

digia

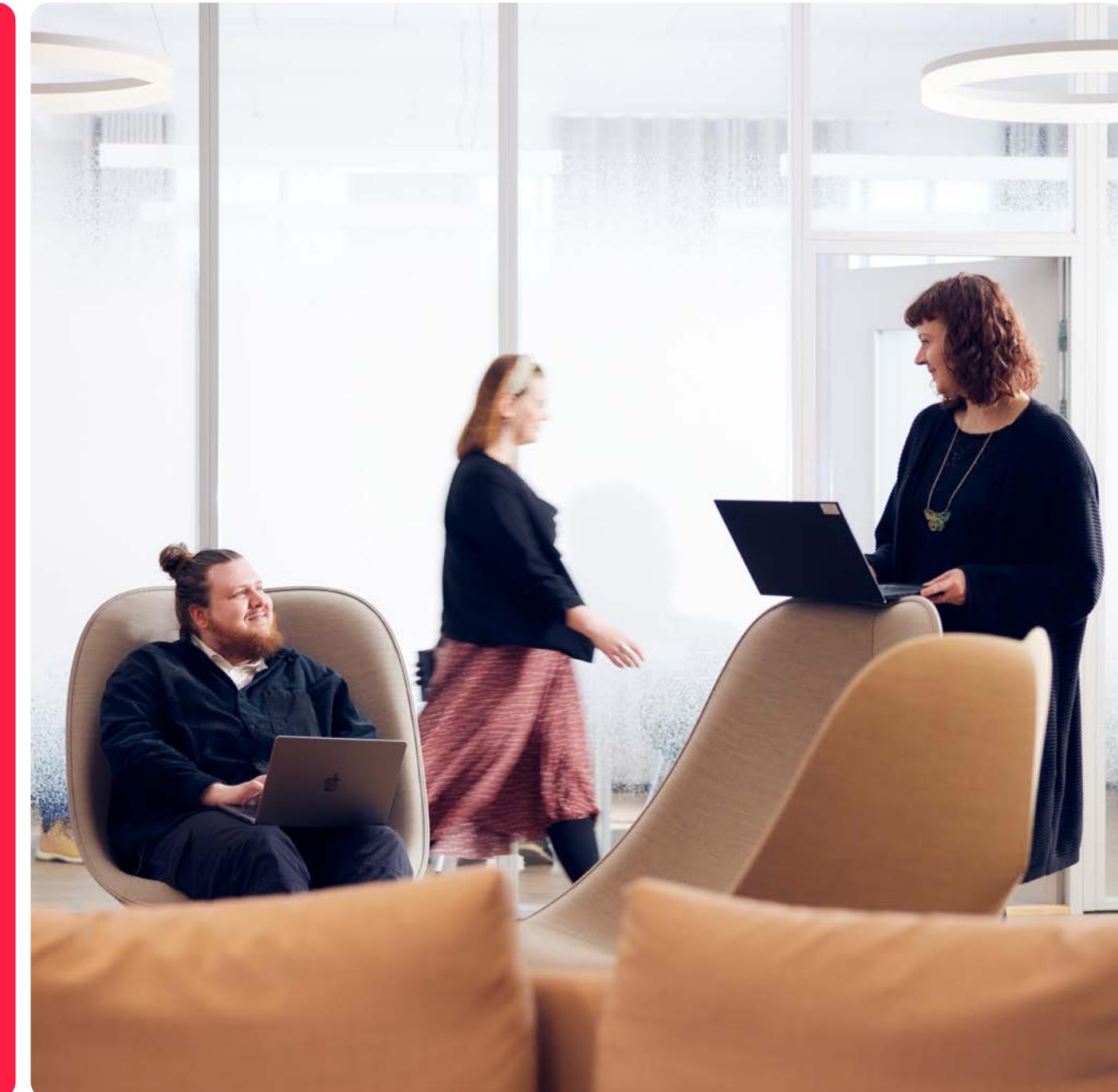
Annual review

2024



Content

Year 2024	3
Digia in figures.....	5
CEO's review.....	6
Major events in 2024	7
Strategy and business	9
Digia's strategy 2023–2025: Unlock your intelligence	10
Market.....	13
Business.....	15
Digia's service areas	17
Our customers.....	18
Personnel.....	21
Sustainability.....	25
Information for investors	29



● YEAR 2024

Year 2024 was
Digia's ninth
consecutive year of
profitable growth.

We create intelligent business ■

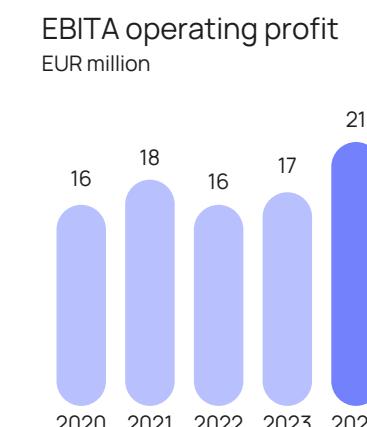
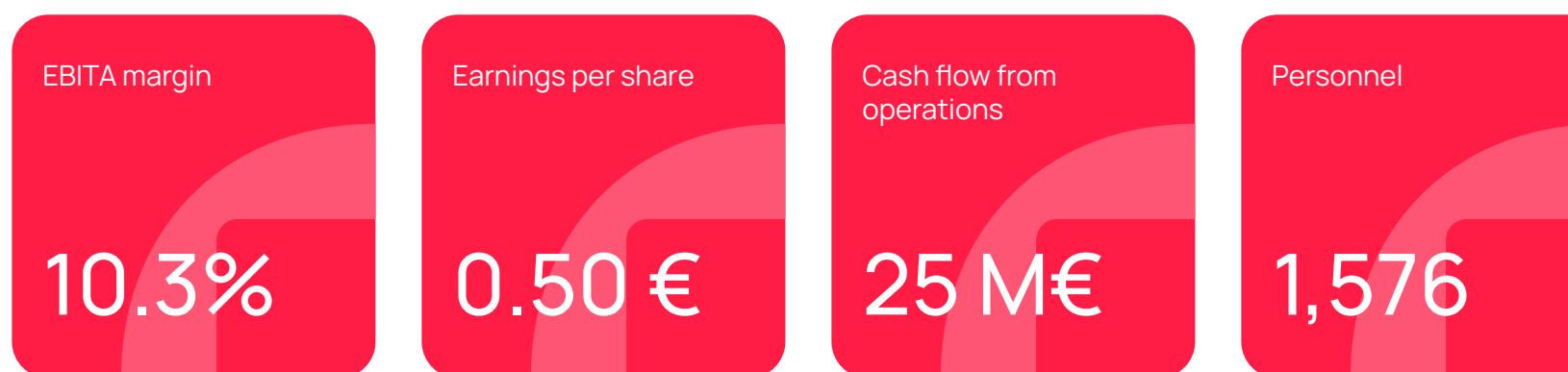
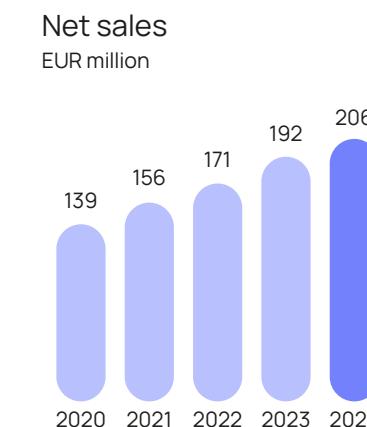
Digia is a software and service company that combines technological possibilities and human capabilities to build intelligent business and society – and a sustainable future.

Intelligent business is the next step in digital evolution, and we provide the keys to its development.

We help organisations to identify new opportunities, harness data and create customer-focused services that generate sustainable value.

We keep our customers at the forefront of digital evolution with well-rounded expertise, a comprehensive offering and operating models that suit their needs.

There are more than 1,500 of us working at Digia. Although we operate globally with our international customers, we always provide local service.



