Code of Conduct in everything we do, and we expect our partners to do the same. Elisa's Code of Conduct defines how we operate based on our values. Elisa Corporation observes the Finnish Corporate Governance Code from the Securities Market Association.

Corporate Governance Statement 2022

Management of sustainability

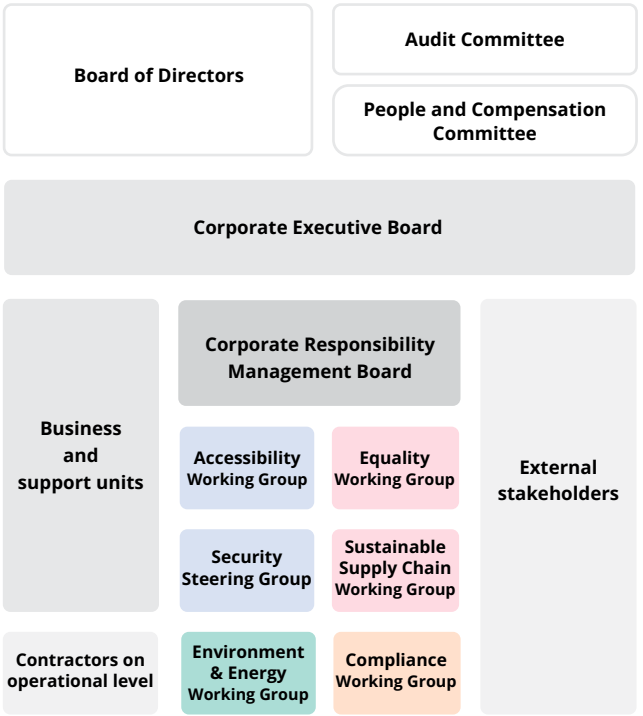
Material aspects of sustainability at Elisa are reviewed and approved by Elisa's Corporate Responsibility Management Board, Elisa's Executive Board and Elisa's Board of Directors.

Since 2022, the Board of Directors has processed the results of key sustainability indicators as part of the interim and half-year reports. In addition, Elisa's executive management regularly reports on sustainability matters to the Board. The Board confirms and signs the annual Sustainability Report, including the nonfinancial information (NFR).

Elisa's Corporate Responsibility Management Board (CRMB) consists of members from Elisa's Executive Board, business operations, international businesses, investor relations and support functions, including HR. Results from Elisa's sustainability working groups are reviewed on a regular basis. In 2022, the CRMB held eight meetings.

Continuous improvement is an essential part of Elisa's management and operations. Critical sectors have been certified. In 2022, Elisa's environmental sustainability management systems were also certified covering operations in Finland: ISO 14001 for the Elisa Environmental Management System and ISO 50001 for the Elisa Energy Management System.

Elisa's corporate responsibility governance model



Sustainability focus areas and performance

Sustainability has been part of Elisa's strategy since 2009. Our strategic sustainability focus areas were updated in 2022.

The key success indicator is how our stakeholders perceive Elisa's contribution to society. This is monitored monthly as part of surveys of consumer and corporate customers in Finland and Estonia. The surveys ask 8,000 respondents whether Elisa is a responsible actor in society. The results guide our actions to develop our responsible practices and stakeholder dialogue. This is also one of Elisa's strategic scorecard indicators.

Elisa's strategy includes sustainability objectives for each of our sustainability areas. These are the traceable changes in society that we directly contribute to and have taken into account in Elisa's business strategies.

The perfomance of our operations in these objectives are measured with key indicators. They are concrete quantifiable changes driven by Elisa. The indicator reflects our actions measurable today. We need to both reduce the negative impact of our own operations (i.e. our footprint) through responsible business activities, and more importantly we need to increase our positive impact to society (i.e. our handprint) by providing sustainable digital solutions to our customers, stakeholders and society to enable them to reduce the negative impact of their operations in terms of the environment and society.

The targets and measures in these priority areas are cascaded into business strategies and action plans. Thus, progress and performance is monitored and managed accordingly.

Recognitions

Elisa has been systematically reporting on its climate impact to CDP (Carbon Disclosure Project) since 2011. In 2022, Elisa's score improved to A-. We were also once again included in the 2022 Financial Times European Climate Leaders list.

Elisa disclosed and was accepted in Bloomberg Gender Equality index 2023 during year 2022. The GEI tracks the financial performance of public companies committed to supporting gender equality through policy development, representation, and transparency.

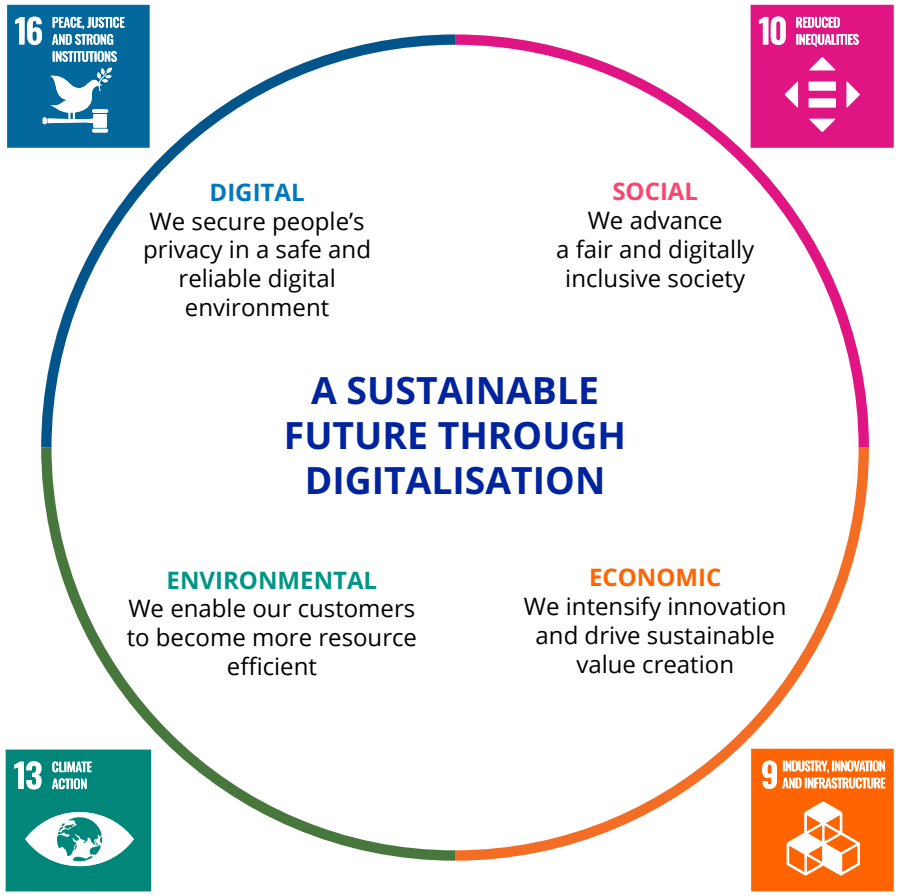
According to Brand Finance Nordic 150, Elisa is the third-fastest growing brand in the ranking (brand value up 67% to EUR 1.2 billion), factored in part by leading on important environmental issues.

Elisa's Sustainability Report 2021 was selected as the winner of the Climate Change series of the annual sustainability reporting competition in Finland.

Elisa Estonia was recognised by the Responsible Business Forum in Estonia (VEF) as a responsible company that cares about its surroundings and wants to contribute more to society than the law requires.

For the third year in a row, Finnish consumers chose Elisa as the most responsible brand in its industry in the Sustainable Brand Index survey.

Targets and performance 2022



	Impact to society	Responsible operations
DIGITAL	**Status: 4** **12** cyber security exercises with large corporate customers and authorities* **by 2024**	**Status : 75%** Cyber security Index **92%** **by 2024**
SOCIAL	**Status: 86.2%** Elisa's high-speed connection availability to all Finnish households **by 2025**	**Status: 30%** **32%** of supervisors are women **by 2024**
ECONOMIC	Continuous profit growth in accordance with medium term targets **2020-2023**	**Status: 40** **>100** patent applications* **by 2024**
ENVIRONMENTAL	**Status: 46,862 tCO_2** **50%** carbon handprint improvement **by 2024**	**Status: -5.4%** **-20%** change in network energy efficiency **by 2024**

**Cumulative 2022-2024*

More about Elisa's sustainability targets on ESG index and data

Implementing the Compliance Programme

Elisa's Code of Conduct forms the basis for Elisa's Compliance Programme, the goal of which is to ensure that legislation and Elisa's Code of Conduct are followed in all operations throughout the Elisa Group.

During 2022, Elisa's group-wide compliance management and the Compliance Programme were further developed. Employees throughout the group continued to take the online training in the Code of Conduct, especially those employees in subsidiaries, and we continued to monitor the completion of the training throughout the group. The online training is also part of the induction programme for new Elisa employees.

The development and implementation of the anti-bribery and corruption programme continued to be one of the focus areas of the Compliance Programme. In 2022, among other things, we updated Elisa's Anti-Bribery and Corruption Policy, and the related e-learning course for employees in Finland and Estonia was expanded to include employees in Elisa's other international subsidiaries. In addition to the online training, we also arranged targeted small group training in various units throughout the group. Evaluation of bribery and corruption risks continued, especially in Elisa's subsidiaries.

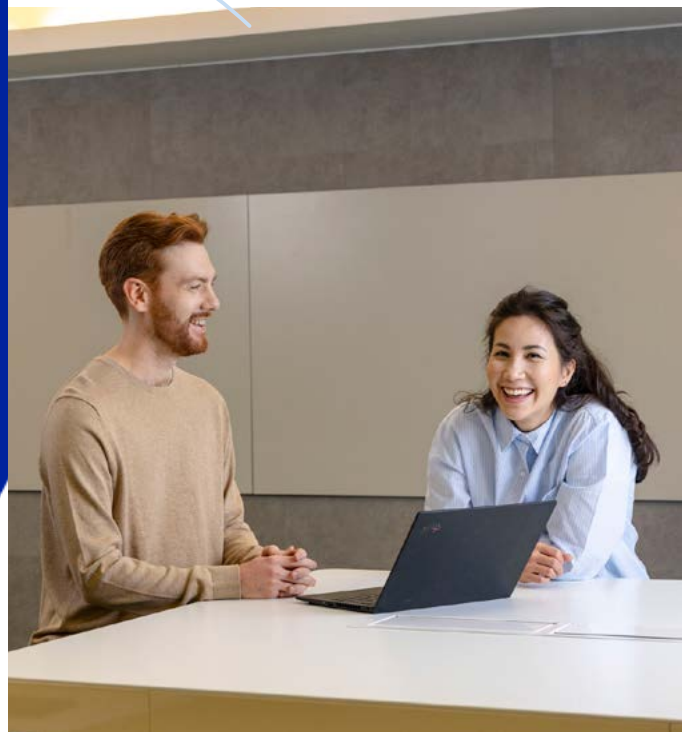
In 2022, we focused on improving our human rights due diligence, particularly in our international sales process. We have developed an ethical sales procedure as well as ethical sales principles. The ethical sales procedure and the principles have been approved by Elisa's Executive Board. The objective of these principles is to ensure that Elisa's products are not used in ways that violate human rights, and to make sure that the principles of Elisa's Anti-Bribery and Corruption Policy are complied with in our operations.

In addition, we conducted our updated human rights risks assessment, aligning it to better meet the requirements of the EU Taxonomy Regulation. The assessment has been conducted in Finland and internationally, and it was reviewed and commented on by a third-party human rights expert. In addition to our existing human rights e-learning, we organised training in human trafficking awareness for a focus group. We continued to participate in the work of the Joint Audit Cooperation (JAC) working group on human rights.

Other core actions taken in 2022 as part of Elisa's Compliance Programme include updating the internal guidelines on business secrets, arranging related targeted training in competition law for selected target groups, expanding the target group for training in Elisa's ethical procurement principles, and monitoring and ensuring compliance with sanctions legislation.

An important part of the Compliance Programme is to ensure that adequate procedures and operating methods are in place for reporting and processing possible violations of the Elisa Code of Conduct, including maintaining Elisa's centralised Whistleblowing procedure and processing notifications received through the channel. The development work for the whistleblowing channel has also included closely monitoring new legislation on protection of whistleblowers.

98% of Elisa personnel have completed the Elisa Code of Conduct training.



Policies and guidelines

We have adopted the Elisa Code of Conduct based on our values. Elisa's Board of Directors has approved them as binding on the entire Elisa Group, applying to all our businesses, personnel and partners. The Code enables us to cultivate sustainable and successful business and assure our stakeholders of our trustworthiness.

Other key internal principles from the point of view of responsibility and sustainable operations include Elisa's Code of Ethical Purchasing, personnel policies (including principles of equality), marketing guidelines, environmental policy, risk management policy and data security policy.

In 2022, Elisa approved an updated Environmental Policy and a new Energy Policy. Elisa's Tax Policy was also approved.

Elisa's policies

Risk management

Risk assessment is an integral part of Elisa's planning and performance review processes. It aims to ensure that risks affecting the company's business are identified, influenced and monitored. Elisa classifies risks into strategic, operational, insurable and financial risks. The material sustainability risks and mitigation methods are introduced within each sustainability area.

More about our risk management

Open stakeholder dialogue

Active stakeholder dialogue is an important part of the daily development of Elisa's business operations enabling us to achieve our sustainability targets.

We are engaged in continuous dialogue with our stakeholders through regular meetings and a number of questionnaires and surveys. Regular assessment of the material aspects and the social and business impact of our operations is an important part of our sustainability work in the Elisa Corporate Responsibility Management Board.

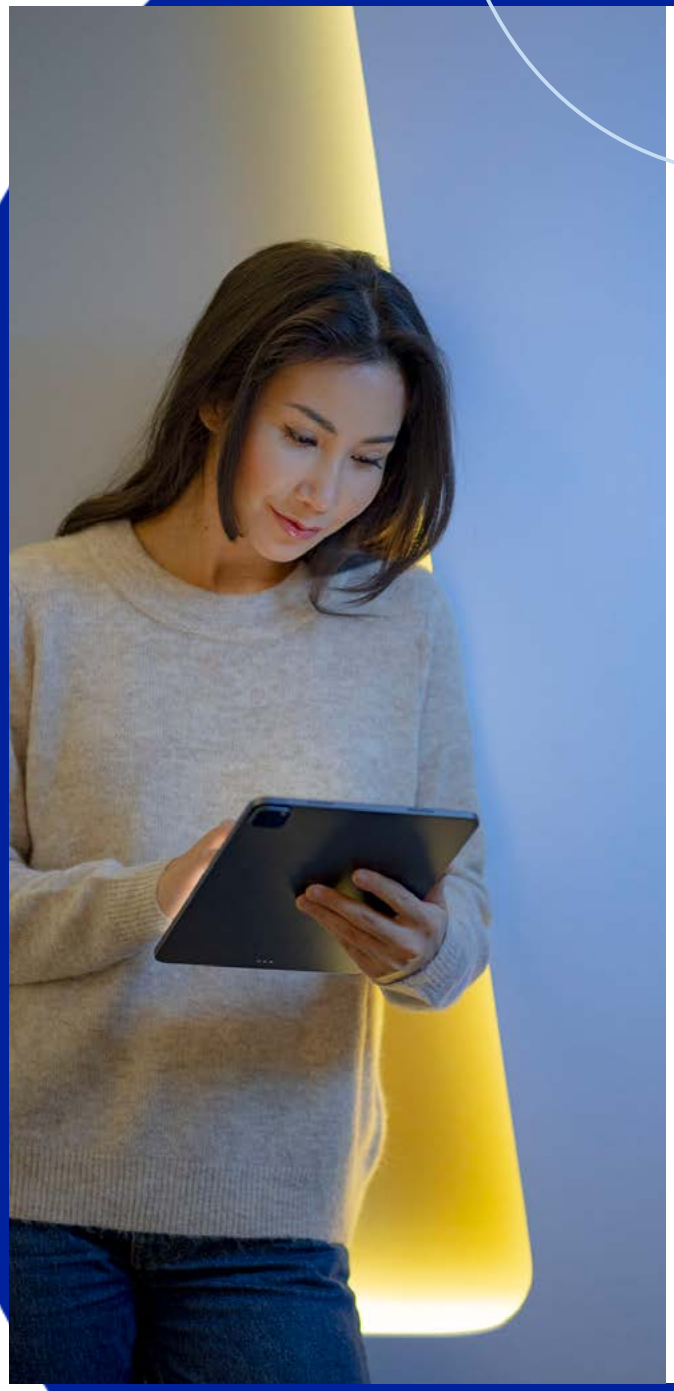
In 2022, we conducted an internal stakeholder survey among Elisa employees. In addition, we organised several stakeholder meetings with NGOs, authorities, customers and suppliers to discuss what they expect from us in terms of responsibility, now and in the near future. The results indicated an increase in environmental expectations, especially in energy and the overall transparency of ESG disclosures. The results of Elisa's materiality assessment have been updated accordingly.

Elisa's materiality matrix

DIGITAL SUSTAINABILITY

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

We secure people's privacy in a safe and reliable digital environment



The digital and physical environments complement each other, and the boundaries between these two worlds are becoming increasingly ambiguous.

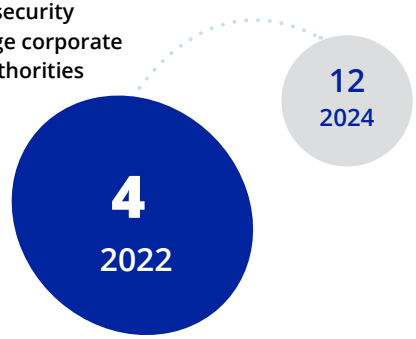
Digitalisation brings opportunities, but to enable a sustainable future we need to be prepared for challenges.

Secure infrastructure and well-functioning networks with fast connections form the foundation for a modern digital society affecting everyone. At Elisa, we are constantly working to ensure that the network we maintain and the services we provide are reliable and safe to use. We work to raise awareness of how to use networks and services more safely. Through our international digital services, we enable data analytics and AI to support better decision-making, providing quality as well as efficiency for data-heavy operations.

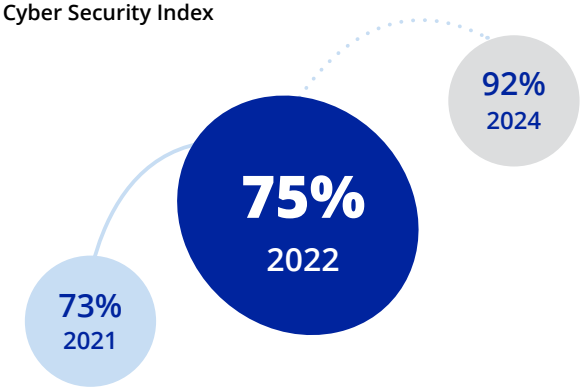
The pandemic and the war in Ukraine have disrupted our way of working in many ways and have intensified stakeholders' expectations for digital security and contingency planning. Accordingly, we have increased our efforts and focus to ensure a high degree of resilience and continuity for our customers as well as the well-functioning, reliable and safe digital services that we provide for society in Finland, Estonia and internationally.

Targets and performance 2022

Number of cyber security exercises with large corporate customers and authorities



Cyber Security Index



In all our operations, our standard is to secure high-level data protection, and cyber security is a key component of our activities and the quality of our services.

Developing a reliable and well-functioning digital society

We can safeguard efficient, reliable and secure communication by combining different network technologies, our hybrid cloud and our management system. This also enables quick scaling to respond in exceptional situations.

In 2022, we continued to expand our 5G mobile networks in Finland and Estonia. In Finland, the network coverage reaches over 86% of people. In Estonia, where 5G frequencies were auctioned twice during 2022, in May and September, the 5G network coverage already reaches 70% of the Estonian population by the end of 2022.

Safeguarding everyone's safety while building the network is of the utmost importance to us. Elisa complies with all regulations from the Finnish Radiation and Nuclear Safety Authority (STUK) and other authorities.

About network safety

In 2022, even though usage of our services has increased, our continuous work to reduce the number of network incidents through preventive and other measures has enabled us to reduce the number of incidents by 98% to 56,813. In Finland, Elisa's network had no serious incidents (severity rating A) in 2022 (source: Elisa, Finnish Transport and Communications Agency).

We continued our work by increasing the automation of Elisa's operations and services for 24/7 monitoring, of which the Information Technology Infrastructure Library (ITIL) incident management process is an integral part.

In Finland, we have had a Cyber Security & Service Operations Center (cSOC) since 2015 to safeguard our network functionality and safety. Similarly, Elisa Estonia has developed and extended its own rapid response system specifically for the Estonian market to ensure rapid elimination of failures in off-road vehicles and remote batteries.

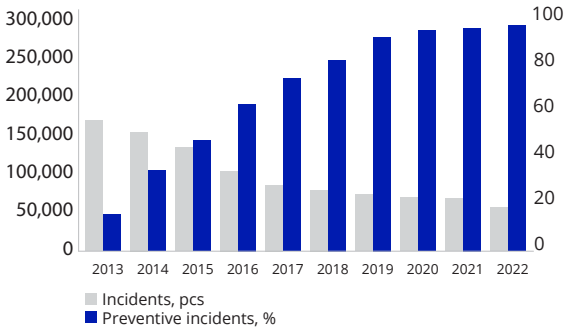
More about network disturbances in Finland (in Finnish): elisa.fi/hairiotiedotteet, elisa.fi/hairiokartta, elisa.fi/muutostiedotteet and elisa.fi/verkkoapuri

More about mobile coverage interruptions map in Estonia

Frontrunner in digital trust and cyber security

Cyber scams are increasingly common (source: Elisa study in Finland). The trend is growing, as the number of text message (SMS) and WhatsApp scams increased compared to 2021. During 2022, more than 90% of Finns encountered a cyber scam and over 30% are wary of using digital services due to the prevailing world situation.

Elisa network incident management development



Our guiding principles include the development of a cyber security culture, transparency, clear communication, strong cooperation with stakeholders, cyber security layering and continuous development.

Security and data protection-related policies are approved by the Elisa Security Steering Group, responsible for strategic guidance and decision-making related to security at Elisa. The expert groups on data protection, cyber security and operational security develop and deploy our security activities. Elisa has several ISO 27001 certificates, e.g. all our data centres in Finland are certified and annually audited.

We measure our performance in cyber security with an internal Cyber Security Index. The index consists of four development focus areas: tracking and fixing security vulnerabilities in our network, phishing simulations conducted among Elisa employees, risk assessments performed, and the completion rate of security certificate training among Elisa employees.

Solutions to combat cyber threats

In 2022, Elisa implemented new, modern capabilities for cyber threat detection in cloud environments, automated response actions, increased resilience against e.g. distributed-denial-of-service (DDoS) attacks and the spread of SMS malware (e.g. FluBot). Elisa collaborates closely with external stakeholders including the authorities, customers and partners, and we are increasingly involving our supply chain in our cyber security development.

