2019

elisa

responsibility

annual report
financials
governance

Purpose of the report

The 2019 corporate responsibility report is a statement of Elisa's non-financial information. It is aligned with the Global Reporting Initiative (GRI) Standards' core requirements.

The assured report is part of Elisa's annual report, and it is connected to the annual report, administration and the financial statements.

Global megatrends that influence Elisa's business and the business model are described under Annual Review 2019 in the annual report.

Elisa's public commitments, policies and indexes can be found on the corporate responsibility website.

Contents

What responsibility means to us

Elisa's mission is *a sustainable future through digitalisation*. We use digitalisation to resolve issues that are important to people, society and sustainable development. These include safety, equality and determined action to help limit climate change.

Our vision is to become a model of excellence, and our strategy focuses on persistent development of the customer experience and quality. Our responsibility is based on our strategy, values and business model.

In our main market areas, Finland and Estonia, we are a critical part of the functioning of society. Our business segments are Consumer Customers and Corporate Customers, and we serve more than 2.8 million customers. We provide digital services of the future also on the international market.

Macrotrends

Ageing population
The future of work
Secure connected world
Sustainability
Artificial intelligence

Stakeholders

Customers
Employees
Partners and suppliers
Public authorities
Shareholders
NGOs

Ethics

Code of Conduct
Security policies
Principles on purchasing
Ethical principles for Artificial Intelligence
Human rights policy
Anti-corruption
Conflict of Intrest
Data Protection Principles

We can provide sustainable solutions for society and a variety of industries. Our business model, based on unlimited data, clearly improves the opportunities of people in Finland and Estonia to use digital services and improve the competitiveness of their businesses. The established pillars of corporate responsibility are social, financial and environmental responsibility. In addition to these, we have identified digital responsibility as a key part of our business, which is why we review it as a separate sector. We have been providing reports on our digital responsibility since 2017.

Together with our stakeholders, we have determined Elisa's key responsibility themes that allow us to help implement the UN Sustainability Goals (SDGs) either through our own actions (footprint) or through services developed for our customers and other stakeholders (handprint).

Goals and performance 2019
Responsibility is one of Elisa's strategic goals and one of our scorecard indicators. We have also determined corporate goals and indicators for the different responsibility sectors, which we report annually in our responsibility report.
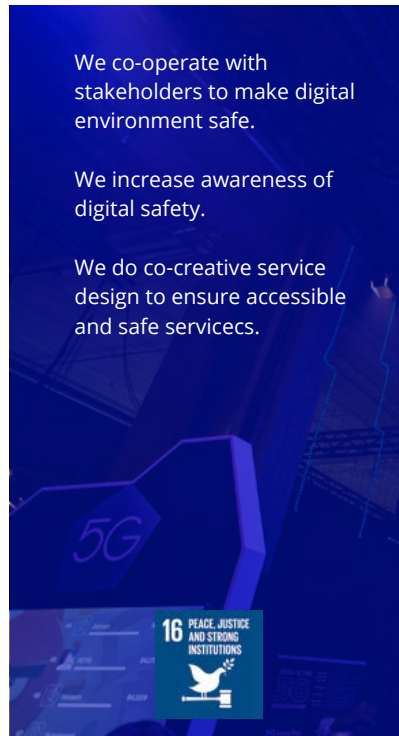
Digital responsibility

We enable safe digital environment for everyone

We co-operate with stakeholders to make digital environment safe.

We increase awareness of digital safety.

We do co-creative service design to ensure accessible and safe servicecs.
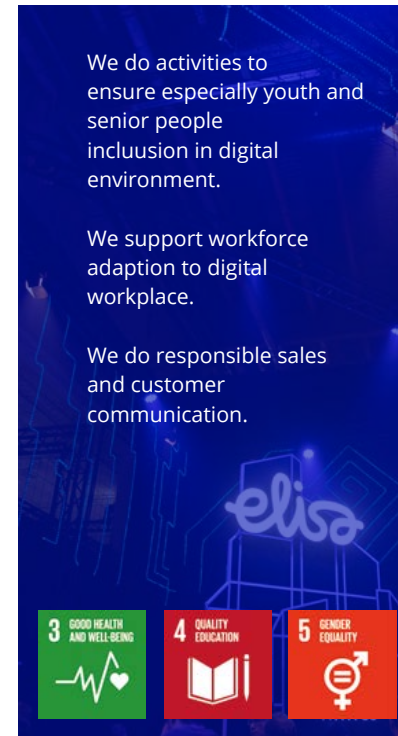

Social responsibility

We act with empathy and promote equality

We do activities to ensure especially youth and senior people incluusion in digital environment.

We support workforce adaption to digital workplace.

We do responsible sales and customer communication.
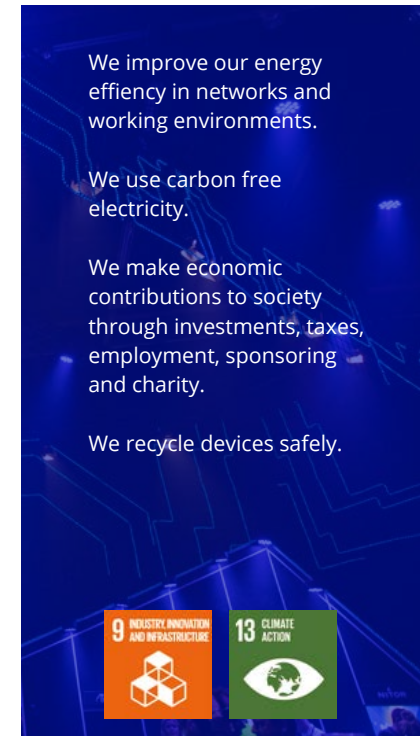

Financial and environmental responsibility

We act responsibly, ethically and promote wise resource usage

We improve our energy effiency in networks and working environments.

We use carbon free electricity.

We make economic contributions to society through investments, taxes, employment, sponsoring and charity.

We recycle devices safely.

Targets and performance in 2019

Corporate citizenship

Trustworthy and human corporate citizenship

Target:
- We enable a safe digital environment for everyone
- We act with empathy and promote equality
- We act responsibly, ethically and promote wise resource usage

Target year: Continuous

Performance: 3.4/5

Economic

Sustainable value for the society

Target:
Elisa's medium term financial targets

Target year: 2021

Performance: www.elisa.com/investors

Environment

Environmental responsibility and climate change mitigation

Target:
Science Based Target (SBTi) (T1)

Performance:
100%

Target year: 2025

Target:
CO_2 emissions savings

Target year: 2019

Performance:
96%

Digital

Information security and privacy

Safeguarding functioning society, accessibility and ease of use of our services

Target:
100% of Elisa employees have completed dataprotection training

Target year: Continuous

Performance:
67%

Target:
Cyber security in relation to cyber security index

Target year: Continuous

Performance:
72%

Target:
Reducing the number of disturbances

Target year: 2020

Performance:
71%

Social

Responsible employer and personnel well-being
Responsible customer communication
Ethical business and anti-corruption
Sustainable supply chain

Target:
98% share of employees in teams having employee satisfaction higher than ≥ 3.5

Target year: 2021

Performance:
90%

Target:
Customer satisfaction in relation to NPS (30) target

Target year: 2019

Performance:
93%

Target:
All 100% of Elisa employees have conducted Code of Conduct trainings

Target year: Continuous

Performance:
63%

Target:
Development of sustainable supply chain

Target year: Continuous

Performance:
Supply chain audits; subcontractor OHS reporting development

Governance

Responsibility aspects and materialty analysis results are regularly discussed and approved by Elisa's Corporate Responsibility Executive Board, Elisa's Executive Board and the Board's audit committee. Elisa's Board of Directors approves and signs the corporate responsibility report. In 2019, a representative of Elisa's business in Estonia was added as a member of the Corporate Responsibility Executive Board which met five times during the year. Materiality analysis results were reviewed in autumn 2019 in Elisa's Executive Board and Board's audit committee.

In addition to the UN Global Compact, we have made the following international and national commitments:
- UN Women's Empowerment Principles (WEP)
- Science Based Targets initiative (SBTi)
- Commitment 2050
- Energy efficiency agreement

In Finland, we are a member of the FIBS Pro programme for active developers of sustainable business, as well as the Finnish corporate responsibility team of the International Chamber of Commerce and the Global Compact network in Finland. In addition, we have joined the Climate Leadership Coalition (CLC). We are involved in an ICT and communications technology working group preparing a climate and environmental strategy, convened by the Ministry of Transport and Communications. Furthermore, we engage in stakeholder dialogue through a variety of associations. All of our memberships are listed on the Elisa website.

In 2019, we continued with our development actions based on our compliance program. The key actions were:

- Establishing an anti-bribery policy training programme for our employees
- Publishing a human rights policy as part of due diligence
- Renewing our whistleblowing channel
- Aligning our compliance policies with Polystar after a company acquisition

Elisa was invited by FIBS to sign the CEO Guide to Human Rights from the World Business Council for Sustainable Development. This allows us to set an example to support the promotion of responsibility for human rights in Finnish companies.

In 2019, our employees participated in Elisa's responsibility development workshops, which were arranged in collaboration with universities in Finland and Estonia. The most notable issues that came up included the importance of responsibility to the employees, identifying with the company and committing to it, as well as the employees' role in communicating responsibility issues to external stakeholders, and thus their input in the development of the company's result.

Development areas identified in the workshops included internal communication about responsibility and engaging the employees. Members of Elisa's Corporate Responsibility Executive Board measured their own carbon footprints and committed themselves to personal actions to reduce their footprints, as well as challenged all elisians to reduce their own carbon footprints. In a video statement published on United Nations Day, Elisa's Corporate Responsibility Executive Board demonstrated how the business functions can concretely promote the UN Sustainable Development Goals. During Energy Saving Week in Finland, we increased

awareness among our employees about energy-saving ways of working and participated in a quiz called Energiavartti. Our determined work to develop the quality of our work was recognised with the Finnish Excellence Award from Excellence Finland in January 2019. For more information on stakeholder dialogue, corporate responsibility management, assessments and external initiatives, please visit our responsibililty website.

Risk management

Risk management, including the management of responsibility risks, is integrated into Elisa's business and management. The key corporate responsibility risks are described separately for each sector in this responsibility report.
More information on Elisa's risk management can be found in Elisa's annual report's Governance section and in Elisa web pages.

We enable a safe digital environment for all

For us, it is important to ensure that everybody can use digital services and stay safe in the digital environment. Our customers, legislation and our business impose information security requirements, and information security is a key part of our operations and the quality of our services.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS A variety of information security threats affect all of our stakeholders, our customers, public organisations, companies and our employees. We have identified our information security and privacy protection risks, which include, in particular, personal data leaks, phishing and information security breaches involving personal data, as well as risks associated with the safety of products and services.