Digia in figures

Key figures

EUR 1,000	2024	2023	Change, %
Net sales	205,672	192,087	7.1 %
Operating profit (EBITA)	21,161	16,727	26.5 %
- as a % of net sales	10.3 %	8.7 %	
Operating profit (EBIT)	18,208	13,835	31.6 %
- as a % of net sales	8.9 %	7.2 %	
Result for the period	13,291	9,872	34.6 %
- as a % of net sales	6.5 %	5.1 %	
Return on equity, %	16.7 %	13.5 %	
Return on investment, %	16.6 %	12.9 %	
Cash flow from operations	25,049	16,973	47.6 %
Interest-bearing net liabilities	11,642	24,711	-53.0 %
Net gearing, %	13.9 %	32.8 %	
Equity ratio, %	52.9 %	46.7 %	
Number of personnel at period-end	1,576	1,527	3.2 %
Average number of personnel	1,553	1,465	6.0 %
Shareholders' equity	83,718	75,420	11.0 %
Balance sheet total	163,486	168,157	-2.8 %
Earnings per share, EUR	0.50	0.37	34.8 %



• CEO'S REVIEW

Record Year: Net sales exceeded EUR 200 million

2024 was a record year for Digia. For the first time, our net sales surpassed the EUR 200 million threshold and our EBITA operating profit reached EUR 20 million. Our net sales rose by 7 per cent and our operating profit by 27 per cent on the previous year.

The operating environment was challenging during the review year, and customers were cautious with regard to investments. The market was characterised by two main trends: an appreciation for broad service offerings and cost-effectiveness, and the increasing importance of automation and artificial intelligence. Customers focused their acquisitions on operators with extensive offerings, which supported Digia's growth. Digia's main competitive advantages are its versatile expertise, comprehensive offering, and 24/7 domestic support and maintenance services. Continuous maintenance services accounted for about 50 per cent of our net sales in 2024.

Artificial intelligence was already being utilised in many of the practical solutions implemented by Digia, although its broader application is still in the early stages. In 2024, we launched the Digia Dolphin platform and its services, offering customers a cost-effective way of integrating AI into their business processes.

Our main pillars of sustainable growth are reliability and quality. Our ISO 9001:2015 quality certificate, which was audited in 2024, and our ISO 27001:2022 security

certificate were both renewed without any deviations.

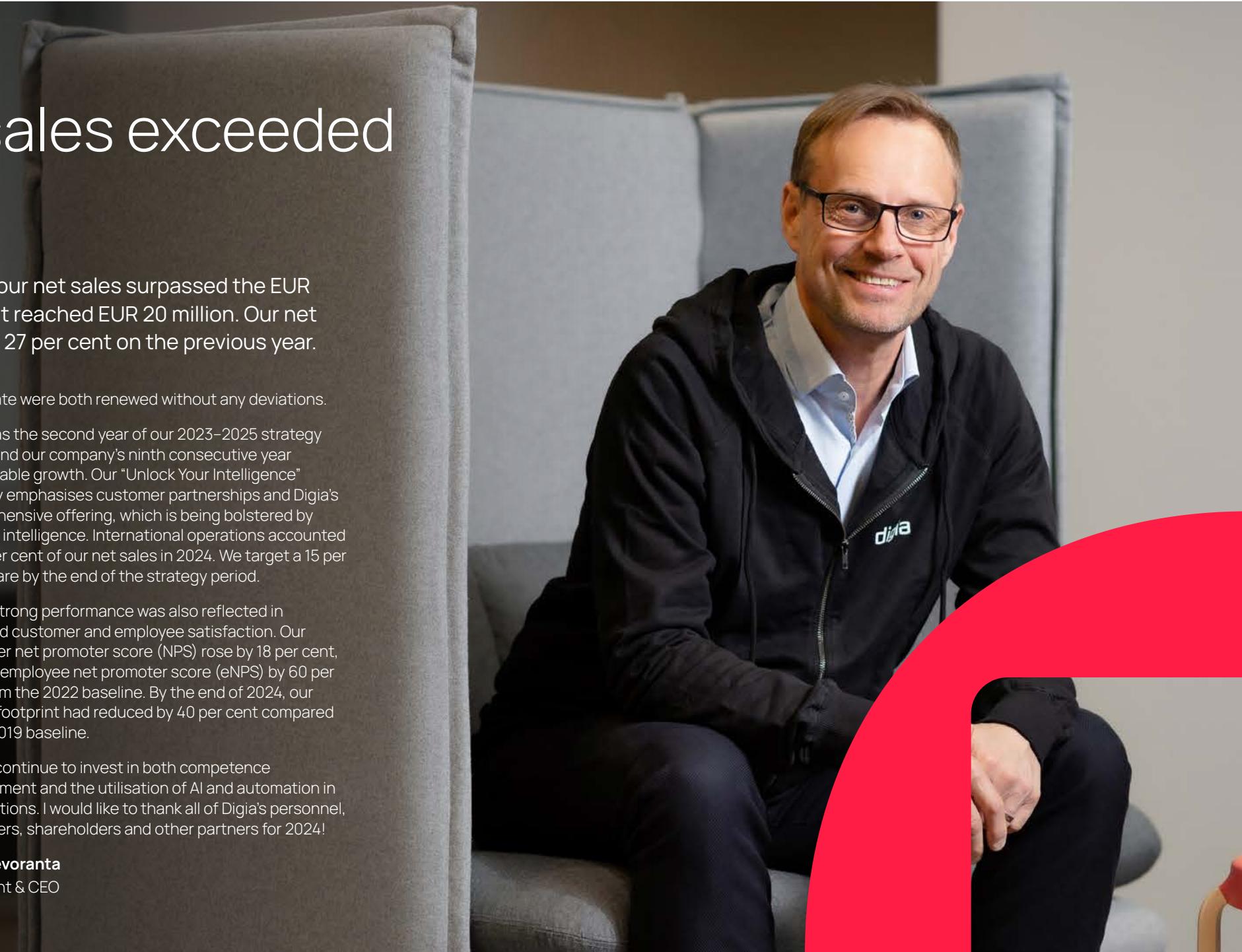
2024 was the second year of our 2023–2025 strategy period and our company's ninth consecutive year of profitable growth. Our "Unlock Your Intelligence" strategy emphasises customer partnerships and Digia's comprehensive offering, which is being bolstered by artificial intelligence. International operations accounted for 12 per cent of our net sales in 2024. We target a 15 per cent share by the end of the strategy period.

Digia's strong performance was also reflected in improved customer and employee satisfaction. Our customer net promoter score (NPS) rose by 18 per cent, and our employee net promoter score (eNPS) by 60 per cent from the 2022 baseline. By the end of 2024, our carbon footprint had reduced by 40 per cent compared to the 2019 baseline.

We will continue to invest in both competence development and the utilisation of AI and automation in our solutions. I would like to thank all of Digia's personnel, customers, shareholders and other partners for 2024!

Timo Levoranta

President & CEO



Major events in 2024



More investments in AI – we assessed the state of AI with surveys

In 2024, we forged ahead with our systematic efforts to harness AI in both customer solutions and our own operations. During the review year, we also conducted two surveys about the state of AI in Finland, the first in February and the second in September. These surveys indicated that both companies and public sector organisations are increasingly benefiting from AI.

[Read more →](#)

Share of international business increased to 12 per cent

Digia's strategic goal is to increase the share of international business to 15 per cent of revenue during the strategy period. In 2024, the share already rose to 12 per cent. One concrete step in 2024 was the expansion of the Digia Hub talent network to Sweden.

[Read more →](#)

Certificates as a mark of quality and reliability

Digia's external audits of security and quality management systems were again successfully completed without any deviations. The ISO 27001:2022 security certificate and ISO 9001:2015 quality certificate demonstrate the quality and reliability of our services.



Digia develops hybrid work practices and modernises its premises

In future, Digia's premises in Helsinki will be located in Pitäjänmäki and Kamppi. The move will take place in spring 2025. The office renewals relate to the development of hybrid work practices. Digia has already modified its premises to suit hybrid work in Oulu, Jyväskylä, Tampere and Turku. It is now Helsinki's turn.