One example of successful new technology is Elisa's technical solution for anti-scam measures combatting caller ID spoofing, which formed the basis for the national recommendation and regulations published in May 2022. Elisa's solution and results were presented to the European Union's law enforcement agency, Europol, and the Canadian Anti-Fraud Centre, among other organisations, together with the Finnish Transport and Communication Agency (Traficom) and Finland's National Bureau of Investigation.

Similarly in Estonia, we have continuously improved our cyber security practices. For example, Elisa Estonia has implemented two-factor authentication and a process to identify and repair infected active devices in our network.

Increasing awareness

Increasing awareness of cyber security internally and externally is a key element in building our security culture, and Elisa's cyber security skills are internationally recognised. In 2022, we intensified our communication on cyber security in Finland and in Estonia by providing information, social media communication as well as educational material to our customers and other stakeholders to support their cyber security preparedness.

During 2022, we launched our Trust Center website, which provides in-depth information about security, controls, governance, privacy and practices across Elisa, as well as our products and services.

Elisa Trust Center

Our cybersecurity experts participated in events and panel discussions on a national level on cybersecurity issues. We also shared threat intel with our corporate customers and published our Cyber Security Outlook forecast, and in Estonia, we distributed a "Cyber Hygiene ABCs" letter about various cyber threats.

We actively share our expertise, thoughts and observations with stakeholders.

October 2022 was dedicated to cyber security in Europe. The goal of the initiative was to increase awareness, promote best practices and share information about how to identify and protect yourself or your organisation. Among other activities, Elisa shared cyber security content through social media and online as well as a quiz for citizens to test their cyber skills.

Test your cyber skills (in Finnish)

In Estonia, we held Elisa TechDay for Estonian corporate customers and citizens to increase awareness of cyber security. In addition, Elisa participated in training organised by the Estonian Information System Authority. We also held an event about data security in hybrid working environments for our corporate customers at our Elisa 5G Showroom, introducing our modern, Secure Access Service Edge (SASE) solution.

Over the course of the year, we arranged several webinars and customer events on cyber security. For example, a webinar we held together with the enterprise security awareness company Hoxhunt reached approximately 3,000 participants from 11 organisations.

Continuous improvement of cyber security expertise

During 2022, we strengthened our employees' cyber security awareness and skills through training, webinars and exercises. Our cyber awareness programme includes continual reinforcement activities throughout the year with internal webcasts, our monthly Cyber Weather Newsletter, and a quarterly snapshot of Elisa's security events with the aid of stories and statistics (Cyber Menu).

We established an internal Cyber Community at Elisa, which is a virtual space for sharing ideas, experiences and knowledge. It is a growing and active community that already has over 200 members. We also established an Estonia-specific Cyber Security stream.

We continued mandatory security certificate training (with a participation rate of 93%), complemented by other security training courses targeted at specific roles. We ran a simulated major ransomware cyberattack exercise with 26 participants from across Elisa to help us prepare for recovering from the worst-case scenario.

Our gamified Hoxhunt phishing training continued, and in 2022, over 4,300 suspicious emails were reported. Over one third of those reported were classified as malicious. On average, Elisa employees are better at identifying genuine threats than Hoxhunt's global peers. More than 1,400 Elisa employees reported at least one malicious email that was not a part of the Hoxhunt simulation exercise.

Building cyber security in collaboration

We develop and provide services together with partners, from whom we also require continuous development on cyber security and data protection.

In 2022, we mapped the information security and data protection status of our partners and performed 24 security audits.

In addition to internal exercises, we have also held external events and awareness activities, for example, with our corporate customers and other important stakeholders as part of our Digital Sustainability strategy. During 2022, Elisa organised four cyber exercises together with organisations that are part of Finland's critical infrastructure, one of which was the Parliament of Finland. The main purpose of the joint exercises is to share best practices and to improve knowledge and resilience in crisis situations. Actual exercise topics and scenarios are chosen together with the organisations based on the actual need. Elisa was involved in national exercises, such as TIETO22, testing continuity management, preparedness and recovery from various cyber threats with operators critical to the security of supply.

Elisa is an active member and supporter of various cyber communities, such as HelSec and Women4Cyber, and we participated in the Digital and Population Data Services Agency's Digital Security Week event in October. We are also supporting the Generation Z Hack Challenge, an annual campaign designed for people aged 15–25 who are interested in challenging their hacking skills in a safe environment.

Elisa employees were part of the Finnish team that won Locked Shields 2022, the world's largest and most complex international live-fire cyber defence exercise.

Elisa is participating in the EU-funded Food Chain Cyber Resilience project, aimed at raising cybersecurity awareness among actors in food production and food distribution.

Joint cyber exercises strengthen resilience within society in crisis situations.

Elisa's cyber security professionals also participated in various Information Sharing and Analysis Centre groups (ISAC), where topical information and best practices are shared between the authorities and operators in the sector. Elisa employees are also active in other special interest and working groups such as Finland's National Emergency Supply Agency, Digipooli and the Helsinki Regional Chamber of Commerce.

In accordance with our data protection principles, we ensure a high level of data protection in all our activities so that the right to privacy is also ensured in the digital environment.

Elisa's Bug Bounty programme, which enlists benevolent hackers to find vulnerabilities in our services in exchange for monetary rewards, has been ongoing since 2018. During 2022, some 1447 people registered for the programme (so far totally 3,476 people have registered), and we received 115 reports on vulnerabilities, paying out USD 7,100 in monetary rewards.

More on how we construct and develop cyber security

Safeguarding peoples' privacy

Data protection is a fundamental human right. As a significant amount of personal and other confidential data flows through our hands, we want to retain the public trust about the digital infrastructure we maintain.

Our goal is for all Elisa employees to complete annually Elisa's security certificate training, including data protection topics. In addition to Elisa Finland, the training will continue in other Elisa companies in 2023. Furthermore, employees receive role-based data protection training covering various topics, including processing of confidential traffic data. In addition to Elisa's own employees, we provide data protection training to our partners' employees.

We take Elisa's data protection principles and policy into account whenever we process personal data in our operations.

Elisa has approximately 300 Data Protection Ambassadors and around 20 Data Protection Coordinators working in different parts of Elisa functions. They have received in-depth data protection training and thus contribute to ensuring the implementation of data protection in our everyday activities. In addition to compliance with regulations, data protection is a business enabler.

We have automated our services so that our customers can easily exercise their right to access their data. In 2022, Elisa received nearly 15,500 personal data inquiries indicating our customers' interest in their right to privacy.

During 2022, significant legislative actions affecting data as well as cyber and information security were underway in the European Union. The purpose of the new regulations is to further improve the data security of natural persons and the competitiveness of European companies. We are also developing our own data protection administration and operations through continuous improvement in a constantly changing digital environment. During 2022, we created an Elisa group-wide data protection vision for the coming years: "We value your trust and take care of your data".

Read more about data protection

Safeguarding children online

A study by Elisa also reveals that parents and caregivers worry about children's safety online. Therefore, in our products and services, we have started providing tips for parents and caregivers about how to proactively tackle the risks. Elisa also cooperates with the authorities and other industry players in preventing and increasing awareness of child sexual abuse material (CSAM).

As a continuation of Elisa's Digital School concept, in 2022, Elisa established new digital security content, where information security issues are specifically introduced through practical examples and tasks suitable for children. During autumn, we held five events in four different towns and cities.

Read more about children and digitalisation

We launched a digital security test (Digiturva-ajokortti) for children and young adults aimed at increasing awareness about how to stay safe in digital environments.

Fair and responsible use of information and artificial intelligence

Elisa is a data-driven organisation and data is at the core of our business. During 2022, we continued building our data culture and developing a sustainable way of governing data.

During the year, we launched the Elisa Data Catalog, which boosts collaboration and provides a solid foundation for data governance. Among other features, the Elisa Data Catalog supports automated responsibility identification, transparency and data quality issue management. The Elisa Data Catalog provides a platform where users can search and navigate through hundreds of BI reports, the underlying data and the relationships between business and technical assets.

Elisa's ethical data and AI principles were approved in 2021, and during 2022, we deployed the principles through internal training and process development. Elisa has principles for internal data management where the processing of information is defined (e.g. ownership, roles and responsibilities).

Our AI, machine learning and robotics processes and solutions continued to develop. Robotic process automation is one of the key digitalisation tools at Elisa. During the year, we reached around 8 million robotics transactions.

Benefits of data for our Corporate Customers and international business

Data and automation are tools that we use for our own benefit and for the benefit of our Corporate Customers business. We can achieve a proactive and predictive way of operating by collecting, analysing and understanding data, and by utilising automation and machine learning. In addition, integrating and sharing data are important steps in enabling management by data.

Elisa's international software businesses, Elisa IndustrIQ and Elisa Polystar, provide clear examples of the importance of utilising data and the potential sustainability impacts it can provide.

Elisa uses data to ensure that our network functions as well as possible and is as reliable as possible. Through Elisa Polystar, we also provide the same kinds of data-derived, resilience-enhancing network insights and automation to other teleoperators, allowing them, for example, to reduce the number of incidents in their networks by 70%.

Data is also important for Elisa IndustrIQ, our international industrial software business. By taking advantage of advanced data analytics and technologies such as AI and machine learning, we can provide solutions for industrial customers that make their entire operational chain more efficient, as well as boosting their resource efficiency.

Collaboration between businesses and across sectors is a strong asset for Elisa in developing technologies and services. We are strong supporters of collaboration with industry and academia. Going forward, we will continue to take advantage of the opportunities that advanced technologies and data can offer, both to us and our customers.

Our automated solutions for customer service, such as Elisa Dialogi and Elisa Puhebotti, can be used for the written confirmation procedure in telephone sales required by legislation. In Estonia, Annika, our AI chatbot, resolved 8% of all incoming contacts. We have trained Annika to speak Estonian with a unique Elisa voice. Elisa's voice synthesis also handles telco-specific vocabulary better than any off-the-shelf models. We have also created a text anonymisation model to ensure customers' data remains private while using it to train the AI model.

Services aiding in health care

We support the digital transformation of healthcare in a data-driven and customer-oriented way. An important theme in the design of new wellness areas is the digitalisation of home care, where Elisa plays an important role as a producer of digital solutions.

During 2022, Elisa's Digihoiva services were made available to an even wider user base through the KATI programme for technology supporting smart ageing and care at home, funded by the Ministry of Social Affairs and Health. The KATI programme promotes the utilisation of new technologies in living at home, home care and services brought to the home.

Elisa's Digihoiva increases the efficiency of safe home care for older people through remote monitoring, alarms and medication reminders. The service received the maximum score of ten points related to data protection and data security in the official Digi-HTA health technology assessment. It also supports better interaction between older people, their relatives and caregivers and increases the sense of security.

Elisa's modern solutions for healthcare and social services enable a smooth digital service experience for older people in several locations in Finland. With the help of digital solutions, the professional has time to focus on meeting the clients. In 2022 a total of 17,695 remote visits were reported in the area of Porin perusturva and Rauma city.

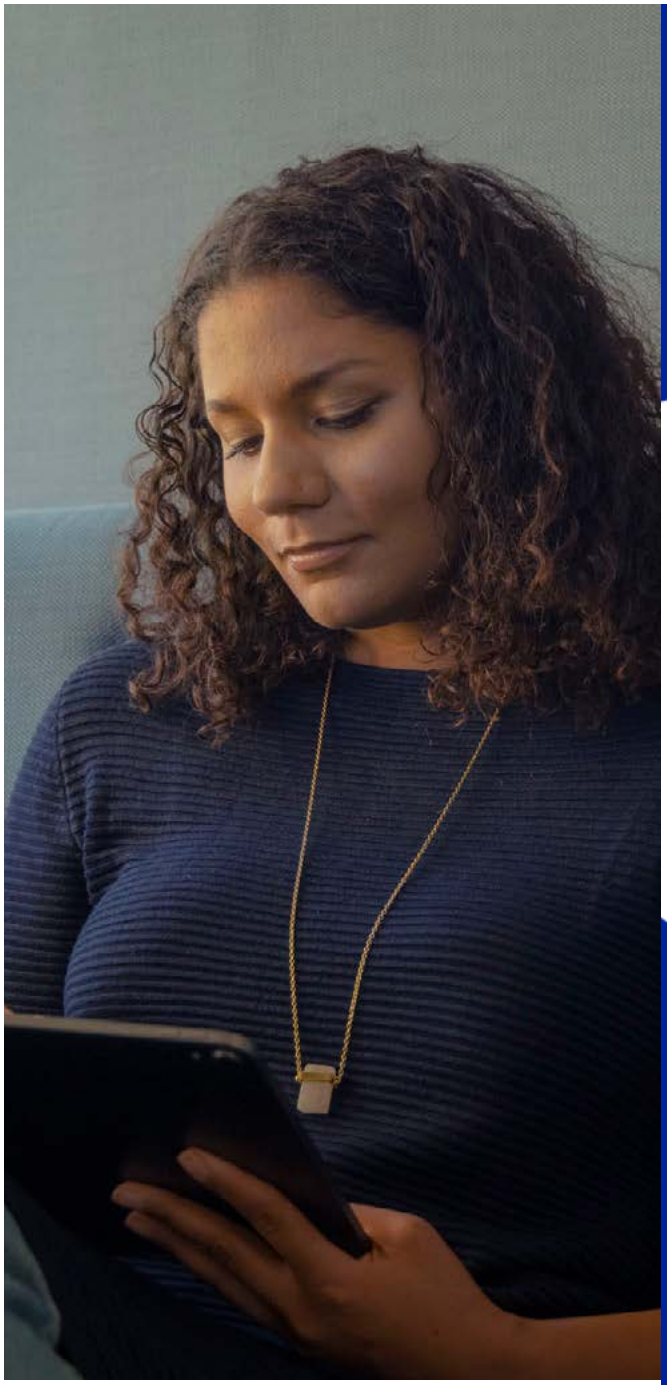
Based on the amount of Elisa services, the use of digital services in home care in Finland increased by 53% during 2022. In several municipalities, remote day activities provided by the municipality function as a service that increases psychosocial well-being among older people.

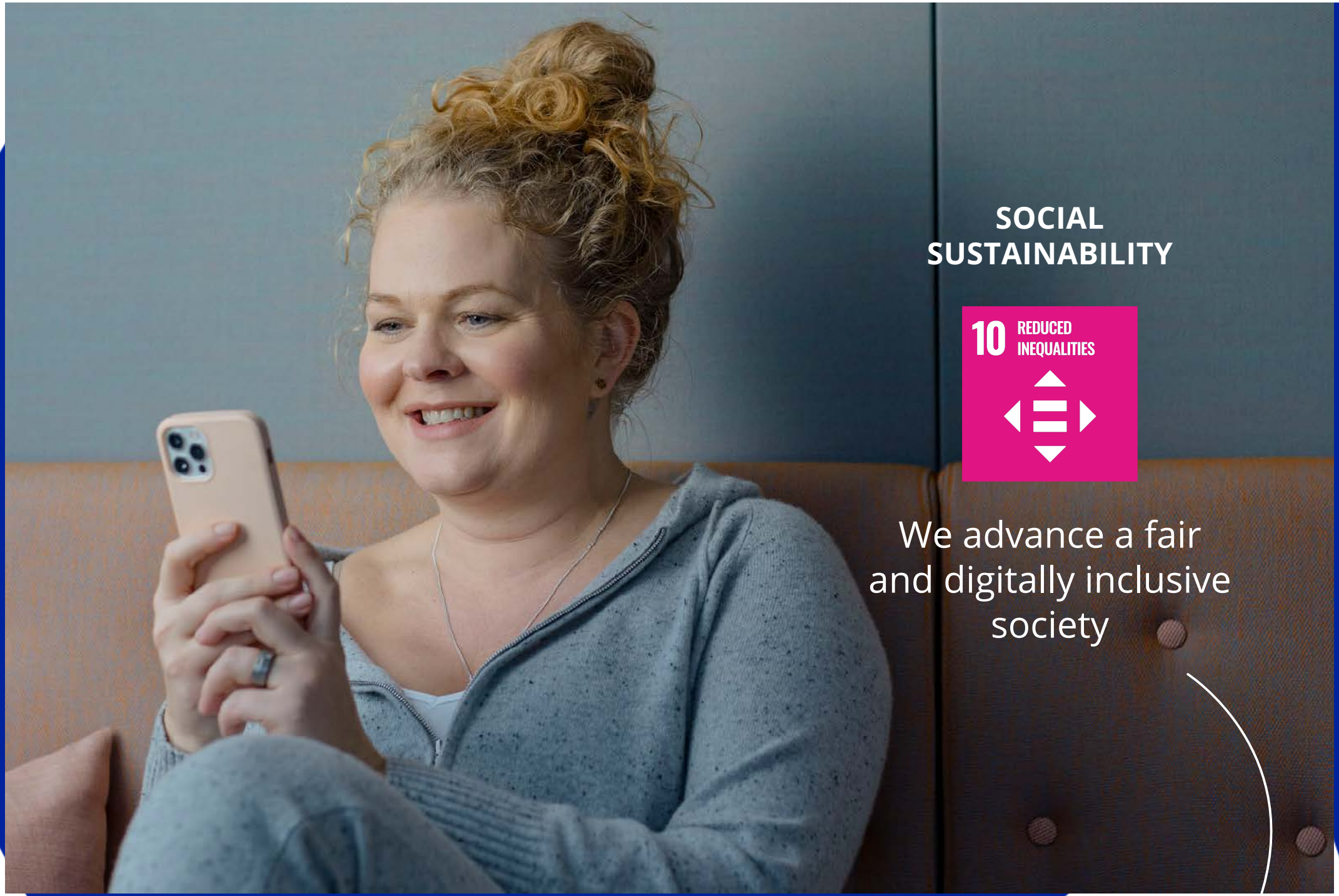
The certified Elisa Navitas information system, connected to Finland's national Kanta digital healthcare services, provides services for healthcare professionals and has enabled a simple way to record patient data, e.g. related to mass vaccination campaigns for COVID-19 and influenza.

Elisa's CodeServer master data management solution helps to better manage data across multiple information systems and to reduce the required amount of routine manual work through automation. It is estimated that this has resulted in, among other things, an average saving of 1,000 person-hours in a single hospital district.

Elisa cooperates with several schools in healthcare issues, and e.g. Sataedu (an organisation providing vocational education and other training to bolster professional skills) includes Elisa Digihoiva as one of their sustainability education topics aimed at healthcare personnel.

More about our health care services (in Finnish)





SOCIAL SUSTAINABILITY

10 REDUCED INEQUALITIES

We advance a fair and digitally inclusive society

We respect human rights and follow Elisa's Code of Conduct when working with our customers, partners and other stakeholders.

Non-discrimination, equality, good management, wellbeing, and occupational health and safety are essential themes for Elisa. We work to build a safe digital environment to ensure equal rights for all.

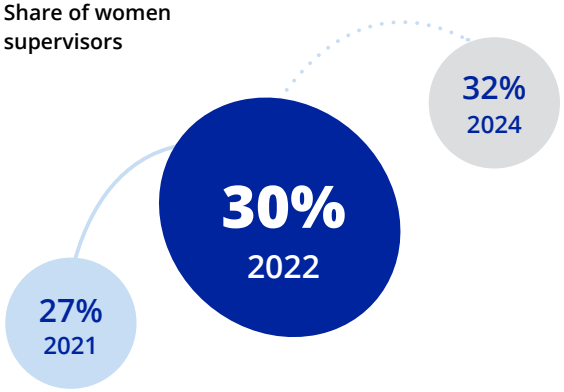
We are a significant employer in our core markets, Finland and Estonia. As an increasingly international company, we directly and indirectly employ thousands of professionals all around the world.

We measure our performance as an employer through our twice-yearly personnel engagement surveys. Our ambitious, long-term goal is to be among the top employers internationally, benchmarked to be in the best 10% globally. In 2022, our Engagement Score was 77, which remained stable throughout the year, but was below our target. We are systematically developing our operations based on the feedback from the survey.

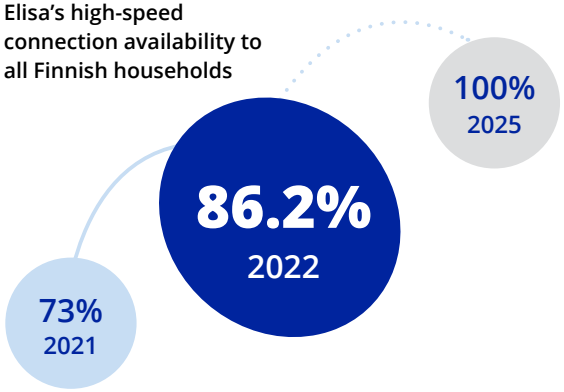
The year 2022 was characterised by extraordinary and prolonged uncertainty due to COVID-19 and the outbreak of war in Ukraine have lead to exceptional burdens and stress for employees. Additionally, in Finland the ICT labour dispute led to a prolonged strike also impacting Elisa's personnel and our customer services.

Targets and performance 2022

Share of women supervisors



Elisa's high-speed connection availability to all Finnish households



Elisa employees appreciate the flexibility and opportunity to use the most practical and effective way of working.

Coming together and creating belonging

In 2022, we had a special focus on ensuring our employees' well-being at work. During the prolonged coronavirus pandemic, each team at Elisa decided for themselves on their optimal working model back in the autumn of 2021, and we continued this dialogue during 2022. The average number of working days spent at the office varied between countries; at the group level, the average number of office days in 2022 was 88.

In a hybrid working model, in order to ensure employee wellbeing, continuous dialogue between managers and team members is increasingly important, as are regular physical meetings with team and work community, good support tools and HR data.

We are developing our health and wellbeing support in Finland with a new service provider, building stronger support for mental health issues and low threshold services and supporting managers in early intervention.

In Estonia, we provided mental health support to customer frontline employees and we also piloted a four-day working week in the Technology department. Due to finalisation of Estonian operations merger, employee benefits were harmonised to ensure that all employees have equal benefits.

The ever-changing work and operating environment require continuous development of operations as well as learning and re-skilling, especially in technology positions. We introduced learning communities globally to support cross-organisational learning and promote sharing of best practices.

Our year ended with a celebration of Elisa's 140th anniversary. Our working communities in different locations around the world arranged parties for employees to celebrate the anniversary and collaboration among elisians.

It is important that we have a working environment – both in the office and virtually – where everyone can be themselves and feel that they belong to the group as they are. Everyone knows what is expected of them and can count on the support of our working community.

Promoting diversity, equity, inclusion and belonging (DEIB) are important elements for an inclusive workplace that encourages everyone to learn, share their ideas and develop work. It is a continuous process of examination and improvement of organisational culture.

To promote equality, we established an Elisa group-level target for the proportion of leadership positions that are filled by women, which is reported quarterly in our interim reporting. In Q4, the figure was 30%.

