

## Interview Protocol

The primary aim of these interviews is to understand the current state of sustainability in ICT procurement processes, identify challenges and barriers, and explore potential areas for improvement. By engaging with professionals who have hands-on experience and deep knowledge of the field, we aim to uncover practical insights and real-world challenges that are often not captured in the literature. The following set of questions will serve as a framework for our discussion. The video conferencing platform Microsoft Teams was used to conduct the interviews. The interview sessions were recorded and transcribed for analytical purposes.

The interviews were conducted from April 20 to May 31, 2024. The average duration of each interview, regardless of participant, was 45 minutes. Seven industry experts participated in the interviews, representing five companies from Finland and two from Germany. Table 1 below provides an overview of the interviewees, including their job titles and years of experience in the ICT industry. To ensure confidentiality, the participants' names have been anonymized using pseudonyms themed around sustainability and green technology.

Table 1: Interview Participants

Pseudonym	Job Title	Experience (years)	Country	Company Size
GreenSavvy	Senior IT Procurement Manager	15	Finland	Large (251-1000 employees)
EcoChampion	Head of Sustainability	12	Finland	Medium (51-250 employees)
EcoProcure	IT Procurement Specialist	10	Finland	Medium (51-250 employees)
GreenAdvisor	Sustainability Manager	8	Finland	Very Large (1001+ employees)
EcoTechExpert	IT Operations Manager	14	Finland	Large (251-1000 employees)
GreenTechGuru	Chief Technology Officer	13	Germany	Medium (51-250 employees)
EcoInnovator	Procurement Analyst	9	Germany	Small (1-50 employees)

## Interview Questions

1. What's your role and how many years of experience do you have?
2. How does your company currently manage IT device procurement processes?
3. What factors or criteria does your company consider when making IT procurement decisions?
4. How does your company assess/calculate the sustainability or environmental impact of IT products and services during procurement?
5. What challenges or obstacles does your company face in implementing sustainable IT procurement practices?
6. If your company already considers sustainability factors and criteria while procuring IT devices, what are the enabling factors?
7. Can you share any successful initiatives or strategies your company has implemented to promote sustainable IT procurement?
8. What role does cost play in your company's IT procurement decisions compared to sustainability considerations?
9. How does your company engage with suppliers to ensure that sustainable practices are incorporated into IT products and services?
10. How do you see the future of sustainable IT procurement evolving within your company and the industry as a whole? E.g. e-procurement system with sustainability in mind.
11. Does your company provide sustainability awareness training to procurement employees?
12. If there was a framework, what are the functionalities you would like to see in it?
13. What are the pain points in the current procurement process?
14. Which sustainability criteria are the most important ones relevant to your organization's goals and values?