



Sustainability Report 2016



Lindström Group Sustainability Report 2016

4	Lindström in 2016	30	Profitable growth	45	Code of Conduct
6	President & CEO review	34	Ethical principles	46	Lindström Group companies and contact information
8	Four cornerstones of sustainability	36	Management	47	Lindström services
10	Excellent customer experience	38	Sustainability in numbers		
16	Operational excellence	43	GRI		
26	Engaged employees	44	Quality, environmental, health and safety policy		

16

"Being in a hurry does not give us the right to cut corners", Harri Puputti.



25

"The glue that makes us commit is a sense of being trusted, valued and truly cared of", Minna Gentz.



30

"Solid company can invest in growth", Petri Vapola



Lindström in 2016

3500

People

100 000

Customers

24

Countries

323

Turnover, M€

Turnover

Finland

61%

European and Asian subsidiaries

39%

January

New vision period,
Vision 2020 started.

Hungarian
aquisition.

February

Hygiene Service
launch in Lithuania.

April

Mat Service
launch in
Turkey.



July

Construction work for workwear production factory in Latvia started.


September

New service center in Pietarsaari, Finland.

October

Acquisition of Enviro Wipes, industrial wipes company in UK.

The certification of Group management system was updated according to new ISO 9001:2015 and 14001:2015.

A man with short, light-colored hair is sitting in a dark leather chair, smiling at the camera. He is wearing a dark navy blue suit jacket, a white dress shirt, and a vibrant red tie. His hands are clasped in his lap, and he is wearing a watch on his left wrist. The background is a bright, modern office space with large windows and blurred office furniture.

” We have had a great start in the implementation of the new strategy.”

CEO's Review

A successful company has no other way than to operate responsibly. We have to take care of the promises we've made to our customers, as well as the well-being of the people who work for our success.

We do our best to use natural resources as less as possible to minimize the burden we place on the planet. This report tells you how we managed these tasks in 2016.

Year 2016 was a year of growth for Lindström. We increased our customer volume across the Group. To make growth possible, we made lot of investments and purchased large amount of textiles, which causes a slightly decreasing profitability.

Lindström is currently very solid and our equity ratio is high. Therefore, we are able to invest in the growth and guarantee to our customers a reliable service. We have boosted growth through acquisitions, with which we have gained valuable expertise in the local market.

We have had a great start in the implementation of the new strategy. We want to be the best service company in 2020. This challenge we have embarked boldly by asking questions about our customers' daily lives and the challenges they see in the future. These discussions generate new ideas and bold visions, on which we can build future success stories.

We are already running a number of projects, in which we, together with our customers, test our ideas. This path we want to pursue. We have also asked how our customers perceive our service today and how we could

improve the experience. You will see the result of this work in everyday encounters, and certainly in the customer satisfaction results. The road towards being the best service company is already a lot smoother than a year ago.

We have encouraged all our people to react fast to customer needs and within possibilities, solve them immediately. We've encouraged our managers rather act as mentors than assign tasks. I strongly believe that people are motivated to do their best when they have the expertise to make the necessary decisions and the courage to confront the failures.

During the year 2016 we also renewed our brand, that is the way how we communicate and look. The new brand reflects the attitude, "We Care". We are truly close to our customers and we want to make their everyday lives easier. "We Care" also has a strong presence inside Lindström. We are encouraged to give and receive feedback, as well as do our best for the customer in every situation.

If 2016 was a year of growth, I'd like to see this one as a year of cooperation. I hope to see great achievements and smiling faces. May year 2017 bring success to all of us.

Juha Laurio
President & CEO, Lindström Group

” We need competence and courage to make quick decisions.”



Four cornerstones of sustainability



HARRI PUPUTTI
Senior Vice President, Quality

"We wanted to tell readers, in clearer terms, how responsibility is linked to our daily activity, and, for this reason, we have described this responsibility with the help of the four strategic cornerstones in this report.

Our leading thought is to create value for customers in everything we do. This means that we have to understand the needs of our customers and focus only on such activities that brings value to them.

The way in which we add value to our customers must always be a responsible one, and our ethical codes of conduct are independent of our current strategy. As our President & CEO says, we at Lindström have no other option but to act responsibly,

and this is what we expect of all our suppliers.

I hope you'll enjoy reading this report!"

” Our leading thought is to create value for customers in everything we do.”



Excellent customer experience

comes from listening to the customer, from reacting fast to their needs, and from foreseeing their changing needs. We'll develop our services, our skills, and our ways of conduct to meet these needs. An excellent customer experience makes for higher customer satisfaction, and that brings high customer retention.

