

# Sustainability report

EY Finland | FY20

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# | CEO's letter



Welcome to the Sustainability report FY20 of EY Finland. This report is the first of its kind, and it delivers information regarding sustainability in our operations.

A year ago, we launched NextWave: the EY global strategy and ambition to create long-term value for clients, people and society. Back then, nobody knew how dramatically the world would change in 2020, with the COVID-19 pandemic and the sharpest global recession in a century creating unprecedented challenges for individuals and society. Yet, in these challenging times, NextWave has put us in a strong position to adapt and innovate, and our purpose of Building a better working world has never been more relevant.

EY's purpose describes what we, at EY, do every day. With our comprehensive range of services, we contribute to a sustainable business and society in the long term. It can be about ensuring that our customers have relevant decision-making data, supporting businesses in their transition to more sustainable growth, or building confidence in customers' accounts to give a true and fair view of companies' operations.

"Building a better working world" is also about working life for our employees. We strive to be an attractive and relevant employer who lives by its values. For EY people, creating long-term value means, first and foremost, ensuring their safety. In early 2020, we swiftly introduced travel restrictions and have since issued comprehensive guidance around meetings, events, and a safe return to EY offices.

It is crucial for us to promote a work culture where all our people feel, and are, valued, where they are able to bring

their differences to work each day and fulfill their potential. As part of our commitment to support diversity and inclusiveness among our people, in 2020, EY Finland acted as an official partner of Helsinki Pride for the second year running.

Every year, we recruit many young employees directly from universities and colleges, offering them a good start in their careers and an opportunity to develop. The fact that our employees can influence their career development and work situation creates the conditions for a sustainable work environment, where employees are happy and feel motivated. In recognition for our work, we were rewarded with a fifth place in the large company category in the Great Place to Work® listing in Finland in 2020.

EY is the first global multidisciplinary professional services organization to commit to becoming carbon neutral by the end of 2020, and we have reaffirmed our commitment to the Ten Principles of the United Nations Global Compact (UNGC). During the year, we continued our work to reduce our direct environmental impact, and the work is carried out under the guidance of EY Global Environmental Statement. We are continually working to find new ways to reduce our environmental impact by collaborating with stakeholders and making demands on suppliers.

As we look forward, I am confident that by working together, we can build a better working world.

**Mikko Äijälä**  
Country Managing Partner  
EY Finland

# Responsible business



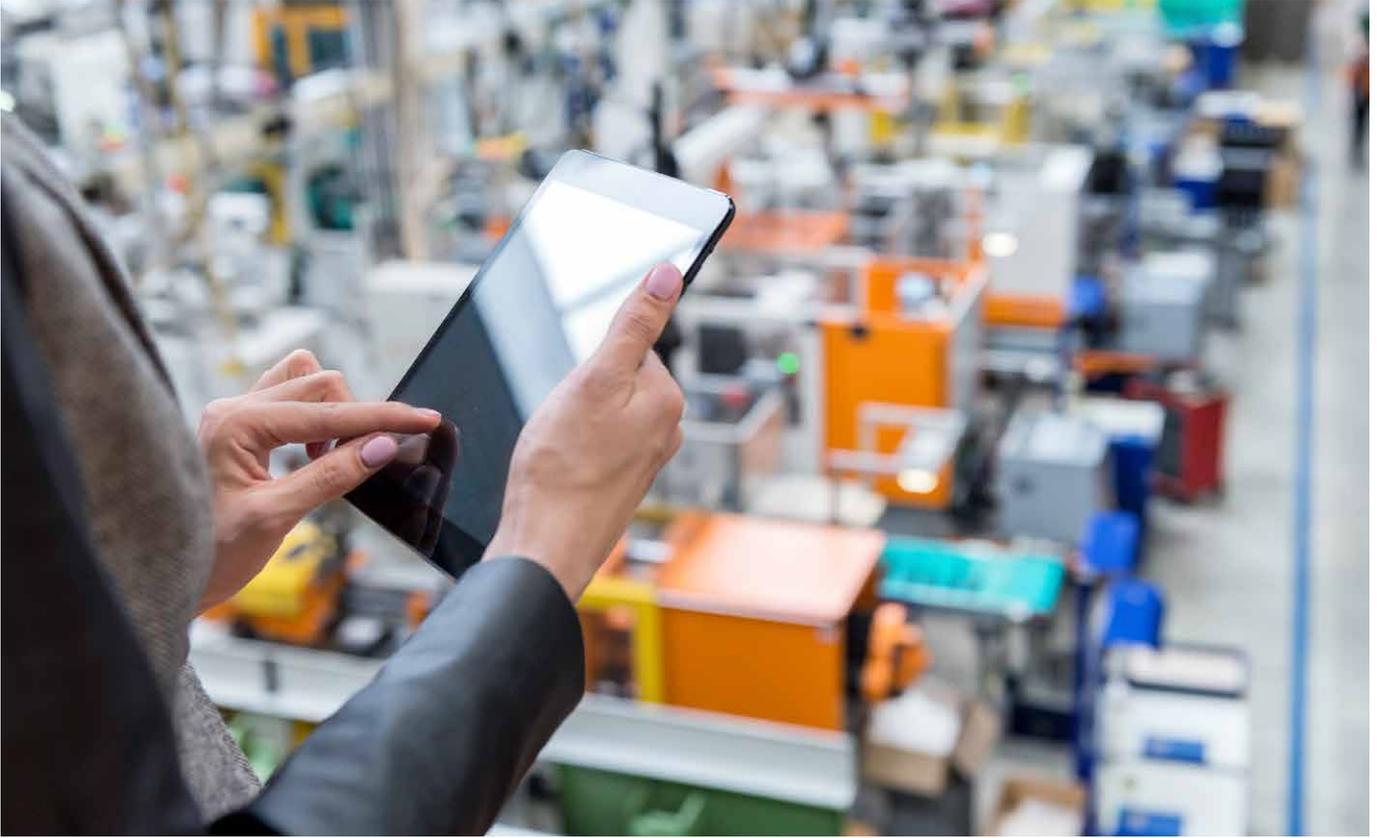
## Purpose

Building a better working world is EY's purpose and the foundation for our business model, ensuring we remain at the forefront of stakeholder expectations. We strongly believe that by building trust and confidence in the capital markets, helping our clients tackle their toughest issues, running our business according to our values and offering our people exceptional opportunities, we go a long way toward fulfilling that purpose. This forms the core of who we are and what we do every day.

We believe a better working world is one where economic growth is sustainable and inclusive. We serve several

different stakeholders who count on us to deliver quality and excellence in everything we do. We are committed to promoting sustainable business and acting responsibly in relation to our employees, clients and communities. We recognize our social and environmental responsibility and want to help address issues in our society and demonstrate that business is an important part of the solution. This commitment is deeply rooted in our employees' engagement and everyday actions to bring EY's purpose to life. (WEF core metric: Setting purpose)

Building a better working world is EY's purpose and the foundation for our business model.



## Services

### Assurance

EY Assurance business line provides audit and accounting services for many of Finland's largest listed companies, subsidiaries of global corporations and private entities. EY is one of the largest auditors of publicly traded companies in Finland. We also audit thousands of small- and medium-sized companies, foundations, associations, etc. Assurance serves the whole of Finland with our network of many regional offices.