We verify the functionality and safety of the digital environment using a variety of means, such as utilising the latest technology, maintaining our employees' top-class expertise and continuously developing the security of our devices and services.

In our information security policy and safety management model, we define the principles, roles and responsibilities that we follow in the development, maintenance and monitoring of security and data protection. The policies in different sectors are binding on Elisa's employees, on our subsidiaries and, via agreements, also on Elisa's suppliers and subcontractors.

Privacy protection
In our operations, we handle the personal data of our customers, employees, partners and stakeholders. We offer them communication services, which is why data protection and confidential communications are of utmost importance in our operations. We guarantee a high level of data protection in all our operations.

We offer our customers an easy way to review what personal data about them we process. In 2019, Elisa received more than 16,000 personal data enquiries. Data protection principles guide all the stages of all of our operations that require the processing of personal data.

Our employees and partners have received training on how to take data protection into account in their work, and we are all obligated to process as confidential any information included in the scope of privacy protection. We maintain and promote the expertise of our employees through our Data Protection Ambassador organisation and by means of data protection training, which is mandatory for all employees. We have developed our partners' data protection operations in cooperation with them, utilising agreements, training and technical tools.

We continued blocking child abuse material (CAM) in the Elisa network. This procedure was introduced in 2018. In addition, we inhibit online piracy based on information security and court rulings.

Information security
Information security is a key part of our operations and the quality of our services. We have obtained information security certificates for all of our key operations. This is an indication of Elisa's investments, expertise and commitment to developing information security.

As a pioneer in cybersecurity monitoring in Finland we established our internal CERT team back in 2004, and it has expanded to Cyber Security & Service Operations Center. In 2015 we opened Elisa Cyber Security Centre for corporate customers. It is a service independent of operators and device manufacturers and monitors the IT environments of several major Finnish organisations 24/7. Over the course of the year, we reacted to 13,616 incidents, informing our customers when needed along with instructions on what to do.

We have anticipated the quickly growing number of cyber-attacks, such as Distributed Denial of Service (DDoS) attacks and vulnerabilities, by automating the management of our cybersecurity environment. This has contributed to the successful reduction of disturbances in our network.

We have continued to boost and improve security at the customer interface. We have been measuring malware found in customers' devices since 2015 to assist in removing malware from the digital environment. In 2019, we further improved our customers' information security by introducing Domain Name System Security Extensions (DNSSEC), which help to prevent domain name scams.

We continued with our Bug Bounty programme, where we give hackers the chance to search for vulnerabilities in our digital services. A total of 21 hackers who found vulnerabilities have been rewarded. We maintain up-to-date information security instructions on our customer service website.

We regularly arrange security and data protection training for our employees and the partners involved in our processes.

In addition to online courses, our employees receive training through simulated phishing exercises, for example. Our security training is aimed at improving our corporate safety culture and the safety of our employees at work, as well as ensuring that we process customer data in compliance with the law.

A total of 6,279 employees and partners participated in the simulation over the course of the year. According to the results, the ability of our employees to detect phishing attempts is up to 40 per cent higher than the international average.

> **We increased automation of our fixed and mobile networks. Smart automation allows us to decrease capacity during periods of slow traffic. This saves energy while retaining the high service quality."**
>
> **SIMON HOLMBACKA /** data scientist

Developing network

The digital environment offers major social and financial opportunities for society. To take advantage of these opportunities, we need a continuously developing and secure communication network. Elisa has an important role in promoting both connections and services to its customers, the authorities and other stakeholders.

We also play a key role in ensuring the operational reliability of society in Finland and Estonia. We ensure compliance with industry regulatory obligations and targets. Most of our investments are targeted at the functionality of our network, new technologies, energy efficiency and improved availability.

In 2019, we introduced the first 5G subscriptions and services to our customers in our mobile network. When constructing our network, we use micro-trenching, which speeds up the work and reduces the disturbance to residents and traffic. We ensure that all connections and services are functional by means of active 24/7 monitoring, prediction and elimination of faults, and network modifications.

Due to automation, there are significantly fewer disturbances in the Elisa network, despite the fact that the traffic volumes have increased many times over. According to the latest statistics from the Finnish Transport and Communications Agency (Traficom), there were 12 severe (class A) disturbances in Finnish communications networks, none of which occurred in Elisa network. Proactive and comprehensive customer communication about modifications and disturbances is part of our way of working.

The introduction of 5G technology has given rise to concerns about the safety of mobile technology. Decisions made by Finnish and Estonian authorities on the use of technology are based on the results of international academic research. According to the research results, base stations do not exceed the limit values set for electromagnetic radiation. Elisa complies with all regulations from the Finnish Radiation and Nuclear Safety Authority (STUK) and other authorities.

We cooperate closely with experts on electromagnetic fields and other operators in the industry, and we invest in careful planning of the placement of our base stations. For more information about network management and the safety of mobile networks, please visit our responsibility website.

Elisa network incident management development

Incidents, pcs
Preventive incidents, %
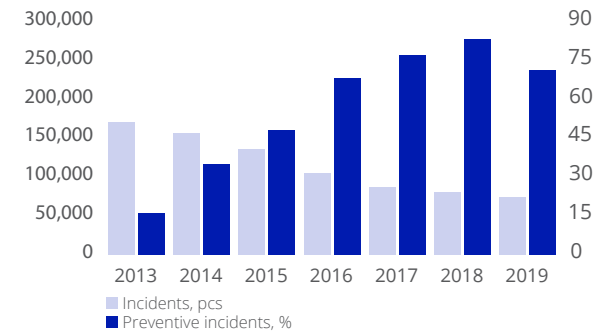
Services to society

In addition to automation, machine learning and artificial intelligence (AI) offer huge opportunities to develop operating models, the use of data, services and the service experience. We have implemented more than 300 AI and automation projects to benefit our customers, society and the environment.

We are also developing solutions utilising AI for our customers through our digital management applications, the Elisa IoT platform, the Elisa Smart Factory platform and machine-to-machine interfaces. In order to learn, we are continuously implementing pilot projects where we study, for instance, opportunities to improve the user experience for our customers with AI-based applications and services. For example, we ran a pilot project in collaboration with Estonian authorities on using AI and biometric identification to aid in secure electronic identification.

Furthermore, we have identified the inherent challenges of AI and introduced Elisa's Ethical AI Principles, which are used in the development of AI applications and in AI training.

In the field of health care, we have been providing digital-isation solutions to facilitate the everyday lives of patients and healthcare professionals for a long time now. We provide positioning solutions to improve personal safety and condition monitoring, as well as entertainment, information and communication solutions for hospital environments.

We also provide remote monitoring services to improve treatment and enable self-care. A practical example of these solutions is Elisa Monipalvelujärjestelmä, which consists of entertainment, information and communication services for child patients in the New Children's Hospital in Helsinki. Over the course of the year, children used the apps and games more than 140,000 times. The system's chat feature was used in communication between healthcare professionals and families more than 30,000 times in the Family Nest Hotel of Helsinki's Women's Hospital.

Elisa's certified Elisa Navitas system, which is connected to Finland's Kanta patient information service, is used by healthcare professionals to add information into new patient data systems, such as the Apotti system. Hundreds of thousands of patient records are retrieved with Elisa Navitas each month.

Digitalisation can also be used in helping to prevent social exclusion. Elisa and the city of Turku have launched a project based on the opportunities offered by 5G technology, in which innovative services are being developed in cooperation with local companies. The first experiments included virtual walks along the banks of the Aurajoki river for the elderly, realised using 5G technology.

The winner of a 5G hackathon arranged by Elisa and the city of Turku was an app called Know Your Hood. The app can be used to suggest new hobbies to young people in danger of becoming socially excluded or to present the facilities and services at local day-care centres to immigrant mothers, for example.

By cooperating with the local associations of the Federation of Finnish Enterprises, we assist entrepreneurs in taking advantage of the opportunities provided by digitalisation to reach their goals.

> "
> With AI and digitalisation, we are better equipped to face changes in our operating environment and threats, and we will promote Elisa's digital leadership as a provider of a sustainable future and better services."

KARTIK SHARMA / data and analytics

Social responsibility

We act with empathy and promote equality

For us, social responsibility means being fair and equal when interacting with our customers, employees and partners. By collaborating to develop services, customer interaction and social projects, we can make our work more effective.

We have a major impact on society in Finland and Estonia. We employ thousands of professionals and work with our extensive network of international partners to serve our broad and diverse clientele. For us, the key issues from the viewpoint of these stakeholders include the protection of human rights, equality, diversity, good management, wellbeing at work, as well as occupational health and safety. We also participate in projects to prevent social exclusion.

Pioneer in changing working culture

We are a pioneer in promoting a flexible way of working, which is a key part of our working culture: Elisa Ideal Work. Working life is continuously changing, and we have identified the related effects on our employees, as well as challenges involving wellbeing at work and occupational health and safety.

Flexible ways of working allow for alternation between work and free time. We support this approach by means of varied, eco-friendly working solutions and facilities. The changing nature of work requires continuous development, taking care of your own wellbeing, trust, open interaction and clearly defined goals.

Our management principles are based on shared values and targets, clearly defined goals and a training approach. Daily management and regular discussions between supervisors and employees are key parts of management at Elisa.

As an indication of our good people management, the development of our management culture and the promotion of flexible working solutions, the Estonian Human Resource Management Association PARE named Kaija Teemägi from Elisa Estonia as Estonia's most influential HR manager.

Equality

We are engaged in persistent work to promote equality, and we are one of the world's most gender-equal listed companies. We are committed to the UN Women's Empowerment Principles, and we signed up to the FIBS Diversity Charter in 2014.

Equileap's Gender Equality Global Report and Ranking 2019 investigated gender equality in 3,000 listed companies in 23 countries. Elisa was the second best among Finnish listed companies, ranked 36th. We have consistently been close to the top of the top 100 since 2017. Elisa was also selected for the Bloomberg Gender-Equality Index (GEI) in 2019.

We assess the achievement of our equality and non-discrimination goals with an annual equality and non-discrimination survey. The result of the survey was 4.56 (4.52) on a scale of one to five. Almost 90 per cent of Elisa's employees feel that Elisa treats people equally and that they can be themselves at work. We promote an equal recruitment and working culture by, for instance, offering training to supervisors who handle recruitment and by increasing awareness of the culture of diversity.

We continued to develop our diversity management principles in our equality and non-discrimination workgroup. Already in 2018, we dropped all questions regarding date of birth and gender from our recruitment process to ensure that all applicants are treated equally. We invest in always including diversity in our recruitment communications.

We developed our reporting on equality, and improved awareness of diversity among our employees, e.g. by involving personnel in diversity workshops arranged by FIBS.

Safe working environment

Our employees and partners have the right to work in a healthy and safe working environment. Hence, all of us are responsible for the work community. Our employees can notify risks through risk announcement channel (Riski-imuri), which also works as one of the tools in development of working environment.

