

Stakeholder	Expectations	How we meet expectations	Channels of communations
CUSTOMERS	<ul style="list-style-type: none"> Reliable and sustainable high quality solutions, products, and services Understanding customer needs and good customer service Good project management Delivery reliability and transparency of operations 	<ul style="list-style-type: none"> Quality assurance through internal operation models and audits and also by using external certifications (e.g. CE marking) Development of professional skills of our employees Communications 	<ul style="list-style-type: none"> Personal meetings Newsletters and websites Marketing communications Customer satisfaction surveys and feedback Calls for tenders and contracts Fairs and other events
PERSONNEL	<ul style="list-style-type: none"> Occupational safety and well-being Motivating remuneration Training and development opportunities Equal treatment and openness within the organisation 	<ul style="list-style-type: none"> Continuous development of occupational safety Developing remuneration Trainings Open communications YIT Code of Conduct 	<ul style="list-style-type: none"> Everyday work and communication Result and performance reviews Annual personnel survey Internal training programmes and orientation events Personnel magazine, intranet and internal newsletters
SHAREHOLDERS AND INVESTORS	<ul style="list-style-type: none"> Stable financial result Open and timely information about the state of the company Responsible operations 	<ul style="list-style-type: none"> Open communications Our own shareholder, investor, and analyst meetings Strategy and vision 	<ul style="list-style-type: none"> Shareholder, investor, and analyst meetings Interim report briefings Annual general meeting Stock exchange and press releases Investor website Reporting
PARTNERS	<ul style="list-style-type: none"> Operational reliability and continuity of cooperation Responsible operations 	<ul style="list-style-type: none"> Reliable cooperation Supplier requirements (Supplier Code of Conduct) Audits 	<ul style="list-style-type: none"> Meetings and direct contacts Supplier audits
CITIES, MUNICIPALITIES, AND PUBLIC ADMINISTRATION	<ul style="list-style-type: none"> Compliance with laws and regulations Transparency of operation and minimisation of hazardous impacts Employment Payment of taxes 	<ul style="list-style-type: none"> Open and timely communications Compliance with laws and regulations Cooperation with authorities 	<ul style="list-style-type: none"> External communications Reporting Direct contacts
CIVIL SOCIETY AND INDUSTRY ASSOCIATIONS	<ul style="list-style-type: none"> Continuous development of the industry Promoting common interests Construction site-specific informing for the immediate surroundings 	<ul style="list-style-type: none"> Active participation in the associations' work Speeches in seminars and events Open and timely communications for the immediate surroundings of the projects 	<ul style="list-style-type: none"> Seminars and events External communications Social media Open events