Through high-quality audits, we help enhance trust and confidence in the capital markets. In the last couple of years, we have deployed new, world-class technological tools that improve the quality of EY audits. Our digital tools also enable our audit professionals to execute an analytics-driven audit to bring a new level of insight and perspective to the audit.

By investing in our people, we can keep up with the changing world. We have continued training our assurance professionals, from trainees to partners. This, among other things, ensures that our people are also prepared to audit information other than finance, i.e., sustainability information.

# 456

employees in EY Assurance

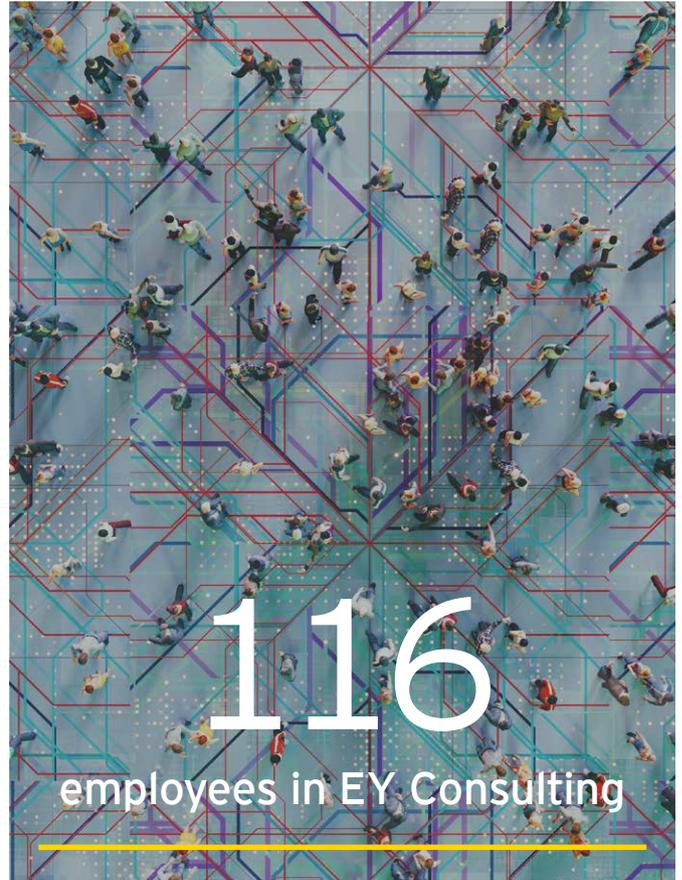
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Through high-quality audits, we help enhance trust and confidence in the capital markets.

## Consulting

EY Consulting is a diverse team of consultants and industry professionals with a global mindset and a collaborative culture, building a better working world by realizing business transformation through the power of people, technology and innovation. Within EY Consulting, we are also helping people grow by embracing innovative new opportunities, technologies and working practices.

Transformation Realized is our system to drive transformative change. In today's shifting environment, organizations are encountering more change and disruption than ever before. In Consulting, we can help our clients navigate this by helping them see what's now, next and beyond through our unique transformation approach and methodology. Through Transformation Realized, we will drive transformative change and help our clients harness new core drivers of business value. We will bring together our wide range of capabilities, skills, solutions and tools to create long-term value for our clients, making a meaningful impact throughout the broad range of constituencies they serve. For example, we will simplify complex issues and create actionable insights using technology and data, bring structure to project activities, or utilize the lessons learned, based on our experiences from similar situations.



## Strategy and Transactions

In Strategy and Transactions, our professionals help private equity firms and corporates from various industries make better and more informed decisions about how they can strategically manage capital and transactions in a changing world. We aim to help businesses drive competitive advantage by proactively managing their capital agenda, which determines how they strategically raise, invest, preserve and optimize their capital. We do this by leveraging our key competence

areas, which include transaction due diligence, strategy, valuations and modeling, carve-outs and integrations, corporate finance and restructuring.

In Finland, the EY Strategy and Transaction team has been strengthening its position as a trusted mergers and acquisitions advisor during the recent years by continuously increasing our involvement in the Nordic transaction market in terms of both deal volume and size.

88

employees in EY Strategy and Transactions



## Tax and Law

EY Tax helps its clients to understand and manage their tax compliance and reporting obligations responsibly and proactively. EY has one of Finland's strongest tax practices with competencies in business tax, international tax, transaction services and tax-related issues associated with people, compliance, reporting and technology. We advise our clients on resolving uncertain tax positions, and we help them assess, improve and monitor their tax functions' processes, controls and risk management.

We also maintain effective relationships with the tax authorities and foster open dialogue with tax administrators, government officials and other stakeholders about tax issues, the impact of policy decisions, and the contributions that companies and individuals make to society by paying the correct amount of a variety of taxes. International measures, such as the European Union directive on the Mandatory Disclosure Regime, also turn a greater focus to the tax arena.

Through EY Law, we provide clients with the detailed guidance they need to navigate the increasingly complex legal environment of the global economy. Our legal professionals draw on their diverse perspectives and skills to give our clients seamless service through all the challenges of law while ensuring a single point of contact for all our clients' questions.

# 233

employees in EY Tax and Law

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## Core Business Services

EY internal functions, called Core Business Services (CBS), comprise Administration, Business Development, Facility Management, Finance, IT, Human Resources, Legal, Marketing and Communications, Real Estate and Risk Management. We are a creative, curious and consultative community of specialists helping day-to-day business run efficiently and smoothly, eventually leading EY to business success. CBS professionals work closely within their Nordic, EMEA and Global teams.

# 68

employees  
in Core Business Services

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## Business ethics

### Economic result

EY Finland contributes economic value to society through job creation and our services to build a better working world. Additionally, EY Finland contributes to the funding of public services through tax payments.

The COVID-19 pandemic affected some of EY Finland's business lines, and the most challenging months were during Q4 of the financial year. However, the impact was milder than expected. EY Finland's revenue increased by 13% in FY20 compared to FY19. As the operations grew, operating costs and payroll costs increased. Operating costs increased by 16%. Employee wages and benefits increased by 11% due to the 11% increase in the average number of employees during the financial year (FY2020: 985, FY2019: 891).