Operational excellence

means, most of all, efficient ways of doing things and controlling our activities. We'll save both time and natural resources by improving our actions and by eliminating all idle actions. Operational excellence will create less waste, secure the quality of our products, and further work safety and well-being throughout own operation and our whole supply chain.



Engaged employees

are the key persons in meeting the set goals for growth and excellent customer experience. By focusing on the skills of our managers we can make an impact on the motivational levels of our employees and on their job satisfaction, and, in that way, on their engagement. Engaged employees lead to better results and have a clear impact on the customer experience.

Growth

is born organically and through the acquisition of companies. Our goal is to grow and we'll need more sales skills together with goal-oriented courses of action for company acquisitions. By growing, we'll add to our turnover and bring more value to our business partners.



Excellent Customer Experience

We want to be the best service company. Not district champion or leader in our own sector – but the World's Best. This means that we should operate close to our customers, understand their various and changing needs: and, above all else, always create added value for them in everything we do.

“ We want to be a truly responsible partner.”



Anna-Kaisa, Linström's goal is to be close to the customer. What does this really mean?

It means that we genuinely want to be a supportive partner of our customers' business operations.

Our customer retention indicators, which have already been on a high level for a long time, speak for the satisfaction in our services, and we are indeed proud of our globally extensive clientele and long partnership relations. Cooperation can be long-term only when it generates clear benefit for both sides.

Being genuinely present everyday is important in the maintenance of customer relations and in the development of our services. Mutual daily routines and experiences raise our understanding of what our customers require and how we're able to react to these requirements.

We have strongly emphasised the development of new solutions by which we are capable of offering higher quality service as well as new ideas to our customers. Our Customer Service will also be switching more to the channels our customers wish to use.

ANNA-KAISA HUTTUNEN
Vice President, Business Concept Development



Vision goals and results

We always offer an excellent customer experience by which our customer relations are sustained for long periods.

We measure our customer satisfaction by means of an annual customer survey. In 2016, almost 70 per cent of responses to the survey showed satisfaction with our services, and almost half would recommend us to others.

We sent a questionnaire to all our customers, and the total result on a scale of 1–5 was 3.98. Our target in using this measurement method is a total score of four (4).

We monitor the quality of the customer experience also by means of a survey following our meetings with them. The measurement method was introduced in 2016, and it also gives our personnel valuable information on the success and development targets of our own work.

Moreover, we monitor the duration of our customer relations and customer retention annually. In 2016, our customer retention was on a very high level in all our operations – in average 96 per cent.

96%
customer retention

Customer Experience Survey 2016



Over
70%
are satisfied with
our services



Around
50%
would
recommend us

Customers' needs as our starting point

These days flexibility is expected from services as well as more choice-related possibilities. Companies' own wishes, the requirements of sectors, and the cultural diversity of our operational area all bring interesting challenges to the development of our services. Services must also bring added value to their users.

The best way to understand our customers' needs is share close everyday relations, outline and conceptualise small matters as well together – things by which we improve the service experience by improving their condition.

In cooperation with our customers in 2016, we have examined the need

of users and conceptualised how with small improvements or, for instance, new technology, we have the capacity to improve the workwear or user experience. For sale situations, we have developed the Live Design tablet application, by which the seller and customers can plan the appropriate design mats for customer space in

particular. We have embarked on improving workwear identification by various user groups and accessibility to the right sort of clothing by improving remote-sensing solutions. To maintain the tidiness of the lavatory facilities of shopping centres and other large user streams, we developed a mobile data transfer solution.



Only the right clothing is safe

Clothing moves – and we follow

Workwear provides protection for the employee or the process. Due to the hygiene requirements in the food industry, separate workwear may be worn in various production facilities or tasks. In certain pharmaceutical industry processes, clothes must be changed after returning from a break to new ones so particles endangering the quality of the product are not introduced with the clothing. In many jobs, on the other hand, it is important from the perspective of work safety that the employee is wearing certain protective equipment.

Via automatic remote sensing (UHF-RFID technology), we can identify where the clothing moves in real-time and, for example, set off alarms if a person enters the facilities who has not dressed correctly.

RFID also enables the reading of large amounts of clothing at one time, which facilitates the management of storage areas and considerably increases the transparency of workwear recycling both for us and our customers.

The technology is highly appropriate for textile rental, because the identifiers located in clothing withstand washing as well as challenging conditions such as heat fluctuations.

In utilising remote sensing, the practices and regulations associated particularly with the privacy of the individual – such as the EU data protection regulation and RFID Privacy Impact Assessment – must be taken into consideration. Automatic remote sensing is advancing, and we are actively looking for ways to utilise it together with our customers.