Elisa's European Works Council started its work, with employee representatives being elected from each country. This supports equal and diverse dialogue between Elisa's management and employees.

In recruitment, we emphasise e.g. equity in our end-to-end recruitment process, and we followed our established policy of ensuring that for every open supervisory position, candidates of all genders are invited for interviews. We also started using a tool to support us in using inclusive language in recruitment and employer marketing.

To improve awareness among supervisors, we continued to include DEI as a session topic in our Elisa leadership training, and we arranged a series of webinars about inclusivity in the workplace to raise awareness among employees across organisation.

In the past year, we established the Elisa Rainbow Community, which is a global internal lesbian, gay, bisexual, and transgender (LGBTQ) community. In addition, together with other operators in Finland, we have been involved in supporting Helsinki Pride for years. We also continued our collaboration in Women4Cyber (intended to build the community of women professionals in the field of cybersecurity) and the Inklusiiv Community of organisations that are committed to advancing DEI and recognise it as a strategic priority.

Promoting sustainability at the customer interface

Through our services, we have millions of encounters with corporate and consumer customers every year, either in person or virtually. Our secure and reliable connectivity services enable millions of people to use digital services whenever and wherever it is the most convenient and practical for them. One of our key objectives is to improve the coverage of high-speed connectivity in Finland to enable everyone's possibility to participate in digitalising society.

The key themes in consumer customer encounters have been customer service accessibility and availability in a safe, secure manner; ensuring ethical sales; and respecting customers' privacy. In Finland, we updated our guidelines for customer encounters to ensure that we better meet customers' expectations and needs, we promoted our way of working to better serve older customers, and we started working to increase transparency for quality in our telesales.

To improve the availability of our customer service, we have established a completely new service chain in-store at the K-Citymarket chain of stores to help our consumer customers to reach our customer service more easily. We have also increased the amount of automation and our usage of voicebots and chatbots. To support our Ukrainian customers, we launched a phone number providing service in their native languages.

Continuous dialogue with customers and regularly collecting feedback on our performance enables us to improve our operations. In addition to the Net Promoter Score, we regularly collect feedback through a variety of other customer satisfaction surveys in Finland and Estonia. In Finland, we use regional councils, which give us valuable feedback from stakeholders in each region.

More about our actions: Diversity

Easy-to-use services for inclusive digitalisation

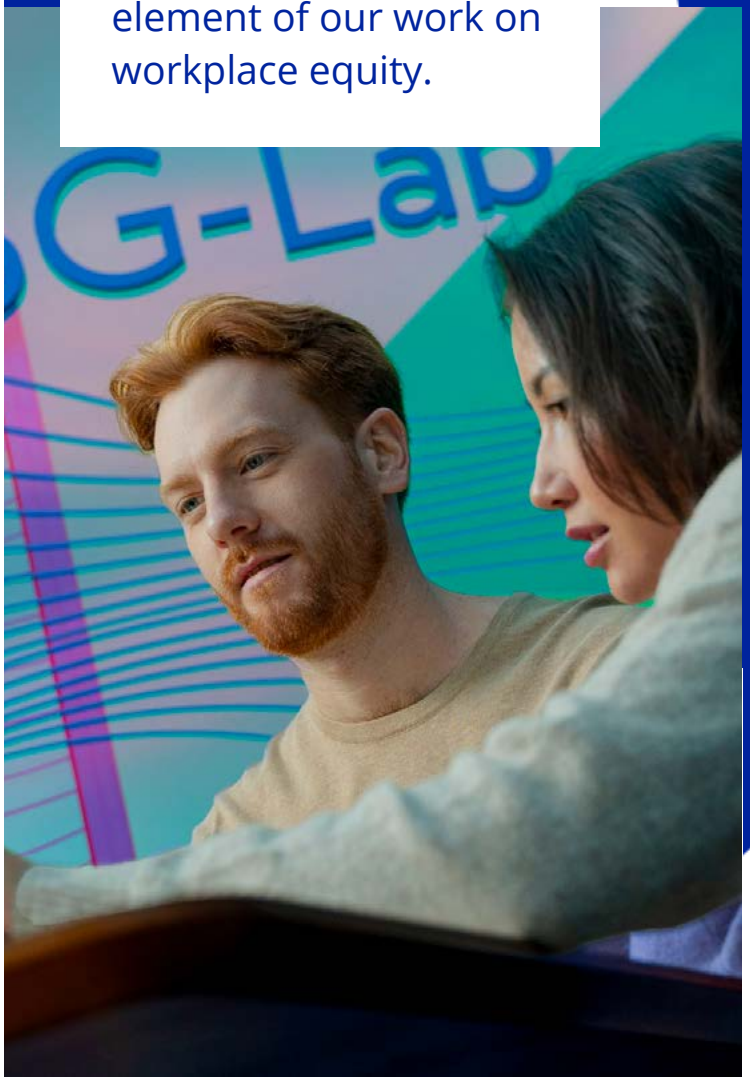
Accessibility is an important part of Elisa's mission: a sustainable future through digitalisation. For us, accessibility means quality and safety as well as easy–to–use and available services. These elements are also essential for developing Elisa's customer experience and promoting successful customer interaction.

In recent years, we have focused on improving our capabilities in developing the accessibility of our services. Since 2021, we have measured our performance internally against the Accessibility Index, which consists of technical and process improvements, internal training measures and audits. Through the work for accessibility, we can ensure that all of our customer-facing digital services are compliant with the coming national accessibility legislation in Finland and Estonia.

In 2022, we introduced accessibility criteria into our main service development processes. Accessibility criteria will also be included in the Elisa Design System which enables scalability. We also continued third-party audits of our websites and digital services in Finland and Estonia, including e.g. Elisa Estonia website and customer portal, Elisa Elamus TV (set-top boxes and apps), Elisa corporate website, Elisa Ideat website, Elisa Finland customer services website and OmaRing. These measures ensure accessible front-end components across our service portfolio and also systematic implementation in future. The accessibility statements will be published in 2023.

More about our actions: Accessibility

Ensuring equality in employees' career paths is an important element of our work on workplace equity.



Building sustainability together with our global suppliers

Our suppliers play a vital role in supporting the realisation of our mission: a sustainable future through digitalisation. This is done by setting out the social and environmental requirements – and accountability – for our suppliers and raising awareness, as well as through collaboration.

In 2022, we paid EUR 1,008 million to our suppliers and subcontractors.

In Elisa, our procurement organisation and our business vendor managers have key roles in ensuring continuous development of our responsible sourcing. Currently, we have named responsible people for 165 suppliers to ensure continuous dialogue and improvement.

In 2022, there were three focus areas. The first focus area was to monitor and manage accountability among our suppliers. To achieve this, we have enhanced our supplier master data management, and we piloted regular reporting and a supplier dashboard that also enables us to see suppliers' spesific sustainability status. We also improved the visibility of sustainability in our tendering process and ensured that selected sustainability topics are better considered in the tendering process and in selecting appropriate suppliers.

The second focus area was raising awareness of sustainability, and especially of climate issues. Key measures included mandatory online training to cover all vendor managers. To increase awareness among suppliers, we utilised the CDP Supply Chain programme, inviting all of our main suppliers to disclose their environmental data as part of the programme. Almost 70% of our top 100 suppliers responded.

Third focus area was to promote collaboration and cooperation with key stakeholders. We have participated in industry-level collaboration such as Joint Audit Cooperation activities as well as collaborating with ETIS, an association of European telecom industry companies. In addition, we conducted several separate joint sustainability projects with our suppliers, examples being working on the development of more energy-efficient antennas and providing carbon-neutral laptops for our employees. On top of these, the war in Ukraine and the geopolitical situation in 2022 required a specific focus on enhancing our supply chain resilience to ensure business continuity.

Elisa's Supplier Sustainability working group (with members from procurement, business and corporate sustainability functions as well as from compliance) coordinates the promotion of sustainability and sustainable development measures. The working group focused its efforts on the supply chain for equipment and products. The working group met four times during the year.

In 2022, we conducted 24 security audits for our suppliers. In addition to that, 83 social audits were conducted in our supply chain through JAC cooperation. The audit results did not lead to any partners being rejected. However, we still experienced some difficulties in conducting audits due to the extended post-COVID situation. During the audits, we identified a variety of deficiencies to be corrected, involving topics such as occupational health and safety, the environment and working hours. The audit results were collected in a database and findings for corrective actions are monitored regularly.

More about Elisa's responsible supply chain

Social cooperation projects

Participating in social dialogue is important for Elisa. We are engaged in persistent work towards the wellbeing of young people, in particular.

During 2022, our thoughts and compassion have been with the people of Ukraine, and we want to help those affected by the war there. We are making every effort to ensure that refugees arriving in Finland from Ukraine can keep in touch with their loved ones, providing thousands of prepaid subscriptions for free. We also made a donation of EUR 50,000 to UNICEF, who will provide help on the spot to Ukrainian children to help them survive in the midst of the war.

The ShedHelsinki Foundation was founded by Elisa in 2017, and the chair of the Board is Elisa's CEO, Veli-Matti Mattila. The foundation supports work for children and young people, focusing on diversity and children with special needs. The foundation produces creative events, such as musicals, together with several organisations and partners. ShedHelsinki's musical in 2022 was *A Christmas Carol*.

Since 2014, Elisa has been promoting digital skills among Finnish children with Elisa Digischools, where over 2,000 children have studied. The main focus of the educational content has been on the basics of coding and programming. In the digital schools, children aged 10–12 have been able to get to know robots, the Internet of Things and digitalisation, among other things.

In 2022, we participated in the Global Child Forum Business Academy, which supports companies with additional knowledge and tools to help them broadly integrate a children's rights perspective into their operations.

Together with SOSTE, the Finnish Federation for Social Affairs and Health (a Finnish umbrella organisation of 200 social affairs and health NGO members), Elisa's Corporate Customers unit organised an event to firstly promote encounters between corporations and social affairs organisations, and secondly to ideate digital solutions to social issues.

Elisa has been a partner of Nenäpäivä-säätiö and its Nose Day event for more than ten years, and in 2022 we again participated in helping with the campaign as well, together with more than 40 people from Elisa.

During 2022 Elisa joint as a support member to Enter ry., association to help seniors interested in today's information and communications technology (ICT).

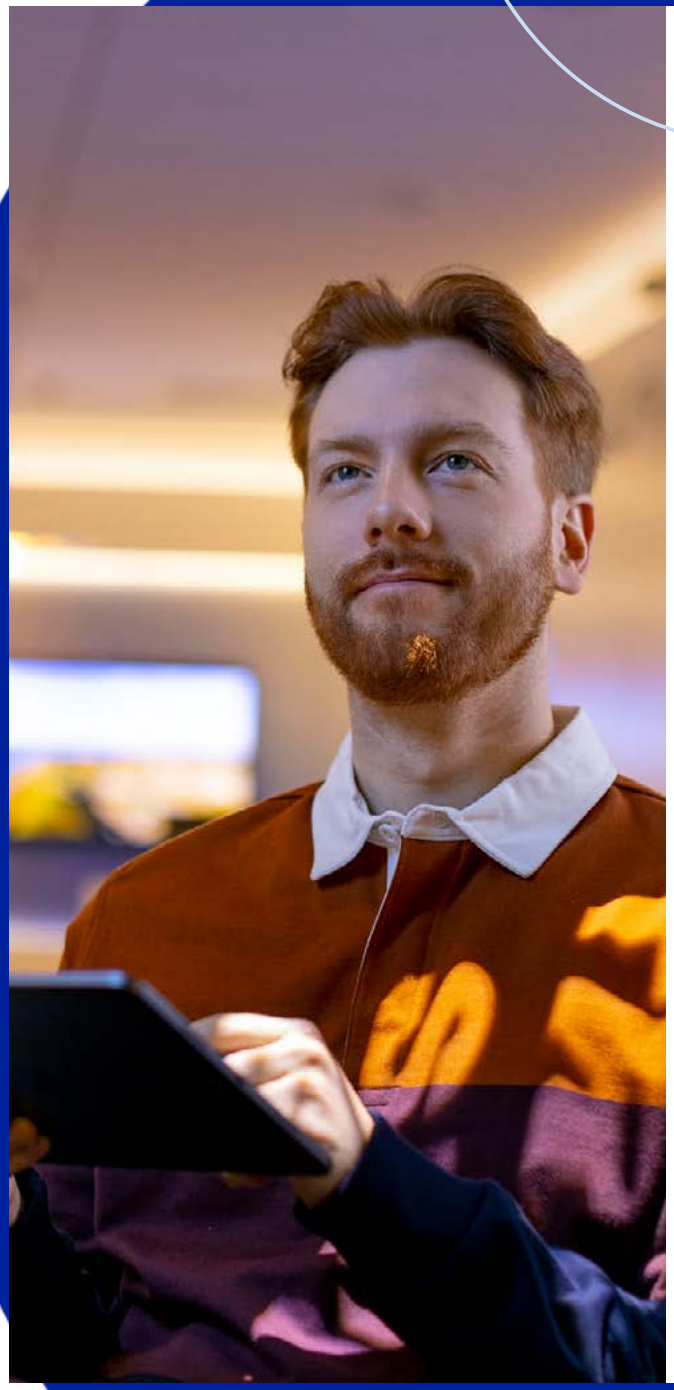
More about our cooperation projects

Elisa is the founder of the ShedHelsinki foundation focusing on supporting youth and diversity.

ECONOMIC SUSTAINABILITY

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

We intensify innovation and drive sustainable value creation

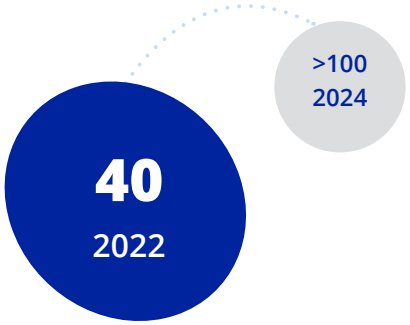


Elisa's strong financial performance continued in 2022, creating long-term sustainable value for our stakeholders and society.

The financial profitability and competitiveness of our operations ensures continuous investments in our services and network, as well as innovation.

Targets and performance 2022

Number of new patent applications



Elisa's medium-term financial targets: elisa.com/investors

A key part of Elisa's revenue goes back to society in the form of investments, salaries, taxes, dividends paid to our shareholders and payments made to our partner network. We also participate in the development of our society through our patented innovations as well as active research and startup cooperation.

Financial effects 2022 (2021), EUR million

Revenue
2,130
(1,998)

Payments to suppliers and partners	**1,008** (936)
Salaries paid	**395** (374)
Dividends paid	**338** (325)
Corporate taxes paid	**83** (77)
Capital expenditure investments	**290** (265)

Information in accordance with the EU Taxonomy

Digitalisation plays a key role in ensuring an economically and socially sustainable green transition. Elisa's mission is a sustainable future through digitalisation. We have been carbon neutral since 2020, and we contribute significantly to sustainable and environmentally friendly operations for our customers and society.

Most of our current business is related to the telecommunications industry. We provide reliable and secure digital connectivity services to our corporate and consumer customers in Finland and Estonia. Our growing international digital businesses provide software services and virtual communication solutions for a global customer base.

The European Union's sustainable finance package includes the Regulation on sustainability-related disclosures in the financial services sector (EU 2019/2088), which requires financial market participants to assess and provide information on the sustainability of their investment products. The Taxonomy Regulation (EU 2020/852) defines harmonised and scientifically based assessment criteria for environmentally sustainable economic activities.

In 2021, Elisa assessed its businesses against the eligibility definitions of the EU Taxonomy and disclosed KPIs accordingly.

We revisited the eligibility assessment in 2022. There has not been any extension in the scope of the EU Taxonomy Regulation, and the telecommunications operator sector continues not to be included in the EU Taxonomy. Thus, the share of economic activities covered by the taxonomy in Elisa's revenue, capital expenditure investments and operating expenses continues to be limited. We have revisited the assessment of eligibility and the following businesses are considered eligible: data centre services and entertainment services.
In comparison to previous years' eligibility, virtual communication solutions, IoT solutions for industry and network performance (international software business) and e-book services were excluded from the eligible Elisa businesses. This was concluded after further analysis and interpretation of the economic activity definition. The revisited eligibility share of revenue was EUR 205 million (200).

For the alignment, we assessed Elisa's businesses against substantial contribution criteria specified in the material categories of the taxonomy: 8. Information and communication; in the subsectors for climate change mitigators: 8.1. Data processing, hosting and related activities; and 8.3. Programming and broadcasting activities. Further, we conducted the assessment of minimum safeguards as well as "do no significant harm" (DNSH) requirements accordingly.

As a result, we conducted that 87% of Elisa businesses that was relevant for providing data processing and hosting services met the criteria. The main reason for not fully meeting the requirements were certain limitations identified in the cooling systems of some data centres. Further, entertainment service business relevant for programming and broadcasting activity was approached from the perspective of the operations and delivery of the service. Based on the assessment, this activity fully met the taxonomy alignment criteria.

We are continuing our work to further improve the alignment with current EU Taxonomy requirements, and we have begun preparations for potential upcoming environmental objectives.

The definition of the KPIs has been carried out in accordance with the guidelines for definitions and calculations included in Annexes 1 and 2 to Delegated Regulations (EU) 2021/4987 and 2021/2800. Revenue, capital expenditure and operating expenses are based on Elisa's group level financial statements for 2022. Double counting has been avoided by classifying external revenue streams into taxonomy activities only once. A third party has assured the calculations and results.

Elisa's taxonomy disclosures 2022

Share of revenue

Aligned 9.4%

Eligible 9.6%

Share of CAPEX

Aligned 4.3%

Eligible 4.7%

Share of OPEX

Aligned 0.0%

Eligible 0.0%

ESG data

Investments in infrastructure and innovations

Elisa is the largest operator investor in Finland, and every year, we invest 12% of our revenue in networks and services in our core markets, Finland and Estonia. With continuous investments, we are building and maintaining comprehensive fixed and mobile networks and are able to introduce the latest technologies to meet the needs of our digitalising society.

In 2022, our capital expenditure investments totalled EUR 290 million, targeted at the development of networks focusing on 5G (including frequency licences in Estonia), fixed fibre network, IT systems and customer terminal devices. We also invest in digital services in our core markets and internationally.

Sustainability-linked financing

We are committed to conducting responsible and sustainable business at all levels, including our financing operations. As a part of this commitment, we established a Sustainability Finance Framework in 2022 to support Elisa's sustainability goals. The framework covers our climate goals, as well as digital and social sustainability. Elisa can issue bonds and other financial instruments to finance or refinance sustainable investments and projects in accordance with the Framework. No issuances were made in 2022 under the framework.

Elisa's Sustainability Finance Framework and its independent assessment

One of the top patent applicants in Finland

Elisa has been one of the top companies applying for patents in Finland for several years in a row. A prerequisite for patenting is invention notifications submitted by employees, and 2022 was again a record year for invention notifications.

Elisa's patentable inventions have typically been created when developing Elisa's digital services for its own network domain and international services independent of network ownership. The innovations created in connection with the development of our own operations are also refined into software products for sale on the international market, for example to other operators. The importance of patents and other intellectual property rights that protect innovations is highlighted in international business. Patents support turning innovations into business.

Elisa currently has 337 patents and patent applications, which are largely related to the automation and optimisation of networks and services, as well as automated availability assurance and troubleshooting. Among other things, in 2022, we strengthened the protection of our technologies related to artificial intelligence, speech recognition, cyber security and energy efficiency. In 2022, forty new first applications were submitted.

One of the largest corporate taxpayers in Finland

Elisa's core markets are Finland and Estonia. In Finland, Elisa is the seventh largest corporate taxpayer, and we pay 72% of all the corporation tax paid by telecom operators (confirmed tax data for 2021). The taxes paid and accounted for by us in 2021 totalled EUR 531 million. Elisa's performance has a nationwide impact as almost half the corporation tax goes to 38 municipalities.

In Estonia, companies only pay corporation tax if they pay dividends to their owners. Elisa's subsidiaries in Estonia have not paid any dividends to the parent company.

Elisa is expanding internationally and now operates in 21 countries.

Elisa's tax data by country of operation

Tax Policy

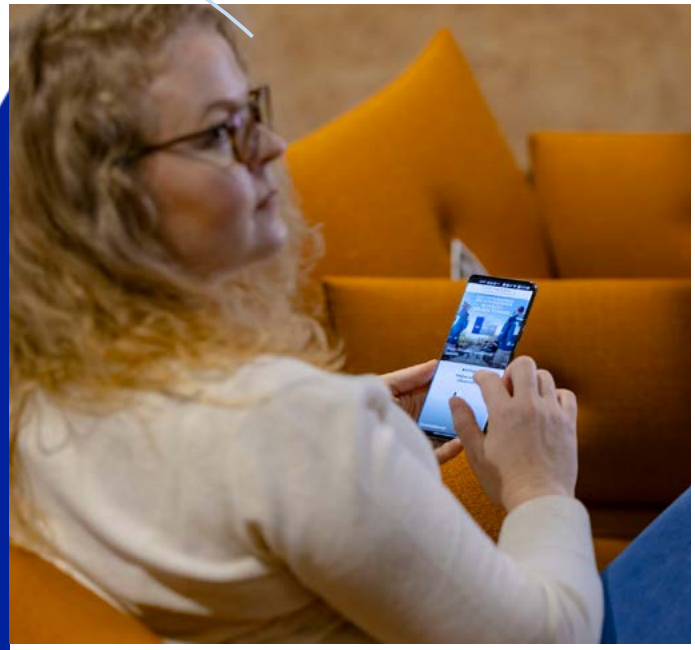
Elisa is committed to responsible and efficient operations. By paying taxes and other public levies, we participate in the development of society in all our operating countries.

Elisa is committed to fulfilling its global tax obligations, which means operating in full compliance with all local and international tax laws as well as the OECD guidelines for multinational enterprises.

In 2022, Elisa's Board of Directors approved the Elisa Group Tax Policy, establishing the main principles for how Elisa manages its taxes and conducts its tax-related activities. The Tax Policy includes a description of risk management, cooperation with authorities and whistleblowing practices.

Elisa's Tax Policy applies globally to all business units and companies within Elisa Group and to all kinds of taxes and duties, and it is supported by internal guidelines and controls.

Elisa's Tax Policy



In 2022, we had over 170 ongoing startup partnerships, adding value across all our businesses.

Cultural handprint

Promoting and nurturing the culture of a small language area is one of our important sustainability actions in Finland and Estonia.

Elisa is one of Finland's most prominent drama producers of domestic TV series and films. We have launched more than 30 original series, which have already been sold to more than 60 countries around the world. A record number of Elisa Viihde original series were selected as among the most interesting at the MIPDrama event in Cannes.

Our calculated cultural handprint in 2022 was EUR 43 million (including direct content purchases, mainly from Finnish parties, and payments to producers, authors and copyright organisations).