Payments to providers of capital consist of dividend payments and financial costs. At the same time, payments to governments consist of corporate income taxes. Community contributions have been defined to include donations made to Hope ry, funding for Kasvuryhmä, sponsorship of Helsinki Pride and cooperation with Aalto University. EY Finland has not received any financial assistance from governments during FY19 - FY20.

	in thousands of euro	
<b>Economic contribution</b>	<b>1.7.2019 -30.6.2020</b>	<b>1.7.2018 -30.6.2019</b>
Revenues	149 045	131 768
Operating costs	59 473	51 395
Employee wages and benefits	76 907	69 028
Payments to providers of capital	9 185	11 519
Payments to government	2 429	2 172
Community contributions	87	86
Financial assistance received from the government	0	0

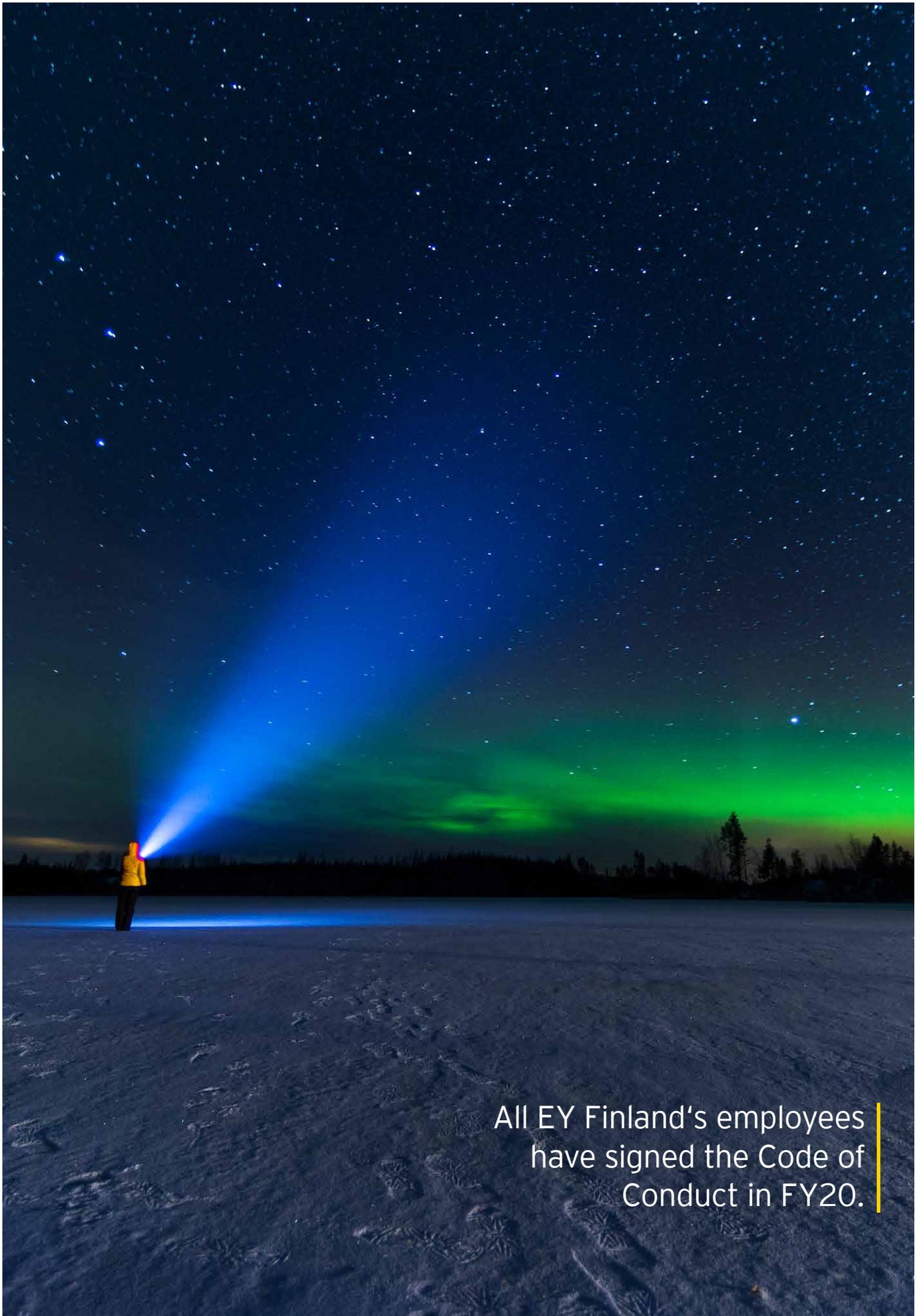
(WEF Core Metric: Economic contribution)

EY Finland's tax footprint consists mainly of payroll-related costs and corporate income tax. Employer-paid payroll taxes include employer's share of pension, unemployment and social security fees, and insurances. Non-creditable VAT has been estimated based on the purchases for which VAT cannot be deducted and will remain as a cost.

	in thousands of euro	
<b>Total tax paid</b>	<b>1.7.2019 -30.6.2020</b>	<b>1.7.2018 -30.6.2019</b>
Corporate income tax	2 429	2 172
Employer-paid payroll taxes*	13 653	12 600
Non-creditable VAT	13	27
<b>Total</b>	<b>16 095</b>	<b>14 699</b>

\*Pension, unemployment and social security fees and mandatory insurances, share paid by company

(WEF Core Metric: Total tax paid)



All EY Finland's employees  
have signed the Code of  
Conduct in FY20.

## Bribes and corruption

The EY approach to business ethics and integrity is contained in the EY Global Code of Conduct and other policies. It is also embedded in the EY culture of consultation, training programs and internal communications. EY Finland complies with applicable laws and regulations. The EY Global Code of Conduct provides a clear set of standards that guide our actions and business conduct. EY employees are required to sign the Code of Conduct yearly, and this is monitored on an individual level.

All EY Finland's employees have signed the Code of Conduct in FY20 (except for those on long-term leave or those who have left the firm before having to sign the confirmation for the financial year).

The EY Global Anti-bribery Policy provides EY people with direction around certain unethical and illegal activities. It emphasizes the obligation to comply with anti-bribery laws and provides greater definition of what constitutes bribery. It also identifies reporting responsibilities when bribery is discovered. In FY20, there have been no corruption cases involving EY Finland, related to either the current financial year or previous years. Since November 2018, all new joiners (including contractors) have been assigned a web-based course on anti-bribery. As of October 2020, 92% of those who have been assigned the course at EY Finland have completed the course. (WEF core metric: Anti-corruption)

The EY Ethics Hotline provides EY employees, clients and others outside of the organization with a means to confidentially report activity that may involve unethical or improper behavior, and that may be in violation of professional standards or otherwise inconsistent with the EY Global Code of Conduct. The hotline is operated by an external organization that provides confidential and, if

desired, anonymous hotline reporting services worldwide. When a report comes into the EY Ethics Hotline, it receives prompt attention, and appropriate individuals from Risk Management, Talent, Legal or other functions are involved to address the report. The same procedures are followed for matters that are reported outside of the EY Ethics Hotline. (WEF core metric: Protected ethics advice and reporting mechanisms)

EY Finland uses EY's global anti-money laundering tool to ensure compliance with customer due diligence (CDD) requirements in Anti-money Laundering and Terrorist Finance Legislation.

## Independence and compliance

The EY Global Independence Policy requires EY Finland and our people to comply with the independence standards applicable to specific engagements. EY Finland and its employees consider and evaluate independence with regards to various aspects, including financial relationships, employment relationships, business relationships, the permissibility of services provided to audit clients, applicable firm and partner rotation requirements, fee arrangements, audit committee preapproval, and partner remuneration and compensation. Annually, EY Finland is included in an area-wide process to confirm compliance with the EY Global Independence Policy and process requirements and to report identified exceptions, if any. All EY professionals are required to confirm compliance with independence policies and procedures at least once a year.

More information on EY Finland independence and compliance policies can be found in the yearly transparency report.

## Supply chain management

The UN Global Compact is the world's largest sustainability initiative, and EY has been a participant since 2009. By choosing our suppliers responsibly, we can support our people, communities and environment.