We have a zero-tolerance approach towards workplace harassment and discrimination. We promote wellbeing at work and occupational health and safety by means of daily management and early intervention. We cooperate with our partners and other companies in the industry to improve occupational health and safety, particularly in maintenance tasks related to data communication.

We offer health care services to all our employees. Content of health care services in Finland exceeds considerably the Finnish statutory occupational health care requirements. To support our employees in taking care of their wellbeing, we offer varied sports and cultural activities, as well as training and other activities.

We want people to retain and develop their professional skills when they are working at Elisa, and we take care of the employability of our employees. For more information on the support provided by Elisa during changes, please see the personnel review section of the annual report.

**Elisa personnel internationally
31 December 2019, headcount**

Finland	4,319	Germany	4
Estonia	1,008	Singapore	12
Spain	52	Italy	2
Great Britain	40	Norway	1
Russia	9	Canada	8
France	5	USA	5
Sweden	145	Australia	3
Hong Kong	3	New Zealand	1

Voluntary work by Elisa employees
Our employees continued with their active voluntary work. All Elisa employees have the option of doing voluntary work for one working day annually.

Over the course of the year, Elisa employees volunteered at the Walkers Cafes of Children of the Station (an organisation helping to prevent marginalisation among Finnish young people), in events run by the Mannerheim League for Child Welfare, at Sophie Mannerheim's Shelter, at clothes sorting stations run by Hope (an association providing help to families) and assisting with arrangements for a Pride parade, for example.

Elisa employees also participated in a variety of ways in the arrangements for Red Nose Day: they could do voluntary work or use their Competitiveness Pact hours to answer phones and accept donations.

Our employees have the option of donating their birthday and work anniversary bonuses to charity. In 2019, the donations went to the Tukikummit Foundation and Hope. A Christmas drive where Elisa employees could purchase a present for a child or young person named by the association was arranged again together with Hope. For more information on the activities of the personnel in 2019, please see the personnel review section of the annual report.

Customer understanding provides better services
In order to develop our services and operations, we continuously request feedback from our customers through customer satisfaction surveys. We also use regional panels operating in Finland. They consist of representatives of our stakeholders and offer us valuable feedback for the development of our operations.

A profound understanding of the needs of our diverse clientele is a prerequisite for the continuous development of our services, and for us to be able to react to the changing needs of our customers. The current social changes impose requirements on our services, products and communication at the customer interface. Such changes include multiculturalism due to globalisation, the ageing population, sustainability requirements and the increasingly rapid changes in media and communication services caused by digitalisation.

In addition to privacy protection, the responsibility risks at the customer interface involve non-discrimination, the availability of services and customer communication, including erroneous or insufficient communication. Successful customer interaction and secure services that are easy to use are key issues when developing the customer experience. Key themes in 2019 included quick service, the

"
I volunteered with other Elisa employees at a Walkers Cafe. I have been doing voluntary work for two years now, thanks to the spark initiated by my employer."

SAKU SEPPÄLÄ / development manager

functionality and reliability of Elisa's network, sufficiently fast connections, suitable products and pricing, caring for existing customers and ensuring easy commissioning of services.

We developed our operating models at the customer interface by simplifying access to our services and expanding our expertise in customer interaction. We introduced an AI-based chat feature. Combined with personal service, the chat feature allows us to reduce waiting times for customers. Elisa OmaYhteisö is a discussion forum – a place where you can ask for help and help others.

The remote support feature of our Omaguru service offers our customers assistance in setting up and troubleshooting all of their devices. Our new shared store concept allows us to better serve our consumer and corporate customers. Furthermore, we have reduced the proportion of temporary workers by transferring some functions back to Elisa.

Due to defects detected in telesales we implemented corrective actions at the beginning of 2020 to ensure that all customer contacts are conducted according to the Elisa Code of Conduct and company values.

Key goals in our service design include easy access to services, accessibility, security, profitability and experiences. We aim to design services based on the needs of the most challenging customer in order to ensure that the services are accessible to everybody (Design for All).

We regularly assess the ways in which customers use our services and analyse the challenges of a multi-channel service environment (phone, online, stores). We obtain more information and increase our understanding by, for example, interviewing customers of different ages (18 to 70+) at our stores to allow them to participate in the development of our services.

In 2019, we conducted an accessibility survey to develop our OmaElisa service. On the basis of the survey results, we will improve accessibility, navigation and the colour palette of the service. The positive development was reflected in our customer satisfaction indicator NPS (Net Promoter Score). Elisa's NPS improved yet again from the previous year to 28.0 (25.4).

Collaboration increases effectiveness

Participating in social dialogue is important for Elisa. We are engaged in persistent work towards the wellbeing of young people, in particular. Our 2019 campaign #aidostiminä ("truly me") was a continuation to the #sananvastuu ("take responsibility for what you say") campaign we started in 2018. The goal is to start a discussion on the fact that everybody is good enough as they are, also in the digital world.

More than 2,000 children have already studied the wonders of the digital world and learned the basics of programming at our digital schools, which were held at 12 locations this year. We expanded the digital school idea to senior citizens by events were arranged at Elisa Kulma, for example. We encourage girls to study technology and science (the STEM subjects) by, for instance, offering students the opportunity to do their thesis or practical training at Elisa. We also sponsored a Soroptimist International Girls' Day at the Finnish Science Center Heureka.

We work in close cooperation with Children of the Station to help prevent young people from being marginalised. We also have a major role in the operations of ShedHelsinki. In ShedHelsinki's Christmas musical, almost a hundred young people between the ages of 8 and 21 participated yet again in the preparation of a musical theatre performance. We donated tickets to the musical to Hope ry. Instead of sending season's greetings by post, we donated money to ShedHelsinki.

We were involved in the World Summit of Students for Climate by offering the event special online connections and by broadcasting the launch of the students' Climate Action Plan live on Elisa's YouTube channel and on Facebook. Sponsoring the event was a way to concretely support young people from all around the world when they were meeting in Finland to help curb climate change.

We have been a partner of Red Nose Day, a charity for children, for eight years now. We offered connections for donation calls and text messages for the main Red Nose Day event and donated EUR 10 for each phone sold during the day to the charity.

We continued our cooperation with Guides and Scouts of Finland by means of management training with the theme of responsibility. We participated as a trainer in a leadership event and a value-based leadership programme arranged by Guides and Scouts of Finland.

We were involved in a campaign on online empathy, Empatiaa nettiin, which challenged all Finns to prevent online harassment and make the web a more empathetic place. Read more about our social projects from our responsibility website.

Elisa Kulma
in central Helsinki was transformed into Red Nose Corner for a week in November. Yle and the Red Nose Foundation arranged live programme.

Value for society

By operating in a responsible and profitable manner, we provide value for Finnish society in many ways. Investments, employment, the taxes we pay and the dividends we pay to our owners, as well as payments to our partners, increase financial wellbeing.

As a Finnish company, Elisa has a key role as part of society in our main market areas, Finland and Estonia. Continuous improvement of the customer experience and quality is a key part of our corporate culture.

Increasing productivity, expanding our digital services internationally and creating value with data, as well as our strong investment capability, enable the creation of value, of which a major part is redirected to benefit society.

We develop services for the future through international research and cooperation with startups.

Financial effects 2019 (2018), EUR million

Net Sales 1,844 (1,832)				
Suppliers and partners	Salaries paid	Dividends and interests	Corporate taxes paid	Capital expenditure investments
868 (890)	320 (311)	301 (288)	68 (66)	256 (254)
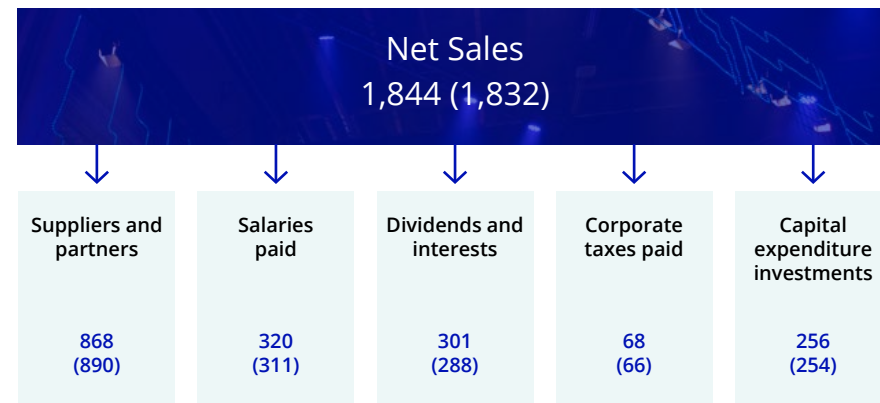
5G
in 13 cities

Largest operator investor in Finland

We are the largest Finnish operator investor, and we develop vital data communication infrastructure in Finland and Estonia for the growing needs of the digitalising society.

We annually invest some 12 per cent of our revenue in networks and services. In 2019, our capital expenditure investments totalled EUR 256 (254) million.

We also made major investments in our new digital services. The focus areas of our digital service business utilise the capabilities of our vital business functions and offer us an opportunity to aim for international growth. .

Important producer of Finnish cultural content

Nowadays, we are one of the most important producers, financiers and distributors of Finnish TV series. Elisa Viihde publishes unique, original Finnish series, which have received several international awards and have been sold to dozens of countries. These original series are available in Aitio, the Elisa Viihde streaming service.

In 2019, we launched four new TV series and three new seasons for already existing series. In 2019, our calculated cultural footprint amounted to some EUR 40 (40) million (including direct content purchases, mainly from Finnish parties, and payments to producers, authors and copyright organisations).

We employ people and pay our taxes in Finland

We directly employ thousands of people in Finland and internationally. In 2019, we paid EUR 320 (311) million in salaries and social security expenses.

The taxes paid and accounted for by us in 2019 totalled EUR 457 (439) million. Our share of all the corporate taxes paid by telecom operators in Finland is 71 per cent (according to the confirmed tax data for 2018).

Elisa's profit has a nationwide impact, as the municipal share of corporate income tax is divided among municipalities based on how many employees work in each municipality. More than 40 per cent of the corporate income tax we pay goes to almost 40 municipalities outside the Helsinki metropolitan area. Due to our extensive network of offices,

we are one of the most important payers of corporate income taxes in many locations. Elisa paid EUR 68 (66) million in corporate income tax (according to the confirmed tax data for 2018).

We are compliant with all laws and regulations by paying direct and indirect taxes in all our operating countires. In Estonia, which is part of our main market area, companies only pay corporate income tax if they pay dividends to their owners. Elisa's subsidiaries in Estonia have not paid any dividends to the parent company.

Elisa is Finland's ninth largest taxpayer. By paying taxes and other public levies, we participate in the development of society as a whole.