Clothing for the work shift from a smart storage facility

The right size of shirt for sure!

In 2016, Lindström and HOK-Elanto tested a workwear storage facility for mobile labour.

A total of 50 HOK-Elanto employees who work at two individual market chains took part in this smart storage pilot programme. Employees, who work in stores of both chains, do not have their own workwear, so they have used what is available and have not always found suitable clothing. In this pilot study, they picked up workwear from the smart warehouse located in a central location and were always able to start the day in suitably sized clothes with correct brand. The RFID method makes this a 'smart' storage solution which also makes logging in and out for the clothing easy and reliable.

Most of the employees were satisfied with the smart warehouse experiment, and it was regarded as simple to use. It was pleasant to arrive for the shift knowing it was certain that one could find the correct size and colour of clothing.

Antero Levänen, HR Director for HOK-Elanto, is satisfied with the results of the test: "We wanted to take responsibility for people and treat them equally. Workwear that is easily available and which builds our employer image has a pivotal role in this. I value Lindström's eagerness to test new solutions for the needs of a mobile workforce," Mr Levänen says enthusiastically.

A clean towel for clean hands

When we use the lavatory facilities, we want to dry our hands on a clean, dry towel. At large properties – particularly if the degree of space utilisation is high – the time and efforts of cleaners go into ensuring that towels are not depleted and the premises stay neat and tidy.

The new roll towel device we have developed gathers customer feedback from users and reports as required to the cleaner by phone when towels are running out or customers are unhappy with the tidiness of the facilities. Afterwards, the information collected by the device can also be followed-up as to how the changes in cleaning procedures have affected customer satisfaction.

This 'Smart Washroom' service was developed and tested together with the CGI IT services company and ISS Palvelut. Lindström's roll towel devices at CGI's operational centres delivered an automatic service request to the mobile devices of ISS cleaners when towels neared depletion. "These solutions not only increase the effectiveness of our employees' operations but also improve our service capabilities. We are capable of generating services proactively before our customers even encounter deficiencies. This has big significance especially in the case of large customer-flow environments, such as airports, shopping centres and restaurants," explains ISS Palvelut's managing director, Jukka Jäämaa.

Neat premises, satisfied users



Customer satisfaction

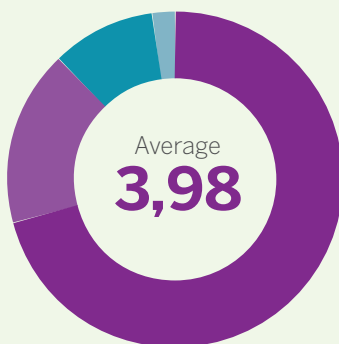
Happy employees, happy customers

Our target is a satisfied customer and a long-term customer relationship. It has been important for us to ascertain the connection between customer satisfaction and that of personnel generating services, as an excellent customer experience is created only by means of satisfied employees. The service culture study we implemented brought the views of customers and personnel together and expanded our understanding of how good work by managers and employee satisfaction

affect the customer experience (read more about employee satisfaction on page 27).

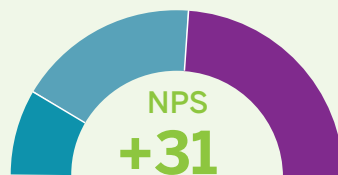
According to the study carried out in spring 2016, customers are satisfied with us, as almost 70 per cent of the respondents gave us a positive score and almost half would also recommend us to others. On the other hand, there were also substantial differences from one unit to another, and in the future we intend to support the units that fared most weakly, as well as the continuation of best practices between the various units.

Customer satisfaction survey 2016



- Satisfied 71 %
- Not satisfied or unsatisfied 17 %
- Unsatisfied 10 %
- No answer 2 %

Customer experience (NPS)



- Detractors 17 %
- Passive 36 %
- Promoters 48 %

Customer experience indicator NPS is based on question: "Would you recommend Lindström to others" (scale 1-10). Values 1-6 are Detractors, 7-8 Passive and 9-10 Promoters.



Safe partner

One significant global change in working life is the highlighted responsibility the employer has for the well-being and safety of employees, and many of our customers also regard looking after their personnel as a matter that has become more important.

For example, expertise related to occupational safety is required more frequently than before, and customers expect to get support from us as well.

It is particularly important for us to function as expert partners for our customers and help them to look after the well-being and safety of their employees. Our customers can trust the fact that we have carefully considered the protection of their employees. By means of correctly selected and appropriate products, the well-being of personnel is also improved.

Transparent also in a grey area

Customers expect responsible and transparent operations from us – and this is not the hope of only our largest customers, but a growing trend in all markets. As a result of the social media, the irregularities in companies' own operations or, e.g. in the working conditions of subcontractors rise quickly to general knowledge.