EY has a global procurement policy to address potential independence issues and support our efforts to maintain a diverse supplier base. The policy obligates EY employees to adhere to specific processes for selecting suppliers and awarding contracts. Among other things, the following questions must be addressed:

- ▶ Does the potential supplier meet a minimum standard of information security and data protection compliance?
- ▶ How does the supplier arrange their environmental management, and what environmental policies do they have in place?
- ▶ How does the potential supplier take diversity and inclusiveness into account?
- ▶ Is there an existing business relationship in place that may pose an independence issue?
- ▶ Is the potential supplier in scope for anti-bribery due diligence?

Before tendering, potential suppliers fill out a questionnaire, where suppliers' policies against corruption and bribery issues are assessed, and any prior integrity breaches are brought to EY's attention.

Potential suppliers are scored based on the preliminary assessment. Inefficient policies in one section do not automatically mean that the supplier is not qualified for tender, but it is less likely to be chosen. Serious corruption cases will lead to rejection.

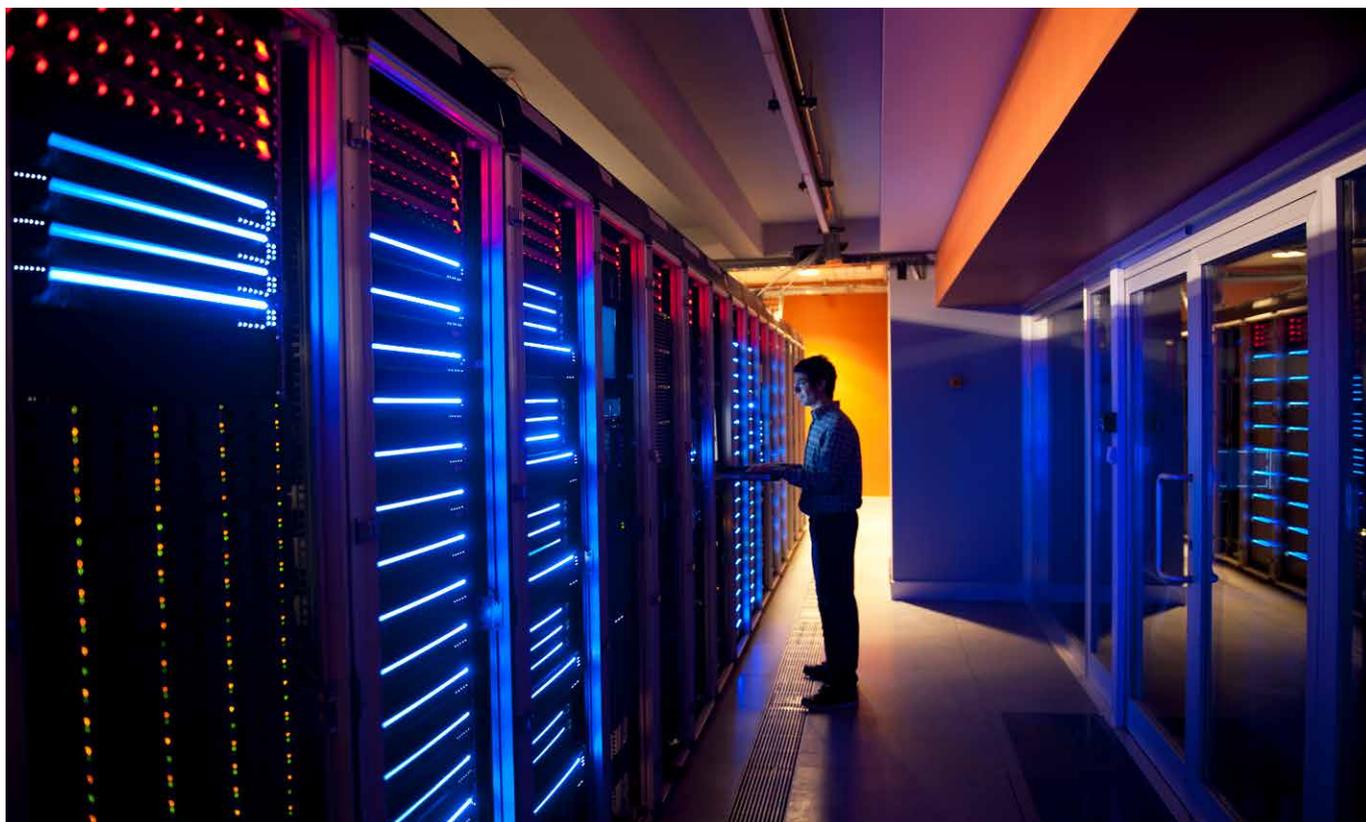
At EY, we want to make sure that our suppliers meet high legal, ethical, environmental and employment-related standards. Our values and Global Code of Conduct create the ethical framework, which guides our everyday decisions at EY. Every EY employee must affirm these guidelines annually. We expect that not only our employees, but also our suppliers and service providers are committed to act responsibly. Therefore, we have extended our Global Code of Conduct to apply also to our suppliers.

When signing a contract with EY, all the suppliers commit to adhere to guidelines set out in the supplier Code of Conduct:

- ▶ Provide safe working conditions for their employees and follow the labor laws.
- ▶ Do not commit discrimination or intimidation.
- ▶ Hold obligatory environmental permits, approvals and registrations.
- ▶ Aim to diminish their environmental impact by actively trying to reduce the use of fossil materials, water, and improving their waste management.
- ▶ Raise awareness in the organization by notifying their employees about CO<sub>2</sub> emissions and their wider impact on the environment.

In case of a minor violation of the Code of Conduct, the supplier is allowed to remedy a defect, but serious violations could lead to termination of the contract.

EY has a global monitoring team under development that will moderate the critical ongoing projects and suppliers to ensure the Code of Conduct is followed.



## Information security and client integrity

Protecting confidential information is ingrained in the everyday activities of EY. EY's data protection and information security program includes policies, procedures, guidelines, technical security architecture, training and awareness efforts. The implementation of this program and procedures is managed by the Global Data Protection Network and the Information Security organization.

Respect for intellectual capital and all other sensitive and restricted information is required by the EY Global Code of Conduct and detailed further in specific policies. According to our Global Code of Conduct, all employees must understand and comply with EY policies and procedures. We become familiar with these policies and procedures during our onboarding process. The Global Confidentiality Policy includes key policies on conflicts of interest, personal data privacy, records retention, social media guidance and information-handling requirements. The EY Global Personal Data Protection Policy sets out the principles to be applied to collect, use and protect personal data. This policy is consistent with the strict requirements of the European Union's General Data Protection Regulation and other applicable laws and regulations concerning data protection and privacy.

The tools we use, such as EY Canvas, the EY audit platform across the globe, enhance the quality of our work and information security. Its Client Portal function enables safe and efficient transfer of documents between audit teams and clients, improving data security and building confidence that data has been properly received.