Elisa Viihde original series can be watched on the Elisa Viihde Viaplay streaming service, along with the highest-quality domestic and international series and movies. We make this possible in cooperation with Viaplay Group.

Elisa also continued to build a strong domestic esports culture. For example, in November, we held the largest international esports tournament in Finland's history, creating unprecedented value for the domestic esports community.

Elisa Estonia started to create original programming at the end of 2019. Now, we are the largest drama content producer in Estonia. In 2022, around ten drama series were produced in Estonia, of which Elisa is the proud creator of four. In 2023, we aim to double that number. Elisa's first ever Estonian drama series, the spy-thriller *Traitor*, has been sold to several streaming services and TV channels around the world, including in India and Japan. It has also won numerous awards, both locally and abroad.

In addition to producing drama, documentary and entertainment series, Elisa is also a pioneer in high-quality recording of theatre plays by top Estonian playwrights as part of our mission to preserve Estonian visual arts and culture.

Innovating with startups

New innovations will reshape the future. At Elisa, we have been pushing the limits of this change and have launched many innovations together with startups.

Elisa has a long track record in startup collaboration. For years, we have been creating our own exclusive innovation platform with over a thousand startups from all over the world, and we have codeveloped nearly 50 innovations.

This continuous collaboration resulted again in high startup-partner satisfaction (NPS of 59.4 in 2022). We had 23 proofs of concept, and we realised seven innovations according to our mission, a sustainable future through digitalisation.

In 2022, through one of the new Elisa products, Supersight, we worked closely with various startups, especially the AI analytics startup Fyma, which provided real-time video analytics for different use cases. One of Elisa Supersight's most successful deliveries has been at the Port of Helsinki, where Supersight and Fyma provided key traffic analytics, helping the Port to understand movement in different locations while optimising operations and significantly reducing costs. In addition, the Finnish startup Vertical Hobby has been key for Supersight's development, providing 3D-printed cases for different environments.

More about Elisa's startup-collaboration

International research collaboration

We at Elisa believe that successful and sustainable services and digital society can be built through collaboration with academia.

In 2022, in addition to continuing our existing collaboration with academic partners and research institutes, Elisa extended its research portfolio to new research areas and launched new collaboration with Finnish and international partners.

Our collaboration with the Finnish Center for Artificial Intelligence (FCAI) is resulting in innovative AI-based predictive maintenance solutions for devices and networks. We published two research articles and submitted four patents on topics related to predictive maintenance and machine learning. The research work also includes generating synthetic data using AI for various research purposes.

We continued to collaborate on research with the FCAI to improve cutting-edge automatic speech recognition (ASR) solutions, and we built new ASR models customised for individual clients. Our model, specifically developed for the Finnish language, outperforms existing ASR models.

We have collaborated with various research scientists in Finland, Europe and the USA to conduct high-quality research in the AI and machine learning, cybersecurity, privacy and mobile computing domains. We successfully published six peer-reviewed research articles in premiere venues via these collaborations.

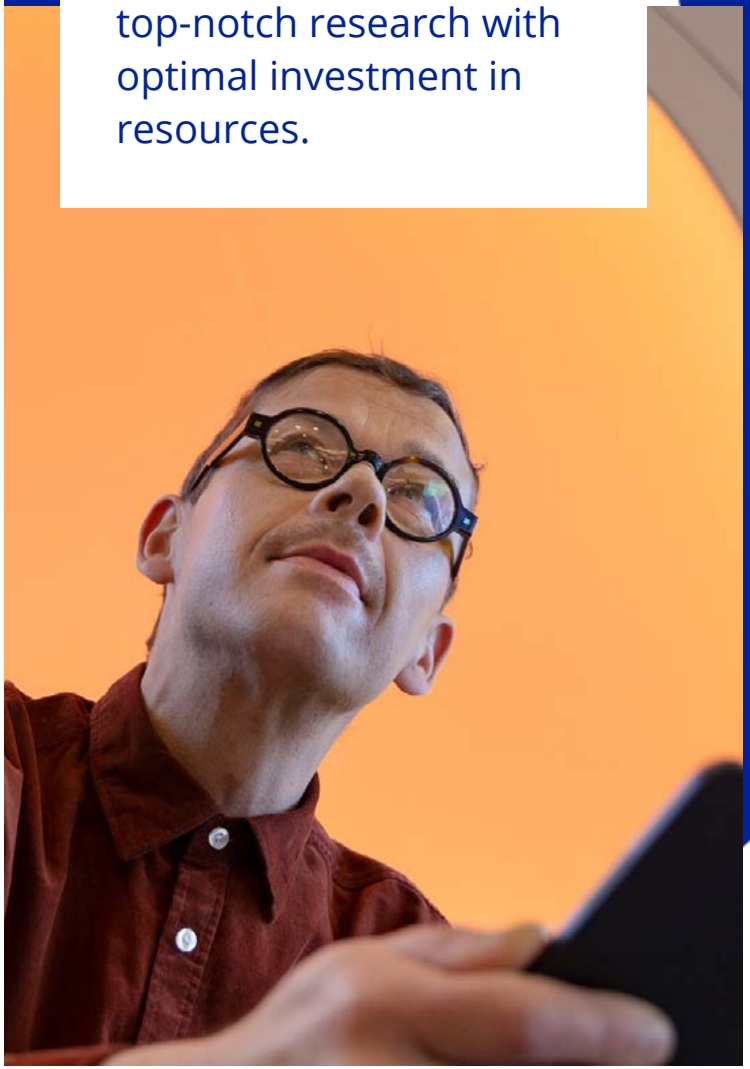
In 2022, we extended our research portfolio to include user privacy for mobility data. We launched a research project with the University of Helsinki on this topic. On the topic of cybersecurity leveraging federated machine learning, we have supported the University of Southern California with a research dataset and will continue the research project in that area. In regard to future research, we have participated in several research proposals (prepared by Aalto University and the University of Helsinki) submitted to the 6G Bridge call for ideas initiated by Business Finland.

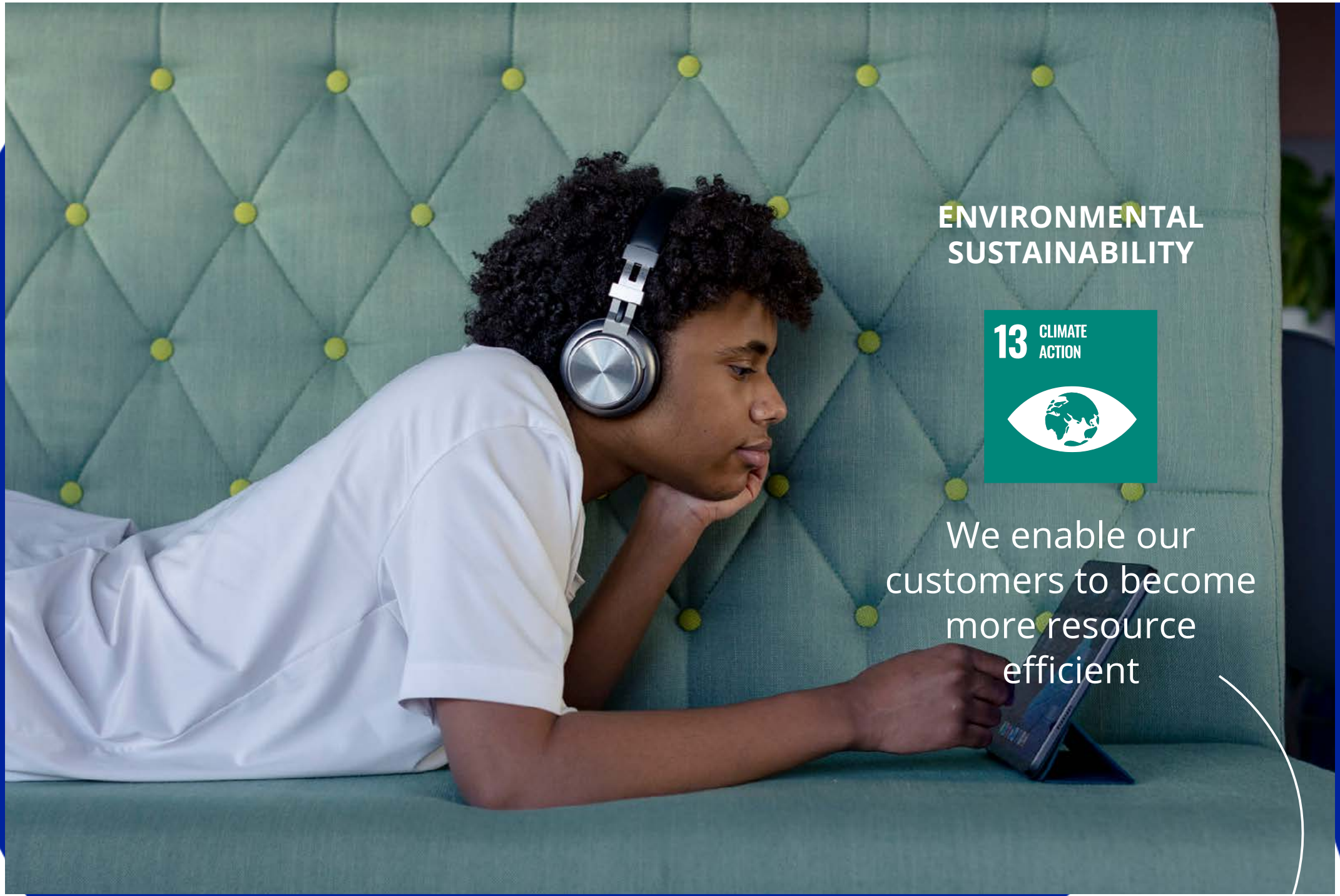
Beyond academic partners, we also have considered collaboration with industry partners. We have explored innovative research topics with VTT Technical Research Centre of Finland and Jio, a mobile operator from India. For our next steps, we are aiming to enhance our existing collaborations and launch new projects with new partners.

In addition, every year through the HPY Research Foundation, we support scientific research, teaching and development work in telecommunications technology, telecommunications and data communications. By the end of 2022, the Foundation had granted more than EUR 1.2 million in scholarships, mainly to postgraduate researchers at various universities. The library of the HPY Research Foundation consists of 135 dissertations and theses.

More about Elisa's R&D

Research collaboration is the key approach that we pursue to perform top-notch research with optimal investment in resources.





ENVIRONMENTAL SUSTAINABILITY

13 CLIMATE ACTION

We enable our customers to become more resource efficient

Our approach to environmental sustainability is to urgently tackle climate change and its impact. Elisa can have a significant environmental sustainability impact by providing solutions that drive energy and material efficiency in society.

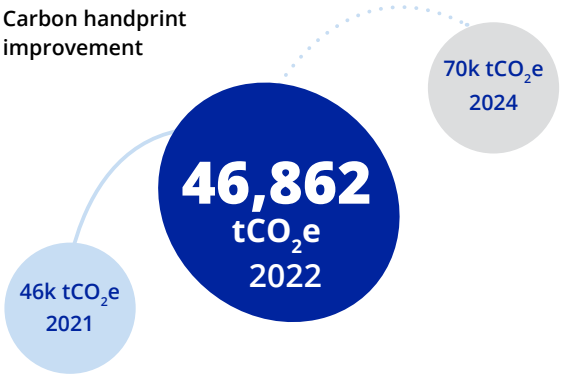
In exceptional times with subsequent and overlapping crises, we must come together to take accelerating mitigative and adaptive action.

Materiality assessment has helped us to define the issues in environmental sustainability that are the most impactful and important for Elisa's operations and our environmental sustainability work thus focuses on climate change. We pay attention to emissions and are carbon neutral within our own operations. We also encourage our supply chain to address their carbon emissions and secondary impacts on nature.

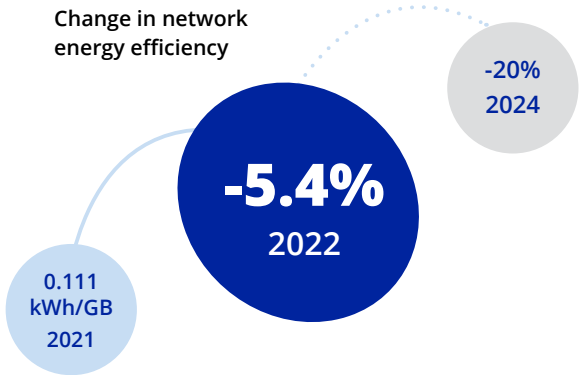
In line with Elisa's mission of a sustainable future through digitalisation, we offer solutions that help customers to reduce their own carbon emissions. This is our way of accelerating the achievement of a carbon-neutral society. According to the Enablement Effect report from the GSM Association, this kind of positive handprint from Elisa's services can be ten times higher than the negative footprint they cause.

Targets and performance 2022

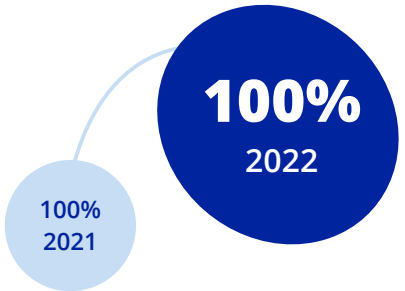
Carbon handprint improvement



Change in network energy efficiency



Science Based Targets (SBTi) T1 Scope 1+2



Elisa has reduced its absolute direct (Scope 1) and indirect (Scope 2) greenhouse gas (GHG) emissions by 77% from the base year 2016, meaning that we had already fulfilled our previous science-based (T1) target of an absolute 50% reduction in GHG emissions by 2025. In 2022, therefore, we set a new near-term target, as well as a long-term Net Zero target (described in "Metrics and Targets").

Elisa's services are enabled through infrastructure that needs significant amounts of electricity, and they require end users to have devices that require resources for manufacturing. Therefore, we have defined energy efficiency and material efficiency as Elisa's most important areas in environmental sustainability.

The ongoing energy crisis in Europe is also impacting the global climate crisis. The inevitability of the transition to sustainable energy is obvious. Elisa has addressed energy risks in its strategy since 2009 and we mitigate these as part of our operations, e.g. continuous improvement in energy efficiency and using carbon-free energy. We provide fast connectivity and solutions for location-independent work that improves resilience in our society, while reducing travel, and carbon emissions.

Elisa's carbon footprint (Scope 1 and 2) has decreased by more than 77% compared to 2016, due to our using energy that does not result in carbon dioxide emissions and our continuous improvement of energy efficiency throughout our operations. In 2022, we intensified our supply chain engagement to improve collaboration within planetary boundaries.

Our way of working for environmental impact

We manage climate-related risks and opportunities through a governance model that ensures compliant, efficient and timely decision-making, with a strategic commitment to sustainability from top management and business levels, which is in line with stakeholder expectations and our own business requirements.

In 2022, we refreshed our materiality survey, which indicated an increase in environmental expectations. We anticipate growing expectations for transparency and granularity in disclosures, such as from the authorities for the impact of the ICT industry, and Scope 3 reports from corporate customers.

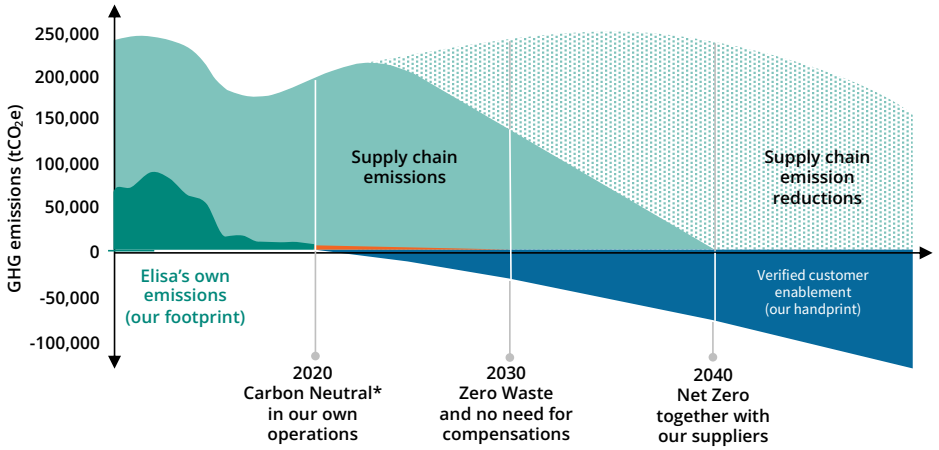
Elisa's environmental governance model, described according to the TCFD framework

In 2022, we certified two of our management systems related to environmental sustainability. Elisa's Environmental Management System and ISO 14001 support us in broadly managing operations that might impact the environment in different ways. Continuous improvement of energy performance, which is the focus of Elisa's Energy Management System and ISO 50001, helps us to reduce both costs and emissions. In addition to these most material impacts on climate change and natural resources, we address issues such as pollution of air, water, and land. Biodiversity and a just transition are related topics where close dialogue especially within our supply chain is necessary.

Elisa's ISO 14001 and 50001 certifications

In 2022, we also further developed our carbon handprint accounting, which measures how Elisa enables customers to reduce their carbon footprint.

Climate transition plan



Not a target validated by the SBTi

Safeguarding planetary boundaries

The global population reached eight billion in 2022. Resource scarcity in combination with climate change are causing acute crises worldwide, such as social and economic inequality and rapid loss of biodiversity.

It is important for companies to ensure sustainable production within their supply chain and to support responsible consumption patterns. Elisa drives social and environmental sustainability in its own supply chain through agreements and audits.

Joint climate action by supply chain partners is crucial to reach Elisa's Net Zero 2040 target, so in 2022, we deepened our engagement with selected key suppliers by encouraging them to join the CDP Supply Chain programme. This forms the baseline for a continuous dialogue. Our journey continues with a focus on carbon emissions in our supply chain.

Sustainability in Elisa's supply chain

Biodiversity and a just transition

We are all directly and indirectly dependent on biodiversity and natural ecosystems. Elisa does not have manufacturing operations of its own but can raise related environmental issues with our supply chain partners. Elisa can best protect biodiversity by combating climate change.

During 2022, we continued our cooperation with WWF in increasing environmental awareness through wireless video camera systems within the Luontolive service.

There may also be unintentional negative effects from activities and solutions that deal with climate change, for example through the additional need for rare earth metals.

We also elaborated social effects in 2022, for example at events facilitated by the Global Child Forum. Companies can also contribute to climate justice by mitigating negative effects that they do not contribute to directly.

Elisa's work for biodiversity

About our emission compensation

Because we cannot yet eliminate all residual emissions through our own actions, we are also using emission compensation. In our hierarchy, the primary means is to identify and minimise our own emissions, and over time, we want to eliminate the use of emission compensation altogether.

We continuously develop Elisa's emission compensation portfolio through carefully selected purchases of carbon credits from high-quality Gold Standard or similar projects that are in line with the UN Sustainable Development Goals. This way, we can also support biodiversity, for example.

Elisa's recent carbon credits come mainly from forest protection, reforestation and energy efficiency projects. We retired 7,910 tCO_2 worth of carbon credits in 2022.

Elisa's emission compensations

Our approach to environmental strategy

Climate-related risks and opportunities influence Elisa's strategy and financial planning. Since 2009, reducing carbon emissions has been part of our strategy process. Key performance indicators measure our success in enabling a low-carbon society, and in 2022, we planned our climate action for the next three years.

More about Elisa's approach to climate strategy, described according to the TCFD framework.

We build our environmental strategy on four focus areas. In 2022, we completed several strategic projects at Elisa, for instance in energy efficiency, circular economy, supply chain and carbon handprint disclosures. These projects form our key measures of driving Elisa's sustainability targets while making our mission tangible in practice.

1. Engage in strategic foresight

We gather data and develop climate scenario analysis for a robust environmental strategy. We are committed to developing Elisa's own climate change mitigation for a 1.5 °C scenario, but when reviewing our climate scenarios in 2022, we recognised that there is also a need to adapt to a higher average global rise in temperatures.

2. Minimise carbon footprint

We are continuing our low-carbon transition in collaboration with key stakeholders. When creating a more sustainable future, we are ensuring that enabling digitalisation is sustainable, too.

In parallel with resource efficiency improvements in our own operations, during 2022, we also initiated several Scope 3 emission-related projects in which we are laying the foundation for climate action within Elisa's supply chain. Carbon reduction targets in our procurement and business decision-making are growing in importance.

3. Increase carbon handprint

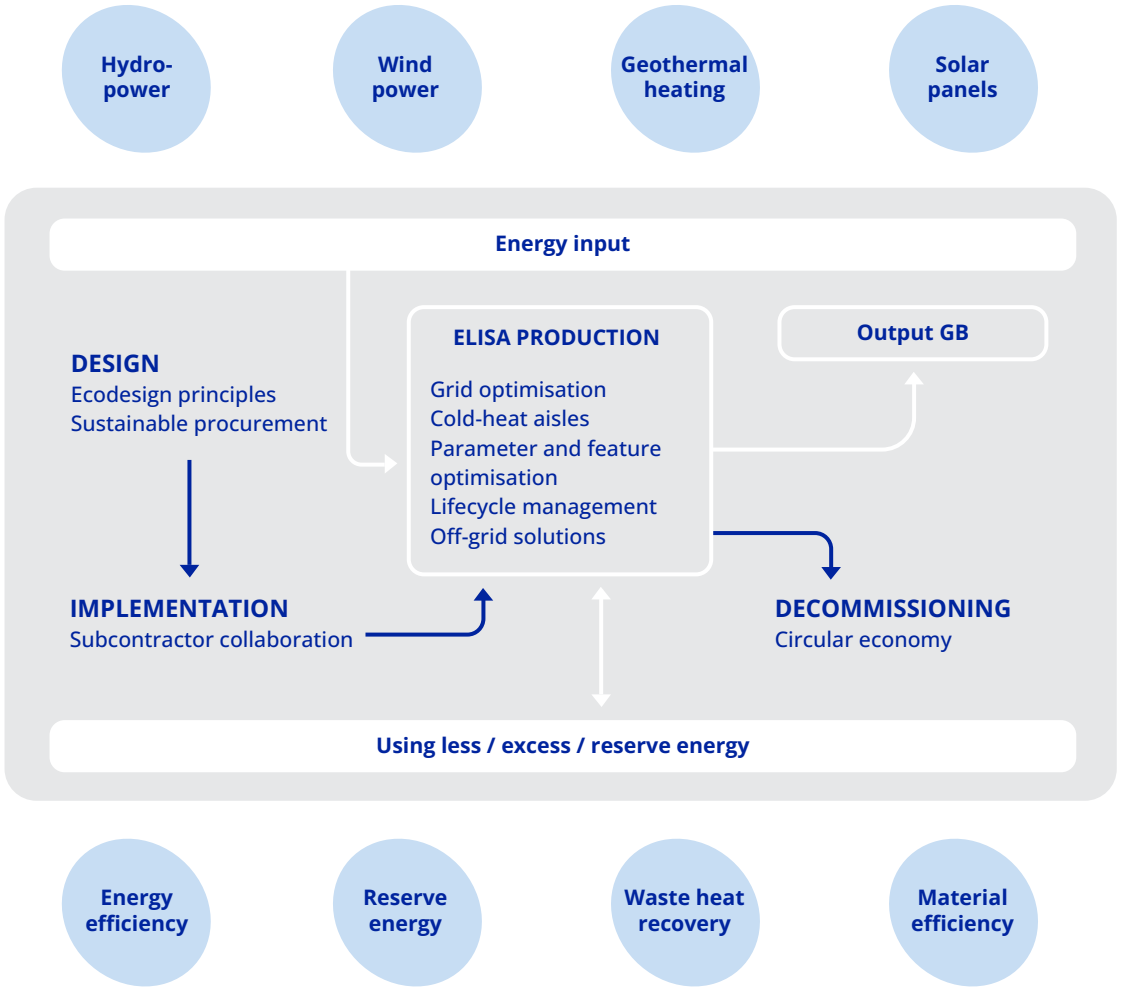
We identify climate-related challenges to drive new strategic carbon handprint opportunities. We believe that Elisa can best make a difference in the world by providing solutions for digitalisation, especially in the areas of energy and material efficiency. In 2022, we widened our efforts to identify and verify the customer enablement effects that Elisa can provide.