[Read more →](#)



New steps in equality and non-discrimination work

For many years, Digia has been carrying out systematic equality and non-discrimination work. These efforts continued in 2024. In March, we signed the Women's Empowerment Principles established by UN organisations. In June, we participated in Helsinki Pride 2024 as a Support partner.

[Read more →](#)

Digia was recognised as a Microsoft Partner of the Year for the fourth year in a row

This recognition was awarded in the Business Applications category. This category involves the Microsoft Dynamics 365 platform and business applications built on top of it, which AI will revolutionise over the next few years.

[Read more →](#)

Digia is one of the first Finnish companies to be selected as a NATO framework agreement supplier

Going forward, Digia is a supplier approved by the Alliance and will be able to participate in all tenders and procurements carried out by NATO and its member countries, especially concerning common IT infrastructure as well as IT and digitalisation development. The agreement opens up significant new international business opportunities.

[Read more →](#)

• STRATEGY AND BUSINESS

Digia combines technological possibilities and human capabilities to build intelligent business and society.



Digia's strategy for 2023-2025: Unlock your intelligence

Objectives for the 2023–2025 strategy period

Digitalisation has entered a new phase of development and intelligent business is the next step in digital evolution.

We are moving towards automated, AI-driven processes and services that are based on reliable data and the ability to process and utilise it.

Digia combines technological possibilities and human capabilities to build intelligent business and society – and a sustainable future.

Our mission is to ensure that our customers are at the forefront of digital evolution, with an operational model and rhythm that are right for them – 24/7 if necessary.

We harness Digia's well-rounded expertise and comprehensive offering to achieve this. We are constantly renewing our own operations and expertise, and work with reliable partners. As a versatile company, Digia can offer its employees meaningful job tasks and things to learn.

We are building a responsible society and Digia.

Financial objectives:

Net sales growth:

over 10%

annually, including organic and inorganic growth

Operating profit (EBITA):

over 12%

of net sales at the end of the strategy period

Expanding our international business:

Our aim:

over 15%

share of net sales from international business at the end of the strategy period

Sustainability objectives:

ENVIRONMENT

Carbon neutrality

CO₂ emissions

-60%

CO₂ – the comparison year for emissions calculations is 2019 and the target value is for the end of 2025

PEOPLE

Healthy, diverse and skilled personnel

eNPS +35%

eNPS (employee net promoter score), comparison year 2022

TRUSTED PARTNER

Visionary, reliable and secure partner

NPS +25%

NPS (net promoter score), comparison year 2022

Digia's strategy for 2023–2025: Unlock your intelligence

Our mission

We combine technological possibilities and the human capabilities to build intelligent business, society and a sustainable future.

Our mission is to ensure that our customers are at the forefront of digital evolution.

Operating environment and the direction of digital evolution

- Level of automation and intelligence is growing.
- User-centered and secure solutions are gaining further ground.
- Instead of isolated solutions, the renewal of the entire business is being considered.
- Business operations are becoming networked both internally and externally.
- Sustainable development and the green transition are megatrends.



Strategy growth paths

- Specialised service areas
- Large scale solutions
- Acquisitions
- International operations



Cultural principles

- Learning
- Sharing
- Courage
- Professional pride

Strategy growth paths



Specialised service areas

Precision solutions delivered using a model suitable for customers.



Large scale solutions

Extensive and demanding solution packages in which we utilise all of Digia's extensive offering, from project deliveries to outsourcing.



Acquisitions

Enriching our offering and venturing into new markets and customer relationships by being an active player in M&A transactions.



International operations

Expanding our target market and customer relationships.

Strategy enablers



A modern and attractive work community

Skilled employees are the most important success factor for Digia. Sustainable growth is part of the personal and professional development of each and every Digia employee. We invest in our learning-focused, professional and relaxed culture. We want our employees to enjoy working at Digia. Hybrid work, smart ways of working and tools help us to succeed together.



Scalability and productivity

We invest in scalability and productivity in both our own operations and the solutions we provide for customers. In our own operations, productivity development is based on the continuous renewal of working methods, an intelligent technology platform that supports them, and harnessing Digia-level synergies. In customer solutions, we focus on increasing scalability in our service and product solutions. We scale our expertise through our Digia Hub network.



Sustainability

Sustainability is part of our day-to-day operations. Our corporate sustainability is based on the UN Global Compact principles and objectives. We see the green transition and the solving of sustainability challenges as business opportunities.



● MARKET

Intelligent business is the next step in digitalisation

Corporate and organisational operating environments are changing and becoming more complex at an accelerating pace. Ever-smarter software and the increasing use of data are changing the world permanently – and competition is tightening in every industry. There is a growing need for smart business development.

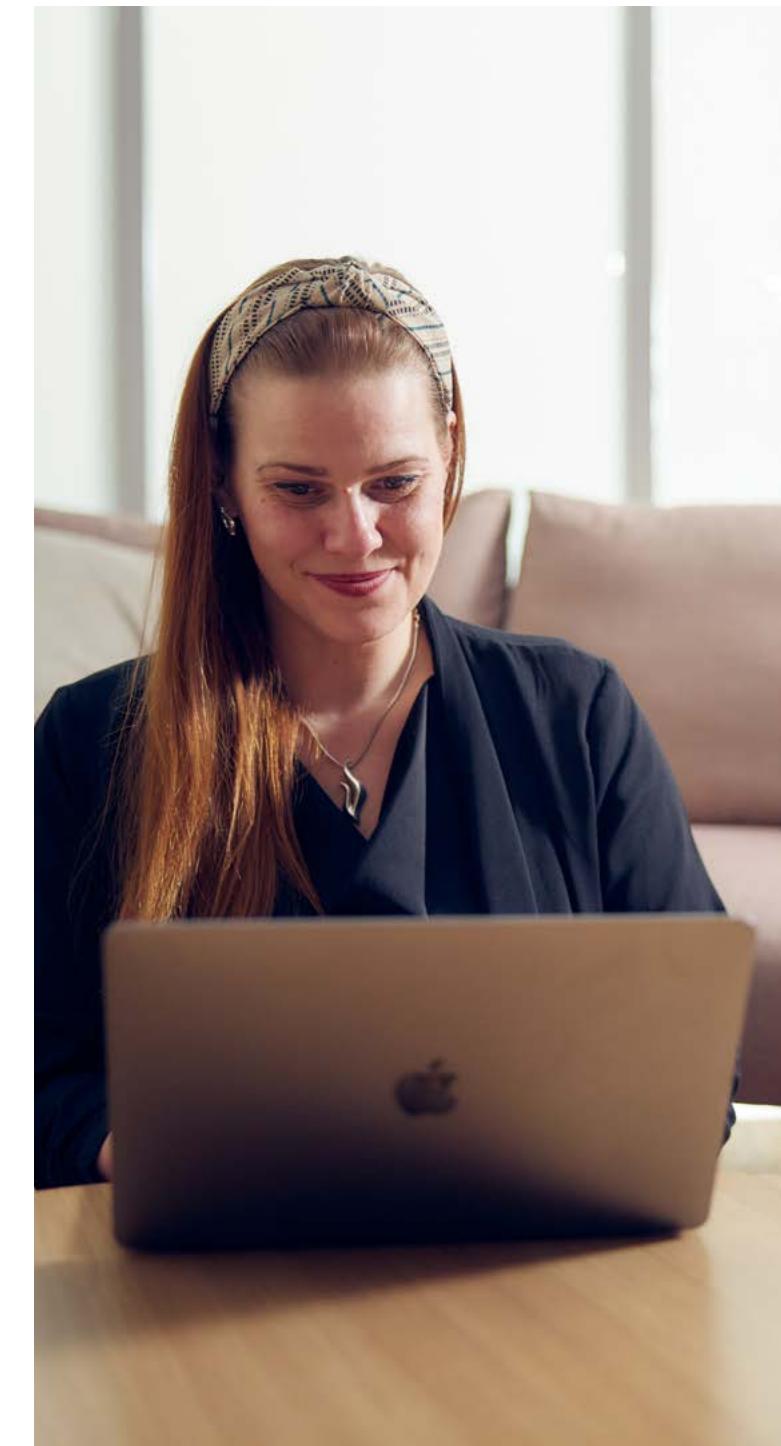
In our view, intelligent business is the next level of digitalisation. Automation and data utilisation are becoming more important in business, and we are increasingly moving towards operations that are assisted or controlled by AI. This will be evident in both end-user applications and business processes.