Managing the risk of major and complex cybersecurity attacks is a part of doing business in all organizations. The EY approach to cybersecurity is proactive and includes implementing technologies and processes necessary to manage and minimize cybersecurity risks globally. EY information security and data privacy programs, consistent with industry practices and applicable legal requirements, are designed to protect against unauthorized data disclosure. There is a dedicated team of internal and external cybersecurity specialists who actively monitor and defend EY systems. Various policies outline the due care that must be taken with technology and data, including the EY Global Information Security Policy and a global policy on the Acceptable Use of Technology. EY people receive regular and periodic communications reminding them of their responsibilities for these policies and general security awareness practice. EY people also participate in mandatory security awareness learning activities annually.

# | Social responsibility



## Talent

### The exceptional EY experience – It's yours to build

At EY, our people are vital in realizing our purpose of building a better working world. Our exceptional people address the numerous challenges provided by our clients, and for them to perform at their best, we want to provide our people with exceptional experiences in terms of the following:

- ▶ Having a culture that is diverse and inclusive
- ▶ Developing their skills and careers as transformative leaders
- ▶ Looking after their wellbeing

EY has participated in the Great Place to Work® survey in the past few years. In 2020, EY came in fifth place in the large company category.

The total number of employees in FY20 was 961, and the total hires by gender were 111 female hires (49%) and 114 male hires (51%). The turnover rate was 14.7%, and the turnover rate by gender was 16.8% for female employees and 12.7% for male employees. (WEF core metric: Absolute number and rate of employment)

In 2020, EY came in fifth place in the large company category in the Great Place to Work® survey.

## A culture that supports diversity and inclusiveness

Diversity and inclusiveness are core to who we are and how we work. EY's approach to diversity and inclusiveness is stated in our Global Diversity and Inclusion Statement, and is reinforced by our Inclusion and Non-discrimination Global Policy. We are committed to creating an environment where differences are valued.

In November 2019, an Equality Survey was conducted, and responses were received from 273 EY employees. The key takeaways from the survey were that the biggest inclusiveness challenges were the lack of diversity and language barriers for non-Finnish speaking employees. As a response to these results, activities such as increasing internal communications in English and providing educational sessions on diversity and inclusiveness-related topics were conducted. The complete action plan will be created in conjunction with our Equality Plan for 20-21, which is currently being updated.

### Gender parity

At the company level, we have almost as many women (48%) as men (52%), but this varies at the team and rank level and particularly at the partner level. In our leadership, we see fewer women, and therefore, we still have work to do in terms of gender parity. Our goal is to reflect fair representation in promotion rates to Senior Manager.

At junior levels, gender equality is generally realized except in two cases. Our Core Business Services function is the only function where male employees are in the minority, being only 22% of the whole team. This team comprises professionals from fields such as human resources and administration, which are traditionally dominated by women. The other exception is our Strategy and Transaction team, where women are in the minority at all ranks from entry until the partner level, and the total share of female employees is 24%. Our Strategy and Transaction team is actively working towards gender parity especially through our Women.Fast forward program by arranging regular EY Female network meetings, and by introducing the Corporate Finance Woman of the Year competition to make the world of Strategy and Transactions better known to women currently studying at university level.

One reason behind the low percentage of women at the partner and leadership level is the challenge of balancing career and family. Family transitions seem to be critical points when women employees tend to leave EY, and we are seeking to ensure a strong process for re-entry after parental leave. This fiscal year we started piloting parental coaching, and we are going to continue and extend this pilot during FY21.

### Gender range at EY

	FY20		FY19	
	Female	Male	Female	Male
All employees	48%	52%	50%	50%
Staff	48%	52%	52%	48%
Managers	44%	56%	47%	53%
Partners	30%	70%	27%	73%
Admin	78%	22%	81%	19%

\*In this table, Staff includes intern, staff and senior ranks, Managers includes managers and senior managers, Partners includes executive directors and partners, and Admin includes all Core Business Services employees.

(WEF core metric: Diversity and inclusion %)

### Gender range in leadership

	FY20		FY19	
	Female	Male	Female	Male
Partners in Finland	22%	78%	22%	78%
Executive Board for EY in Finland	25%	75%	25%	75%
Country Coordination Team (management team in Finland)	0%	100%	0%	100%

(WEF core metric: Diversity and inclusion %)



Diversity and inclusiveness are core to who we are and how we work.

### Age breakdown

42% of EY Finland’s employees are under 30 years old. Many employees come to EY already during or after studies or in the early stage of their careers. As an employer of entry-level employees, we have a responsibility to ensure that our employees are developed and equipped with hard and

soft skills, which will provide a successful working future. We do this by focusing on our employees’ skills and career development and their wellbeing in the face of sometimes challenging workloads.

### Age range at EY

	FY20			FY19		
	Under 30	30-50	Over 50	Under 30	30-50	Over 50
All employees	42%	51%	7%	45%	47%	8%
Staff	67%	32%	1%	71%	29%	1%
Managers	5%	85%	10%	5%	83%	12%
Partners	0%	59%	41%	0%	55%	45%
Admin	17%	66%	17%	17%	64%	19%

\*In this table, Staff includes intern, staff and senior ranks, Managers includes managers and senior managers, Partners includes executive directors and partners, and Admin includes all Core Business Services employees.

(WEF core metric: Diversity & inclusion %)

### Age range in leadership

	FY20			FY19		
	Under 30	30-50	Over 50	Under 30	30-50	Over 50
Partners in Finland	0%	63%	37%	0%	61%	39%
Executive Board for EY in Finland	0%	50%	50%	0%	75%	25%
Country Coordination Team (management team in Finland)	0%	60%	40%	0%	80%	20%

(WEF core metric: Diversity & inclusion %)



### Diversity and inclusiveness initiatives

Below are some examples of how we seek to make EY an even more inclusive place to work.

- ▶ **LGBTQI+**  
Helsinki Pride sponsorship creates and promotes a culture of equality at EY Finland and enables our employees to feel that they belong, especially because of their differences.
- ▶ **Internationals at EY**  
Internationals@EY is a network of EY professionals with the aim to improve the experience and inclusion of employees who share an international background at EY Finland.
- ▶ **Purple Champions**  
During FY20, the local team of 5 Purple Champions raised awareness of disability at the workplace through different activities like disability week and regular lunch events.

## Employee well-being

Our people's performance needs to be consistent and excellent to meet the high expectations of our clients in a competitive environment. We need to manage the talent and energy of our people smartly. By adding well-being as one of the key traits of our transformative leadership model, we take this work a step further.

Our employees' daily work consists mostly of performing high-cognition tasks in an office- or home-based environment, producing solutions for our clients using technology, and attending client meetings in person or online. Therefore, the main health challenges relate to musculoskeletal issues (caused by computer work) and mental health-related issues (caused by high workloads and demands of the industry).

## Occupational health and safety Health and safety committee

At EY, we have a Health and Safety Committee, whose mission is to promote and further advance safety and well-being at work. The committee is elected for a two-year period at a time. It regularly gathers to discuss topics requiring special attention and brings forward the issues raised by employees in the organization and to the management.

## Occupational health care and insurance

EY complies with an early caring model for maintaining and enhancing our employees' competence and work capacity. Managers are provided with training in the model that

aims to recognize risks related to work ability (i.e., physical conditions, work overload, stressful life situations) in the early stages by regularly following sickness absence.