We operate in Europe and Asia, and also purchase products from African nations, so there can be considerable differences in our countries

Without trust we have no business

with regard to legal demands and general conditions. Nevertheless, we always act with responsibility also in those countries where the requirements are not as high.

The expectation of transparency does not, however, refer only to distant matters linked with the procurement chain but also to our routine activities, agreed workwear deliveries and reliable invoicing. Without transparency in all our operations, we do not deserve our customers' trust – and without trust we will not have any business in the future.

Operational Excellence

Sustainable decisions daily!

We at Lindström don't handle responsibility in a separate department but every Lindströmer makes responsible decisions daily. For instance, at the laundry, each textile care worker makes decisions about the quality of the service to be delivered, energy and water consumption, and the effectiveness of our service when choosing the washing program for the textiles. These important decisions

are made at Lindström laundries a million times daily.

We make similar decisions all the time that have an effect on the amount of textile waste and the quality of our products together with the well-being of our staff and suppliers. Responsibility isn't just an empty word for us, it is one of the values that guides our decision-making and gets us through the rough patches.

“ We'll only focus on such activities that bring value to the customer and that the customer is willing to pay for.”



Harri, how does operational excellence relate to sustainability?

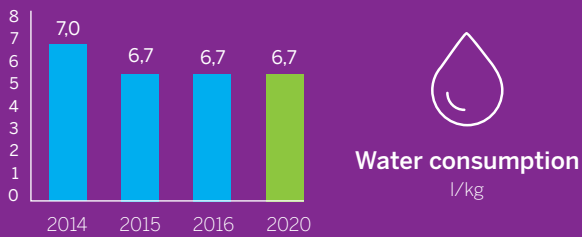
Operational Excellency means for us, first and foremost, the effective means of operations and management that saves both time and resources. We'll only focus on such activities that bring value to the customer and that the customer is willing to pay for. In other words, cut to the chase and ignore the rest.

Effectiveness is also necessary because we are under constant pressure for faster delivery. Despite pressure and hurry, we have to act responsibly, always, and follow our values. This also entails the choosing of right business partners. Being in a hurry doesn't give us the right to cut corners when it comes to responsibility.

HARRI Puputti
Senior Vice President, Quality

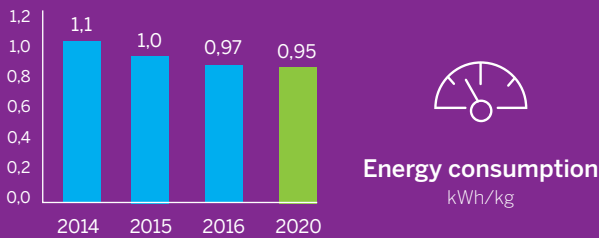
Vision goals and results

We'll act responsibly and eliminate all unnecessary business. This gives us control over our actions and their effect on people and the environment.

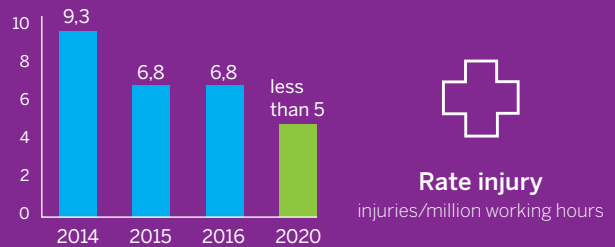


Water consumption
l/kg

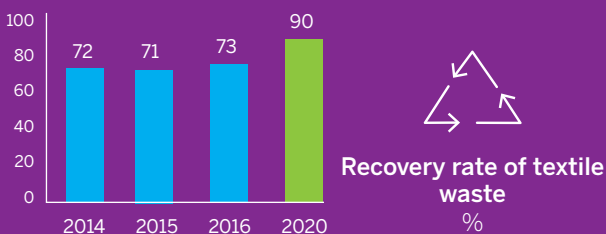
“Being in a hurry does not give us the right to cut corners.”



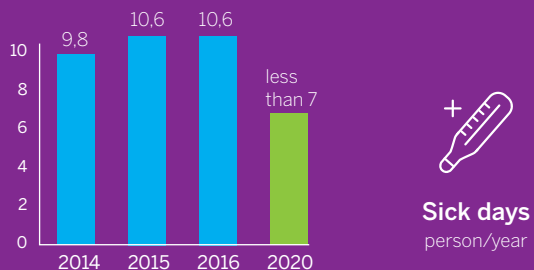
Energy consumption
kWh/kg



Rate injury
injuries/million working hours



Recovery rate of textile waste
%



Sick days
person/year

We monitor the responsibility of the supply chain with uniform reporting and in accordance with purchasing strategy. We'll assess our suppliers and enter the results of those evaluations into our supply database. Further, we'll audit our suppliers within the realm of our regular supplier auditing program. The outcome of audits will be documented in the AMT (Audit Management Tool) system.