Application and IT systems will expand strongly from isolated solutions to larger packages. Systems and applications are becoming networked, as this is a prerequisite for data availability. All this is also highlighting the importance of security and integration.

Artificial intelligence, automation, sustainable development and the green transition are megatrends that will create new business opportunities. Data is a key factor in assessing sustainability choices and making decisions. Digital solutions have the potential to significantly contribute to solving sustainability challenges in a variety of business areas.

We see the following trends in the operating environment:

- The level of automation and smart functionalities is growing.
- User-centred and secure solutions are gaining further ground.
- Instead of isolated solutions, the renewal of the entire business is being considered.
- Business operations are becoming networked both internally and externally.
- Sustainable development and the green transition are megatrends.





“

Automation and artificial intelligence are now a major area of interest. Many practical implementations were already being made in 2024, even though their broader utilisation is still in its early stages.

Timo Levoranta
President & CEO

Market outlook

Digia believes that the market for IT services will grow in the long term, even though demand in the short term has been cautious. The long-term trend in the demand for digital solutions is strong in spite of this, and data utilisation harnessing smart technology both efficiently and securely is an increasingly important success factor for all organisations.

Expanding existing systems and utilising the data they generate will play a central role alongside new digital solutions. This means that both integration and data expertise will become increasingly important. In addition, interest in automation and harnessing artificial intelligence is growing strongly. Our customers' goal is to streamline their existing operations, and thereby enable investments in continuous digitalization and the utilization of automation and artificial intelligence.

Digia's extensive offering – through both individual service areas and broader customer solutions – brings stability and balances out the effects of market fluctuations in our business.

Digia's market position and strategy implementation

Digia will hold a strong position during the 2023–2025 strategy period. Our updated strategy is based on the delivery capabilities that are valued by our customers, our organisation's ability to engage in continuous renewal, and our financial position and ownership base.

Digia's main market is Finland, and we also provide solutions internationally. In addition to Finland, Digia operates in Sweden and the Netherlands. Our objective for the 2023–2025 strategy period is to raise the proportion of net sales accounted for by international business to more than 15 per cent.

We combine technological possibilities and human capabilities to build smarter businesses and societies – and a sustainable future. We ensure that our customers are at the forefront of digital evolution, with an operational model and rhythm that are right for them – 24/7 if necessary. We harness Digia's well-rounded expertise and comprehensive offering, as well as operational models that suit the customer's needs. We are constantly renewing our own operations and expertise, and work with reliable partners. We are building a responsible society and Digia.

We implement our strategy by tapping into all of Digia's strengths and the special expertise of our service areas. We provide our customers with extensive solution packages and the expertise of our specialised service areas to meet their individual needs. We build long-term customer relationships and partnerships.

Our strengths:

- Reliability and long-term customer relationships.
- A strong financial position.
- Diverse and constantly evolving top expertise.
- A well-rounded offering that can be combined to expand customer relationships.
- The ability to take automation and AI solutions into production, delivering real customer value.
- A business model in which continuous services yield operational stability.
- The ability to carry out successful acquisitions and grow the acquirees as part of Digia.

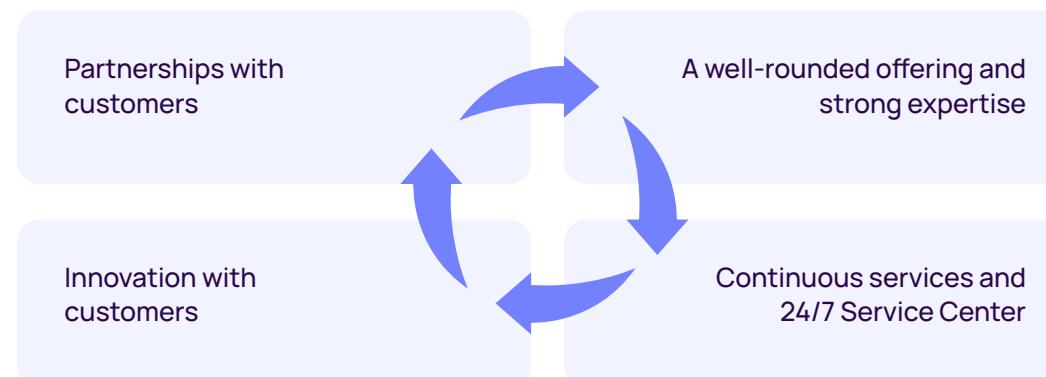
● BUSINESS

A comprehensive partner for smart business development

Digia helps its customers to digitalise and renew their business by harnessing data, to enhance intelligence in day-to-day operations and their development and management, and to increase the user-centricity of their services.

We also ensure that our customers' information systems are reliable, handle the risk management of their operations and keep them running without a hitch, and provide profound technological and business expertise for carrying out their development projects.

Digia's operating model



Strong customer relations, professionalism, versatile product and service packages, a partnership network and responsibility form the basis for our operations.

We grow and evolve together with our customers. We take a long-term approach to building our partnerships and provide sustainable value for our customers with our well-rounded offering. We combine the strengths of different business areas to form packages that serve our customers' needs.

Our services

- CONSULTING AND DESIGN

Business consulting | Architecture and technology planning | Service design

- DATA UTILISATION AND AI

Analytics | Data and cloud platforms | Integrations | AI and automation

- DIGITAL SERVICES

Online services | Mobile services | E-commerce | Digital marketing

- BUSINESS SYSTEMS

CRM | ERP | Solutions for the financial sector

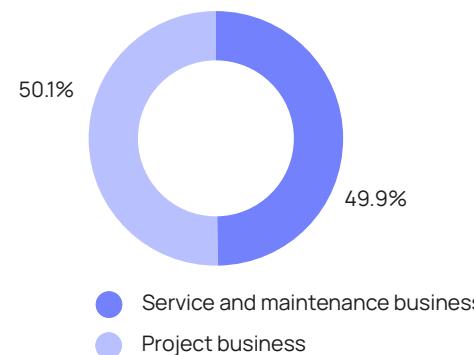
- SECURITY AND OPERATIONAL RELIABILITY

Operational overview and monitoring | Cyber security | Service management 24/7 | Continuous services

“

We provide our customers with extensive solution packages to develop smart business and the expertise of our specialised service areas to meet their specific needs.