Elisa's capital expenditure 2019

12 12 12 13 12 12 12 13 12 12

183 190 193 202 191 196 204 246 254 256

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

Capital expenditure, EUR million
CAPEX/revenue, %

Elisa's taxes
EUR million

300
250
200
150
100
50
0

Corporate tax: 65 66 68
Value-added tax: 215 236 255
Income tax and withholding tax: 94 101 102
Statutory employer's social insurance payments and other taxes: 19 20 22
Public fees: 16 16 10

2019(*
2018
2017

*)Unconfirmed tax information 2019

Finns also benefit from Elisa's profits in the form of dividends. Elisa has some 180,000 owners, more than half of which are Finnish households and institutions. Our largest owner is Solidium Oy, a company owned by the Finnish state. In 2019, we paid EUR 1.75 (1.65) per share or a total of EUR 280 (264) million in dividends to our owners.

Responsible procurement and partnerships
Responsible purchases and procurement are an important part of our responsibility work. We work with close to 5,700 suppliers and subcontractors. Most of them are from the EU, but some are from outside the EU. Most of our purchases involve electronics or devices, network construction equipment and a variety of services.

A key part of Elisa's purchases goes to our comprehensive network of suppliers and subcontractors. Out of 80 per cent of purchases come from Finland. In 2019, we paid EUR 868 (890) million in fees to our suppliers and subcontractors.

In responsibility issues related to procurement, we have identified risks associated with social problems, such as child labour, poor working conditions and forced labour. Particular environmental risks include excessively high manufacturing emissions and the processing of waste. Business ethics risks involve corruption, in particular.

In high-risk countries, we have performed corporate responsibility audits for new suppliers, covering the issues specified in Elisa's general Code of Conduct, ethical procurement principles and human rights policy, such as working conditions and labour law, environmental issues, bribery, human rights and compliance.

In 2019, we joined the international Joint Audit Cooperation (JAC) of telecom operators. The JAC aims to improve responsibility and transparency in supply chains by means of social and environmental responsibility audits and supply chain audits performed in accordance with jointly specified criteria.

The JAC and our local procurement office in Hong Kong promote the management of supplier relations, our auditing capability and our knowledge of the industry's best supply chain responsibility practices.

A total of 116 responsibility audits were performed during the year, one by our self and 115 as part of JAC cooperation. The audits did not lead to any partners being rejected. No severe faults requiring immedient actions were observed during the audits. Development targets involved e.g. occupational health and safety, working time entries and pay. Monitoring of related development actions will take place in accordance with the JAC operations model.

We use subcontractors in building networks in Finland and Estonia. We manage and improve occupational health and safety practices and working conditions together with our subcontractors among all by using supplier portal. In Finland, we collaborate with other parties in the industry to improve guidelines and regulations. Over the course of

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Responsible procurement is
being developed by members of JAC by means of sharing social responsibility audit results in a joint service, reviewing development areas together and, above all, engaging in development work together with suppliers and the community."

SUSANNA KRAFT / procurement director

the year, 41 accidents took place during construction and maintenance by our main partners. These accidents led to 57 days of absence from work. For more information on the management of responsible procurement and Elisa's ethical procurement principles, please see our responsibility website.

International research cooperation
We believe that successful and sustainable services and digital society can be built through collaboration between startups and academia.

In 2019, we started active cooperation with a programme run by the Finnish Center for Artificial Intelligence. The goal is to use high-class research to realise the world's best AI solutions, which are a critical part of our business.

Elisa has always been interested – and will continue to be in the future – in cooperation with international research teams to promote a variety of academic practices that may be significant for Elisa's goals and vision.

In addition, through the HPY Research Foundation, we support scientific research, teaching and development work in telecommunications technology, telecommunications and data communications. By 2019, the HPY Research Foundation had granted a total of EUR 1,078,710 in scholarships, mainly to researchers preparing dissertations and theses at different universities. The library of the HPY Research Foundation consists of 126 dissertations and theses.

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

In 2019 we had more than 100 ongoing partnerships with startups. With the aim of having business that benefits both parties, we can be an early-phase customer or distribute startups' products or services through our sales channels.

Elisa's newest startup partners highlight Elisa's commitment to sustainability and social responsibility. We were the first to launch on the market a smartphone based on ethical sourcing. Created by a social enterprise startup which designs and produces smartphones with minimal environmental impact. Elisa and a 360 virtual reality startup were also together creating virtual riverside walks in Turku for elderly people with poor mobility.

Further Elisa is committed to being an approachable and agile partner for all startups. We continuously collect feedback from startups and over 67% of those we met are promoting Elisa as a potential partner to other startups. Our Net Promoter Score, which measures startup satisfaction, and whether or not they would recommend our services to other startups, increased to 57.6 (1-100), which is the highest result in our history.

With the launch of commercial 5G, Elisa has focused on partnering with startups to build 5G services. The annually run Elisa Co-Creation Challenge kicked-off with startups mapped out their 5G plans together with Elisa. Now Elisa has built new 5G services with 13 startup partners. Solutions range from virtual reality broadcast with quality of human eye resolution to remote diagnosis during surgery.

We promote smart use of natural resources

Our persistent environmental responsibility work focuses on climate and energy. We promote the achievement of a carbon-neutral society. We are committed to the climate targets of the Paris Agreement and to becoming carbon-neutral during 2020.

13 CLIMATE ACTION

We offer sustainable digital services that assist our customers in using natural resources in a smarter and more climate-friendly manner. In addition to helping to curb climate change, work to reduce the impact of climate risks and to increase resilience is important.

Our consumption of energy to transfer mobile data has been on the decrease for the past five years.

Elisa's carbon footprint
tCO_2

2015	2016	2017	2018	2019
9,480	13,142	4,811	5,544	4,806
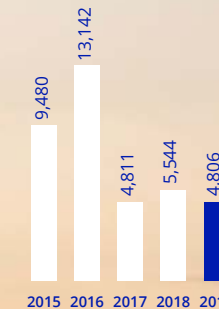
Energy efficiency of mobile data transfer
kWh/GB

2015	2016	2017	2018	2019
0.6	0.5	0.3	0.2	0.2
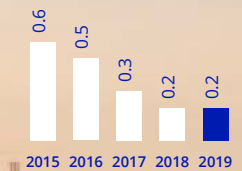
The medium- and long-term climate risks that have the most impact on our operations involve, in particular, the reliability of our services as extreme weather conditions become more common. We have taken these risks into account by, for instance, ensuring a stable supply of electricity and considering floods caused by heavy rainfall when planning our production operations.

Elisa's actions to help curb climate change
The ICT industry is a key player in the mitigation of climate change and in making the operating methods of society more environmentally friendly. As services become digital, we can reduce traffic emissions and optimise logistics and production in terms of the use of energy and raw materials. This will allow us to use resources more smartly and be part of the circular economy. On the other hand, digitalisation will enormously increase the volume of data used. Elisa's main market areas, Finland and Estonia, are already some of the top countries in terms of the use of data.

The use of 5G technology enables the transfer of a larger volume of data in mobile networks. Even though new, modern devices are clearly more energy-efficient than

old ones, the growing volume of data will increase the demand for energy. We are continuously working to make our use of electricity more efficient and to use new, more energy-efficient operating methods. Furthermore, all of the electricity we use comes from renewable sources in both Finland and Estonia.

We are committed to aiming for carbon neutrality during 2020 by continuing our persistent energy efficiency work, and by emission compensation (Reducing deforestation with improved cook stoves in Uganda project, Gold Standard).

Elisa was one of the first Finnish companies to determine its goals in compliance with the requirements of the Science Based Targets initiative. It has been confirmed that the goals are in line with the goals agreed at the UN Climate Change Conference in Paris. Our target is to reduce 50 per cent of our energy consuption carbon footprint by 2025 (from the 2016 level).

So far, a total of fifteen Finnish companies have committed to the Science Based Targets. They have set, or are in the process of setting, science-based emission reduction targets for themselves. Elisa is one of the leading companies, with the most ambitious targets in line with limiting warming to 1.5°C.

We have signed the Finnish energy efficiency agreement.

Results of the persistent work can be seen

Thanks to new technology and the optimisation of our mobile networks, we have clearly increased the effectiveness of our electricity consumption: we have reduced the electricity consumption per data bit by approximately 65 per cent (from the level of 2015).

We continuously optimise and renew our network, and we purchase zero-emission energy to minimise our own carbon footprint. Our carbon footprint (Scopes 1 and 2) has decreased by approximately 63 per cent since 2016.

We continued modernising our mobile network equipment to increase the energy efficiency of the networks, and we improved utilisation of their electricity saving potential.

By utilising waste heat from data centres in district heating and by using district cooling to cool our facilities, we can promote the circular economy and smarter use of resources. In addition to the recovery of waste heat from our data centre in Espoo and our head office, we started a recovery project in Säteri. We have also implemented updates to our lighting systems to improve our energy efficiency.

Our employees can influence their own emissions and Elisa's emissions as a whole by making smart choices when commuting, travelling on business and having their lunch. Elisa Ideal Work enables both efficient travelling and the reduction of emissions. Elisa employees worked remotely for 53 days and participated in 431,285 virtual conferences.

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We have modernised base stations and improved the energy efficiency of our networks."

KAUR PÄRNA / head of site operations and maintenance, Elisa Estonia

In the Helsinki metropolitan region, we tested the use of city bikes for commuting in an attempt to reduce the use of private cars. We also studied how we could increase the amount of responsibly sourced raw materials in our lunch restaurants and launched a campaign together with our service provider to promote more sustainable eating at our lunch restaurants.

We annually report our carbon footprint with the CDP questionnaire aimed at international investors. We achieved a result of A- in the CDP climate change assessments. Thousands of companies from all around the world participate in the annual CDP climate reporting.

Services for customers to help curb climate change
We assist our customers in reducing their CO_2 -emissions by offering services that help our customers act effectively and in an environmentally friendly manner. Elisa Videra's virtual interactive services allow our customers to reduce their travel time. With Elisa Automate, network devices of our operator customers will not remain on unnecessarily and waste electricity. Elisa Smart Factory allows our customers to improve the energy and material efficiency of their operating units.

Sustainable devices, recycling and other environmental effects
A significant part of the ICT industry's environmental impact comes from the manufacture of devices. As a service provider, we can reduce the environmental effects caused by devices by, for instance, paying attention to sustainable device solutions, by promoting the repair and reuse of devices, as well as by effectively and appropriately recycling used devices.

In 2019, we were the first Finnish operator to introduce a mobile phone that takes into account environmental and social effects throughout the product lifecycle (Fairphone). For several years now, we have offered device repair services to our customers. Furthermore, we sell recycled smartphones. We encourage our customers to recycle their phones through the Elisa Kapulanvaihto practices, where we provide them compensation for their device and recycle the device in a secure manner, either to be reused or to be delivered to a WEEE point for recycling. Our sales personnel are provided with additional training on recycling.