4. Commit for the long term

We build awareness among stakeholders and empower our organisation for impact. Elisa can provide solutions with many sustainable aspects, but it is also important that our stakeholders are aware of responsible use of the products and services that we provide. In 2022, we organised several new levels of employee training that support Elisa's environmental management system.

We are increasing our attention to our supply chain emissions and accelerating our actions that help customers reduce their environmental footprint.

Our focus is on resource efficiency



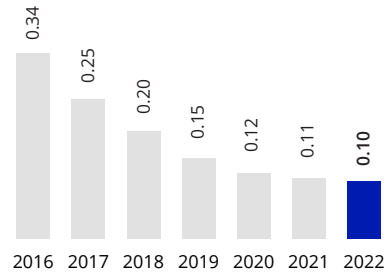
Continuous improvement in energy and material efficiency

Electricity use forms a significant part of the environmental footprint from digitalisation. Our long-term experience in improving Elisa's own energy efficiency is valuable in also providing our customers with sustainable digital services that help them reduce their own carbon footprint.

By 2022, we had improved our energy efficiency in mobile data transfers by almost 80% since 2016.

Energy efficiency of mobile data transfer

kWh/GB



Elisa's work in energy efficiency

Alongside climate change, the sufficiency of resources in a linear economy is a growing challenge for businesses. Circular economy business models offer more sustainable ways of operating.

We strive to reduce the amount of waste generated by maintaining, repairing, refurbishing, reusing and responsibly recycling equipment. We also offer these services to our customers, as well as specific circular economy business models.

Elisa's work in material efficiency

Turning risks on a global scale to opportunities within infrastructure

Risk 1:
Physical
Long-term
Average temperature changes due to global warming

Opportunity 1:
Curbing emissions by utilising carbon-free energy

Risk 2:
Physical
Short-term
Extreme weather phenomena due to climate change

Opportunity 2:
Enabling sustainable solutions around mobile connectivity

Risk 3:
Transitional
Short-term
Increasing costs due to markets, regulations, and energy taxes

Opportunity 3:
Reducing footprint by improving energy efficiency in operations

Turning our stakeholder risks into opportunities for innovation

Risk 4:
Transitional
Medium-term
Stakeholders expecting higher level of climate action from ICT industry

Opportunity 4:
Developing new business areas by digital innovations that support sustainability

Risk 5:
Transitional
Medium-term
Global issues diverting attention from climate action

Opportunity 5:
Enabling resilient operations through sustainable services

Risk 6:
Transitional
Medium-term
Stakeholder reluctance to participate in climate action

Opportunity 6:
Integrating circular economy with daily business operations

The above describes climate-related risks and opportunities that Elisa has identified over the short, medium, and long term. We define these time horizons as follows: short-term 0–3 years, medium-term 3–10 years, long-term 10–30 years.

The risk types below are considered in Elisa's climate-related risk assessments:

Transitional risks
Policy & regulation | Technology | Market | Reputation

Physical risks
Acute | Chronic

Examples of reducing climate risks for customers

Not all climate risks are very impactful in the short term. Nevertheless, they can cause significant harm in the longer term and it is therefore important to recognise them and to take mitigation action well in advance.

Global warming may, over time, result in increased electricity use for cooling, and extreme weather could similarly result in a greater need for repairs of infrastructure located outdoors.

We continuously develop our networks and other technical operations in such a way that the minimum amount of energy is used in operations to maintain the quality criteria that Elisa sets for its solutions.

Reliable mobile connectivity supports digital solutions, for example the IoT, which enables resource efficiency by providing real-time data for automation, resource management and predictive fault detection.

Elisa's IoT corporate solutions

Elisa is carbon neutral in its own operations, which also applies to our mobile subscriptions and other services produced within our boundaries.

We also offer repair services, refurbish phones to give them a new life, and responsibly recycle.

We can turn risks on a global scale into opportunities to develop our own infrastructure, and even leverage that by productising services that help our customers better cope with the effects of climate change. Elisa's international digital service businesses are well-positioned to scale up these kinds of innovations, for example in the energy sector.

Elisa's international businesses

Mitigation and adaptation to climate risks

Risk assessment is an important part of our strategy work. We also identify, assess and respond to climate-related risks, as well as related opportunities to safeguard our businesses and comply with the EU Taxonomy Regulation.

Elisa's overall risk management approach, described according to the TCFD framework

Energy-related risks highlighted in 2022

Energy-related risks have always been on our map, even more so with the current energy crisis in Europe.

We mitigate risks in energy procurement, for instance by hedging to increase price predictability. To increase the availability of renewable energy at a reasonable price, Elisa has signed power purchase agreements for wind power. We also produce our own energy by reusing excess heat and by installing geothermal systems and solar panels at suitable Elisa sites.

We have worked strategically on energy efficiency, especially in Elisa's mobile networks, for over a decade. Our prioritisation of mitigation actions in network and data centre projects is mainly based on return on investment, but actions that have a longer payback time and are impactful from a climate mitigation viewpoint will also be assessed separately.

Stakeholders are demonstrating increasing interest in the energy consumption of ICT services providers, so we are preparing for more detailed disclosures around this.

Identifying and assessing climate risks

In 2022, we broadly invited internal stakeholders and selected external experts to review climate risks and strategic opportunity factors. By identifying certainties, we can define driving factors through systems thinking.

We assess the materiality of climate-related risks from market risks and technology shifts, reputation risks, policy and regulatory risks, and physical risks. The scenarios are supported by sources from the EU, Cicero, the IPCC and the TFCD.

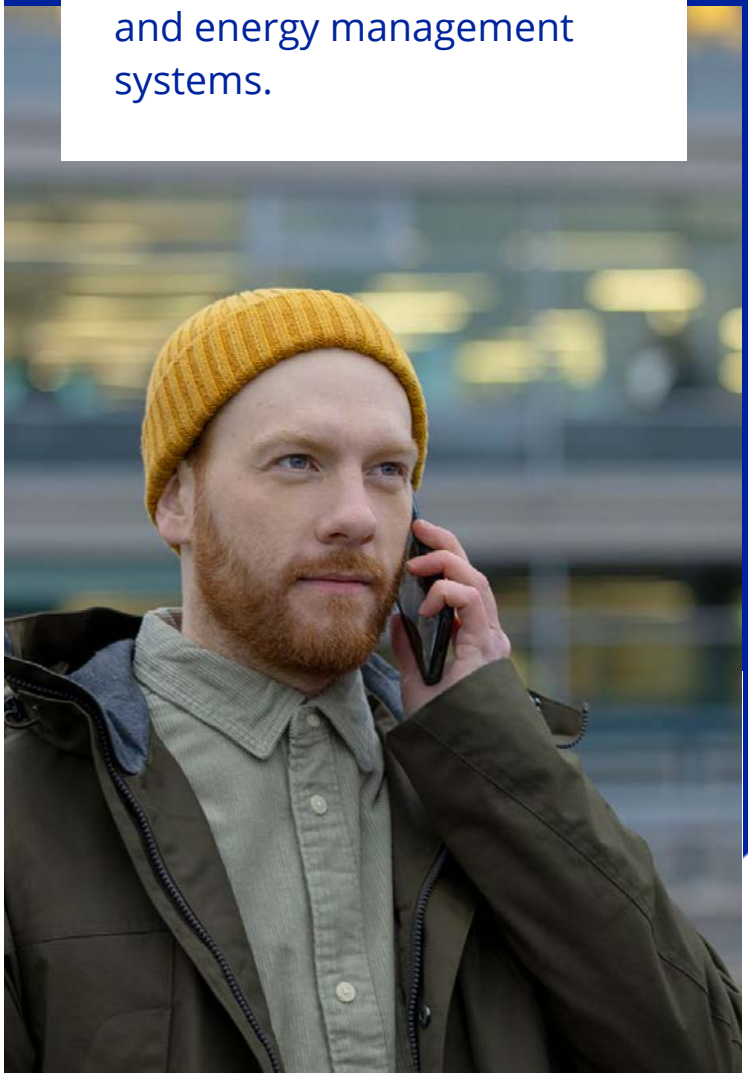
Major climate-related risks are reviewed by the Corporate Executive Board as part of Elisa's enterprise risk reviews.

Managing climate-related risks

As part of the ISO certification of Elisa's environmental and energy management systems in 2022, we thoroughly reviewed the related risk management. Elisa's Environment & Energy Working Group will be a focal point for management of environmental and energy-related risk management and will collaborate with other corporate functions, such as Finance.

This management process approaches risk levels through acceptance, mitigation or avoidance of risk. We continuously look for ways to improve our risk management and actively learn from best practices.

Risk assessment and mitigation is an integral part of our environmental and energy management systems.



Our ambitious updated climate targets

Elisa is committed to the precautionary principle of the UN Global Compact. Elisa's environmental sustainability is in line with UN Sustainable Development Goal 13, which is to urgently tackle climate change and its impact.

For example, we voluntarily report annually to CDP, a global carbon disclosure system, which offers a framework for very detailed climate performance reporting. To support our Scope 3 targets, we encouraged our key suppliers to report through the CDP Supply Chain programme for the first time.

We track Elisa's environmental performance against set targets and decide on corrective action, if needed. In 2022, we continued to develop our data collection processes and automation of our reporting tool.

Elisa's climate metrics and targets, described according to the TCFD framework.

Elisa's updated climate targets

We update Elisa's climate targets every five years. In 2022, we set a new base year 2021 (previously 2016), due to improved carbon accounting methodology and expanded disclosure boundaries from international company acquisitions. We have recalculated Elisa's previous near-term targets for Scope 1, 2 and 3 and we have likewise defined a new long-term Net Zero target in line with Elisa's climate ambitions.

Near-term target

Elisa is committed to reducing absolute Scope 1, 2 and 3 GHG emissions by 42% from the base year 2021 by 2030.

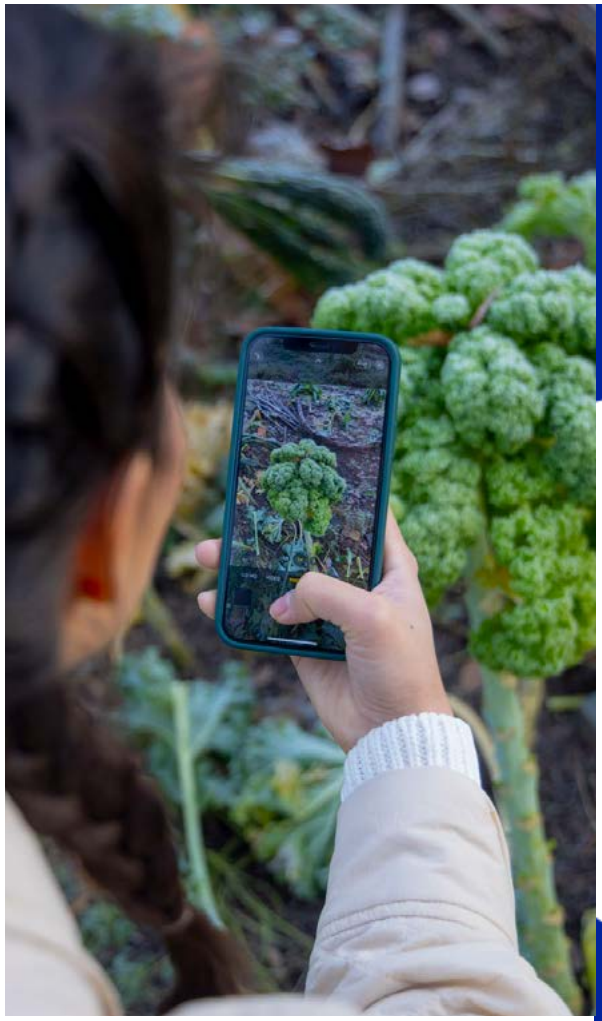
The disaggregated target ambition is 42% for Scope 1 and 2, and 42% for Scope 3.

Elisa is committed to achieving net-zero GHG emissions across the value chain by 2040, in line with the following long-term target:

Long-term target

Elisa is committed to reducing absolute Scope 1, 2 and 3 GHG emissions by 90% from the base year 2021 by 2040.

During 2022, Elisa launched the validation process of the above climate targets in accordance with the requirements of the SBTi.



Independent Assurance Report to the Management of Elisa Corporation

Scope

We have been engaged by Elisa Oyj (hereafter Elisa) to perform a 'limited assurance engagement,' as defined by International Standards on Assurance Engagements, hereafter referred to as the engagement, to report on Elisa's Sustainability Report 2022 (the "Subject Matter") for the period 1.1.-31.12.2022.

Criteria applied by

In preparing the Subject Matter, Elisa applied the Global Reporting Initiative Sustainability Reporting Standards, Task Force on Climate-related Financial Disclosures and Elisa's own internal reporting principles (Criteria). As a result, the subject matter information may not be suitable for another purpose.

Elisa's responsibilities

Elisa's management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

Ernst & Young's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the *International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* ('ISAE 3000'), and the terms of reference for this engagement as agreed with Elisa on 8.9.2022. Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and have the required competencies and experience to conduct this assurance engagement.

Ernst & Young also applies International Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements*, 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.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

EU Taxonomy regulation is in nature changing and interpretation as well as market practice develops constantly. Therefore, taxonomy reporting is subject to uncertainty and interpretation, and current assumptions might need to be revised in the following years.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Sustainability Report 2022 and related information, and applying analytical and other appropriate procedures.

Our procedures included:

a) An update of our knowledge and understanding of Elisa's material sustainability reporting topics, organization and activities,

b) An assessment of suitability and application of the reporting principles regarding the stakeholders' needs for information,

c) Interviews with senior management to understand Elisa's corporate responsibility leadership,

d) Interviews with personnel responsible for gathering and consolidation of the corporate responsibility information to understand the systems, processes and controls related to gathering and consolidating the information,

e) Assessing corporate responsibility data from internal and external sources and checking the data to reporting information on a sample basis to check the accuracy of the data,

f) Site visit to Elisa Estonia,

We also performed such other procedures as we considered necessary in the circumstances.

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Sustainability Report 2022 for the period 1.1-31.12.2022, in order for it to be in accordance with the Criteria.

Helsinki, 7th March 2023
Ernst & Young Oy
Authorized Public Accountant Firm

Mikko Järventausta
Authorized Public Accountant

Nathalie Clément
Leader of Climate Change and Sustainability Services

Signatures to the Elisa sustainability and non-financial report

Helsinki, 7 March 2023

Anssi Vanjoki, Chair of the Board

Veli-Matti Mattila, CEO

Clarisse Berggårdh

Pia Kåll

Kim Ignatius

Maher Chebbo

Eva-Lotta Sjöstedt

Antti Vasara

Topi Manner

Katariina Kravi

Abbreviations

AI	Artificial Intelligence
AR	Annual Review 2022
ASR	Automatic Speech Recognition
CDP	Climate Disclosure Project
CGR	Corporate Governance report 2022
CRMB	Corporate Responsibility Management Board
CRR	Corporate Remuneration report 2022
CSAM	Child Sexual Abuse Material
cSOC	Cyber Security & Service Operations Center
CSRD	Corporate Sustainability Reporting Directive
DDos	Distributed Denial of service
DEIB	Diversity, Equity, Inclusion, Belonging
DEI	Diversity, Equity, Inclusion
DNSH	Do No Significant Harm
EMS	Environmental Management System
ESG	Environmental, Social, Governance
EW	Elisa corporate web page
EWG	Elisa Governance web page
EWI	Elisa Investor web page
EWS	Elisa Sustainability web page
FCAI	Finnish Center for Artificial Intelligence
GB	Gigabyte
GHG	Greenhouse Gases
GRI	Global Reporting Initiative
GSMA	Global System for Mobile Communications Association
HR	Human Resources
ICT	Information and communications technology
IFRS	International Financial Reporting Standards
IoT	Internet of Things
IPCC	Intergovernmental Panel on Climate Change
ISO	International Organization for Standardization
ITIL	Information Technology Infrastructure Library
JAC	Joint Auditing Cooperation
KPIs	Key Performance Indicators
NFR	Non-Financial Reporting
NGO	Non-Governmental Organisation
NPS	Net Promoter Score
OECD	Organization for Economic Cooperation and Development
SASB	Sustainability Accounting Standards Board
SDG	Sustainable Development Goal
SMS	Short message service
SOSTE	Finnish Federation for Social Affairs and Health
STUK	Finnish Radiation and Nuclear Safety Authority
SR	Sustainability report 2022
TCFD	Task Force on Climate-related Financial Disclosures
tCO_2e	Tonnes of Carbon Dioxide equivalent

ESG index and data

GRI content index

Statement of use	Elisa Corporation has reported the information cited in this GRI content index for the period 01.01.2022 - 31.12.2022 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
GENERAL DISCLOSURES						
GRI 2: General disclosures 2021	2-1 Organizational details	**Articles of Association** **Shareholder structure** **Basic information on the Group** **AR, 14-16**				
	2-2 Entities included in the organization's sustainability reporting	SR - Description of the report, p.2 **Main subsidiaries**				
	2-3 Reporting period, frequency and contact point	SR - Description of the report, p.2				
	2-4 Restatements of information	SR - Description of the report, p.2				
	2-5 External assurance	SR - Independent Assurance Report to the Management of Elisa Corporation, p.38				
	2-6 Activities, value chain and other business relationships	**Elisa in brief** **What we do** **Main subsidiaries** **Suppliers, Sustainable supply chain;** SR - Building sustainability together with our global suppliers, p.21 SR - Promoting sustainability at customer interference, p.20				
	2-7 Employees	GRI data. Employee headcount				
	2-8 Workers who are not employees	GRI data. Workers who are not employees headcount				
	2-9 Governance structure and composition	**Governance structure** CGR - Elisa's governance structure, p.2. **Charter and commitees** **Shareholders' Nomination Board** CGR - Board committees, p.2-8.				
	2-10 Nomination and selection of the highest governance body	**Appointment and diversity principles for Board members** CGR - Elisa's governance structure, p.2-4.				

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
	2-11 Chair of the highest governance body	**Appointment and diversity principles for Board members** CGR - Elisa's governance structure, p.2-4.				
	2-12 Role of the highest governance body in overseeing the management of impacts	**Appointment and diversity principles for Board members** **Management and KPIs** CGR - Elisa's governance structure, p.2-4.				
	2-13 Delegation of responsibility for managing impacts	**Management and KPIs** SR- Management of sustainability, p.4 CGR - Elisa's governance structure, p.2-4.				
	2-14 Role of the highest governance body in sustainability reporting	SR - Board signatures, p.39				
	2-15 Conflicts of interest	**Governance/Insider and related party policy /Transactions of managers / Management holdings** CGR - Independence of Board members, p.8				
	2-16 Communication of critical concerns	Whistleblowing. Reviewed as a part of regular Compliance report in Audit committee of Elisa's Board of Directors. Elisa received 19 potential misconduct notifications via its' whistleblowing channel. As a result of investigated notifications training, process reviews, communication and other corrective actions were taken.				
	2-17 Collective knowledge of the highest governance body	CGR - Charter and operations of the Board of Directors, p.4, p.8-9				
	2-18 Evaluation of the performance of the highest governance body	CGR - Charter and operations of the Board of Directors, p.4, p.8-9				
	2-19 Remuneration policies	**CRR** **Remuneration policy**				
	2-20 Process to determine remuneration	**CRR** **Remuneration policy**				
	2-21 Annual total compensation ratio	CRR- Development of management and personnel remuneration and the company's performance, p.2	Elisa discloses this indicator in its own way.	Elisa reports the absolute number of annual compensation.		