Share of business



Our business model is based on:

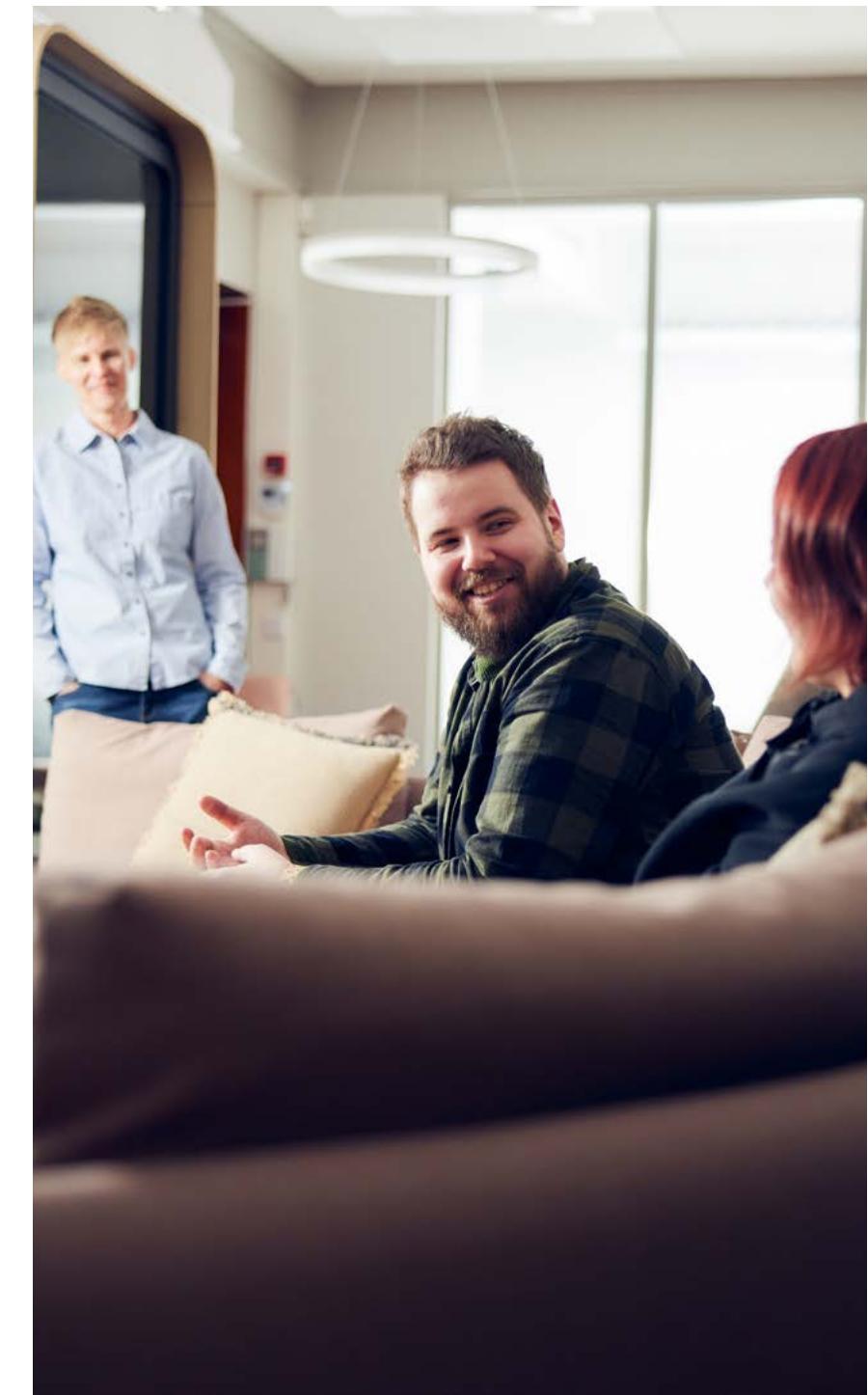
- consulting services,
- project deliveries,
- continuous services, and
- outsourced application management.

We harness both our own products and solutions provided by our leading technology partners.

In addition to our project business, Digia provides comprehensive services for maintenance, monitoring and continuous development.

In Finland, we have a 24/7 Service Center that is extensively used and appreciated by our customers.

Service and maintenance agreements provide stability to Digia's business operations and serve as the foundation for building long-term, evolving customer relationships. The service business accounted for 49.9 per cent of our net sales in 2024.



Digia's service areas

Managed Solutions: Service packages for the maintenance, continuous development and security of digital solutions

Managed Solutions provides our customers with the cornerstones of smart digital business.

Our service packages help customers to utilise data for business and process development, and guarantee the reliability of critical services.

Solutions include:

- Cloud services
- Finland's leading integration and API solutions
- Robotics and AI automation services
- Knowledge-based management and change management services
- Data security
- High-security solutions
- Continuous services

Business Platforms: Versatile and comprehensive ERP solutions

Business Platforms provides our customers with versatile and comprehensive solutions for smart financial management and ERP.

Smart ERP integrates systems, data and processes into a data-driven solution, unlocking the power of automation, AI, and business development. Our 24/7 services enable business continuity both securely and cost-effectively.

Our suite of solutions includes:

- Microsoft Dynamics 365 Finance and Operations
- Microsoft Business Central
- Digia Envision - a Finnish ERP product that has been awarded the Key Flag symbol
- Oracle NetSuite

Digital Solutions: Smart solutions for data utilisation and the customer experience

Digital Solutions provides our customers with comprehensive digital services for developing smart business and enhancing their customer experience.

Key elements include:

- Data utilisation solutions
- AI-based solutions
- Modern CRM
- E-commerce solutions
- Versatile online and mobile services
- Digital marketing
- Business and service design

Our subsidiaries Top Of Minds in Sweden and Climber in Sweden and the Netherlands bolster our international expertise in these offerings. The Digia Hub in turn brings together top freelance IT professionals in Northern Europe, and enables our customers to acquire versatile business, design and technology expertise to meet the varying needs of their projects.

Financial Platforms: Service and system packages for fund management companies, asset managers and stockbrokers

Financial Platforms provides versatile system packages for customers in the financial sector.

Our business revolves around the Digia Financial Systems product family (DiFS), which is one of the most extensive financial systems for fund management companies, asset managers and brokers in the Nordic countries.

DiFS also includes comprehensive account and loan functionalities for banks and lenders. We also provide the necessary back-office functions and processes as a flexible end-to-end service. The Digia Financial Products and Services unit, which is responsible for the DiFS product family and services, is covered by Digia's ISO 27001 certificate.

- OUR CUSTOMERS

Together with our customers, we build smarter business and a smooth-running and safe society

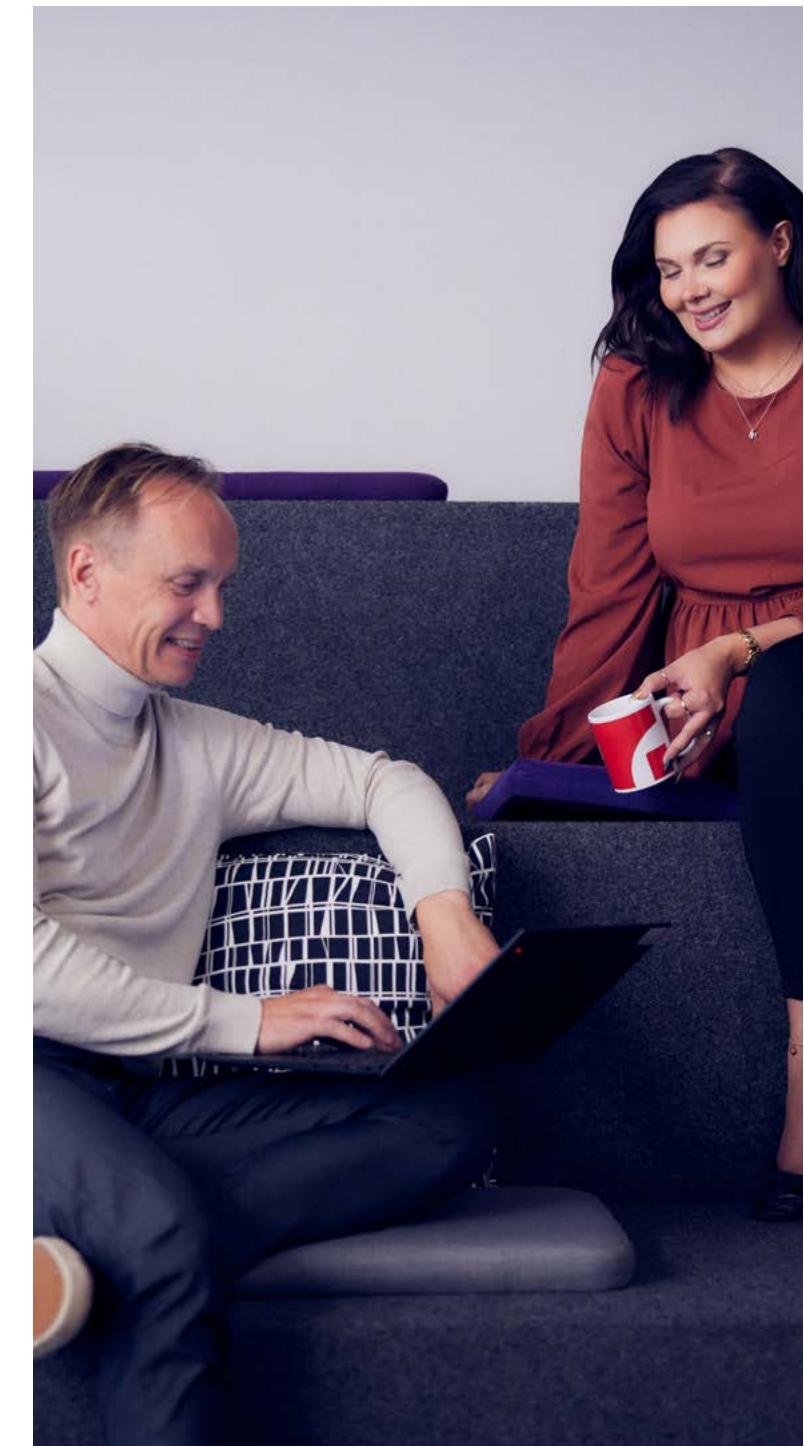
The importance of data, automation and AI utilisation in business is increasing – intelligent business is the next level of digitalisation.