We also provide recycling instructions and motivation through our updated video tutorials. See how you can recycle:
· Recycling used electronic devices
· Recycling used phones

We generate waste when we build and maintain our networks, offices and stores. We reuse and recycle equipment together with service providers to reduce the volume of waste generated. We handle our liability obligations as a producer in cooperation with the ICT Producer Co-operative and Finnish Packaging Recycling RINKI Ltd. For more information on the calculation basis of Elisa's CO_2 -emission indicators and environmental policy.

Description of the report

Elisa's annual report consists of four parts: the financial statements, annual review, corporate governance statement and responsibility report. The annual report is published in Finnish and English at www.elisa.com/annualreport. The different sections can be downloaded as interactive PDF files.

This is Elisa's seventh assured responsibility report, published as part of the annual report. The responsibility report is also a statement of Elisa's non-financial information. This report has been prepared in accordance with the GRI Standards: Core option, and the Nasdaq Nordic ESG Reporting Guide has also been taken into account when preparing the report. The reporting period is the calendar year 2019. The Global Reporting Initiative index for 2019 is part of this report.

Elisa's management has decided to have the responsibility report assured by a third party. The 2019 corporate responsibility report is assured by KPMG Oy Ab. The assurance covers the responsibility section of Elisa's 2019 annual report. The reporting of key aspects covers all of the business units and subsidiaries included in Elisa's consolidated financial statements: Consumer Customers, Corporate Customers, Production, Support Services and the subsidiaries.

The starting point for the reporting is the same scope as for the financial reports (the Elisa Group). For some indicators, the scope has been limited due to a lack of reliable information. Any deviations from the limitations are indicated in connection with the indicators. We will continue to develop the coverage of our reporting in these respects. The financial information is 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 the GRI guidelines. The calculation of carbon dioxide emissions is based on the Greenhouse Gas Protocol Corporate Standard (www.ghgprotocol.org). The figures for Scope 3 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. For a description of the calculation method, please see our corporate responsibility website. 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. The responsibility report is published annually.

The previous reports are available at www.elisa.com/investors. Prior to 2013, we compiled an index describing responsibility measures based on the GRI's sustainable development reporting guidelines in 2011 and 2012. The publication date for the 2019 report is 11 March 2020.

Contact information

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Sustainabile business
https://corporate.elisa.com/responsibility/

Investor Relations
https://corporate.elisa.com/investors/investor-relations/

Independent Assurance Report to the Management of Elisa Corporation

This document is an English translation of the Finnish assurance report

We were engaged by the Management of Elisa Corporation (hereafter "Elisa") to provide limited assurance on corporate responsibility information presented in Elisa's Annual Report's Responsibility section (hereafter the Corporate Responsibility Information) for the year ended Dec 31, 2019.

Management's responsibilities

The Management of Elisa is responsible for the preparation and presentation of the Corporate Responsibility Information in accordance with the reporting criteria *GRI Sustainability Reporting Standards*, and the information and assertions contained within it; for determining Elisa's objectives in respect of sustainable development performance and reporting, including the identification of stakeholders and material issues; and for establishing and maintaining appropriate performance management and internal control systems from which the reported performance information is derived.

Our responsibilities

Our responsibility is to carry out a limited assurance engagement and to express a conclusion based on the work performed. We conducted our assurance engagement on the Corporate Responsibility Information in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, issued by the International Auditing and Assurance Standards Board IAASB. That Standard requires that we plan and perform the engagement to obtain limited assurance about whether the Corporate Responsibility Information is free from material misstatement.

KPMG Oy Ab applies International Standard on Quality Control ISQC 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants IESBA, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Procedures performed

A limited assurance engagement on Corporate Responsibility Information consists of making inquiries, primarily of persons responsible for the preparation of information presented in the Corporate Responsibility Information, and applying analytical and other evidence gathering procedures, as appropriate. These procedures included for example:

- Interviews with members of Elisa's senior management;
- An assessment of conformity with the reporting principles of GRI Standards in the presentation of the Corporate Responsibility Information;
- Interviews with relevant staff responsible for providing the Corporate Responsibility Information;
- An assessment of data management processes, information systems and working methods used to gather and consolidate the Corporate Responsibility Information;
- A review of the presented Corporate Responsibility Information with an assessment of information quality and reporting boundary definitions;
- Assessment of data accuracy and completeness through a review of the original documents and systems on a sample basis and;
- A site visit conducted to one of Elisa's sites.

The 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.

Inherent limitations

Inherent limitations exist in all assurance engagements due to the selective testing of the information being examined. Therefore fraud, error or non-compliance may occur and not be detected. Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating and estimating such data.

Conclusion

Based on the procedures performed and the evidence obtained, as described above, nothing has come to our attention that causes us to believe that the information subject to the assurance engagement is not prepared, in all material respects, in accordance with the *GRI Sustainability Reporting Standards*.

Helsinki, 11 March 2020

KPMG OY AB

Toni Aaltonen   Tomas Otterström
APA   Partner, Advisory

Signatures to the corporate responsibility and non-financial report

Helsinki, 5 March 2020

Anssi Vanjoki
chairman of the board

Clarisse Berggårdh

Petteri Koponen

Leena Niemistö

Seija Turunen

Kim Ignatius

Antti Vasara

Veli-Matti Mattila
CEO

GRI content index and data

GRI 102: GENERAL DISCLOSURES (GRI 102, 2016 standard)

1. Organizational Profile

102-1	Name of the organization	Investors/ Financial report 2019/Publications/Accounting principles.	Elisa Corporation	x
102-2	Activities, brands, products, and services	Annual report 2019; Elisa in brief; brands: Elisa, Elisa Saunalahti, Elisa Videra, Elisa Santa Monica, Elisa Automate and Elisa Smart Factory.	Elisa Corporation	x
102-3	Location of headquarters	Basic information on the Group.	Elisa Corporation	x
102-4	Location of operations	Annual report 2019; Elisa responsibility 2019/ Social responsibility/ Equality, p.12.	Elisa Corporation	x
102-5	Ownership and legal form	Investors/ Shareholder structure.	Elisa Corporation	x
102-6	Markets served	Investors/2019 Financial statements.	Elisa Corporation	x
102-7	Scale of the organization	Investors/2019 Financial statements.	Elisa Corporation	x
102-8	Information on employees and other workers	Elisa responsibiliy 2019; GRI data.	Elisa Corporation	x
102-9	Supply chain	Elisa responsibility/Social responsibility/Partners; Elisa responsibility 2019, Responsible procurement and partnerships, p.19.	Elisa Corporation	x
102-10	Significant changes to the organization and its supply chain	Investors/2019 Financial statements.	Elisa Corporation	x
102-11	Precautionary principle or approach	Investors/ Risk management and control; Elisa responsibility/ Foundation, Risk management; Corporate Governance Statement 2019, III Descriptions of internal control procedures and main reatures of risk management systems, p.13.	Elisa Corporation	
102-12	External initiatives	Elisa responsibility/Policies and guidelines; Indecies and commitments.	Elisa Corporation	
102-13	Membership of associations	Elisa responsibility/Stakeholder dialogue.	Elisa Corporation	

2. Strategy

102-14	Statement from senior decision-maker	Annual report 2019, CEO's review.	Elisa Corporation	x
102-15	Key impacts, risks, and opportunities	Elisa responsibility 2019, Responsibility at Elisa, p.6., Digital responsibility, p.7., Social responsibility p.13., Environmental responsibility p.21., Financial responsibility, p.19.; Corporate Governance Statement 2019, p.13.; GRI data.	Elisa Corporation	x

Description		Name	Scope	UN Global Compact
3. Ethics and Integrity				
102-16	Values, principles, standards, and norms of behavior	Elisa Oyj/On Elisa/Code of conduct; Elisa values.	Elisa Corporation	x
102-17	Mechanisms for advice and concerns about ethics	Elisa Oyj/Code of Conduct/Whistleblowing. Whistleblow -channel taken into use during 2019. Reporting under development.	Elisa Corporation	x
4.Governance				
102-18	Governance structure	Elisa responsibility/Foundation/Management and targets, Elisa Oyj/Investors/Governance structure; Corporate Governance Statement 2019, Governance structure, p.5.	Elisa Corporation	x
102-19	Delegating authority	Elisa responsibility/Foundation/Management and targets, Elisa responsibility 2019, p.4.	Elisa Corporation	x
102-20	Executive-level responsibility for economic, environmental, and social topics	Elisa responsibility 2019, p.6. ;Elisa responsibility/Foundation/ Management and targets; Elisa Oyj/Investors/Governance structure, Corporate Governance Statement 2019, Governance structure, p.5.	Elisa Corporation	x
102-21	Consulting stakeholders on economic, environmental, and social topics	Elisa responsibility/Foundation; Stakeholder dialogue; Elisa responsibility/Social responsibility/Customer interaction.	Elisa Corporation	x
102-22	Composition of the highest governance body and its committees	Elisa Oyj/Investors/Governance structure; Corporate Governance Statement 2019, Governance structure, p.5.; GRI 102-22 omission (vii.).	Elisa Corporation	x
102-23	Chair of the highest governance body	Elisa Oyj/Investors/Governance structure; Corporate Governance Statement 2019, Governance structure, p.9.	Elisa Corporation	x
102-24	Nominating and selecting the highest governance body	Elisa Oyj/Investors/Governance structure; Corporate Governance Statement 2019, Governance structure, p.4.; GRI 102-24 omission (iv.).	Elisa Corporation	x
102-25	Conflicts of interest	Elisa Oyj/ Investors/ Governance/Insider and related party policy; Corporate Governance Statement 2019, p.14.	Elisa Corporation	x
102-26	Role of highest governance body in setting purpose, values, and strategy	Corporate Governance Statement 2019, Charter of the Board of Directors, p.7.; Elisa responsibility 2019, p.6.	Elisa Corporation	x
102-28	Evaluating the highest governance body's performance	Corporate Governance Statement 2019, Governance structure, p.3., General meeting, p.4.; GRI 102-28 omission (d.).	Elisa Corporation	x
102-29	Identifying and managing economic, environmental, and social impacts	Elisa Oyj/Investors/Governance/Risk management and control; Elisa responsibility/Foundation; Corporate Governance Statement 2019/ Auditing committee, p.7.- p.8.	Elisa Corporation	x