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
	2-22 Statement on sustainable development strategy	AR - CEO's review, p.3-4 SR - Sustainability focus areas and performance, p.5-6				
	2-23 Policy commitments	**Ethics and compliance/Code of conduct** **Human Rights** **Risk management** **Policies and guidelines** SR - Policies and guidelines, p.8 CGR - III Descriptions of internal control procedures and main features of risk management systems, p.14				
	2-24 Embedding policy commitments	SR - Implementing the Compliance Programme, p.7 **Human Rights** Own data (Code of Conduct training completion)				
	2-25 Processes to remediate negative impacts	**Whistleblowing Centre** **Human Rights**				
	2-26 Mechanisms for seeking advice and raising concerns	**Ethics and compliance/Code of conduct;** **Whistleblowing Centre**				
	2-27 Compliance with laws and regulations	GRI data.				
	2-28 Membership associations	**Materiality and stakeholder dialogue**				
	2-29 Approach to stakeholder engagement	**Materiality and Stakeholder dialogue** SR - Transparent stakeholder dialogue, p.8				
	2-30 Collective bargaining agreements	GRI data.				
MATERIAL TOPICS						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	**Materiality and Stakeholder dialogue** **Our approach** SR - Our approach to sustainability, p.3-6 **Human Rights**				
	3-2 List of material topics	Safeguarding resilient society Cyber and data security Climate Sustainable supply chain Digital inclusion **Materiality and Stakeholder dialogue** **Our approach** SR - Our approach to sustainability, p.3-6				

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
	3-3 Management of material topics	Safeguarding resilient society **Materiality and Stakeholder dialogue** **Functioning society and safe services** SR - Developing a reliable and wellfunctioning digital society, p. 11 Own data				
		Cyber and data security **Materiality and Stakeholder dialogue** **Cyber security and protection of privacy** **Human Rights** SR - Developing a reliable and wellfunctioning digital society, p. 11-14 Own data				
		Climate **Materiality and Stakeholder dialogue** **Environmental sustainability** SR, Environmental Sustainability, p. 29-37 Own data				
		Sustainable supply chain **Materiality and Stakeholder dialogue** **Sustainable supply chain and partnerships** **Responsible supply chain** **Human Rights** SR, Building sustainability together with our global suppliers, p. 20-21 GRI data, Own data				
		Digital inclusion **Materiality and Stakeholder dialogue** **Services accessible for everyone** **Accessibility** **Human Rights** SR - Easy-to-use services for inclusive digitalisation, p.20				
ECONOMIC PERFORMANCE						
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	GRI data.				UN SDG 9
	201-2 Financial implications and other risks and opportunities due to climate change	GRI data.				UN SDG 13

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
INDIRECT ECONOMIC IMPACTS						
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	**Digital Sustainability** GRI data. Refer to GRI indicator 201-1, Capital expenditure investments.				UN SDG 9
	203-2 Significant indirect economic impacts	**Research and development; Social sustainability/Responsible employer; Digital sustainability; Environmental sustainability.**				
ANTI-CORRUPTION						
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	**Policies and guidelines;** SR- Implementing the Compliance Programme p.7-8. GRI data.			●	UN SDG 16
	205-3 Confirmed incidents of corruption and actions taken	GRI data.			●	UN SDG 16
TAX						
GRI 207: Tax 2019	207-1 Approach to tax	**Policies and guidelines/ Tax Policy** SR - Tax Policy, p.26				UN SDG 10
	207-2 Tax governance, control, and risk management	**Policies and guidelines/ Tax Policy** SR - Tax Policy, p.26				UN SDG 10
	207-3 Stakeholder engagement and management of concerns related to tax	**Policies and guidelines/ Tax Policy** SR - Tax Policy, p.26				UN SDG 10
	207-4 Country-by-country reporting	GRI data.				UN SDG 10
ENERGY						
GRI 302: Energy 2016	302-1 Energy consumption within the organization	**Elisa ESG Disclosure 2022** GRI data			●	UN SDG 13
	302-3 Energy intensity	**Elisa ESG Disclosure 2022** GRI data	Elisa discloses this indicator in its own way.		●	UN SDG 13
	302-4 Reduction of energy consumption	**Elisa ESG Disclosure 2022** GRI data			●	UN SDG 13

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
WATER AND EFFLUENTS						
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Environmental sustainability/ Biodiversity and clean water				
	303-2 Management of water discharge-related impacts	Environmental sustainability/ Biodiversity and clean water				
	303-3 Water withdrawal	Environmental sustainability/ Biodiversity and clean water GRI data.		Elisa discloses this indicator in its own way.		
	303-4 Water discharge	Environmental sustainability/ Biodiversity and clean water GRI data.		Elisa discloses this indicator in its own way.		
	303-5 Water consumption	Environmental sustainability/ Biodiversity and clean water GRI data.		Elisa discloses this indicator in its own way.		
EMISSIONS						
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Elisa ESG Disclosure 2022 GRI data.			●	UN SDG 13
	305-2 Energy indirect (Scope 2) GHG emissions	Elisa ESG Disclosure 2022 GRI data.			●	UN SDG 13
	305-3 Other indirect (Scope 3) GHG emissions	Elisa ESG Disclosure 2022 GRI data.			●	UN SDG 13
	305-4 GHG emissions intensity	Elisa ESG Disclosure 2022 GRI data.			●	UN SDG 13
	305-5 Reduction of GHG emissions	Elisa ESG Disclosure 2022 GRI data.			●	UN SDG 13
WASTE						
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Environmental sustainability/Other environmental considerations				
	306-2 Management of significant waste-related impacts	Environmental sustainability/Other environmental considerations				
	306-3 Waste generated	Environmental sustainability/Other environmental considerations GRI data.			●	

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
	306-4 Waste diverted from disposal	**Environmental sustainability/Other environmental considerations** GRI data.			●	
	306-5 Waste directed to disposal	**Environmental sustainability/Other environmental considerations** GRI data.			●	
EMPLOYMENT						
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	GRI data.				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	GRI data.				
OCCUPATIONAL HEALTH AND SAFETY						
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	**Social sustainability/ Wellbeing and safety** SR - Coming together and creating belonging, p.19.				
	403-2 Hazard identification, risk assessment, and incident investigation	**Social sustainability/ Wellbeing and safety** **Digital sustainability/The use of mobile network is safe** SR - Coming together and creating belonging, p.19.				
	403-3 Occupational health services	**Social sustainability/ Wellbeing and safety** SR - Coming together and creating belonging, p.19.				
	403-4 Worker participation, consultation, and communication on occupational health and safety	**Social sustainability/ Wellbeing and safety** SR - Coming together and creating belonging, p.19.				
	403-5 Worker training on occupational health and safety	**Social sustainability/ Wellbeing and safety** SR - Coming together and creating belonging, p.19.				

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
	403-6 Promotion of worker health	Social sustainability/ Wellbeing and safety SR - Coming together and creating belonging, p.19.				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Social sustainability/ Wellbeing and safety SR - Coming together and creating belonging, p.19.				
	403-8 Workers covered by an occupational health and safety management system	GRI data SR - Coming together and creating belonging, p.19.	Elisa discloses this indicator own way.			
	403-9 Work-related injuries	GRI data SR - Coming together and creating belonging, p.19.	Elisa discloses this indicator own way.			
	403-10 Work-related ill health	GRI data SR - Coming together and creating belonging, p.19.	Elisa discloses this indicator own way.			UN SDG 16
TRAINING AND EDUCATION						
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	GRI data.			●	UN SDG 10
	404-2 Programs for upgrading employee skills and transition assistance programs	AR - Personnel review, p.14				UN SDG 10
	404-3 Percentage of employees receiving regular performance and career development reviews	GRI data.			●	UN SDG 10
DIVERSITY AND EQUAL OPPORTUNITY						
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	GRI data.			●	UN SDG 5
NON-DISCRIMINATION						
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	GRI data.			●	UN SDG 5

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING						
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Human rights		Assessed as part of Human rights risks assessment		
CHILD LABOR						
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Human rights		Assessed as part of Human rights risks assessment		
FORCED OR COMPULSORY LABOR						
GRI 409: Forced or Compulsory Labor 2016+A118	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human rights		Assessed as part of Human rights risks assessment		
SECURITY PRACTICES						
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	GRI data.			●	UN SDG 16
LOCAL COMMUNITIES						
GRI 413: Local Communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities	Human rights		Assessed as part of Human rights risks assessment		
SUPPLIER SOCIAL ASSESSMENT						
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	SR - Building sustainability together with our global suppliers, p.21 GRI data.			●	UN SDG 16
	414-2 Negative social impacts in the supply chain and actions taken	GRI data.			●	UN SDG 16
PUBLIC POLICY						
GRI 415: Public Policy 2016	415-1 Political contributions	GRI data.			●	UN SDG 16

GRI STANDARD TITLE	DISCLOSURE	LOCATION	OMISSION		UN GLOBAL COMPACT	UN SUSTAINABLE DEVELOPMENT GOALS
			REASON	EXPLANATION		
CUSTOMER HEALTH AND SAFETY						
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	GRI data.			●	UN SDG 16
MARKETING AND LABELING						
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	GRI data.			●	UN SDG 16
	417-3 Incidents of non-compliance concerning marketing communications	GRI data.			●	UN SDG 16
CUSTOMER PRIVACY						
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	GRI data.	Elisa discloses this indicator in its own way.		●	UN SDG 16

SASB

SASB (Technology & Communications Sector - Telecommunication Services Sustainability Accounting Standard, 2018-10)

ACTIVITY METRIC

TC-TL-000.A	Number of wireless (mobile) subscribers	SASB data **Results Centre/Operational Data Q4 2022**	Elisa discloses this indicator in its own way.
TC-TL-000.B	Number of wireline (fixed) subscribers	SASB data **Results Centre/Operational Data Q4 2022**	Elisa discloses this indicator in its own way.
TC-TL-000.C	Number of broadband subscribers	SASB data **Results Centre/Operational Data Q4 2022**	Elisa discloses this indicator in its own way.
TC-TL-000.D	Network traffic	SASB data **Results Centre/Operational Data Q4 2022**	Elisa discloses this indicator in its own way.

ACCOUNTING METRICS

Environmental Footprint of Operations - TC-TL-130a.1	Total energy consumed	SASB data.	
	Percentage grid electricity	SASB data.	
	Percentage renewable	SASB data.	
	Conversion factors used	**Elisa ESG Disclosure 2022**	
	PUE (Power Usage Effectiveness), 12 month average weighted figure	SASB data.	
Data Privacy TC-TL-220a.1 TC-TL-220a.2 TC-TL-220a.3 TC-TL-220a.4	Description of policies and practices relating to behavioral advertising and customer privacy	**Digital sustainability/Trust Center, Data protection** SASB data. **Marketing and customer communication** (Markkinointiluvat ja asiakasviestintä -in Finnish). **Elisa's data protection principles** **Tietosuoja** (in Finnish)	
	Number of customers whose information is used for secondary purposes	SASB data.	
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	SASB data.	
	1. Number of law enforcement requests for customer information, 2. number of customers whose information was requested, 3. percentage resulting in disclosure	SASB data.	

Data Security TC-TL 230a.1 TC-TL 230a.2	1.Number of data breaches, 2.percentage involving personally identifiable information (PII), 3.number of customers affected	SASB data.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	SASB data. **Digital sustainability/Trust Center** **Elisa cyber security services are described in Elisa web pages (in Finnish).**
Product End-of life Management TC-TL-440a.1	(1) Materials recovered through take back programs	SASB data.
	(2) Percentage reused	SASB data.
	(3) Percentage recycled	SASB data.
	(4) Percentage landfilled	SASB data.
Competitive Behavior & Open Internet TC-TL-520a.1 TC-TL-520a.2 TC-TL-520a.3	Amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	SASB data. **Elisa Results Center/Financial Statements Release 2022** (Significant legal and regulatory issues, p.11)
	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	SASB data.
	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	SASB data.
Managing systemic risks from technology disruptions TC-TL-550a.1 TC-TL-550a.2	(1) System average interruption frequency and (2) customer average interruption duration	SASB data. **https://elisa.fi/operaattoreille/toimitusehdot/** (KPI-mittarit) (in Finnish)
	Discussion of systems to provide unimpeded service during service interruptions	**Digital Sustainability/Description of systems to provide unimpeded service during service interruptions**

EU TAXONOMY ALIGNED ECONOMIC ACTIVITIES

EU taxonomy aligned economic activities' KPI	Revenue	EU Taxonomy data. SR - Information in accordance with the EU Taxonomy, p.25
	CapEx	EU Taxonomy data. SR - Information in accordance with the EU Taxonomy, p.25
	OpEx	EU Taxonomy data. SR - Information in accordance with the EU Taxonomy, p.25

SUSTAINABILITY-LINKED REVOLVING CREDIT FACILITY INDICATORS

Increase of the share of female in leadership positions	Sustainability-linked revolving credit facility indicators data
Decrease of the share of population without access to high speed connection	Sustainability-linked revolving credit facility indicators data
Ensure renewable energy sourcing, and commit into increasing share of PPAs in renewables to increase the impact	Sustainability-linked revolving credit facility indicators data

ELISA OWN INDICATOR		
Elisa objectives and success indicators	Cyber security index describing cyber security	Own data. SR - Sustainability targets and performance 2022, p.6, 10-12
	Security Certificate Training	Own data. SR - Continuous improvement of cyber security expertise, p.13
	Cyber security exercises completion	Own data. SR - Sustainability targets and performance 2022, p.6,10,13
	Personal Data Inquiries	Own data. SR - Safeguarding peoples' privacy, p.14
	Reducing the number of disturbances in mobile network	Own data. SR - Developing a reliable and wellfunctioning digital society, p.11 Digital Sustainability
	Code of Conduct training completion	Own data. SR - Implementing the Compliance Programme, p.7
	Contribution to the Society	Own data. SR - Sustainability focus areas and performance, p.5
	Customer Satisfaction in Relation to NPS Target	Own data. SR - Promoting sustainability at the customer interface, p.20
	Supply chain sustainability development	Own data. SR - Building sustainability together with our global suppliers, p. 21
	Code of Ethical Purchasing training completion	Own data. SR - Building sustainability together with our global suppliers, p. 21
	Employee engagement	Own data. SR - We advance a fair and digitally inclusive society, p. 18
	Women in supervisor position	Own data. SR - Sustainability targets and performance 2022, p.6, 18-19
	Elisa's high-speed connection availability to all Finnish households	Own data. SR - Sustainability targets and performance 2022, p.6, 18
	Development of patent applications	Own data. SR - Sustainability targets and performance 2022, p.6, 26
	Science Based Target (SBTi) performance	Own data. SR - Sustainability targets and performance 2022, p.30, 37
	Carbon handprint improvement	Own data. SR - Sustainability targets and performance 2022, p.6, 30
	Change in network energy efficiency	Own data. SR - Sustainability targets and performance 2022, p.6, 30, 34
	Renewable energy sourcing	Own data. SR - Energy-related risks highlighted in 2022, p.36

TCFD

Summary of TCFD disclosure focus areas		Key locations for additional information and and comments
I - GOVERNANCE		
The organisation's governance around climate-related risks and opportunities.	a) The board's oversight of climate-related risks and opportunities.	**Governance of environmental sustainability (TCFD) - Oversight of environmental sustainability by the Board of Directors.** **Risk management and control.** **SR - Management of sustainability**, p. 4. **CGR - Descriptions of internal control procedures and main features of risk management systems.** **CDP - C1.1b.**
	b) Management's role in assessing and managing climate-related risks and opportunities.	**Governance of environmental sustainability (TCFD) - Management's role in environmental sustainability.** **Environmental sustainability - Our way of working for environmental impact** **SR - Management of sustainability**, p. 4. **CGR - Descriptions of internal control procedures and main features of risk management systems.** **CDP - C1.2a.**
II - STRATEGY		
The actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategic and financial planning, where such information is material.	a) The climate-related risks and opportunities the organisation has identified over the short, medium and long term.	**Strategy for environmental sustainability (TCFD) - Identification of environmental sustainability factors over different time-horizons** **Environmental sustainability - Our approach to environmental strategy.** **SR - Time span of climate risks and opportunities due to climate change**, p. 35 (illustration) and p. 71 (GRI 201-2). **CDP - C2.3, C2.3a, C2.4, C2.4a.**
	b) The Impacts of climate-related risks and opportunities on the organisation's business, strategy and financial planning.	**Strategy for environmental sustainability (TCFD) - Impact of environmental sustainability related risks and opportunities.** **Environmental sustainability - Our approach to environmental strategy.** **SR - Impacts of risks and opportunities due to climate change**, p. 35 (illustration) and p. 71 (GRI 201-2). **CDP - C3.1, C3.2a, C3.3, C3.4.**
	c) The resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a "2 °C or lower" scenario.	**Strategy for environmental sustainability (TCFD) - Resilience considerations in environmental strategy management** **Environmental sustainability - Our approach to environmental strategy.** **SR - Engage in strategic foresight**, p. 33 and p. 71 (GRI 201-2). **CDP - C3.2, C3.2a.**

Summary of TCFD disclosure focus areas		Key locations for additional information and and comments
III – RISK MANAGEMENT		
How the organisation identifies, assesses and manages climate-related risks.	a) The organisation's processes for identifying and assessing climate-related risks.	**Management of environmental risks (TCFD) - Process for identifying and assessing environmental sustainability related risks.** **SR - Energy-related risks highlighted in 2022**, p. 36. **CDP - C2.1, C2.2, C2.2a.**
	b) The organisation's processes for managing climate-related risks.	**Management of environmental risks (TCFD) - Process for managing environmental sustainability related risks.** **SR - Managing climate-related risks**, p. 36. **CDP - C2.1, C2.2.**
	c) How processes for identifying, assessing and managing climate-related risks are integrated into the organisation's overall risk management.	**Management of environmental risks (TCFD) - Integration into Elisa's overall risk management.** **SR - Identifying and assessing climate risks**, p. 36. **CDP - C2.1, C2.2.**
IV – METRICS AND TARGETS		
The metrics and targets used to assess and manage relevant climate-related risks and opportunities, where such information is material.	a) The metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	**Environmental metrics and targets (TCFD) - Environmental sustainability related science-based targets.** **Sustainability governance - Elisa's sustainability topics and targets** **SR - Targets and performance 2022**, p. 30; Our ambitious updated climate targets, p. 37; and pp. 77-85 (GRI, SASB). **CDP - C4.2, C4.2a, C4.2b, C9.1.**
	b) Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas emissions and the related risks.	**Environmental metrics and targets (TCFD) - Environmental sustainability related performance measurements.** **SR - Scope 1, Scope 2, and Scope 3 GHG emissions**, pp. 80-83 (GRI). **CDP - C6.1, C6.3, C6.5.**
	c) The targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	**Environmental metrics and targets (TCFD) - Environmental sustainability related strategy deployment targets.** **Sustainability governance - Elisa's sustainability topics and targets** **SR - Targets and performance 2022**, p. 30; Our ambitious updated climate targets, p. 37; and Own indicators, p. 85. **CDP - C4.1, C4.1a, C4.1b, C4.2, C4.2a, C4.2b.**

Digital Sustainability

GRI Indicators

GRI 418: Customer Privacy 2016

Substantiated complaints concerning breaches of customer privacy and losses of customer data [pcs] (418-1)

	2022	2021	2020	Description	Data includes
Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	**7**	**8**	**6**	Elisa only reports inquiries from Data protection authority and other competent authority.	Elisa Finland, Elisa Estonia and Elisa Polystar

SASB Indicators

Activity Metrics

	2022	2021	2020	Description	Data includes
Number of wireless subscribers [pcs] (TC-TL-000.A)	**5,088,000**	**4,919,100**	**4,798,100**	Elisa reports total number of mobile subscriptions instead of subscribers.	Elisa Finland and Elisa Estonia
Number of wireline subscribers [pcs] (TC-TL-000.B)	**60,000**	**78,000**	**98,000**	Elisa reports total number of traditional fixed (PSTN) subscriptions instead of subscribers. 2021 and 2020 figures have been corrected in line with Elisa's own interpretation of the indicator.	Elisa Finland and Elisa Estonia
Number of broadband subscribers [pcs] (TC-TL-000.C)	**650,000**	**666,200**	**701,100**	Elisa reports total number of fixed broadband subscriptions instead of subscribers.	Elisa Finland and Elisa Estonia
Network traffic [million gigabytes] (TC-TL-000.D)	**1,917**	**1,643**	**1,360**	Elisa does not disclose fixed network traffic numbers.	Mobile network Elisa Finland

Data Privacy

	Data includes
Description of policies and practices relating to behavioral advertising and customer privacy (TC-TL-220a.1)	
Processing of personal data is based on the Elisa's Data Protection Policy which defines the implementation of data protection requirements at Elisa's operations. The policy is mandatory for Elisa, its subsidiaries, and suppliers based on the contracts. Data protection policy as well as principles and guidelines complementing the policy are reviewed frequently and they include e.g. - Processing of personal data - Data protection principles (acts as privacy notice) - Advertising and customer privacy policies, principles, and practical guidance (in Finnish) - Guidance on Electronic Direct Marketing - Requirements of the Processing of Traffic and Location Data for marketing - Practices related to Data protection organization, assessments, monthly overview of EU data protection breaches with analyzes	Elisa Group
Number of customers whose information is used for secondary purposes (TC-TL-220a.2)	
Elisa does not disclose this indicator. Elisa's data protection principles describe what information we collect and for what purpose, and how we handle the information. Provided the principles and policies relating to the customer personal data, limitations and requirements for further processing: - Data Protection Principles (public, privacy notice) [https://elisa.fi/tietosuoja/tietosuojaperiaatteet/] - Data Protection Policy (internal) - Principles of Personal Data Processing (internal) - Confidentiality of Communications and Principles of Location Data Processing (internal)	Elisa Finland and Elisa Estonia
Total amount of monetary losses as a result of legal proceedings associated with customer privacy (TC-TL-220a.3)	
Elisa is not disclosing this information, instead reports significant legal consequences in Elisa's financial statements release 2022.	Elisa Group
(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure (TC-TL-220a.4)	
Elisa has process for managing data breaches and each case is documented. Elisa does not disclose security incidents or breaches as numbers.	Elisa Group

Data Security

	Data includes
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected (TC-TL-230a.1)	
Elisa has process for managing data breaches and each case is documented. Elisa does not disclose security incidents or breaches as numbers.	Elisa Group

Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards (TC-TL-230a.2)	
Elisa's operational risk management is an ongoing process and is built into the organisation's normal operations. The process activates all Elisa employees and partners to identify and report risks related to processes, systems, technology and other operational functions. Operational risk management enables transparency in the potential adverse events and opportunities of operations, ensures business continuity and optimizes costs through risk assessment, management and monitoring. The process is compliant with ISO 27005 and ISO 31000 international standards. More information is available in Elisa web pages: **https://elisa.com/corporate/sustainability/trust-center/** Elisa cyber security services for corporate customers are described in Elisa web pages (in Finnish): **https://yrityksille.elisa.fi/kyberturvapalvelut**	Elisa Group

Managing systemic risks from technology disruptions

	Description	Data includes
(1) System average interruption frequency and (2) customer average interruption duration (TC-TL-550a.1)		
System average interruption frequency: 0.07% Customer average interruption duration: 20h	Annual interruption frequency vs. 1000 subscriptions	Elisa Finland

Own Indicators

	2022	2021	2020	Description	Data includes
Cyber security index describing cyber security [%]	**75%**	**73%**	**72%**	Annual average of Cyber Security Index performance. The index consists of four development focus area sub-metrics: 1) tracking and fixing security vulnerabilities in our network, 2) phishing simulations conducted among Elisa employees, 3) risk assessments performed, and 4) the completion rate of security certificate training among Elisa employees.	Elisa Finland
Security Certificate Training [%]	**93%**	**88%**	**N/A**	The training module from 2021 has been developed to include data protection and security trainings. In addition to Elisa Finland, the training will continue in other Elisa companies in 2023.	Elisa Finland
Cyber security exercises completion [pcs]	**4**	**N/A**	**N/A**	2022 is the first year Elisa is reporting this indicator as part of its Sustainability objective targets. Elisa's target is to perform 12 security exercises with large corporate customers and authorities, including cyber security simulations and security preparedness exercises by 2024.	Elisa Finland
Personal Data Inquiries [pcs]	**15,478**	**16,558**	**16,777**	Customer requests to review their personal data.	Elisa Finland and Elisa Estonia
Reducing the number of disturbances in mobile network [%]	**98%**	**97%**	**96%**	Reduction % of disturbances in mobile network through preventive actions.	Elisa Finland

Social Sustainability

GRI Indicators

GRI 2: General Disclosures 2021 related to Employees

Employees by Employment Contract, Time Type, Region and Gender [prs] (2-7)