Our mission is to ensure that our customers at the forefront of digital evolution. We help our customers to identify new opportunities, harness data and new technologies, and create customer-focused services that generate sustainable value.

Even the biggest challenges can be solved by working together. We create smart solutions by combining data and technology with our extensive expertise and an understanding of our customer's business. Solutions that open up new opportunities, help ensure operational continuity and competitiveness, and contribute to a functioning and safe society.

We work with our customers to develop smart business processes in numerous sectors:

- Food and agriculture
- Transportation and logistics
- Energy
- Government
- Municipalities and cities
- Social welfare and healthcare services
- Technology, telecommunications and media
- Banking, insurance and investment services
- Manufacturing and industry
- Wholesale and retail trade
- Defense and security



Our customers



CASE TANA

New ERP supports the company's growth targets and process automation

The manufacture of complex machines for waste treatment and the development of smart devices for recycling place special demands on IT infrastructure. Digia built a new ERP system for the environmental technology company Tana to enable process automation and higher operational efficiency.

[Read more →](#)

CASE R-KIOSKI

“This ERP system is the heart of what we do”

R-kioski needed to renew its ERP system, which handles the financial administration and business operations of R-kioski Ltd and about 250 franchise companies. In cooperation with Digia, this demanding project was completed successfully on the desired schedule and budget.

“This ERP system is the heart of what we do. Many things work more smoothly, and data transfers, for example, can be managed in a completely new way,” says Maria Sjöroos, CIO, CDO and CPO of R-kioski.

[Read more →](#)

CASE STATE TREASURY

Digia Managed Cloud ensures cloud reliability

Digia is the expert partner of the State Treasury in the maintenance and development of its cloud-based information services platform. Seamless collaboration between the management and development teams responsible for the Microsoft Azure environment ensures timely access to the financial information of municipalities and wellbeing service counties.

[Read more →](#)

CASE FINTRAFFIC

AI improves traffic volume data quality and enhances expert workflows

The knowledge-based management competence unit Productivity Leap built a traffic information reporting system for Fintraffic in which data quality is enhanced by a machine learning-based correction application. The new reporting system boosts operational efficiency and high-quality traffic volume data benefits society as a whole. Thanks to this new reporting system, information is openly available online to everyone who needs it.

[Read more →](#)



CASE TRAFICOM

“We build the best connections to keep people, data and goods moving smoothly, safely and sustainably”

The Finnish Transport and Communications Agency Traficom is one of Finland's most significant authorities. Its mission is to build the best connections to keep people, data and goods moving smoothly, safely and sustainably. The agency supports the reliability of Finnish society by improving the safety and security of transport and the digital society. Digia supports Traficom in its role by providing the agency's interface and integration services and by collaborating on long-term application development.

[Read more →](#)



CASE SALPAUS

A state-of-the-art CRM solution helps modernise operations and diversify customer collaboration

With Digia's support, Salpaus Further Education, an educational institute with 13,000 students and 665 teachers, switched over to a cloud-based CRM solution and adopted the system as a shared tool for the entire institute. This Microsoft Dynamics 365-based solution with tailored integrations facilitates keeping customer data up to date and entering into agreements, and provides an overview of customer relationships.

[Read more →](#)



CASE YIT

Accelerating the utilisation of AI – “We got exactly the kind of help we wanted for AI development”

YIT, Finland's largest construction company, won the Digia AI Roadmap competition in early 2024 and was given the opportunity to accelerate AI utilisation in their business. The company has already kicked off its first concrete AI projects.

“Digia has a good concept for building this kind of roadmap. It's really difficult to think of anything that could be improved on,” says Olli Järvi, Head of Data and Insights at YIT.

[Read more →](#)



CASE LEVI SKI RESORT

Digital guest experience for a hassle-free holiday

Avalon, Digia's customer experience and growth marketing unit, helped Levi Ski Resort to build a clear digital solution for its customer experience. CRM is now handled through a single centralised platform. Transaction data will help the ski centre improve its services.

[Read more →](#)

● PERSONNEL

Our cultural principles help us act in a way that supports our ability for renewal and moving forward, in the direction we define together.



A company designed for people

At Digia, we strive to build a daily work life and employee experience that makes our company a great place to work. We want to be a strong, professional yet also suitably relaxed community. We aim to be an attractive employer in the technology sector – a goal-oriented employer that supports personnel wellbeing and competence development. We want to provide a safe and healthy working environment in which every employee is valued for themselves.

A community that learns together

What does it mean to be part of Digia? This is largely defined by our cultural principles, which have been created in collaboration with our personnel. These cultural principles help us act in a way that supports our ability for renewal and moving forward, in the direction we define together.

In 2024, we continued to develop our feedback culture in a more open direction. This year, we focused on highlighting customer and peer feedback, among other things. An active feedback culture is necessary for continuous learning, and supports personal development alongside performance and development discussions.

Digia's lively tribal activities also enable continuous learning. Tribes are communities that are built around common areas of interest. They discuss selected topics, and share knowledge and expertise among themselves. Example themes could be a specific technology being used at work, artificial intelligence or diversity at Digia.

This year, we have developed our leadership principles together with the Digia community. The leadership principles do not apply solely to management and supervisors, because at Digia everyone leads themselves. The purpose of the leadership principles is to develop us in everyday leadership



work and help us navigate different leadership situations. The principles are translated into everyday actions, for example, through leadership promises – we will continue this work during 2025.

We use a hybrid work model at Digia. The goal is to combine flexible freedom of choice, efficient working, and a sense of community strengthened by encounters into the most balanced possible whole. In 2024, we continued to develop a new hybrid work strategy. One of the most concrete aspects of hybrid work development is Digia's Helsinki office project, where the goal is, in the spirit of this time, to create multifunctional spaces that support work as well as possible, and that would attract us all to work in the office. The move to the new premises will take place in spring 2025.

To counterbalance remote and hybrid work, we organised community events, both large and small, throughout the year. For example, on World Mental Health Day, employees gathered together at offices to enjoy a healthy breakfast, exercise and a wellness lecture.

In May, The Digians gathered at our offices to watch the Tribe and Open Club fairs, where various clubs focusing on professional interest or leisure hobbies presented themselves, with interesting presentations about artificial intelligence topics that have sparked discussion this year. In November, Digia staff had Christmas parties at four locations, where new and old colleagues could meet up.

A community where everyone can be themselves

Our equality and non-discrimination plan's key themes are an inclusive culture and psychological safety, making the use of English commonplace, increasing the proportion of women working at Digia, and increasing inclusivity and career opportunities for women.