The effective use of textiles throughout their lifecycle

Renting textiles is a waste-free solution for our customers, since the responsibility for purchasing, maintenance, storing and disposal is ours at Lindström.

We have immersed ourselves in this task because we purchase over two million kilogrammes of textiles per year. We're searching for and carrying out solutions constantly to prolong the lifespan of a textile and to reduce the amount of textile waste. The reduction of waste is the starting point for textile purchasing, we order only on demand and design textiles to be easy to repair.

The profitable re-use of textile waste - easier said than done

We withdraw about a million kilogrammes of textiles per year, when rental textiles, such as workwear, hotel linens, and restaurant table cloths reach the end of their cycle.

Our aim is to increase the utilization of textiles to 90% by 2020. Our challenge is to find utilization targets and suitable partners locally.

For example, the biggest problems in the utilization of workwear are press-studs and zippers that have to be removed. To add to that, mixed materials and especially the dirt in industrial workwear can make re-use difficult. At the moment, the prevailing practise is to burn disposed workwear for energy, but it is not the best

solution regarding sustainability. We constantly seek new recycling targets for disposed textiles both in Europe and Asia.



The method that could revolutionize textile waste handling

Textile waste is a problem for us and globally calls for a solution. We're taking part in the Relooping Fashion project organized by VTT (Technical Research Centre of Finland Ltd.), the aim of which is to find a solution to handling textile waste. With a mechanism for dissolving cellulose fiber developed by VTT, used cotton clothing is dissolved in this project and the residue fiber is then processed to new fiber for the textile industry. Please read more on the project web pages: www.reloopingfashion.org.

We use our textiles until they are unusable before we order new ones.



Design

Our garments are designed to endure wear and repairs.



Manufacturing

Our garments are manufactured from quality raw materials following our code of conduct.



Maintenance

Washing and repairing lengthens the lifespan of a garment.



73%
 of textile waste is used as energy source or as new product.

Effective laundry, clean laundry

Washing and repairing textiles has a significant local effect to the environment. We use energy, water and detergents, as well as fuel when delivering garments to customers.



Short distances

We locate our laundry facilities close to industrial areas to reduce textile transportation. We optimise distribution routes all the time and keep the distribution trucks' used capacity high.