	2022	2021	2020	Description	Data includes
Personnel in total, 31.12.2022	**6,197**	**5,947**	**5,744**	Headcount figures used for the disclosure. We do not report employee headcount with non-guaranteed hours.	Elisa Group
Permanent contract	**6,100**	**5,858**	**5,649**		
Finland	4,483	4,330	4,350		
Estonia	950	926	971		
Sweden	141	142	142		
Germany	94	87	7		
Singapore	94	87	13		
Spain	56	61	65		
Other countries	282	225	101		
Men	4,138	3,951	3,859		
Women	1,816	1,807	1,790		
Other or Unknown	146	100	0		
Temporary contract	**97**	**89**	**95**		
Finland	55	43	57		
Estonia	30	38	34		
Sweden	2	4	3		
Germany	4	3	0		
Singapore	0	0	0		

Spain	0	0	1
Other countries	6	1	0
Men	45	34	49
Women	48	48	45
Other or Unknown	4	7	1
Full-time employees	**5,166**	**5,002**	**4,711**
Finland	3,646	3,561	3,488
Estonia	893	881	923
Sweden	142	143	141
Germany	79	72	6
Singapore	94	87	13
Spain	55	61	65
Other countries	257	197	75
Men	3,473	3,348	3,176
Women	1,571	1,553	1,535
Other or Unknown	122	101	0
Part-time employees	**1,031**	**945**	**1,033**
Finland	892	812	919
Estonia	87	83	82
Sweden	1	3	4
Germany	19	18	1
Singapore	0	0	0
Spain	1	0	1
Other countries	31	29	26
Men	710	637	738
Women	293	302	294
Other or Unknown	28	6	1

Workers who are not employees [prs] (2-8)

	2022	Description	Data includes
Total workers who are not employees	**6,617**	2022 is the first year, Elisa is reporting other workers who are not employees headcount figures.	Elisa Group
Agency workers	497		
Consultant	434		
Facility management worker	119		
Subcontractor/Service provider	5,551		
Others	16		

Compliance with laws and regulations (2-27)

	Data includes
Total number of significant instances of non-compliance with laws and regulations during the reporting period	
No confirmed cases of non-compliance in 2022.	Elisa Group
Total number and the monetary value of fines for instances of non-compliance with laws and regulations	
No fines occurred due to non-compliance in 2022.	Elisa Group

Collective bargaining agreements [%] (2-30)

	2022	2021	2020	Data description	Data includes
Percentage of Total Employees Covered by Collective Bargaining Agreements	**73%**	**73%**	**73%**	For employees not covered by Collective Bargaining Agreements, the working conditions are determined either by employment contract, Elisa's HR practices or national legislation.	Elisa Group

GRI 205: Anti-corruption 2016

Communication and training about anti-corruption policies and procedures [%] (205-2)

	Data description	Data includes
Percentage of employees that the organization's anti-corruption policies and procedures have been communicated to.		
Anti-corruption policies have been communicated to all employees [100%] in Elisa.		Elisa Group
Percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to.		
Anti-corruption policies have been communicated to all the governance bodies [100%].		Elisa Group

	2022	2021	Description	Data includes
Percentage of employees completing the training by region.	**80%**	**60%**		
Finland	77%	63%	Training rate by region only reported. The figure excludes employees on longer sick leaves, absences and maternity leaves. Additionally new hires with tenure 14 days or less is excluded. 2021 data has been retroactively corrected.	Elisa Group
Estonia	88%	71%		
Sweden	74%	7%		
Singapore	98%	7%		
Germany	94%	7%		
Spain	80%	58%		
Other countries	64%	8%		

Confirmed incidents of corruption and actions taken [pcs] (205-3)

No confirmed incidents in 2022.	Elisa Group

GRI 401: Employment 2016

New employee hires and employee turnover by age group, gender and region [prs] (401-1)

	2022	2021	2020	Description	Data includes
New employee hires	**1,594**	**1,283**	**1,322**		Elisa Group
Finland	1,173	969	1,070		
Estonia	283	226	182		
Sweden	17	4	10		
Germany	20	7	3		
Singapore	15	16	1		
Spain	9	8	25		

Other countries	77	53	31		
Men	1,078	862	894		
Women	445	386	428		
Other or Unknown	71	35	0		
Under 30 years	1,077	880	935		
30-39 years	287	262	227		
40-49 years	151	89	115		
Over 49 years	79	52	45		
Terminated employments	**1,533**	**1,321**	**1,184**	We do not report the turnover rates, only the terminated employees [prs] is reported.	Elisa Group
Finland	1,191	995	954		
Estonia	259	268	192		
Sweden	18	12	12		
Germany	0	0	0		
Singapore	3	3	0		
Spain	16	14	7		
Other countries	46	29	19		
Men	1,024	889	793		
Women	460	407	391		
Other or Unknown	49	25	0		
Under 30 years	902	813	765		
30-39 years	326	272	207		
40-49 years	158	131	106		
Over 49 years	147	105	106		

Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation (401-2)

In general level, there are no differences. Elisa Group

GRI 403: Occupational Health and Safety 2018

Workers covered by an occupational health and safety management system [%] (403-8)

	2022	2021	2020	Description	Data includes
Employees covered by OHS management system	**93%**	**94%**	**97%**	Elisa's own employees coverage % only reported.	Elisa Group

Work related (occupational) injuries and ill-health.
Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender (403-9, 403-10)

	2022	2021	2020	Description	Data includes
Working hours [h]					
Average worked hours [hours/employee]	**1,459**	**1,367**	**1,480**	Annual figure. Total hours per employee headcount.	Elisa Group
Injury rate (IR)	**4**	**3**	**3**	Includes working time injuries rate of own employees based on 1,000,000 of actual hours worked.	
Finland					
Commuting injuries	3	3	4	Elisa's own indicator	
Working time injuries	5	4	3		
Estonia					
Working time injuries	0	2	1		
Sweden				2022 data excludes Elisa Polystar.	
Working time injuries	0	0	0		
Spain					
Working time injuries	0	0	0		
Germany					
Working time injuries	0	0	0		
Other Countries					
Working time injuries	2	0	0		

Rate of occupational diseases (ODR)	**0**	**0.2**	**0**	Includes rate of own employees based on on 1,000,000 of actual hours worked.	Elisa Group
Finland	0	0.4	0	2022 data excludes Elisa Polystar.	
Estonia	0	0	0		
Sweden	0	0	0		
Spain	0	0	0		
Germany	0	0	0		
Other Countries	0	0	0		

Lost day rate (LDR)	**111**	**177**	**121**	Includes rate of own employees based on 1,000,000 actual hours worked	Elisa Group
Finland	148	253	161	2022 data excludes Elisa Polystar.	
Estonia	0	0	0		
Sweden	0	0	0		
Spain	0	0	0		
Germany	0	0	0		
Other Countries	14	0	0		

Absentee rate (AR)	**5%**	**4%**	**3%**	Includes rate of own employees based on planned hours	Elisa Group
Finland	5%	4%	3%	2022 data excludes Elisa Polystar.	
Estonia	5%	4%	4%		
Sweden	2%	2%	0%		
Spain	1%	1%	2%		
Germany	4%	4%	26%		
Other Countries	1%	1%	N/A		

Commuting injuries (own employees total)	**21**	**19**	**27**		
Finland	21	19	27	2022 data excludes Elisa Polystar.	
Sub-contractors	**0**	**0**	**0**		Elisa Finland and Elisa Estonia

Work-related recordable injuries (own employees total)	**33**	**25**	**21**		Elisa Group
Finland	32	22	20	2022 data excludes Elisa Polystar.	
Estonia	0	3	1		
Sweden	0	0	0		
Spain	0	0	0		
Germany	0	0	0		
Other Countries	1	0	0		
Sub-contractors	**3**	**6**	**17**		Elisa Finland and Elisa Estonia
Work related high-consequence injuries (own employees total)	**0**	**0**	**0**		Elisa Group
Finland	0	0	0	2022 data excludes Elisa Polystar.	
Estonia	0	0	0		
Sweden	0	0	0		
Spain	0	0	0		
Germany	0	0	0		
Other Countries	0	0	0		
Sub-contractors	**5**	**2**	**8**		Elisa Finland and Elisa Estonia
Occupational diseases (own employees total)	**0**	**2**	**0**		
Finland	0	2	0	2022 data excludes Elisa Polystar.	
Estonia	0	0	0		
Sweden	0	0	0		
Spain	0	0	0		
Germany	0	0	0		
Other Countries	0	0	0		
Sub-contractors	**0**	**0**	**3**		Elisa Finland and Elisa Estonia
Work related fatalities (due to injuries or occupational ill-health) (own employees total)	**0**	**0**	**0**		
Finland	0	0	0	2022 data excludes Elisa Polystar.	
Estonia	0	0	0		
Sweden	0	0	0		
Spain	0	0	0		
Germany	0	0	0		

Other Countries	0	0	0		
Sub-contractors	**0**	**0**	**0**		Elisa Finland and Elisa Estonia
Lost day incidents [days] (own employees total)	**133**	**192**	**137**		Elisa Group
Finland	132	192	137	2022 data excludes Elisa Polystar.	
Estonia	0	0	0		
Sweden	0	0	0		
Spain	0	0	0		
Germany	0	0	0		
Other Countries	1	0	0		
Sub-contractors	**45**	**41**	**59**		Elisa Finland and Elisa Estonia
Absentees [days] (own employees total)	**63,202**	**51,294**	**39,179**		Elisa Group
Finland	50,178	39,172	30,315	2022 data excludes Elisa Polystar.	
Estonia	11,622	9,546	8,406		
Sweden	10	830	0		
Spain	105	168	218		
Germany	821	846	240		
Other Countries	466	732	0		
Sub-contractors	**600**	**97**	**279**		Elisa Finland and Elisa Estonia

GRI 404: Training and Education 2016

Average hours of training per year per employee by gender and by employee category [h] (404-1)

	2022	2021	2020	Description	Data includes
Average training hours per employee	**12**	**11**		2021 onwards, the employee categorisation has been updated.	Elisa Group
Men	12	11	19		
Women	10	12	11		
Other or Unknown	11	9	6	Other employees include employees who do not fit the current breakdown of categories. We continue to refine our employee categorisation to provide a more specific and inclusive breakdown, with the aim of eventually eliminating the classification of "other employees".	
Executive officers	14	7			
Senior management	11	15			
Middle and other management	12	21			
Senior specialist and experts	11	10			
Entry level	12	11			
Other employees	22	10		For 2022 data, Elisa Polystar's data points are estimated figures.	

Employees receiving regular performance and career development reviews by gender and by employee category [prs] (404-3)

	2022	2021	2020	Description	Data includes
Employees receiving regular performance and career development reviews [%]	**84%**	**84%**	**73%**	2021 onwards, the employee categorisation has been updated.	Elisa Group
Men	3,523	3,299	2,827		
Women	1,566	1,570	1,390		
Other or Unknown	118	94	0	Other employees include employees who do not fit the current breakdown of categories. We continue to refine our employee categorisation to provide a more specific and inclusive breakdown, with the aim of eventually eliminating the classification of "other employees".	
Executive officers	26	19			
Senior management	224	209			
Middle and other management	539	488			
Senior specialist and experts	2,461	2,290			
Entry level	1,949	1,785			
Other employees	8	172			

GRI 405: Diversity and Equal Opportunity 2016

Diversity of governance bodies [prs] (405-1)

	2022	2021	2020	Description	Data includes
Elisa's Executive Board	**10**	**11**	**11**		Elisa Group
Women	1	2	2		
Men	9	9	9		
Under 30 years	0	0	0		
30-39 years	0	0	0		
40-49 years	3	3	3		
Over 49 years	7	8	8		
Elisa's Board of Directors	**9**	**8**	**7**		Elisa Group
Women	4	3	3		
Men	5	5	4		
Under 30 years	0	0	0		
30-39 years	0	0	0		
40-49 years	2	1	1		
Over 49 years	7	7	6		
Management teams of business units	**94**	**95**	**93**		Elisa Group
Women	44	43	33		
Men	50	52	60		
Under 30 years	0	0	0		
30-39 years	9	6	5		
40-49 years	45	41	49		
Over 49 years	40	48	39		
Corporate Responsibility Management Board	**8**	**8**	**14**		Elisa Group
Women	4	5	9		
Men	4	3	5		
Under 30 years	0	0	0		

30-39 years	0	0	1
40-49 years	4	3	8
Over 49 years	4	5	5

Diversity of employees [%] (405-1)

Breakdown of employees by gender			Elisa Group
Men	68%	67%	68%
Women	30%	31%	32%
Other or Unknown	2%	2%	0%

Breakdown of employees by age		Elisa Group
Under 20	1%	1%
20-24	10%	9%
25-29	15%	14%
30-34	14%	15%
35-39	14%	15%
40-44	14%	14%
45-49	12%	12%
50-54	9%	9%
55-59	7%	7%
60-64	3%	3%
Over 64	0.2%	0.2%

Breakdown of employees by employee categories				Elisa Group
Executive officers	0.5%	0.4%	2021 onwards, the employee categorisation has been updated. Other employees include employees who do not fit the current breakdown of categories. We continue to refine our employee categorisation to provide a more specific and inclusive breakdown, with the aim of eventually eliminating the classification of "other employees".	
Senior management	3.9%	3.9%		
Middle and other management	9.6%	9.7%		
Senior specialist and experts	42.1%	40.8%		
Entry level	42.8%	42.4%		
Other employees	1.1%	2.9%		

GRI 406: Non-discrimination 2016

Incidents of discrimination and corrective actions taken [pcs] (406-1)

No confirmed incidents of discrimination in 2022.

GRI 410: Security Practices 2016

Security personnel trained in human rights policies or procedures [%] (410-1)

	Description	Data includes
92% of external security guards working in Elisa Finland have completed Elisa Code of Conduct policy training in 2022.	The figure only includes the external security guards. Doesn't include workers who are in longer leave.	Elisa Finland

GRI 414: Supplier Social Assessment 2016

	2022	2021	2020	Description	Data includes
New suppliers that were screened using social criteria [%] (414-1)	**0%**	**0%**	N/A		Elisa Finland and Elisa Videra
Negative social impacts in the supply chain and actions taken (414-2)					Elisa Finland and Elisa Videra
Total suppliers assessed [pcs]	**83**	**71**	**76**		
Number of suppliers identified as having significant actual and potential negative social impacts [pcs]	N/A	34	N/A		
Significant actual and potential negative social impacts identified in the supply chain [pcs]	**549**	**402**	**665**		
Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment [%]	N/A	100%	N/A		
Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why [%]	N/A	0%	N/A		

GRI 415: Public Policy 2016

Total value of political contributions by country and recipient/beneficiary (415-1)	
No political contributions in 2022.	Elisa Group

GRI 416: Customer Health and Safety 2016

Incidents of non-compliance concerning the health and safety impacts of products and services [pcs] (416-2)	
No confirmed incidents in 2022.	Elisa Group

GRI 417: Marketing and Labeling 2016

Incidents of non-compliance concerning product and service information and labeling [pcs] (417-2)	
No confirmed incidents in 2022.	Elisa Group
Incidents of non-compliance concerning marketing communications [pcs] (417-3)	
No confirmed incidents in 2022.	Elisa Group

Own Indicators

	2022	2021	2020	Description	Data includes
Code of Conduct training completion [%]	**98%**	**93%**	**84%**	The figure excludes employees on longer sick leaves, absences and maternity leaves. Additionally new hires with tenure 14 days or less is excluded.	Elisa Group
Contribution to the Society [%]	**87%**	**88%**	**N/A**	Calculated as performance of survey against annual target (26.8). Survey conducted among Finnish and Estonian citizens asking to evaluate whether Elisa acts responsibly in society.	Elisa Finland and Elisa Estonia
Customer Satisfaction in Relation to NPS Target [%]	**97%**	**81%**	**93%**	Calculated as performance of survey result against annual target (29). Survey conducted among Finnish and Estonian customers by asking how likely they are to recommend Elisa.	Elisa Finland and Elisa Estonia
Code of Ethical Purchasing training completion [%]	**70%**	**100%**	**N/A**	In 2022, the target group for the training has been extended to include vendor managers and logistics team. The targets are set annually. 2022 figure is cumulative of 2021 and 2022.	Elisa Finland

Supply chain sustainability development

In 2022, supply chain audits performed as planned and supply chain responsibility review is included in Elisa Vendor Management process. Vendor managers from Elisa Finland launched to perform the "Elisa Code of Ethical purchase" training.	Elisa Finland

Employee Engagement [%]

99%	The performance is calculated as percentage of employee survey result to annual target (78). Employee engagement survey is conducted twice a year to understand Elisians' experiences on different topics of the organisation and its functionalities in order to develop things further.	Elisa Group

Women in Supervisor position [%]

30%	2022 is the first year Elisa is reporting this indicator as part of its Sustainability objective targets. By 2024, Elisa's target is to have 32% of women supervisors. It is calculated as share of women in supervisor position (have subordinates) divided by all genders in supervisor position. The data excludes 1.7% of 'Others and Unknown' employee supervisors."	Elisa Group

Population coverage of Elisa's high-speed connections [%]

86.2%	2022 is the first year Elisa is reporting this indicator as part of its Sustainability objective targets. By 2025, Elisa's target is to have Elisa's high-speed connection (>100 Mbps) availability to all Finnish households.	Elisa Finland

Economic Sustainability

GRI Indicators

GRI 201: Economic Performance 2016

Direct economic value generated and distributed [EUR million] (201-1)

	2022	2021	2020	Description	Data includes
Net sales	**2,130**	**1,998**	**1,895**	Includes financial incomes.	Elisa Group
Suppliers and partners	1,008	936	888		
Personnel remuneration	395	374	326		
Dividends and interests	338	325	310		
Taxes and other public oblications	83	77	70		
Capital expenditure investments	290	265	266		
Community Investments	0.08	0.03	N/A		
Taxes and tax-like payments	**577**	**531**	**485**		Elisa Group
Corporate tax	83	77	70		
Value-added tax	289	275	253		
Income tax and withholding tax	134	132	121		
Statutory employer's social insurance payments and other taxes	52	29	24		
Public fees	20	18	17		

Financial implications and other risks and opportunities due to climate change (201-2)

Risk	Description	Impact assesment	Managing risks and opportunities
Average temperature changes due to global warming	Rising average temperatures and heat waves will increase need for cooling in Elisa's telefacilities and other premises.	Very likely in the long term, with a low impact for Elisa. Costs will increase due to investments in cooling systems and higher energy consumption. We estimate increases in electricity consumption to be about 2%.	**Curbing emissions by utilising carbon-free energy**: Elisa has offered its customers carbon neutral services since 2020. We set ambitious targets and constantly work on ways to further reduce Elisa's own carbon footprint. Elisa will in 2023 start producing renewable energy through a power-purchasing agreement. We maintain a group-wide working group that supports our ISO certified environmental management system.
Extreme weather phenomena due to climate change	Climate change causes extreme weather phenomena, which can cause interruptions in Elisa's services, for example due to power failures or disruptions in supply chain logistics.	Virtually certain in the short term, with a medium-low impact for Elisa. An increase in interruptive events will cause higher costs for personnel and replacement of broken equipment. Estimated costs vary between EUR 0.2-2.0m depending on frequency of events and other circumstances.	**Enabling sustainable solutions around mobile connectivity**: Elisa has in place a comprehensive real-time monitoring system for network disturbances, identifying problematic issues and enabling rapid repairs. Already in the planning phase, we can also mitigate physical risks to the network. We estimate that demand for real-time measurement and monitoring services provided by Elisa will increase in the future.
Increasing costs due to markets, regulations, and energy taxes	The Paris agreement strives to limit the average global temperature increase to 1.5°C, and to raise ambition levels by updated national targets every five years.	Likely in the short-term, with a medium-low impact for Elisa. The energy crisis in Europe has caused increases in energy cost for the whole society. Estimated implications of possible carbon market pricing, are for Elisa less than 1% of operational costs.	**Reducing carbon footprint by improving energy efficiency in operations**: We continuously develop energy efficiency in our networks and invest in for instance reuse of waste heat from our data centres. We are actively evaluating opportunities in scaling up energy-related innovations, which will increase Elisa's carbon handprint for customers. We use hedging to improve the predictability of overall energy costs.
Stakeholders expecting higher level of climate action from ICT industry	Climate change builds environmental awareness among stakeholder groups. Increased demands on climate-friendly operations, as well as transparency and disclosures, adds also to related costs.	As likely as not in the medium term, with a medium impact for Elisa. According to the Sustainable Brand Index report 2022, 60% of Finnish consumers discuss sustainability regularly. Confusion about climate impacts of the ICT industry, might lead to less demand for the services provided.	**Developing new business areas by digital innovations that support sustainability**: Elisa has set science-based targets (SBTi) around the Paris agreement and committed to setting a similar Net Zero target. Elisa has in some cases been able to turn its own footprint reductions into handprint services. For example, our international Elisa Polystar, Elisa IndustrIQ and also Elisa Videra businesses provide means for our customers to reduce their own carbon footprint.
Global issues diverting attention from climate action	Earth is a system, where climate change can radically affect natural ecosystems and unleash threats that directly or indirectly might cause world-wide system shocks, in a similar way to COVID-19.	More likely than not in the medium term, with a medium-low impact for Elisa. Exceptional circumstances might decrease revenues, due to less demand for products and services or because of various supply chain issues. Attention among customers, and in the value chain, might also be diverted from climate action during difficult times.	**Enabling resilient operations through sustainable services**: In times of transformation, adaptability becomes a vital capability. This always means that we take care of our basic tasks in all circumstances. We help society accommodate to a challenging new situation, while actively innovating new ways to support those in the most vulnerable positions. We can help our customers cope with even dramatic change by supporting them when taking a digital leap and for example adapt to a new normal of hybrid work.
Stakeholder reluctance to participate in climate action	A significant part of the ICT industry's environmental impacts come from the manufacturing of devices. To achieve Elisa's ambitious climate-related goals, it is crucial to engage key stakeholders such as supply chain partners around climate change mitigation.	Unlikely in the medium term, with a medium-low impact for Elisa. Legislative requirements and standards are expected to drive most supply chain stakeholders in a more sustainable direction. Not achieving Net Zero commitments within the ICT industry would be a big setback from a climate change mitigation point of view.	**Integrating circular economy with daily business operations**: Reducing environmental impacts of devices, by paying attention to durability, by offering repair services, and refurbishment and sales of used devices, and finally arranging safe recycling, are examples of actions by Elisa. We also take part in organisations such as JAC, GSMA, and ETIS, where we together with operators and supply chain stakeholders, assess and develop sustainable approaches within the ICT industry.