As part of Digia's equality and non-discrimination work, we are involved in the UN Global Compact's Target Gender Equality Accelerator training programme. This provides important information, and helps companies to find suitable targets and draw up an action plan to promote gender equality, diversity and equal pay.

In 2024, Digia signed the Women's Empowerment Principles (WEPs) established by UN Women and UN Global Compact. We thereby commit to engaging in long-term efforts to promote gender equality, identifying our development areas and reporting on our progress.

In addition, Digia began piloting the Women's Network this year. Digia's objective is to increase the share, inclusion and career opportunities of women. Our main metric is that the share of women in management positions will increase from 16 to 25 per cent in 2025. We also measure to what extent our employees feel they can be themselves at the workplace.

This year, we served as a Support partner for Helsinki Pride 2024. Pride partnership means showing visible and tangible support as a company to ensuring that everyone, including sexual

and gender minorities, can be safe and proudly themselves in society and working life and at Digia.

In 2024, we continued the Konkarit (Veterans) programme to support employees aged 60+ who are on the verge of retirement. The programme sought to provide those approaching retirement with the opportunity to reflect on their careers and career aspirations as retirement age approaches. Digia personnel can make a number of decisions during the retirement phase.

Towards the end of the year, we also conducted a personnel survey to assess the job satisfaction of Digia employees and meaningful issues and their realisation in our day-to-day lives. Our goal for the 2023-2025 strategy period is to achieve an increase of 35 per cent in the Employee Net Promoter Score (eNPS), which measures employee satisfaction, by 2025 compared to 2022. In 2024, our eNPS has improved by +60 per cent compared to the 2022 baseline.

Success hinges on effective recruitment and networks

Successful recruitment that supports Digia's culture is essential for competence development and business success. We recruit a wide range of employees, both seasoned experts and industry novices.

As an employer, Digia attracts a broad range of experts. In 2024, we were among the 30 most interesting employers in Universum and Academic Work's surveys on the most attractive employers. We also continued our popular Career Compass campaign for students in the sector, through which

Digia employees who took family leave

6%

Age range of new hires

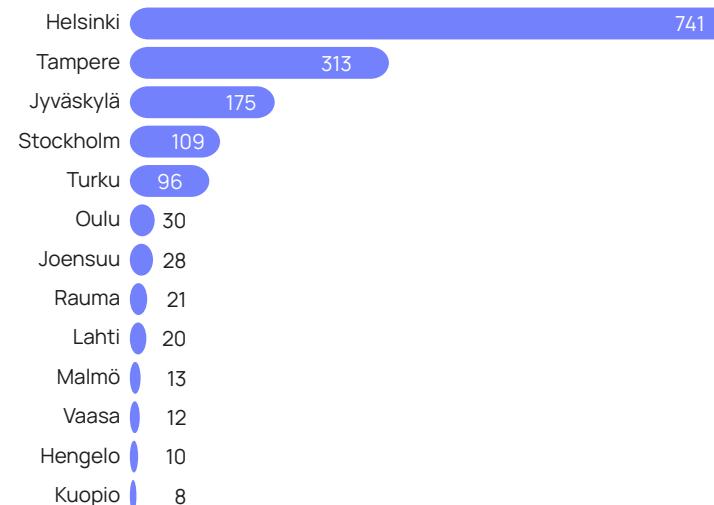
22-70

Job satisfaction (comparison year 2022)

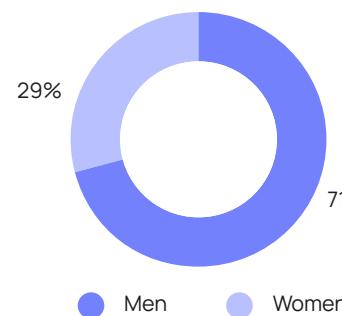
+ 60%

Employees by location 31 December 2024

number of employees



Gender distribution of personnel, 31 Dec 2024



we recruited dozens of new Digia employees who are in the early phase of their professional careers.

The interest towards Digia is also reflected in the significant increase in the number of applicants. We have continued to recruit to support growth at the previous year's level. A total of 204 new employees joined Digia in 2024. We offered dozens of internships and thesis-writing positions in addition to permanent jobs.

We also continued our active collaboration with selected higher-education institutions in 2024. Cooperation with educational institutions included expert lectures by Digia employees on topics such as AI and software robotics. We were also active participants at a variety of student events and organised student visits to Digia.

Digia continued to engage in close cooperation with the Mimmit koodaa (Women code) programme. We are also a member of the Women in Tech network, through which we highlight the career stories of Digia women to encourage more women to enter the industry.

Freelancing opportunities

Small entrepreneurship is gaining in popularity in the IT sector alongside traditional employment. The Digia Hub network offers freelancers access to a broad variety of Digia projects. The network consists of over 5,000 freelancers and hundreds of subcontracting companies in Finland. Digia Hub also has nearshore subcontractors in the EU.

In 2024, Digia Hub expanded to Sweden, taking a step towards Digia's strategic objective of growing its international business. The network also provides additional resources for the client projects of Digia's subsidiaries in Sweden.

In addition to our domestic subcontractors and nearshore operators, Fulcrum Digital is Digia's main partner for subcontracting international experts.

Company-specific collective agreement strengthens workplace equality and updates pay settlement

Digia has its own company-specific collective agreement, which was introduced in the spring 2023. It drew on the collective agreement for the IT services sector. The company had previously complied with this agreement and it served as a good starting point for drafting Digia's own collective agreement. With its own collective agreement, Digia can emphasize issues and working conditions that are specifically suitable for the Digians' everyday life.

Digia's collective agreement takes equality and humane working into account by providing longer periods of paid parental leave than usual. Women are also able to take paid leave when participating in voluntary military service call-ups. Paid leave is also available for certain family-related celebrations and crises.

A pay settlement for 2023–2024 was also agreed on as part of this collective agreement package. A new kind of model that is partially tied to profitability has been introduced into the pay settlement. Its primary aim is to ensure that the company's success benefits all Digia employees.



● SUSTAINABILITY

Our sustainable business model and responsible way of working are integral to our strategy and instrumental to our business success.

We create a more sustainable future

Our sustainable business model and responsible way of working are integral to our strategy and instrumental to our business success. Our sustainability programme and its objectives have been set for the 2023-2025 strategy period. Our focus areas in corporate responsibility are based on our strategic policies, the expectations of key stakeholders, the characteristics of the ICT sector and business environment, the impacts of the company's operations, and the objectives of the UN's Sustainable Development Goals and Global Compact. We report in accordance with the EU Sustainability Reporting Directive (CSRD) as part of the Board of Directors' Report.



Environment

Digitalisation is a tool for ecological renewal and data is the raw material for sustainable renewal – enabling us to forecast and optimise operations and boost their efficiency based on data. Digitalisation plays a key role in reducing emissions in other sectors. On the other hand, the increasing use of data increases energy consumption and therefore causes climate emissions. That's why it is important for us to increase our handprint by helping our customers reduce their emissions and promote resource-wise business.

CO₂ emission reduction
2019–2024

-40%

OUR FOCUS AREAS:

- We reduce our carbon emissions.
- We favour circular economy functions.
- We operate resource-wisely and develop resource wisdom, Green IT and Green Coding activities.
- We produce customer solutions to solve sustainability challenges.

OUR OBJECTIVES:

► **Objective 2025:**

CO₂ emissions -60% from the 2019 baseline.

► **Objective 2030:**

Digia is carbon neutral throughout the entire value chain.

► **Objective 2030:**

CO₂ emissions -75% from the 2019 baseline.

People

Everything we do is based on people in our work community and network. Expertise and its continuous development plays a key role in enabling us to serve our customers based on the latest information. We want the value of Digia personnel's expertise to increase during their term of employment.

Diversity and inclusion are part of our evolving day-to-day work, something that we encourage throughout our network. Furthermore, a good management and work culture bolsters the achievement of an excellent employee experience.

eNPS

+60%

Reliable Partner

We want to be a long-term development partner to our customers. Our most important themes – also from the standpoint of customer expectations – are to be a visionary, reliable and secure partner.