A comprehensive occupational health service is carried out by Aava Medical Center. It consists of statutory preventive health care and general and specialized medical treatment including laboratory tests, radiodiagnosis and physiotherapist services. In addition, free access to medical specialist consultation is included in the occupational health service plan.

EY's extensive insurance package aims to cover the health and safety of all employees in the work environment as well as in free time. The package includes pension insurance, industrial accident insurance with remote working insurance, accident insurance for EY club activities, and travel insurance for domestic and international work travel.

The sickness absence rate of EY employees is 1.1% with an average number of sick days being 3.6 days per person. In 2019, EY employees suffered 14 Lost Time Accidents/Injuries (LTA/LTI), which led to five days of absence due to the inability to work. In 2020, the number of accidents is five with zero days of absence due the inability to work. The most common causes of accidents are "fall, slip and trip". The clear decline in accident figures is mainly explained by increased remote work due to COVID-19. (WEF core metric: Health & safety (%))



### **Adapting to the new working world**

During COVID-19, EY wanted to know how our remote workers were coping with the rather unusual situation and conducted a corona survey in June 2020. 73% of respondents felt comfortable to continue to work remotely for the foreseeable future. 42% valued reduced commuting and 21% better work-life balance the most about remote working. 34% found inadequate space and 17% non-work-related distractions the most challenging with working remotely. 36% were concerned about their ability to protect personal health and safety at the office. The main reason for coming to the office in a flexible working model would be for the team and social interaction.

### **Home offices and ergonomics**

EY provides its employees with the necessary tools to continue to work from the office or home. These tools include a broadband connection, a laptop, phone, keyboard, mouse and a headset. We have recently announced further investments in furnishing our employees' home offices.

EY cooperates with the occupational health service professionals to enable the best possible ergonomics at work or home by providing individual ergonomics consultations.

### **EY Well-being Days 2020 and Cuckoo workout**

As a part of our well-being program and as a response to the corona survey results, EY joined forces with Aava Virta during EY Well-being Days in June 2020 to share knowledge and guidance on finding ways to manage energy levels, workload and work-life balance better.

During the Well-being Days, the Cuckoo Workout application was launched to EY employees. The mobile app encourages you to move regularly and take small breaks during the day to regain focus and energy.

### **Staff clubs**

EY sponsors staff clubs each financial year to encourage employees to engage in diverse activities outside working hours that promote inclusion, well-being, and networking within the company. This year, the club offering has been extended to include virtual activities to enable more employees to participate in the activities. EY Finland's 17 staff clubs had a total of some 400 active participants during FY20.

EY Finland's 17 staff clubs had a total of some 400 active participants during FY20.

In the FY20, EY Finland provided 49,680 hours of formal training.

### Talent development

The Exceptional EY Experience often starts with the EY Nordic Induction Program, which took place in Toledo, Spain, at the start of FY20. The Induction Program serves as an important learning experience and an exceptional networking opportunity for new hires.

### Continuous learning

In a rapidly changing world, the importance of developing future-focused skills is emphasized. At EY, people are encouraged to continuously learn to stay relevant and grow the skills for the future. In the FY20, EY Finland provided 49,680 hours of formal training consisting of both internal and external training. The average hours of learning per person were 51.7 hours. The total invested amount in training was EUR1.5 million. In internal training, the more experienced employees can share their knowledge by training others. EY invests heavily in coaching the facilitators, and the facilitators are given feedback after every training session. (WEF core metric: Training provided (#, €))

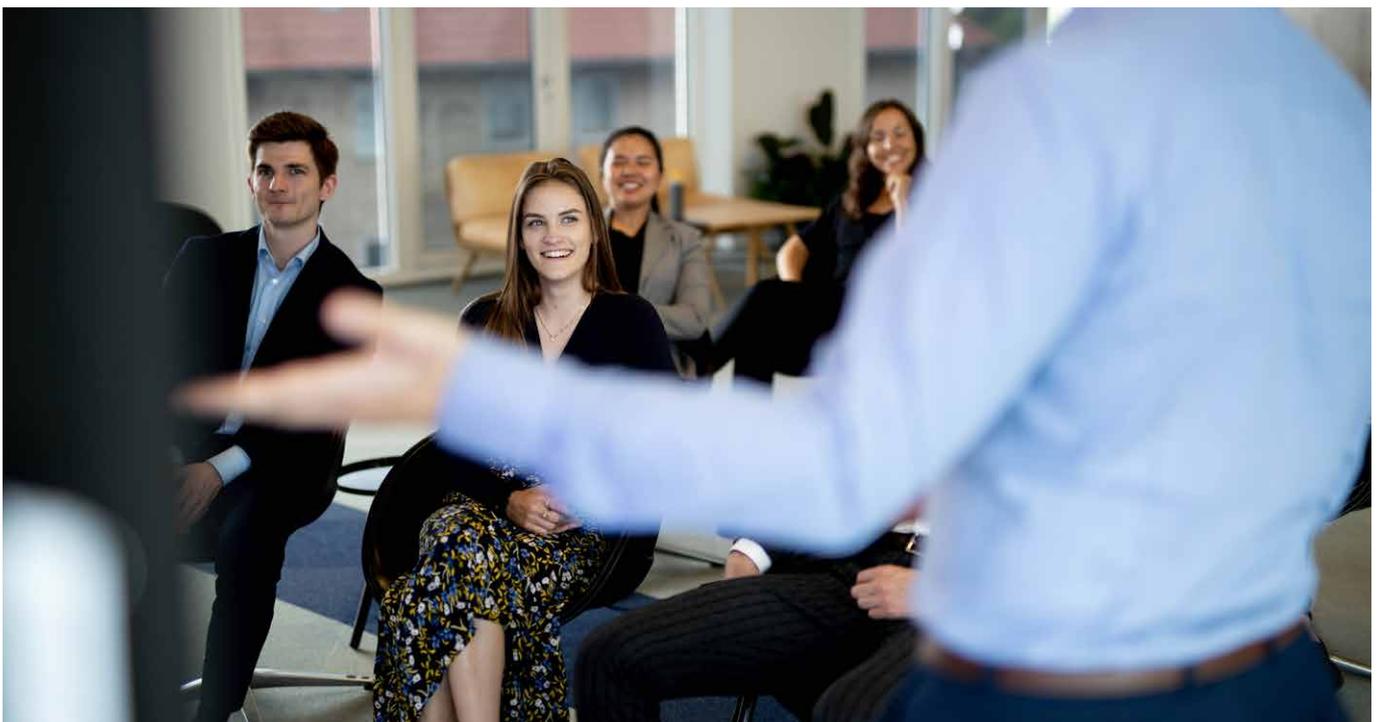
In addition to traditional classroom training, EY provides over 15,000 e-learning courses through an online platform. We

have multiple licenses with several external learning vendors that are accessible for all employees. At the end of the financial year, we managed to transfer most of our physical training into online training due to the COVID-19 pandemic.

EY provides its employees the possibility to collect externally validated and industry-recognized credentials called EY Badges. Currently, there are over 110 badges available from a broad-range of innovative and future-oriented topics across bronze, silver, gold and platinum. In FY20, there were 39 new badges awarded, and 100 badges were initiated. The most earned badges for Finland were data visualization, data thinking and data integration.