Description		Name	Scope	UN Global Compact
102-30	Effectiveness of risk management processes	Corporate Governance Statement 2019, III Descriptions of internal control procedures and main features of risk management systems, p.13.; Elisa responsibility 2019, p.36.; Elisa responsibility/Environmental responsibility; Elisa Oyj/Investors/Risks; Investors/investor facts/ sustainable investment.	Elisa Corporation	x
102-31	Review of economic, environmental, and social topics	Elisa responsibility/Foundation/Management and targets; Elisa responsibility 2019, p.6.	Elisa Corporation	x
102-32	Highest governance body's role in sustainability reporting	Elisa responsibility 2019, Signatures to the corporate responsibility and non-financial report, p.27.	Elisa Corporation	x
102-33	Communicating critical concerns	Elisa Oyj/Code of Conduct/Whistleblowing. Whistleblow -channel taken into use during 2019. Reporting under development.	Elisa Corporation	x
102-35	Remuneration policies	Corporate Governance Statement 2019, Remuneration statement, p.16. - p.20.; GRI 102-35 omission (a.iii. - v., b.).	Elisa Corporation	x
102-36	Process for determining remuneration	Corporate Governance Statement 2019, Remuneration statement, p.4.,p.8., p.16. - p.20.; GRI 102-36 omission (b., c.).	Elisa Corporation	x
102-37	Stakeholders' involvement in remuneration	Corporate Governance Statement 2019, Remuneration statement, p.16.; GRI 102-37 omission (b.).	Elisa Corporation	x
5. Stakeholder Engagement				
102-40	List of stakeholder groups	Elisa responsibility/Foundation/Stakeholder dialogue; Key topics and stakeholders.	Elisa Corporation	x
102-41	Collective bargaining agreements	GRI data.	Elisa Corporation	x
102-42	Identifying and selecting stakeholders	Elisa responsibility/Foundation/Stakeholder dialogue; Key topics and stakeholders.	Elisa Corporation	x
102-43	Approach to stakeholder engagement	Elisa responsibility/Foundation/Stakeholder dialogue; Customer interaction.	Elisa Corporation	x
102-44	Key topics and concerns raised	Elisa responsibility/Foundation/Stakeholder dialogue; Customer interaction; Partners.	Elisa Corporation	x
6. Reporting Practice				
102-45	Entities included in the consolidated financial statements	Elisa responsibility 2019, Description of the report, p.24.	Elisa Corporation	
102-46	Defining report content and topic Boundaries	Elisa responsibility/Foundation; Elisa responsibility 2019, Description of the report, p.24.	Elisa Corporation	
102-47	List of material topics	Elisa responsibility/Foundation/Material issues, Stakeholders, GRI data.	Elisa Corporation	
102-48	Restatements of information	Elisa responsibility 2019, Description of the report, p.24. Changes to previous year reporting noted with relevant indicator.	Elisa Corporation	

Description		Name	Scope	UN Global Compact
102-49	Changes in reporting	Elisa responsibility 2019, Description of the report, p.24.	Elisa Corporation	
102-50	Reporting period	Elisa responsibility 2019, Description of the report, p.24.	Elisa Corporation	x
102-51	Date of most recent report	Elisa responsibility 2019, Description of the report, p.24.	Elisa Corporation	x
102-52	Reporting cycle	Elisa responsibility 2019, Description of the report, p.24.	Elisa Corporation	x
102-53	Contact point for questions regarding the report	Elisa responsibility; Elisa responsibility 2019, Reporting and contact information, p.24.	Elisa Corporation	x
102-54	Claims of reporting in accordance with the GRI Standards	Elisa responsibility 2019, Description of the report, p.24.	Elisa Corporation	x
102-55	GRI content index	Elisa responsibility 2019, Description of the report, p.24., GRI content index, GRI data.	Elisa Corporation	x
102-56	External assurance	Elisa responsibility 2019, Independent assurance report, Signatures to the corporate responsibility and non-financial report.	Elisa Corporation	x

TOPIC SPECIFIC CONTENT

GRI 103: MANAGEMENT APPROACH (GRI 103, 2016 standard)

Description		Name	Scope	UN Global Compact
103-1	Explanation of the material topic and its Boundary	Elisa responsibility 2019, Description of the report, p.24., Elisa responsibility/Foundation/Material issues; Stakeholders; GRI index.	Elisa Corporation	
103-2; 103-3	The management approach and its components; Evaluation of the management approach	Elisa responsibility/Foundation.		
	Indirect economic impacts, DMA (Disclosures on Management Approach)	Elisa responsibility/Foundation; Financial responsibility; Research and development; Management and targets.	Elisa Corporation	x
	Energy, DMA	Elisa responsibility/Foundation; Environmental responsibility; Management and targets.	Elisa Corporation	x
	Emissions, DMA	Elisa responsibility/Foundation; Environmental responsibility; Management and targets.	Elisa Corporation	x
	Products and services, DMA	Elisa responsibility/Foundation; Environmental responsibility; Management and targets.	Elisa Corporation	x
	Effluents and waste, DMA	Elisa responsibility/Foundation; Environmental responsibility; Management and targets.	Elisa Finland	x
	Compliance, DMA	Elisa responsibility/Foundation; Responsibility at Elisa; Code of Conduct.	Elisa Corporation	x
	Marketing Communications , DMA	Elisa responsibility/Foundation; Social responsibility/Customer interaction ; Digital responsibility/Ease of use; Management and targets.	Elisa Corporation	x
	Customer privacy, DMA	Elisa responsibility/Foundation, Management and targets; Digital responsibility/Data security and privacy; Targets and performance.	Elisa Corporation	x

Description		Name	Scope	UN Global Compact
	Customer Health and Safety , DMA	Elisa responsibility/Foundation; Digital responsibility/Extensive and safe network and services; Elisa responsibility 2019, Digital responsibility, p.7.- p.9.	Elisa Corporation	x
	Employment, DMA	Elisa responsibility/Foundation; Responsible employer; Targets and performance.	Elisa Corporation	x
	Diversity and Equal Opportunity , DMA	Elisa responsibility/Foundation; Responsible employer; Targets and performance.	Elisa Corporation	x
	Occupational Health and Safety , DMA	Elisa responsibility/Foundation; Responsible employer; Personnel review; Targets and performance.	Elisa Corporation	x
	Training and Education , DMA	Elisa responsibility/Foundation; Elisa annual review, Personnel review; Targets and performance.	Elisa Corporation	x
	Non-discrimination , DMA	Elisa responsibility/Foundation; Responsible employer; Elisa Oyj/On Elisa/Code of conduct; Targets and performance.	Elisa Corporation	x
	Security Practices, DMA	Elisa responsibility/Foundation; Data security and privacy; Targets and performance.	Elisa Corporation	x
	DMA, Anti-corruption	Elisa responsibility/Foundation; Partners ; Elisa Oyj/On Elisa/Code of conduct; Anti-corruption and bribery policy; Targets and performance.	Elisa Corporation	x
	Public Policy, DMA	Elisa responsibility/Foundation; Stakeholder dialogue; Elisa Oyj/On Elisa/Code of conduct.	Elisa Corporation	x
GRI 201: ECONOMIC PERFORMANCE (GRI 201, 2016 standard)				
201-1	Direct economic value generated and distributed	GRI data.	Elisa Corporation	
201-2	Financial implications and other risks and opportunities due to climate change	GRI data.	Elisa Corporation	
GRI 203: INDIRECT ECONOMIC IMPACTS (GRI 203, 2016 standard)				
203-1	Infrastructure investments and services supported	GRI data; Elisa responsibility/ Digital responsibility; Elisa responsibility 2019, p.7., p.8., p.9.	Elisa Corporation	
203-2	Significant indirect economic impacts	On Elisa/Research and development; Elisa responsibility/ Extensive and safe network and services.	Elisa Corporation	
GRI 205: ANTI-CORRUPTION (GRI 205, 2016 standard)				
205-2	Communication and training about anti-corruption policies and procedures	Elisa responsibility/Foundation/Policies (public policy); GRI data, training partly reported.	Elisa Corporation	x
205-3	Confirmed incidents of corruption and actions taken	GRI data.	Elisa Corporation	x

Description		Name	Scope	UN Global Compact
GRI 302: ENERGY (GRI 302, 2016 standard)				
302-1	Energy consumption within the organization	GRI data; Elisa energy and CO_2 -emission disclosure 2019.	Elisa Corporation	x
302-3	Energy intensity	GRI data; Elisa energy and CO_2 -emission disclosure 2019.	Elisa Finland	x
302-4	Reduction of energy consumption	GRI data; Elisa energy and CO_2 -emission disclosure 2019.	Elisa Corporation	x
GRI 305: EMISSIONS (GRI 305, 2016 standard)				
305-1	Direct (Scope 1) GHG emissions	GRI data; Elisa energy and CO_2 -emission disclosure 2019.	Elisa Corporation	x
305-2	Energy indirect (Scope 2) GHG emissions	GRI data; Elisa energy and CO_2 -emission disclosure 2019.	Elisa Corporation	x
305-3	Other indirect (Scope 3) GHG emissions	GRI data; Elisa energy and CO_2 -emission disclosure 2019.	Elisa Corporation, more detailed definition in indicator.	x
305-4	GHG emissions intensity	GRI data; Elisa energy and CO_2 -emission disclosure 2019.	Elisa Corporation	x
305-5	Reduction of GHG emissions	GRI data; Elisa energy and CO_2 -emission disclosure 2019.	Elisa Corporation	x
GRI 306: EFFLUENTS AND WASTE (GRI 306, 2016 standard)				
306-2	Waste by type and disposal method	GRI data; Elisa responsibility/Environmental responsibility; Elisa responsibility/Environmental responsibility/Recycling and other environmental impacts. Elisa has used its own waste breakdown.	Elisa Finland	x
306-3	Significant spills	GRI data.	Elisa Finland	x
GRI 307: ENVIRONMENTAL COMPLIANCE (GRI 307, 2016 standard)				
307-1	Non-compliance with environmental laws and regulations	GRI data.	Elisa Corporation	x
GRI 401: EMPLOYMENT (GRI 401, 2016 standard)				
401-1	New employee hires and employee turnover	GRI data.	Elisa Corporation	x
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	GRI data.	Elisa Corporation	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY (GRI 403, 2018 standard)[1]				
403-1	Occupational health and safety management system	Elisa responsibility/Responsible employer; Wellbeing and safety. Elisa responsibility 2019, p.12., p.19.	Elisa Corporation	
403-2	Hazard identification, risk assessment, and incident investigation	Elisa responsibility/Responsible employer; Wellbeing and safety; Elisa responsibility 2019, p.12., p.19, GRI 403-2 omission (b.-d.).	Elisa Corporation	
403-3	Occupational health services	Elisa responsibility/Responsible employer; Wellbeing and safety; Elisa responsibility 2019, p.12.	Elisa Corporation	
403-4	Worker participation, consultation, and communication on occupational health and safety	Elisa responsibility/Responsible employer; Wellbeing and safety; Elisa responsibility 2019, p.12.	Elisa Corporation	
403-5	Worker training on occupational health and safety	Elisa responsibility/Responsible employer; Wellbeing and safety; Elisa responsibility 2019, p.12.	Elisa Corporation	