GRI 207: Tax 2019

Tax Country-by-country reporting [EUR million] (207-4)

	2022	2021	2020	Description	Data includes
Total taxes and tax-like payments	**577**	**531**	**485**	Taxes Paid by Elisa Group	
Finland	515	474	N/A		
Estonia	46	40	N/A		
Sweden	7	8	N/A		
Spain	1	1	N/A		
Germany	6	4	N/A		
Other countries	3	4	N/A		Includes: Australia, Canada, France, Hungary, Italy, Malaysia, Norway, Romania, Russia, Singapore, Slovakia Taiwan, UK and USA.

SASB Indicators

Competitive Behavior & Open Internet

	Description	Data includes
Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations (TC-TL-520a.1)		
Elisa reports significant legal consequences in Elisa's financial statements release 2022 (Significant legal and regulatory issues, p.11)		Elisa Group
Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content (Mbps) (TC-TL-520a.2)		
We do not disclose download speed.		Elisa Group
Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices (TC-TL-520a.3)		
Elisa operates in markets where data services are generally unlimited. Risks and opportunities of net neutrality, paid peer review and zero rating are not significant. However, 5G can bring new opportunities (e.g., network slicing and optimized services). We follow the instructions of the authorities in net neutrality issues related to productisation.		Elisa Group

Sustainability-linked revolving credit facility indicators

	2022	2021	Description	Data includes
Increase of the share of female leadership positions [%]	**27%**	**27%**	This indicator is part of Sustainability Criteria of Elisa's Sustainability linked loan. The set target for 2022 has been achieved. It is calculated as share of women in leadership position (have subordinates) divided by all genders in leadership position.	Elisa Oyj, Elisa Videra Oy, Elisa Santa Monica Oy, Fenix Solutions Oy.
Decrease of the share of population without access to high speed connection [%]	**14%**	**27.5%**	This indicator is part of Sustainability Criteria of Elisa's Sustainability linked loan. The set target for 2022 has been achieved. The share of population without access to high speed connection has decreased from 27.5% in 2021to 14% in 2022.	Elisa Finland
Ensure renewable energy sourcing, and commit into increasing share of PPAs in renewables to increase the impact.				
100% of electricity used in Elisa Finland is from renewables source covered through Certificate of Origins.			This indicator is part of Sustainability Criteria of Elisa's Sustainability linked loan. The set target for 2022 has been achieved.	Elisa Finland

Own Indicators

	2022	Description	Data includes
Development of patent applications [pcs]	**40**	2022 is the first year Elisa is reporting this indicator as part of its Sustainability objective targets. By 2024, Elisa's target is to develop its patent applications to be more than 100.	Elisa Group

EU Taxonomy Indicators

Proportion of turnover from products or services associated with Taxonomy-aligned economic activities - disclosure covering year 2022

				Substantial contribution criteria						DNSH criteria (Does Not Significantly Harm)									
ECONOMIC ACTIVITIES	**Code(s)**	**Absolute turnover (MEUR)**	**Proportion of turnover (%)**	Climate change mitigation (%)	Climate change adaptation (%)	Water and marine resources (%)	Circular economy (%)	Pollution (%)	Biodiversity and ecosystems (%)	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Minimum Safeguards	Taxonomy aligned proportion of turnover, year N (%)	Category (enabling activity)	Category (transitional activity)
A. TAXONOMY-ELIGIBLE ACTIVITIES																			
A.1.Environmentally sustainable activities (Taxonomy-aligned)																			
Data processing, hosting and related activities	8.1	21.5	1.0%	100%	0%	TBD	TBD	TBD	TBD		Y	Y	Y			Y	1.0%		T
Programming and broadcasting activities	8.3	178.6	8.4%	100%	100%	TBD	TBD	TBD	TBD							Y	8.4%	E	
Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)		**200.1**	**9.4%**																
A.2.Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)																			
Data processing, hosting and related activities	8.1	5.2	0.2%																
Programming and broadcasting activities	8.3	0.0	0.0%																
Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		**5.2**	**0.2%**																
Total (A.1 + A.2)		**205.3**	**9.6%**																
B: TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
Turnover of Taxonomy-non-eligible activities (B)		**1,924.2**	**90.4%**																
Total (A+B)		**2,129.5**	**100.0%**																

Proportion of CapEx from products or services associated with Taxonomy-aligned economic activities - disclosure covering year 2022

				Substantial contribution criteria						DNSH criteria (Does Not Significantly Harm)									
ECONOMIC ACTIVITIES	**Code(s)**	**Absolute CapEx**	**Proportion of CapEx (%)**	Climate change mitigation (%)	Climate change adaptation (%)	Water and marine resources (%)	Circular economy (%)	Pollution (%)	Biodiversity and ecosystems (%)	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Minimum Safeguards	Taxonomy aligned proportion of CapEx, year N (%)	Category (enabling activity)	Category (transitional activity)
A. TAXONOMY-ELIGIBLE ACTIVITIES																			
A.1.Environmentally sustainable activities (Taxonomy-aligned)																			
Data processing, hosting and related activities	8.1	7.6	2.6%	100%	0%	TBD	TBD	TBD	TBD		Y	Y	Y			Y	2.6%		T
Programming and broadcasting activities	8.3	5.1	1.7%	100%	100%	TBD	TBD	TBD	TBD							Y	1.7%	E	
CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		**12.6**	**4.3%**																
A.2.Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)																			
Data processing, hosting and related activities	8.1	1.1	0.4%																
Programming and broadcasting activities	8.3	0.0	0.0%																
CapEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		**1.1**	**0.4%**																
Total (A.1 + A.2)		**13.8**	**4.7%**																
B: TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
CapEx of Taxonomy-non-eligible activities (B)		**278.0**	**95.3%**																
Total (A+B)		**291.8**	**100.0%**																

Proportion of OpEX from products or services associated with Taxonomy-aligned economic activities - disclosure covering year 2022

				Substantial contribution criteria						DNSH criteria (Does Not Significantly Harm)									
ECONOMIC ACTIVITIES	**Code(s)**	**Absolute OpEx (MEUR)**	**Proportion of OpEx (%)**	Climate change mitigation (%)	Climate change adaptation (%)	Water and marine resources (%)	Circular economy (%)	Pollution (%)	Biodiversity and ecosystems (%)	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Minimum Safeguards	Taxonomy aligned proportion of OpEx, year N (%)	Category (enabling activity)	Category (transitional activity)
A. TAXONOMY-ELIGIBLE ACTIVITIES																			
A.1.Environmentally sustainable activities (Taxonomy-aligned)																			
Data processing, hosting and related activities	8.1	0.0	0.0%	100%	0%	TBD	TBD	TBD	TBD		Y	Y	Y			Y	0.0%		T
Programming and broadcasting activities	8.3	0.0	0.0%	100%	100%	TBD	TBD	TBD	TBD							Y	0.0%	E	
OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		**0.0**	**0.0%**																
A.2.Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)																			
Data processing, hosting and related activities	8.1	0.0	0.0%																
Programming and broadcasting activities	8.3	0.0	0.0%																
OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		**0.0**	**0.0%**																
Total (A.1 + A.2)		**0.0**	**0.0%**																
B: TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
OpEx of Taxonomy-non-eligible activities (B)		**114.2**	**100.0%**																
Total (A+B)		**114.2**	**100.0%**																

Environmental sustainability

GRI Indicators

GRI 302: Energy 2016

Energy consumption within the organisation [GJ] (302-1)

	2022	2021	2020	Description	Data includes
Direct energy consumption by primary energy source	**11,877**	**15,339**	**9,946**	2021 number has been retroactively corrected due to addition of missing data points.	Elisa Finland and Elisa Estonia
Usage of non-renewable fuels	**11,802**	**15,248**	**9,946**	Fossil fuels include gasoline, diesel, and burning oil.	
Finland	6,754	13,088	9,946		
Estonia	5,048	2,069	N/A		
Usage of renewable fuels	**75**	**91**	**N/A**		
Indirect energy consumption by primary sources	**1,314,618**	**1,260,022**	**1,142,294**		
Electricity	**1,227,480**	**1,171,227**	**1,061,068**	2021 number has been retroactively corrected due to improved methodology.	Elisa Group
Finland	1,106,295	1,050,420	953,486		
Estonia	118,025	116,933	107,435		
Other countries	3,161	3,874	147	From 2021 onwards, we have included electricity consumption from our international offices.	
Mobile Network	860,360	771,007	662,647	Includes rented sites.	
Fixed Network	218,772	235,657	233,838		
Data Centre	109,426	122,678	124,859		
Other sites	38,922	41,885	39,723		
Heating	**47,475**	**46,708**	**38,628**	2021 number has been retroactively corrected due to improved methodology.	Elisa Group
Finland	39,863	39,745	36,352		
Estonia	5,091	5,102	2,197		

Other countries	2,521	1,860	79	From 2021 onwards, we have included heating consumption from our international offices.	
Fixed Network	11,368	10,282	13,281		
Other sites	36,107	36,426	25,348		
Cooling	**39,663**	**42,087**	**42,598**		Elisa Finland
Finland	39,663	42,087	42,598		
Total energy consumption within organization	**1,312,729**	**1,256,395**	**1,152,240**	Total energy is calculated as sum of direct and indirect energy minus sold energy.	
Purchased carbon-free electricity [GJ]	**1,093,824**	**1,017,704**	**1,007,460**	Total electricity purchased by Elisa through certificates of origin.	
Finland	972,000	900,000	900,000	Purchased renewable electricity through certificate of origin (hydropower) for own sites only.	
Estonia	120,600	116,935	107,460	Purchased carbon free electricity through certificate of origin (nuclear)	
Other countries	1,224	769	N/A	Purchased renewable electricity through certificate of origin (hydropower, solar and wind)	
Usage of carbon-free electricity [GJ]	**1,223,844**	**1,165,742**	**1,060,921**	Total electricity consumption.	
Finland	1,104,600	1,048,039	953,486	Usage of renewable electricity through certificate of origin (hydropower) including rented sites.	
Estonia	118,025	116,933	107,435	Usage of carbon free electricity through certificate of origin (nuclear)	
Other countries	1,219	769	N/A	Usage of renewable electricity through certificate of origin (hydropower, solar and wind)	
Purchased renewable cooling	**39,663**	**42,087**	**37,571**	2021 onwards, all district cooling is renewable.	Elisa Finland
Sold energy	**13,766**	**18,966**	**N/A**	2021 onwards, we report energy from heat recovery solutions.	Elisa Finland

Energy intensity [kWh/GB] (302-3)

	2022	2021	2020	Description	Data includes
Mobile networks electricity consumption per transferred gigabyte	**0.105**	0.111	0.120	Only intensity figure from mobile network is reported.	Elisa Finland

Reduction of energy consumption [GJ] (302-4)

	2022	2021	2020	Description	Data includes
Energy saved due to conservation and efficiency improvements	**37,512**	**28,624**	**22,842**		
Energy efficiency in networks (electricity)	37,512	28,624	22,842	Savings in Elisa network due to network optimisation and modernisation. 2021 onwards, we report energy savings also from the fixed network. 2021 data is retroactively corrected due to improved methodology.	Elisa Finland

GRI 303: Water and Effluents 2018

	2022	2021	2020	Description	Data includes
Water withdrawal [ML] (303-3)	**18.1**	**21.8**	**18.3**	The biggest water related aspects in Elisa operations come from the offices, where it is assumed that the volume of water withdrawal, discharge, and consumption is the same. We apply a level of granularity for water reporting that is relevant for Elisa, compiling information from our reporting system.	Elisa Finland, Elisa Estonia and Elisa Camline
Municipal water	**18.1**	**21.8**	**18.3**		
Finland	16.2	20.6	18.3		
Estonia	1.2	1.0	N/A		
Other Countries	0.7	0.2	N/A		
Water discharge [ML] (303-4)	**18.1**	**21.8**	**18.3**		
Wastewater	**18.1**	**21.8**	**18.3**		
Finland	16.2	20.6	18.3		
Estonia	1.2	1.0	N/A		
Other Countries	0.7	0.2	N/A		
Water consumption [ML] (303-5)	**18.1**	**21.8**	**18.3**		
Water intake	**18.1**	**21.8**	**18.3**		
Finland	16.2	20.6	18.3		
Estonia	1.2	1.0	N/A		
Other Countries	0.7	0.2	N/A		

GRI 305: Emissions 2016

Direct (Scope 1) GHG emissions [tCO_2e] (305-1)

	2022	2021	2020	Description	Data includes
Total direct greenhouse gas (GHG) emissions by weight [tCO_2e, tonnes of carbon dioxide equivalents]	**695**	**1,030**	**666**	Emission compensation since 2020. 2021 number has been retroactively corrected after revisiting data points.	Elisa Finland and Elisa Estonia
Finland	412	895	666		
Estonia	283	135	N/A		

Energy indirect (Scope 2) GHG emissionss [tCO_2e] (305-1)

	2022	2021	2020	Description	Data includes
Total indirect greenhouse gas (GHG) emissions by weight [tCO_2e, tonnes of carbon dioxide equivalents], market-based	**2,310**	**2,340**	**1,666**	100% renewable electricity used in Elisa Finland and Elisa Polystar Sweden. Additionally, 100% renewable district cooling used in Elisa Finland. In Elisa Estonia, carbon-free (nuclear) electricty was used in 2022. Emission compensation since 2020. 2021 data has been retroactively corrected due to improved methodology.	Elisa Group
Finland	1,671	1,710	1,543		
Estonia	241	242	105		
Other countries	398	388	18	From 2021 onwards, we have included energy consumption from our international offices.	
Mobile Network	0	0	0	Includes rented sites.	
Fixed Network	445	403	554		
Data Centre	0	0	25		
Other sites	1,864	1,937	1,086		
Total indirect greenhouse gas (GHG) emissions by weight [tCO_2e, tonnes of carbon dioxide equivalents], location-based	**56,055**	**53,510**	**59,760**	2021 data has been retroactively corrected due to improved methodology	Elisa Group
Finland	35,647	33,847	38,166		
Estonia	20,200	19,446	21,585		
Other countries	208	217	9	From 2021 onwards, we have included energy consumption from our international offices.	

Mobile Network	42,802	37,590	40,065	Includes rented sites.
Fixed Network	7,774	9,896	12,280	
Data Centre	3,526	3,953	4,998	
Other sites	1,953	2,071	2,417	

Other indirect (Scope 3) GHG emissions [tCO_2e] (305-3)

	2022	2021	2020	Description	Data includes
Other relevant indirect greenhouse gas emissions by weight [tCO_2e]	**232,352**	**206,859**	**183,793**		
Purchased good and services	**118,226**	**110,359**	**103,605**	Historical data has been retroactively corrected with updated emission factors and after revisiting data points from other Elisa companies.	Elisa Finland. Elisa Estonia, Elisa Polystar and Elisa Santa Monica Oy
Finland	100,427	99,303	94,806	In 2022, compensated product emission is deducted from the total emission.	
Estonia	17,585	11,056	8,799		
Other countries	214	N/A	N/A		
Capital goods	**53,897**	**40,669**	**34,492**	Purchased base stations and other network equipment. Historical data has been retroactively corrected after revisiting data points from other Elisa companies.	Elisa Finland. Elisa Estonia, Elisa Polystar and Elisa Videra
Finland	45,241	38,272	33,915		
Estonia	6,812	742	577		
Other countries	1,844	1,656	N/A		
Fuel-and energy-related activities	**23,703**	**23,015**	**14,044**	2021 data has been retroactively corrected after revisiting data points.	Elisa Group
Finland	13,048	12,528	7,503		
Estonia	10,562	10,378	6,538		
Other countries	93	108	3		
Upstream transportation and distribution	**532**	**258**	**165**	Transportation of goods to Elisa and to Elisa's customers. 2021 data has been retroactively corrected after revisiting data points.	Elisa Finland and Elisa Estonia
Finland	531	196	165		
Estonia	1	62	N/A		

Waste generated in operations	**601**	**425**	**590**	Emission compensation since 2020.	Elisa Finland, Elisa Estonia and Elisa Polystar
Finland	580	425	590		
Estonia	21	0.1	0.2		
Other countries	0.1	0.1	N/A		
Business travel	**1,350**	**406**	**1,498**	Emission compensation since 2020.	Elisa Finland, Elisa Estonia, Elisa Santa Monica Oy, Elisa Videra Oy, Enia Oy, Fenix Solutions Oy, Fonum Oy, Kepit Systems Oy and Elisa Polystar.
Finland	1,197	398	1,478		
Estonia	53	8	19		
Other countries	101	N/A	N/A		
Employee commuting	**1,991**	**1,736**	**1,369**	Emission compensation since 2020.	Elisa Group
Finland	1,401	1,210	1,203		
Estonia	464	402	158		
Other countries	126	124	7		
Upstream leased assets	**N/A**	**N/A**	**N/A**	Energy consumption in rented sites is calculated in Scope 2.	
Downstream transportation	**N/A**	**N/A**	**N/A**	Downstream transportation is included in upstream transportation.	
Processing of sold product	**N/A**	**N/A**	**N/A**	Not relevant, no processing of products.	
Use of sold product	**30,921**	**28,959**	**27,020**	2020 data has been updated due to addition of data points from other Elisa companies.	
Finland	26,318	26,333	25,173		
Estonia	4,603	2,626	1,847		
End-of-life treatment of sold products	**1,130**	**1,032**	**1,011**	2020 data has been updated due to addition of data points from other Elisa companies.	
Finland	923	897	906		
Estonia	207	135	105		
Downstream leased assets	**N/A**	**N/A**	**N/A**	Energy consumption of operators with leases is calculated in Scope 2	
Franchises	**N/A**	**N/A**	**N/A**	Not relevant: no franchises.	
Investment	**N/A**	**N/A**	**N/A**	Not relevant: no significant credit management, production investments reported elsewhere.	

GHG emissions intensity [$kgCO_2e/EUR$] (305-4)

	2022	2021	2020	Description	Data includes
Scope 1 and Scope 2 emissions per revenue	**0.001**	**0.002**	**0.001**		Elisa Group

Reduction of GHG emissions [tCO_2e] (305-5)

	2022	2021	2020	Description	Data includes
Emission reductions in own operations	**109,955**	**102,956**	**105,250**		
Emission reduction in networks, Scope 2	2,422	1,848	1,582	2021 onwards, we report emission reductions also from the fixed network. 2021 data is retroactively corrected due to improved methodology.	Elisa Finland
Use of acquired renewable energy, Scope 2	92,241	85,491	88,639	Emission reductions from all the use of acquired renewable electricity.	2022 onwards Elisa Finland, Elisa Estonia and Elisa Polystar
Reuse of capital infrastructure, Scope 3	552	704	N/A	Emission reduction from the reuse of network equipment.	Elisa Finland
Emission compensation	7,910	6,795	6,750	Compensation boundaries have been expanded to include remote work, and business-specific compensation commitments. 2021 data has been retroactively corrected after revisiting data points.	Elisa Group
Produced renewable energy, Scope 2	1,529	1,626	1,779	2021 onwards, we report produced renewable energy from heat recovery solutions, excluding sold energy.	Elisa Finland
Elisa Ideal Work (flexible work solutions), Scope 3	5,302	6,492	6,500	In 2020 and 2021,this metric was not reported to better correspond with the exceptional pandemic circumstances.	Elisa Group

GRI 306: Waste 2020

	2021	2021	2020	Description	Data includes
Waste generated [t] (306-3)					2021 onwards Elisa Finland, Elisa Estonia and Elisa Polystar
Total waste generated	**833**	**645**	**1,009**		
Hazardous waste	**418**	**293**	**401**		
Finland	404	291	401		
Estonia	14	N/A	N/A		
Non-hazardous waste	**414**	**352**	**608**		
Finland	376	340	594		
Estonia	35	9	14		
Other Countries	3	3	N/A		
WEEE (Waste Electrical and Electronic Equipment)	**146**	**145**	**321**		
Finland	146	145	321		
Other Countries	0.1	0.1	N/A		
Waste diverted from disposal by recovery operation [t] (306-4)				All waste diverted from disposal are recovered offsite.	
Total hazardous waste	**378**	**262**	**364**		
Recyling	378	262	364		
Total non-hazardous waste	**413**	**351**	**608**		
Recyling	370	351	608		
Composting	0.12	0.12	N/A		
Other recovery operations	43	N/A	N/A		
Waste prevented	**791**	**613**	**973**	Total hazardous and non-hazardous waste diverted from being disposed.	
Waste directed to disposal by disposal operation [t] (306-5)				All waste is disposed offsite.	
Total hazardous waste	**40**	**31**	**37**		
Hazardous waste disposal	40	31	37		
Total non-hazardous waste	**1**	**1**	**0**		
Incineration(with energy recovery)	1	1	0		

SASB Indicators

Environmental footprint of operations (TC-TL-130a.1)

	2022	2021	2020	Description	Data includes
Total energy consumed [GJ]	**1,312,729**	**1,256,395**	**1,152,240**	Total energy is calculated as sum of direct and indirect energy minus sold energy.	Elisa Group
Percentage grid electricity [%]	**94%**	**93%**	**92%**	2021 data has been retroactively corrected after revisiting data points	Elisa Group
Percentage renewable [%]	**96%**	**96%**	**95%**	Includes carbon free plus renewable electricity and renewable cooling. 2021 data has been retroactively corrected after revisiting data points.	Elisa Finland and Elisa Estonia
PUE (Power Usage Effectiveness), 12 month average weighted figure	**1.8**	**1.4**	**1.6**	We include PUE from 6 sites that are considered as data centers. Waste heat recovery solutions affect the PUE figure negatively.	Elisa Finland

Product End-of life Management (TC-TL-440a.1)

	2022	2021	2020	Description	Data includes
Materials recovered through take back programs [t]	**117**	**120**	**321**		Elisa Finland and Fonum Oy
Percentage reused [%]	**7%**	**4%**	**0%**		
Percentage recycled [%]	**93%**	**96%**	**100%**		
Percentage landfilled [%]	**0%**	**0%**	**0%**		

Own indicators

	2022	Description	Data includes
Science Based Target (SBTi) performance			
T1 (Scope 1 and Scope 2)	**On target**		Elisa Group
Carbon handprint improvement [tCO_2e]	**46,862**	2022 is the first year Elisa is reporting this indicator as part of its Sustainability objective targets. Elisa has target to increase its carbon handprint by 50% from the baseline of 2021 (46k tCO_2e). Target year is 2024. It is calculated as of CO_2 emissions saved for customers as a result of e.g., digitalisation and circularity.	Elisa Group
Change in network energy efficiency	**-5.4%**	2022 is the first year Elisa is reporting this indicator as part of its Sustainability objective targets. Elisa has target to improve its mobile network energy efficieny by 20% by 2024. It is calculated as change in energy consumption (kWh) of Elisa's mobile networks in Finland compared to Q4 2021.	Elisa Finland
Renewable energy sourcing			
100% of electricity used in Elisa Finland is from renewables source covered through Certificate of Origins.		This indicator is part of Sustainability Criteria of Elisa's Sustainability linked loan.	Elisa Group