### Enabling better conversations

Formal learning forms a baseline that is complemented and enhanced through mentoring, coaching and daily work experience. A couple of years back, EY launched the LEAD process to ensure that people are frequently given feedback. The LEAD process assures that every employee has, at least three times a year, a conversation with their counselor to discuss their career aspirations, feedback and the development needs.



# EY Ripples brings together the global EY network to achieve one shared vision: to positively impact the lives of one billion people by 2030.

## Corporate responsibility volunteering programs

Volunteering at Work corporate social responsibility programs are part of EY's commitment to building a better working world. The volunteering programs also offer our employees the possibility to develop their competencies. EY employees in Finland can spend annually up to two working days for EY Ripples or other volunteering at work initiatives. These initiatives are charity work that must help an organization working for the public good.

During FY20, EY people spent a total of 87.5 hours on several initiatives covered by the Volunteering at Work program.

### EY Ripples

The EY Ripples program is part of EY's commitment to building a better working world in the communities where we live and work. The Ripples program enables our employees to participate in volunteering activities to use their knowledge and skills for selected initiatives on a pro bono basis.

EY Ripples brings together the global EY network to achieve one shared vision: to positively impact the lives of one billion people by 2030. At EY, we believe businesses must do more to foster sustainable, inclusive growth. EY Ripples is a global program that brings a greater scale and sharper focus on our efforts to address some of the biggest challenges of our time.

EY has chosen three areas of focus in which EY people can use their skills and experience in a new setting to impact positively. Through EY Ripples, EY focuses on supporting the next generation workforce, working with impact entrepreneurs, and accelerating environmental sustainability. In each of these areas, we apply our skills where they can make the most significant difference.

During FY20, EY Finland established the EY Ripples processes and organization to be able to implement the program fully during FY21 with selected partner organizations.





## EY Entrepreneur of the Year

EY Entrepreneur of the Year is a global program that supports entrepreneurs as they unlock their ambitions by recognizing entrepreneurial achievement among individuals and companies that demonstrate vision, leadership and success. These entrepreneurs work to improve the quality of life in their communities, countries and around the world.

The EY Entrepreneur of the Year program was established more than 30 years ago and today operates in more than 60 countries and 145 cities.

By participating in the EY Entrepreneur of the Year program, entrepreneurs can connect with their peers, access relevant insights to help navigate their growth journey and raise

the profile of their companies and teams. Each program culminates in the announcement of an overall winner who then competes for the EY World Entrepreneur of the Year Award.

In Finland, the EY Entrepreneur of the Year Award has recognized the achievements of Finland's top entrepreneurs since 2003. Timur Kärki, founder and chairman of the board of Gofore, was selected as an EY Entrepreneur of the Year 2019. In Finland, the program gathers together annually over 50 growth companies and entrepreneurs.

# | Our environmental impact





Environmental sustainability is an essential component of inclusive growth. The EY Global Environmental Statement demonstrates our commitment to our people, and the communities where we live and work, that we will operate more responsibly. In line with EY Global Environmental Statement, our global firm has an ambitious goal to bring our CO<sub>2</sub> emissions down to zero by reducing and offsetting our carbon emissions by the end of the year 2020.

## CO<sub>2</sub> emissions

Even if our environmental impact as a professional services company is relatively low, we continuously work towards minimizing our environmental impact. Our office buildings and business travels, mainly by air and car, are the primary contributors to EY's carbon footprint, and thereby global climate change.

### CO<sub>2</sub> emissions FY20

		CO <sub>2</sub> (tons)	km
Scope 2	Office electricity	68.1	
Scope 3	Air travel	798.4	
	Car travel	120.4	
	Train travel		127,454

\* Scope 1 emissions are not reported because our only emissions in this category included minor emissions from three company-owned cars. We are currently in the process of renouncing our company cars, and during FY20, there were only two cars left for the first half of the fiscal year and one for the whole fiscal year. During FY21, we will renounce the last car as well.

Scope 3 emissions don't include commuting of employees due to restricted data availability.

(WEF core metric: Greenhouse gas (GHG) emissions)

## Travel

### Air travel

Air travel is the most significant contributor to our carbon footprint. At EY, it is encouraged, also by our Global Environmental Statement, to leverage technologies, such as videoconferencing in place of travel when possible, use travel options that minimize emissions, leverage flexible working arrangements, and design meetings and events that use resources efficiently. The primary reason behind the significant decrease in air travel during FY20 was COVID-19, which stopped traveling for the last quarter (March–June) almost entirely.

\*This carbon footprint calculation is based on the Greenhouse Gas (GHG) Protocol developed by the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD), using its "location-based" approach to reporting.

Emissions calculations use 2020 conversion factors published by the UK Department for Business, Energy & Industrial Strategy, or locally published factors where appropriate. Conversion factors used to calculate emissions from air travel include the impact of "radiative forcing".

In 2019, the methodology for calculating air travel emissions was updated to provide a more accurate classification of domestic, short and long-haul flights, based on distance traveled. As different emissions factors apply to different haul types, the reclassification of flights has contributed to decreased Scope 3 emissions.

Emissions from air travel are estimated using distance data representing 90% of global spend on air travel.



### Car travel

Car travel is the second biggest contributor to our carbon footprint when it comes to traveling.



\*This carbon footprint is calculated using the average CO<sub>2</sub> emissions of passenger cars in commission, 155.4 g/km (NEDC), at the end of 2019. (Source: liikenne fakta.fi)

### Train travel

Train travel is mainly used for domestic short-distance trips. COVID-19 was also the primary reason behind the significant decrease of train travel during FY20.



## Offices

During FY20, EY Finland had 23 offices, with a combined gross area of approximately 12,000 gross square meters. Most of the premises are small, less than 500 m<sup>2</sup>, excluding the headquarters in Helsinki. The premises of EY offices are rented, with cooling, heating and water included in the rent. EY pays electricity based on consumption in most

offices. However, in four of them (Forssa, Oulu, Seinäjoki and Varkaus), electricity is included in the rent, and therefore, data is not available. This does not significantly impact the total result of office electricity consumption since less than 5% of EY people in Finland are located in those offices.

Office electricity FY20					
Office	FY20 MWh	tons CO <sub>2</sub>	FY19 MWh	tons CO <sub>2</sub>	Comments
Forssa	NA	NA	NA	NA	Electricity included in rent
Helsinki	335.0	47.2	391.6	55.2	
Hämeenlinna	1.9	0.3	1.9	0.3	
Joensuu	23.5	3.3	22.7	3.2	Numbers estimated from calendar year's consumption
Jyväskylä	7.7	1.1	7.5	1.1	
Kajaani	0.2	0.0	0.5	0.1	
Kokkola	10.1	1.4	10.5	1.5	
Kotka	1.1	0.2	1.4	0.2	
Kouvola	2.9	0.4	3.1	0.4	
Kuopio	13.4	1.9	14.4	2.0	Numbers estimated from calendar year's consumption
Lahti	18.1	2.6	18.1	2.6	Numbers estimated from calendar year's consumption
Lappeenranta	4.7	0.7	4.7	0.7	
Oulu	NA	NA	NA	NA	Electricity included in rent
Pietarsaari	4.4	0.6	4.4	0.6	
Rauma	10.7	1.5	11.1	1.6	
Rovaniemi	8.5	1.2	8.5	1.2	Numbers estimated from calendar year's consumption
Salo	1.4	0.2	1.5	0.2	
Seinäjoki	NA	NA	NA	NA	Electricity included in rent
Tampere	17.2	2.4	17.2	2.4	Numbers estimated from calendar year's consumption
Turku	14.6	2.1	13.7	1.9	
Vaasa	6.1	0.9	10.2	1.4	
Varkaus	NA	NA	NA	NA	Electricity included in rent
Ylivieska	0.8	0.1	0.7	0.1	
<b>Total</b>	<b>482.4</b>	<b>68.1</b>	<b>543.6</b>	<b>76.7</b>	

\*This carbon footprint is calculated using a 3-year moving average of CO<sub>2</sub> emission factor for electricity production in Finland, which is 141 kg CO<sub>2</sub>/MWh. (Source: Tilastokeskus, 2018).