Business is becoming networked, complexity is increasing and security is ever-more important. Data responsibility, secure operations and their promotion also facilitate the sustainable development of societies. In addition, responsible data utilisation has a social responsibility dimension through the privacy protection of individuals.

NPS

+18%

OUR FOCUS AREAS:

- We strengthen a safe, healthy and thriving operating environment
- We encourage diversity and inclusion.
- We provide opportunities for lifelong learning in the Senior Trainee spirit.
- We produce customer solutions that promote social responsibility.

OUR OBJECTIVES:

► **Objective 2025:**
eNPS +35% from the 2022 baseline

OUR FOCUS AREAS:

- We promote digital security by promoting secure operations and responsible data utilisation.
- We develop the digital functionality of society.
- We promote ethics and responsibility.
- We are a visionary, reliable and secure partner.

OUR OBJECTIVES:

► **Objective 2025:**
NPS +25% from the 2022 baseline

International frameworks guide our development

UN Global Compact

We are part of the UN Global Compact, the world's largest corporate responsibility initiative. Digia is committed to the ten principles of the United Nations on human rights, working conditions, the environment and anti-bribery, and to continuing to develop the sustainability of our business with the UN Sustainable Development Goals.

Certified management and operations

Our operations are governed by an ISO 9001 certified quality management system and ISO 27001 information security certification.

EcoVadis

Digia has reported on its sustainability to EcoVadis since 2016. EcoVadis assesses how well companies comply with requirements and what action they take in relation to the environment, labour and human rights, ethics and procurement. In our 2024 review, we achieved a Silver rating for the fourth time in a row.

Nasdaq ESG Transparency Partner

We are a Nasdaq ESG Transparency Partner. This partnership is awarded to companies that are transparent and open in their sustainability reporting. Nasdaq provides a platform where investors in particular can access ESG information on listed companies.

CDP

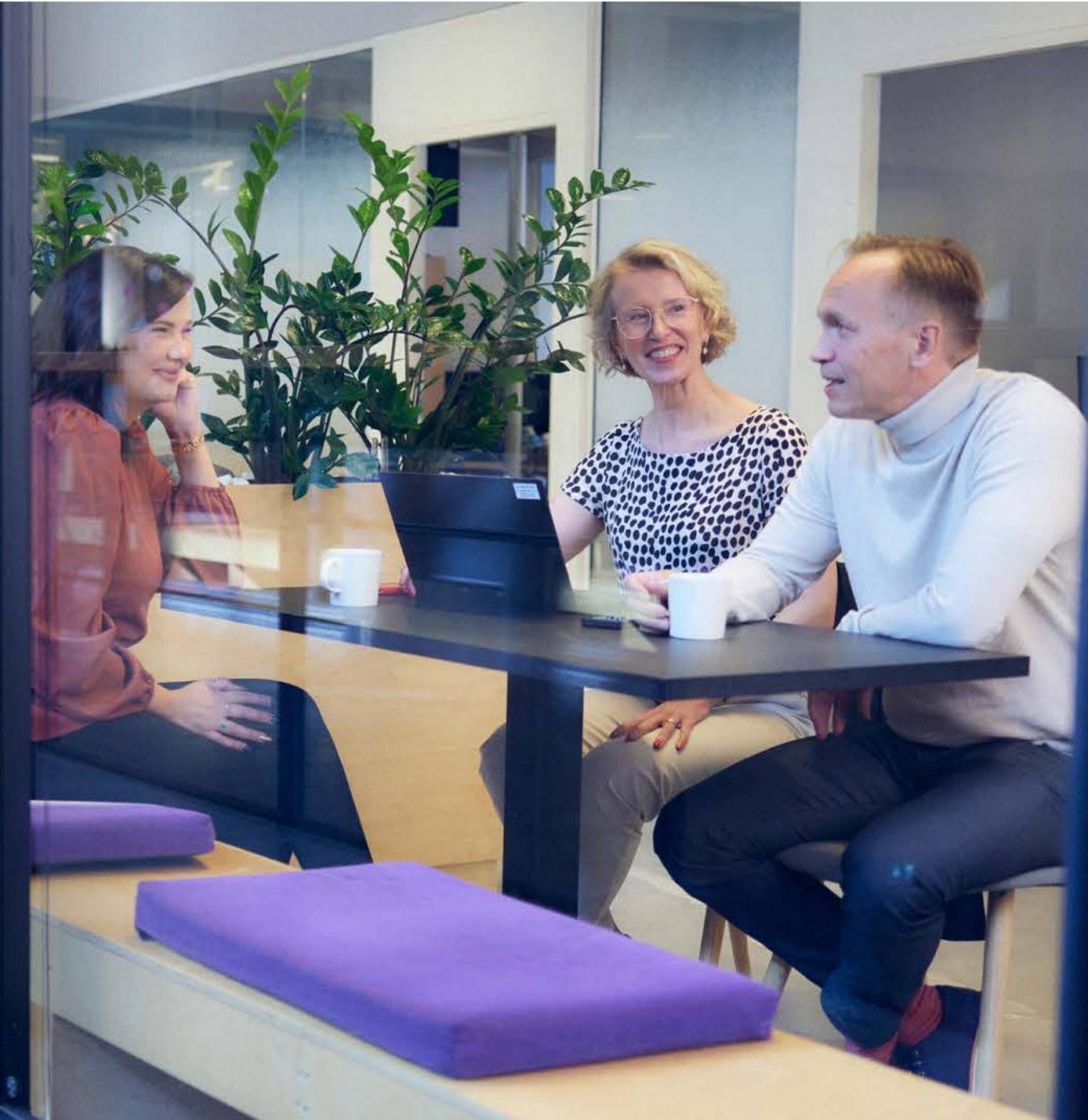
CDP reporting involves a detailed assessment of a company's environmental impacts on climate change, water and forests, and the strategies it uses to mitigate these risks. In the 2024 CDP assessment, we achieved a C rating, which is the average for the IT and software development sector.

WE SUPPORT



• INFORMATION FOR INVESTORS

Digia's investor relations aim to ensure that all market participants have without delay simultaneous access to relevant and sufficient information needed for determining the prices of the company's financial instruments.



Information for investors

Digia's investor relations aim to ensure that all market participants have without delay simultaneous access to relevant and sufficient information needed for determining the prices of the company's financial instruments.

The CFO is responsible for preparing the information to be disclosed under the regular disclosure obligation. At Digia, investor relations and compliance with disclosure regulations are primarily the responsibility of the company's CEO and Board of Directors.

Financial reporting

Digia's stock exchange releases and financial reviews are published simultaneously in Finnish and English. Annual reports, financial reviews, information about general meetings, stock exchange releases, our disclosure policy and other information aimed at investors are all available at digia.com/en/investors.

Digia always observes a so-called silent period before the publishing of financial results, during which period Digia's representatives do not meet with capital market actors or comment on the company's financial situation or the outlook for the company or market.

The silent period starts 30 days prior to the publication of financial results and lasts until their publication.

Shareholders' Meeting 2025

Digia's Annual General Meeting (AGM) will convene on 27 March 2025. More information is available in the Notice of Annual General Meeting and at digia.com/en/investors/governance/annual-general-meeting.

Profit guidance for 2025

Digia's net sales (EUR 205.7 million in 2024) and operating profit (EBITA) (EUR 21.2 million in 2024) will increase compared to 2024.

Digia's investor relations contact persons

Timo Levoranta
President and CEO
+358 40 500 2050
timo.levoranta@digia.com

Kristiina Simola
CFO
+358 40 756 3132
kristiina.simola@digia.com

Questions regarding Digia as an investment opportunity can also be sent to: invest@digia.com

Financial calendar 2025

27 March 2025
Shareholders' Meeting

25 April 2025
Business review
Q1 2025

7 August 2025
Half-year financial report 2025

23 October 2025
Business review
Q3 2025

dicia

Unlock your
intelligence.

dicia.com