Description		Name	Scope	UN Global Compact
403-6	Promotion of worker health	Elisa responsibility/Responsible employer; Wellbeing and safety; Elisa responsibility 2019, p.12.	Elisa Corporation	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Elisa responsibility/Responsible employer; Wellbeing and safety; Elisa responsibility 2019, p.12.; GRI 403-7 omission (a. products or services and related hazards and risks)	Elisa Corporation	
403-8	Workers covered by and OHS management system (%)	GRI data; Elisa is reporting this indicator in its own way; GRI 403-8 omission (a. ii.- iii., b.- c.)	Elisa Corporation	
403-9	Work related (occupational) inuries.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.	GRI data; GRI 403-9 omission (a. iv.- v., b. iv.- v., c.- d., f.- g.).	Elisa Corporation	
403-10	Work related (occupational) diseases.	GRI data; GRI 403-10 omission (a.iii, b.ii.- iii, c.- e.).	Elisa Corporation	
	1 Elisa is developing reporting			
GRI 404: TRAINING AND EDUCATION (GRI 404, 2016 standard)				
404-1	Average hours of training per year per employee	GRI data.	Elisa Corporation	x
404-2	Programs for upgrading employee skills and transition assistance programs	Elisa annual report/Personnel review.	Elisa Corporation	
404-3	Percentage of employees receiving regular performance and career development reviews	GRI data.	Elisa Corporation	x
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY (GRI 405, 2016 standard)				
405-1	Diversity of governance bodies and employees	GRI data.	Elisa Corporation	x
GRI 406: NON-DISCRIMINATION (GRI 406, 2016 standard)				
406-1	Incidents of discrimination and corrective actions taken	GRI data.	Elisa Corporation	x
GRI 410: SECURITY PRACTICES (GRI 410, 2016 standard)				
410-1	Security personnel trained in human rights policies or procedures	GRI data.	Elisa Finland	x
GRI 414 SUPPLY CHAIN[1]				
414-1	414-1 Suppliers that were screened using social criteria	GRI data.	Elisa Finland	
414-2	414-2 Negative social impacts in the supply chain and actions taken	GRI data.	Elisa Finland	
1Elisa reports these indicators its own way. Elisa joined JAC (Joint Audit Cooperation) operators in September 2019. JAC audits (115) in addition to own audits (1). Correction actions JAC (567), own (17).				
GRI 415: PUBLIC POLICY (GRI 415, 2016 standard)				
415-1	Political contributions	GRI data.	Elisa Corporation	x
GRI 416: CUSTOMER HEALTH AND SAFETY (GRI 416, 2016 standard)				
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	GRI data.	Elisa Corporation	
GRI 417: MARKETING AND LABELING (GRI 102, 2016 standard)				
417-3	Incidents of non-compliance concerning marketing communications	GRI data.	Elisa Corporation	
GRI 418: CUSTOMER PRIVACY (GRI 418, 2016 standard)				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	GRI data,GRI 418-1 omission (a.i., b.,c.).	Elisa Corporation	

Economic responsibility indicators

201-1 Direct economic value generated and distributed

	2017	2018	2019
Net sales, EUR million[1]	1,787	1,832	**1,844**
Suppliers and partners	881	890	**868**
Personnel remuneration	304	311	**320**
Dividends and interests	263	288	**301**
Taxes and other public obligations	65	66	**68**
Capital expenditure investments[2]	246	254	**256**
Taxes, EUR, million[3]	408	439	**457**
Corporate tax	65	66	**68**
Value-added tax	215	236	**255**
Income tax and withholding tax	94	101	**102**
Statutory employer's social insurance payments and other taxes	19	20	**22**
Public fees	16	16	**10**

[1]Incl. financial incomes

[2]Capital expenditure investments differs from GRI definition.Investments excluding shares, licenses and rental agreements (IFRS 16)

[3]Corporate tax based on Local GAAP, final amount will be confirmed by tax decision.

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

Risk	Description	Impact assesment	Risk management/opportunity
International agreements	The New Paris agreement strive for limit average temperature to 1.5°C and to update national targets every five years to keep raising ambition	Estimated cost for Elisa of carbon pricing is EUR 100,000-200,000. Estimated implications are less than 1% of operational costs	We have set Science based target, which is in line with Paris agreement´s targets. We use renewable energy so that our customers could use low- carbon connections. We have also signed Commitment 2050 and are involved in Finland's energy efficiency agreement.
Fuel/energy taxes and regulations	Changes caused either directly or indirectly by climate change in the taxation of electricity, taxation of transmission of electricity and any possible carbon dioxide tax	Average electricity price is expected to grow 18% by 2030 compared to 2010 levels mainly due regulation e.g. requirements concerning renewable energy production shares. 18% increase in Elisa´s electricity cost is about EUR 5.4m.	Elisa has group wide energy efficiency working group which manages energy and CO_2emission saving activities.
General environmental regulations	The European Commission has introduced The European Green Deal – a roadmap which evaluates and changes, in case needed, climate and/or energy regulation. Finnish national Climate change act provides for climate policy planning system and monitoring the achievement of climate change goals. The taxonomy by European Commission and Parliament is a tool for sustainable financing and investment and will have an impact on investors preferences. There will most probably be more new regulation related to greenhouse gas reduction.	It will potentially increase the need for even more detailed measurement and monitoring of energy consumption. This also adds pressures to more ambitious carbon target setting and carbon pricing.	We are constantly working on better measurement and calculations, using renewable energy and we have set more ambitious middle – and long term target to reduce our carbon footprint.We aim at carbon neutrality during 2020 with energy efficiency actions and emission compensations (scope1, scope 2, commuting and business travels).
Extreme weather phenomena	Climate change causes extreme weather phenomena that are a threat for Elisa's mobile networks. Storms cause power failures and interruptions in Elisa's services. Impacts of climate change globally might as well bring general uncertainty in countries where Elisa operates.	The increase in the number of disruptions causes higher personnel costs and costs incurred in replacing broken equipment.Estimated costs are based on one actual severe disruption event. Cost may vary from 200,000 to EUR 2m, depending on overall circumstances.	Elisa has in place a real-time, comprehensive monitoring system for network disturbances. This enables identification of disturbances and rapid repairs.We are estimating that demand for real-time measurement and monitoring services will increase in the future.
Changes in average temperature	Rising average temperatures and heat waves will increase the need for cooling in Elisa's telecommunications and data centres and facilities.	Costs will increase due to the increased electricity consumption incurred from investments in cooling devices.We estimate that the implication could be about 1% growth in electricity consumption which equals about EUR 96,000 (EUR 35/MWh).	Elisa has a data centre in Espoo and center of Helsinki, that uses heat loss energy generated by the data centre servers for district heating in the region. We have increased our heat loss energy usage also in our office environments.
Growing environmental awareness of our stakeholders	Climate change increases the environmental awareness of Elisa's stakeholder groups. Reporting to stakeholders is increasing, as are the requirements for climate-friendly operations.	The risk impacts to the demand of Elisa´s services. According to Sustainable Brand Index report 2019 36% of the consumers are willing to pay 10% more for sustainable products and services. If Elisa fails to take advance of that potential, that could result 3.6% decline in future consumer business revenue (approximately EUR 10.7m/quarter).	Elisa's services make it possible to build a lower carbon society. Growth in Elisa's business such as virtual services business and other ICT -services may also create new business. For example our new Elisa Automate, Elisa Smart Factory and Elisa Videra business can bring means for our customers to reduce their own carbon footprint.

203-1 Development and impact of infrastructure investments and services supported

	2017	2018	2019
Capital expenditure, EUR million[1]	246	254	**256**
CAPEX/revenue, %[2]	13	12	**12**

[1] Investments are mainly commerical investments

[2] 2019 figure does not include rentals nor shares

Social responsibility indicators

Own indicator : Mobile works solutions and CO_2 savings in Elisa

	2017	2018	2019
Virtual meetings[1]	268,586	289,380	**431,285**
Distance working days/person/year[2]	75	72	**53**
Carbon dioxide savings (tCO_2)	5,606	6,338	**5,708**

[1] Calculation changed, includes MS Teams meetings
[2] Calculation changed in 2019

PRODUCT RESPONSIBILITY

416-2 Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes

No incidents in 2019.

417-3 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes

No incidents in 2019. Investigation of one incident started in the beginning of 2020.

418-1 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

One regulatory body request for clarification which have been responded in 2019.

LABOR PRACTICES AND DECENT WORK

102-8 Total Number of Employees by Employment Contract, Employment Type, Region and Gender

	2017	2018	2019
Personnel in total, 31.12.2019	5,152	5,468	5,617
Permanent contract	**5,008**	**5,335**	**5,515**
Finland	4,009	4,236	4,267
Estonia	888	989	962
Other countries	111	110	286
Men	3,283	3,572	3,773
Women	1,725	1,763	1,742
Temporary contract	**144**	**133**	**102**
Finland	70	85	52
Estonia	71	46	46
Other countries	3	2	4
Men	80	65	50
Women	64	68	52
Full- time employees	**4,291**	**4,464**	**4,553**
Finland	3,302	3,427	3,377
Estonia	888	936	908
Other countries	101	101	268
Men	2,773	2,924	3,045
Women	1,518	1,540	1,508
Part-time employees	**861**	**1,004**	**1,064**
Finland	777	895	942
Estonia	80	99	100
Other countries	4	10	22
Men	590	713	778
Women	271	291	286

102-41 Percentage of Total Employees Covered by Collective Bargaining Agreements	2017	2018	2019
	78%	77%	76%

401-1 Total number and rates of new employee hires and employee turnover by age group, gender and region[1]

	2017	2018	2019
New employee hires	**1,396**	**1,517**	**1,264**
Finland	1,123	1,138	964
Estonia	232	338	249
Other countries	41	41	51
Men	989	1,034	882
Women	407	483	382
Under 30 years	843	976	898
30-39 years	415	357	216
40-49 years	98	138	106
Over 49 years	40	46	44
Terminated employments	**1,433**	**1,418**	**1,267**
Finland	966	1,095	958
Estonia	400	310	269
Other countries	67	13	40
Men	863	883	829
Women	570	535	438
Under 30 years	832	851	745
30-39 years	316	256	278
40-49 years	164	165	133
Over 49 years	121	146	111

[1] Elisa has reported the indicator its own way: Empolyee turnover is missing.

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

Based on collective agreements our occupational health, insurance, parental leave or pension benefits are not dependent on the duration or part-time nature of employment.