The electricity of the Helsinki office does not include the electricity used by the restaurant.





## EY House

Almost 80% of the EY people in Finland work at EY Finland's head office called 'EY House' in Helsinki. The EY House, built in 2014, has been granted two different Gold certificates in the LEED certification system. The first one, Building Design and Construction, relates to the construction phase and requires fulfillment of several criteria relating to, for example, environmentally conscious construction phase, durable buildings with reduced energy and water usage and support to the local economy. The second certificate, i.e., Building Operations and Maintenance, focuses on sustainable strategies and outcomes in buildings that have been operational and occupied at a minimum of one year.

### Waste management

EY House waste (tons)	FY20	FY19
Biowaste	21.2	25.3
Energy waste	11.3	11.2
Glass	1.6	2.0
Metals	1.0	1.0
Hazardous waste	0.0	0.1
Paper	1.5	1.6
Carton	6.1	7.0
Mixed waste	7.4	11.8
Data protection paper	9.6	4.0
Data protection material	0.0	0.1
Electric and electronic equipment	0.1	0.3
<b>Total</b>	<b>59.8</b>	<b>64.2</b>

Continuous efforts are being made in the EY House to reduce the amount of waste. The main contributor to the total amount of waste produced is the restaurant operating in the EY House under a vested agreement between EY and the service provider, followed by the waste produced on the office floors. During FY20, all waste produced in the EY House was reduced by 6.9% from 64.2 tons in FY19 to 59.8 tons in FY20. The biggest drop was seen in hazardous waste and data protection materials, which both dropped to zero, followed by mixed waste production, dropping a total of 37.3% and glass dropping by 20%.

Minimizing food waste is a continuous goal in our restaurant. This is tackled by optimizing processes, training personnel and providing our people the opportunity to buy left-over food boxes from the restaurant. Food waste is monitored efficiently with the help of technology.

The main contributor to the drop in waste production was the safety procedures set due to the COVID-19 pandemic. The number of people working at the office was significantly lower than usual during the second half of FY20. This has caused temporary reductions in restaurant services and fruit deliveries. The amount of stationery waste, which usually constitutes a significant portion of total waste produced, has also been relatively low.

Currently, plastic waste at the EY House is not recycled separately. EY and the owner of the EY House are working together to have plastic recycling on the premises as well.

The recycling of the old IT and office equipment is taken care of with specialized partners to ensure the recycling of the materials.

### Energy efficiency

An energy audit was carried out on the EY House, based on consumptions, in 2019. Our facility services provider performed the audit as a part of the large enterprise energy audit report. According to the report, the energy efficiency of EY House is on the right level, and within Motiva statistics, it ranks in the lowest quarter in energy use intensity (EUI). Proposed actions to increase energy efficiency in the building included changing to LED lighting, adjusting the floor heating in showers, and changing to CO<sub>2</sub>-free electricity.

### Facility management and stationery suppliers

EY has set targets for their facility management service provider to measure and reduce several types of waste. The facility management services at EY Finland are almost entirely chemical-free.

In line with our environmental requirements, the facility management service provider changed the refined water to an environmentally friendly ozonized water that is safe, efficient, leaves no chemical residues, and disintegrates into water and oxygen after use. The cleaning products used at EY premises are biodegradable and produced from the byproducts of the food industry. The sanitary products provided in the EY House are ecologically certified.

Our stationery supplier has also committed to our green values and continuously reduces plastic packaging in their products.

### Restaurant

Domestic and sustainably produced ingredients are at the core of the daily recipes at EY House restaurant. All meat, eggs, chicken, fish and dairy products and 90% of all food ingredients used in the restaurant are of domestic origin, and the season's products are emphasized in recipes. When it comes to sustainability, fish and the coffee and tea products are certified with the appropriate MSC, ASC, Renella, UTZ, Fair Trade or Rainforest Alliance certification ensuring sustainable and ethically fair production processes. The continuous aim of the restaurant is to increase the proportion of organically grown ingredients of all the purchased food ingredients and products.

To support EY people in their daily choices to reduce meat consumption, the restaurant provides a vegetarian alternative to meat and fish dishes every day. The salad buffet offers vegetarian alternatives to meat protein as well. While meat dishes remain the most popular choices by EY people, the restaurant constantly aims to reduce the consumption of red meat by offering a wide selection of proteins in the daily dishes.

### Greener moving during the workday

To promote ecological ways of traveling during the workday, bikes have been made available at the EY House. The aim is to bring electric kickboards alongside the bikes during the next fiscal year. Five charging stations for electric cars were installed in the EY parking area in January 2020 to support the usage of cars with lower CO<sub>2</sub> emissions.



# About this report

This is EY Finland's first sustainability report. The report relates to the fiscal year 2020, i.e., 1 July 2019 to 30 June 2020 (called "FY20", standing for "Fiscal Year" 2020). This report references the "Stakeholder Capitalism Metrics" presented by the World Economic Forum in cooperation with Deloitte, EY, KPMG and PwC (2020).

In addition, this report references the GRI Standards. All referenced disclosures and metrics are listed below. In this report, we have included the most material KPIs and metrics for EY. In the future, we are aiming to report more core metrics recommended by the "Stakeholder Capitalism Metrics" report.

## Core metrics and disclosures referenced in the report

Theme	Core metrics and disclosures	Disclosure definition
Governing purpose	Setting purpose	The British Academy and Colin Mayer, GRI 102-26, Enbankment Project for Inclusive Capitalism (EPIC) and others
Ethical behaviour	Anti-corruption	GRI 205-2, GRI 205-3
Ethical behaviour	Protected ethics advice and reporting mechanisms	GRI 102-17
Climate change	Greenhouse gas (GHG) emissions	GRI 305:1-3, TCFD, GHG Protocol
Dignity and equality	Diversity and inclusion (%)	GRI 405-1b
Health and well-being	Health & safety (%)	GRI:2018 403-9a&b, GRI:2018 403-6a
Skills for the future	Training provided (#,\$)	GRI 404-1, SASB HC 101-15
Employment & wealth generation	Economic contribution	GRI 201-1, 201-4
Employment & wealth generation	Absolute number & rate of employment	Adapted, to include other indicators of diversity, from GRI 401-1a&b
Community and social vitality	Total tax paid	Adapted from GRI 201-1



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