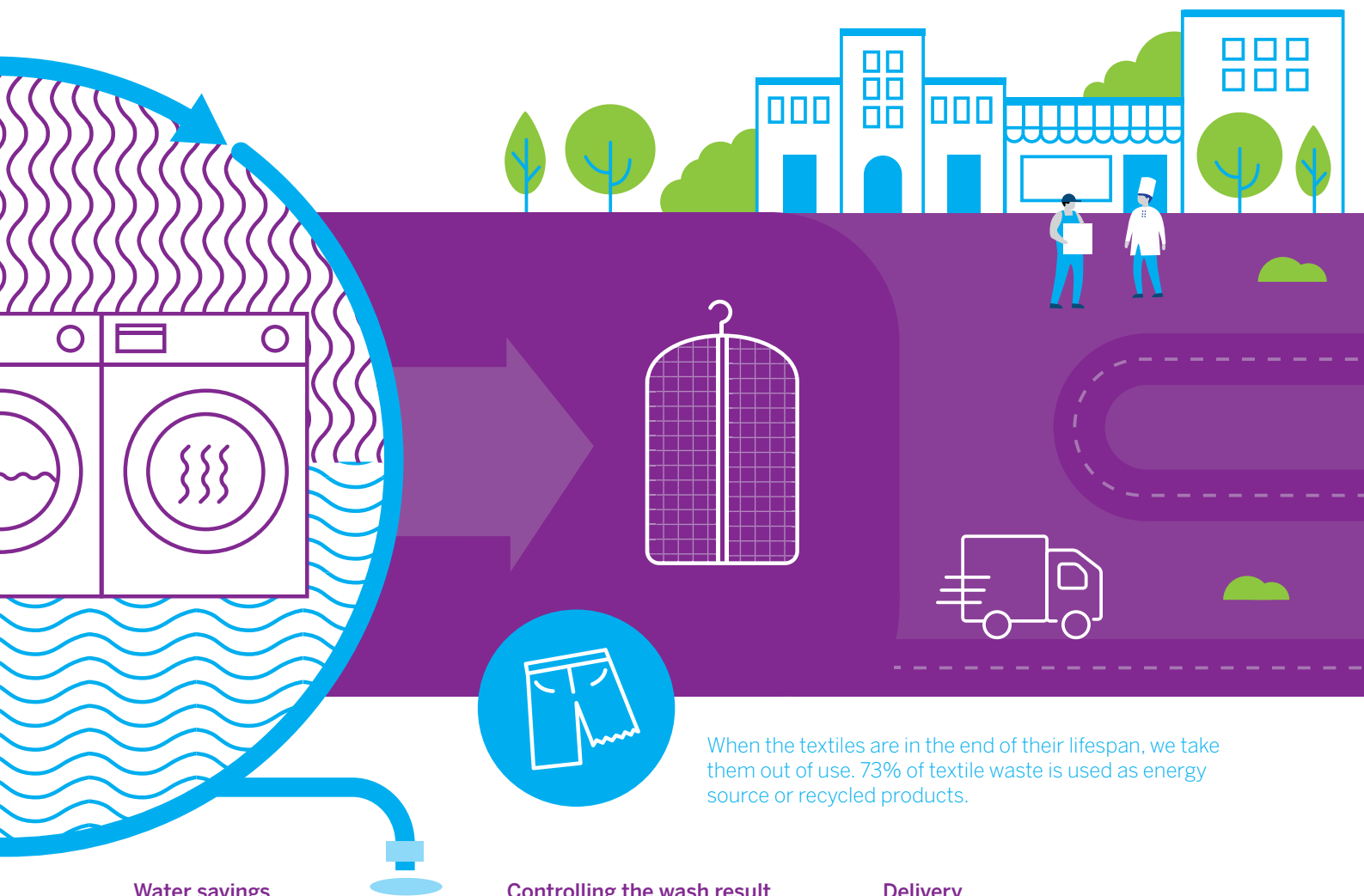
Sorting

The clothes are sorted by dirtiness and colour to ensure the right washing program. In the industrial washing process clothes are disinfected and therefore suitable also for the food industry.

Energy savings

Most of the energy used in the laundry is used to heat up the wash water and to finish off. Collecting heat from the wash water and the tumble drier air improves energy effectiveness. Also the heat from the wash water can be used to heat the next batch of water.

We wash and repair 175 million kilos of textiles every year.



Water savings

We recycle water in different washing cycles. The used rinse water can be re-used as the wash water for the next batch. We always use clean water for rinsing, and we monitor the end result and the quality of the wash water. The cleanest water comes from laundering hotel textiles and the dirtiest comes from mats and industrial towels.

Controlling the wash result

We control the cleanliness of the washed products very closely. The biggest risk that textiles are dirtied is in the final phase, in the transportation back to the customer from the laundry. For the washed clothes to be maintained clean and hygienic until they reach the customer, we cover them during return transportation.

Delivery

The same truck transports the fresh textiles back to the client and at the same time picks up new dirty laundry. Clean and dirty textiles are always kept separate.

When the textiles are in the end of their lifespan, we take them out of use. 73% of textile waste is used as energy source or recycled products.

Responsible products and purchasing

Responsible products and purchasing means that we must always know what we are buying and be responsible for the products offered to our customers. As a global company, we buy goods from near and far.

The products needed in abundance are manufactured mainly in Asia and Africa. We have also local manufacturers for small-scale needs in Europe and Asia.

We favour long-term customer relationships and buy the bulk of our products from companies we know very well. To ensure the responsibility in our actions through and through, we partner only with companies that act responsibly and are committed to the ethical principles of Lindström (page 34).

Mutual understanding minimizes risks

We follow our suppliers' working conditions, and compliance with environmental and ethical principles with regular audits and visits. We don't perceive the audits as mere pop-up quizzes or inspections but as a possibility to deepen our mutual understanding of responsible courses of action in different cultures as well. That is why the audits are performed mainly by our own staff, and we visit our suppliers also in between audits. While visiting, we take note how



We started a workwear factory

As a respond to our customers need for faster deliveries we decided to start our own workwear manufacturing. First workwear factory is opened in the beginning of 2017 in Tukums, Latvia. This makes it easier for us to deliver work gear faster in the Northern Europe region.

Assessing country risks

We assess the following risks involved in our operations:

- salary and energy expenses
- political change
- culture
- crime and piracy
- government officials' behaviour and corruption
- legislature
- the climate and infrastructure
- health and safety

We assess the probability of risks in our supplier countries and the effects of those to our business, and we also plan how to safeguard ourselves from those risks. If we evaluate the risk level to be too high, we won't purchase supplies from the country in question.

agreed topics are moved forward and how ethical principles are followed to ensure that potential problems are resolved rapidly.