403-8 Workers covered by an OHS management system Percentage (%)[1]	**2017**	**2018**	**2019**
[1] Elisa is reporting this indicator in its own way. Share (%) of employees coverd by OHS management system is reported.	98%	98%	95%

403-9, 403-10 Work related (occupational) inuries 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[1]

[1] 2019 reporting is based on GRI OHS2018 standard. (2018 and previous years used GRI OHS2016 standard.).Used1000 000 working hours (rate).	**2017**	**2018**	**2019**
Injury rate (IR)			
Finland			
Commuting injuries	8.0	6.2	6.6
Working time injuries	3.9	4.5	5.1
Estonia			
Commuting injuries	0	0	0.6
Working time injuries	0	0	0.6
Other Countries			
Commuting injuries	6.3	0	2.7
Working time injuries	0	5.7	2.7
Lost day rate (LDR)			
Finland	98.1	39.6	27.2
Estonia	0	0	0
Other Countries	0	0	0
Occupational diseases rate (ODR)			
Finland	0.2	0	0
Estonia	0	0	0
Other Countries	0	0	0

Absentee rate (AR)			
Finland	3.7%	2.6%	2.6%
Estonia	7.8%	6.2%	6.6%
Other Countries	0.5%	0.1%	0.2%
Commuting reported injuries	**48**	**40**	**44**
Finland	47	40	42
Estonia	0	0	1
Other Countries	1	0	1
Contractors			0
Work time injuries (reported)	**23**	**30**	**34**
Finland	23	29	32
Estonia	0	0	1
Other Countries	0	1	1
Contractors			39
Occupational diseases (reported)	**1**	**0**	**0**
Finland	1	0	0
Estonia	0	0	0
Other Countries	0	0	0
Lost day incidents	**72**	**34**	**23**
Finland	72	34	23
Estonia	0	0	0
Other Countries	0	0	0
Contractors			57
Absentees	**50,416**	**42,193**	**39,704**
Finland	32,055	26,435	25,010
Estonia	18,258	15,743	14,609
Other Countries	103	15	85

Work related severe injuries	0	0	0
Finland	0	0	0
Estonia	0	0	0
Other Countries	0	0	0
Contractors			2
Work related fatalities (due to injuries or occupational ill-health)	**0**	**0**	**0**
Finland	0	0	0
Estonia	0	0	0
Other Countries	0	0	0
Contractors			0

Note! Main contractors covering >80% of telecom network maintenance contracting in Finland and Estonia.

404-1 Average hours of training per year per employee by gender, and by employee category	**2017**	**2018**	**2019**
Gender			
Men	9	19	8.1
Women	9	20	10.6
Gender not reported	N/A	N/A	0.4
Employee category			
Senior management	9	35	5.2
Middle management	15	17	13.7
Other employees	7	19	8.1

404-3 Employees receiving regular performance and career development reviews, by gender and by employee category	**2017**	**2018**	**2019**
Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	76%	70%	79%
Men	2,282	2,508	2,850
Women	1,304	1,340	1,421
Senior management	124	121	150
Middle management	754	802	887
Other employees	2,708	2,925	3,234

405-1 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	2017	2018	2019
Elisa's Executive Board	**10**	**10**	**11**
Women	2	2	2
Under 30 years	0	0	0
30-39 years	0	0	0
40-49 years	3	3	2
Over 49 years	7	7	9
Board of Directors	**7**	**7**	**7**
Women	3	3	3
Under 30 years	0	0	0
30-39 years	0	0	0
40-49 years	1	1	1
Over 49 years	6	6	6
Management teams of business units	**75**	**84**	**85**
Women	27	33	31
Under 30 years	0	0	0
30-39 years	11	10	6
40-49 years	37	46	42
Over 49 years	27	28	37
Managerial board for corporate responsibility	**9**	**9**	**11**
Women	4	4	6
Under 30 years	0	0	0
30-39 years	1	2	1
40-49 years	5	4	6
Over 49 years	3	3	4
Breakdown of personnel by gender			
Men	65%	67%	68%
Women	35%	34%	32%

Breakdown of personnel by age

Under 30 years	26%	26%	30%
30-39 years	31%	33%	25%
40-49 years	25%	24%	18%
Over 49 years	18%	17%	27%

HUMAN RIGHTS

406-1 Total number of incidents of discrimination and corrective actions taken

No incidents in 2019.

410-1 Percentage of security personnel trained in the oraganization´s human right policies or procedures that are relevant to operations

All security personnel working permanently in Elisa (100 %) have conducted statutory training according to Finnish law and in addition they have been trained to Elisa Code of Conduct.

205-2 Communication and training on anti-corruption policies and procedures	2017	2018	2019
Code of conduct - training (share of employees who have conducted training).	72%	65%	63%

205-3 Confirmed incidents of corruption and actions taken

No confirmed incidents in 2019.

SUPPLY CHAIN[1]	2017	2018	2019
414-1 Suppliers that were screened using social criteria	n/a	n/a	116
414-2 Negative social impacts in the supply chain and actions taken	n/a	n/a	584

[1] Elisa reports these indicators its own way. Elisa joined JAC (Joint Audit Cooperation) operators in September 2019. JAC audits (115) in addition to own audits (1). Correction actions JAC (567), own (17).

SOCIETY

415-1 Total value of political contributions by country and recipient/beneficiary

No political contributions in 2019.

Environmental reponsibility indicators

102-11 Whether and How the Precautionary Approach or Principle is Addressed by the Organization

The precautionary principle has been taken into account in accordance with statutory requirements.

302-1 Energy consumption within the organization (GJ, gigajoule)

	2017	2018	2019
Direct energy consumption by primary energy source			
Usage of diesel and petrol	2,174	1,830	5,275
Usage of oil	3,596	4,264	4,088
Total direct energy consumption	**5,770**	**6,094**	**9,363**
Purchased renewable energy	0	0	0
Indirect energy consumption by primary energy source			
Electricity	963,845	1,053,189	1,160,177
Heating	53,331	48,434	51,797
Cooling	23,977	41,233	41,588
Total indirect energy consumption	**1,041,153**	**1,142,856**	**1,253,563**
Renewable energy (electricity)[1]	901,620	975,600	975,600
Total energy consumption within organization[2]	**1,046,923**	**1,148,950**	**1,262,962**

[1]Hydropower

[2]More information and calculation principles: Elisa energy and CO_2 -emission disclusure 2019

302-3 Energy intensity[1]	2017	2018	2019
Mobile networks electricity consumption per transferred Gigabyte (kWh)	0.3	0.2	0.2

[1]Figures have been revised retrospectively to year 2017

302-4 Energy saved due to conservation and efficiency improvements (GJ, gigajoule)[1]

	2017	2018	2019
Ideal work office spaces (electricity and heating)	56,830	71,176	16,621
Reuse of server generated heat (electricity)	18,669	41,234	41,588
Energy efficiency in mobile networks (electricity)	23,666	29,946	27,240
Total	99,164	142,356	85,449

[1] Additional information Elisa energy and CO2 -emission disclosure 2019 at: http://corporate.elisa.com/responsibility/environmental-responsibility

305-1 and 305-2 Total direct and indirect greenhouse gas emissions by weight (tCO$_2$)[1]

	2017	2018	2019
Scope 1, Direct greenhouse gas emissions	409	433	650
Scope 2, Indirect greenhouse gas emissions, market based	4,402	5,111	4,156
Scope 2, Indirect greenhouse gas emissions, location based	71,225	68,957	71,701

[1] Additional information Elisa energy and CO2 -emission disclosure 2019 at: http://corporate.elisa.com/responsibility/environmental-responsibility

305-3 Other relevant indirect greenhouse gas emissions by weight (tCO$_2$, tonnes of carbon dioxide)[1]

Sources of Scope 3 emissions	2017	2018	2019	Description:	Figure includes
Purchased good and services	73,431	72,991	85,447	Relevant, calculated	Elisa Corporation and Elisa Videra: Purchased products to sell and services
Capital goods	35,631	30,797	39,901	Relevant, calculated	Elisa Corporation and Elisa Videra Purchased basestations and other network equipments
Fuel-and energy- related activities	3,146,3	3,134	3,480	Relevant, calculated	Elisa Finland and Elisa Estonia: Emissions of fuel production of electricity used
Upstream transportation and distribution	1,022	680	209	Not relevant, calculated	Transportation of goods to Elisa and to our customers
Waste generated in operations	683	720	772	Not relevant, calculated	Elisa Finland waste and sewage water
Business travel	1,201	1,194	2,659	Relevant, calculated	Elisa
Employee commuting	3,186	4,523	2,180	Relevant, calculated	Elisa
Upstream leased assets,	0	0	0	Not relevant, explanation provided	Consumption in rented sites is calculated in Scope 2.
Upstream transportation	0	0	0	Not relevant, explanation provided	Not relevant, Elisa is not selling transportation services
Processing of sold product	0	0	0	Not relevant, explanation provided	Not relevant, no processing of products
Use of sold product	8,211	7,886	12,450	Relevant calculated	Energy consuption of customer´s devices.Electricity consumption of services is reported in Scope 2.
End-of-life treatment of sold products	305	306	344	Relevant calculated	End of life treatment of Elisa´s sold products
Downstream leased assets	0	0	0	Not relevant, explanation provided	Consumption of leased operators is calculated in Scope 2. We purchase renewable electricity.
Franchising	0	0	0	Not relevant, explanation provided	Not relevant, no franchising
Investment	0	0	0	Not relevant, explanation provided	Not relevant, no significant investment and financing activities, investments in production reported separately.
Total	126,816	122,231	147,442		

[1]Additional information Elisa energy and CO$_2$ -emission disclosure 2019 at: http://corporate.elisa.com/responsibility/environmental-responsibility

305-4 GHG emissions intensity	2017	2018	2019
Scope 1 and 2 emissions per revenue (KgCO$_2$/EUR)	0.003	0.003	0.003

305-5 Reduction of greenhouse gas emissions (tCO$_2$)[1]

	2017	2018	2019
Emission reductions in own operations[1]	112,400	113,193	88,349
Ideal work solutions, scope 3	5,606	6,338	6,084
Emission savings in mobile network, scope 2	2,268	2,670	1,640
Use of renewable energy, scope 2[2]	104,526	104,185	80,625

[1]Additional information Elisa energy and CO$_2$ -emission disclosure 2019 at: http://corporate.elisa.com/responsibility/environmental-responsibility

[2]Hydropower

306-2 The overall weight of waste by type and disposal method (tonnes)[1]

	2017	2018	2019
Total waste amount[2]	1,017	1,070	1,014
Hazardous waste[2]	177	208	242
WEEE (Waste Electrical and Electronic Equipment)[2]	302	339	302
Recycling %	99%	94%	98%
Recovery %	0.7%	1.9%	0%
Landfill %	0%	0.7%	0%

[1] Elisa has used its own waste breakdown

[2]Amounts not available for Elisa Estonia

306-3 Total number and volume of significant spills

No spills in 2019.

307-1 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations

No non-compliances in 2019.