We classify our suppliers by the risks involved in suppliers and supplier countries and also by the importance of goods. We made a country risk analysis last year to evaluate, for instance, the state of official inspection, human rights issues, use of child labour, and corruption by the supplier country.

In addition, we've made an individual risk analysis for all our most impor-

Our supplier classification is based on risk analysis and importance of goods.

tant suppliers. These make up about 15 per cent of all our suppliers. We develop the monitoring and reporting of our supplier chain constantly in order to keep up to date with what's happening globally and whether agreed issues are followed up on.



Dependable quality

Lindström dresses approximately a million workers daily. Besides workwear, we offer mats, hygiene products, textiles for hotels and restaurants, industrial wipers, and personal protection equipment. We are responsible for the quality and safety of our products and for the suitability of their use.

We help our customers choose the best products for them and, in that way, increase safety and hygiene, and ensure that the end-users feel comfortable and well. We are also familiar with the labels and certificates needed for different products in different fields and countries, for example, the CE label for the EU and

the EAC approved personal protection equipment for Russia.

All our products are designed for the intended use and manufactured or quality –approved according to the Lindström requirements. For our suppliers to be familiar with all our instructions and demands, we've published an all-encompassing Quality Assurance Manual on our web pages: www.lindstromgroup.com/suppliers. The manual covers the whole supply chain; from quality control to planning and delivery.



Safety at work

We are responsible for our employees' health and safety. The most effective way to increase safety is to prevent accidents and monitor risks, which is what we focus on.

The most common accident situations for Lindströmers are while commuting to and from work and while moving a trolley or a mat grid at a laundry. The most notable occupational hazards are linked to ergonomics, noise, vibration, and exposure to chemicals. An important means to prevent such accidents and occupational hazards is to monitor safety risks. We encourage our staff to always report on their findings. We organise monthly safety walks at our service centers to monitor the safety and risks of the premises together.

Our challenges are the different ways of registering accidents in different countries and cultures, which results in an inability to compare the

Safety observations are an effective way to prevent accidents.

accident figures among subsidiaries. Moreover, the cost effects of sick leaves and absences are notable but not yet recognised by all our managers. We'd like to increase the knowledge of managers about the cost of days off work, and we have gone through this issue in management training.



Engaged Employees

We are growing internationally at a good rate, and we are currently almost 3,500 Lindströmers working in 24 countries. We must adapt to a new way of doing business to successfully operate and grow in different countries and cultures; in other words we'll be making less decisions at the head office, and we'll encourage Lindströmers to take responsibility and make more decisions locally, near our customers.

Our international growth will be made with the help of capable, engaged, and enthusiastic Lindströmers. Therefore, we have started an internal business culture change with the aim of putting more emphasis on the well-being, development, and encouragement of Lindströmers. The development and expansion of our own skills will enable us also to please and serve our customers even better than before.

” Take matters proactively further and don't be shy about making decisions!”



Minna, what can be done to help people engage to Lindström?

We managers have to be able to imagine the future and to convey this vision and its possibilities, to our people. With the help of the vision, it is easy to set common goals, to start developing the right kinds of skills, and to motivate people to work towards their goals.

We must also support and encourage each other. Creating a sense of being trusted, valued and truly cared for is the best kind of “glue” to bind people to the company. Moving decision making to the people that are close to the customer is also a clear signal of trust.

We'll help our managers further their own skills so that they'll be able to support, develop, and encourage Lindströmers to advance to more challenging jobs. We've published career paths as well with which people can recognize their own potential to develop to more responsible positions at Lindströms.

We'll follow employee engagement and satisfaction regularly. It is good to see Lindströmers engaging so strongly.

MINNA GENTZ

Senior Vice President, Human Resources

Vision goals and results

Goal: Our employee satisfaction is in the top twenty per cent of the international comparison value.



*Taking into account all the questions in our personnel satisfaction survey, our result was 3.99.

In addition, some more accurate goals to measure our success rate:

3-5 strong candidates for each open position

90 % of potential line managers stay at Lindström

75 % of open managerial positions are filled in-house

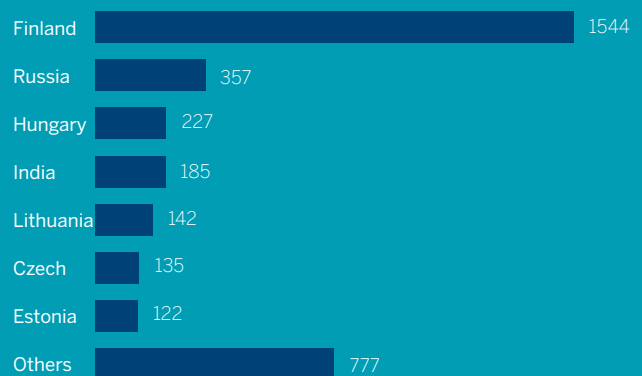
People in numbers 2016

Total number of people**

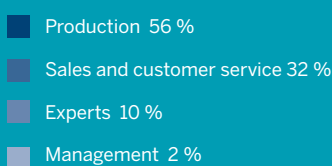


61 % Women
39 % Men

People by country



People by position



**on the last day of reporting year

Good news travel fast

We measure employee and customer satisfaction annually. In the most recent study, in spring 2016, more than 70% of our people were satisfied with Lindström. These results show that the engagement of Lindströmers is high, and 77% feel engaged to both their job and their employer. We aim to develop further, especially in feedback and internal communications.

We measure up internationally when compared to other service industry companies. Our results vary by country and unit, however, and we'll be spreading and making better use of good practises from the best units, and, in that way, we'll strengthen our overall result.

We believe that good management and loyal people will strengthen the in-

ternal service culture that we convey all the way to our customers. There is a clear connection between customer and personnel satisfaction, and, thus, we aim to develop our culture and encourage our people.

Manager as a coach – for more able and courageous people

We've taken a first giant step towards changing our internal culture in which we'll encourage Lindströmers to take responsibility and to make more decisions locally, close to our customers. Via this cultural change, we'll be able to fulfil our customer promise of "We care".

In this new operating culture, the role of the manager is more of a coach, and, thus, we started a program in 2016 for our managers to give them the skills they need for coaching. We expect our managers to have a new, supportive role to make sure our people are encouraged to be more independent and proactive in their way of working.

In the 2016 operating countries and units, we have made plans to push forward this new culture and have provided guidelines on how to show the "We care" attitude in everyday behaviour and actions.

Job satisfaction survey 2016



- Satisfied 71 %
- Not satisfied or unsatisfied 17 %
- Unsatisfied 11 %
- No answer 2 %

There is a clear connection between customer and personnel satisfaction.



Competition between best sales people is fierce

Don't lose good sales people!

A fifth of our people work in sales, and our challenge is, especially in the Baltic region and China, to keep our sales people. The young in the Baltic area often head abroad, and the competition is fierce for staff with language skills in China.

To keep our good sales people, we decided to reinforce their engagement to the company, as well as reinforcing the active stand of the managers in the induction training, in committing to the company and in motivation when training new sales agents. We took new measures into action at the end of 2016 in induction in China, Lithuania, and Latvia. In those countries, the manager follows the new sales representative closely for the first 3-5 days, providing support for them, and each new sales representative is given an updated and thorough induction package about Lindström and our policies. In addition, they are assigned a buddy. Further, each new sales representative's performance will be monitored actively; they'll receive regular feedback about their work, and support in meeting sales targets.

"It's hard to explain, but it's in the air. We'll see more happy faces and hear more and more new ideas. Now we'll analyse and develop not only sales as a function but each sales person as an individual. There is also a new approach to new sales people, they feel like our own children that we need to raise."

Ovidijus Gudaitis, Sales Coordinator, Textile Wiper Services, Lithuania
Egidijus Cibulskas, Senior Sales Manager, Mat Services, Lithuania

We care

"Our people have informed us of clear changes that have happened since we started to pay attention in being supportive and encouraging. For instance, the mandate to make decisions has encouraged our employees to make decisions themselves at all levels. For this, they are given recognition for a job well done. Openness in giving feedback also helps us to learn from mistakes. Further, doing things together has made things better, and we are taking the time to discuss things together."

Kalpna Sachdeva, HR Manager, India



We are taking time to discuss



Profitable Growth

Although we are growing fast, we do not forget our values

Our goal is to grow and achieve turnover totalling EUR 500 million by 2020, and we are indeed increasing quickly both organically and via corporate acquisitions. We have expanded our operations into new countries during the last twenty years, and at the moment our largest growth expectations are directed towards Russia and Asia.

Within the midst of rapid growth,

we are ensuring that this growth is profitable, and we are operating only in those nations where we are able to act in accordance with our values. We launch business operations in a new country only after we find local personnel and partners whose actions match our values and ethical principles. In addition, we always initiate a process linked with corporate acquisitions from the detection of the sales object right up to the integration of the object purchased – in a controlled

” We learn from our mistakes.”

manner and in compliance with clear principles. Our operations are thus not steered exclusively by reaching for growth but rather the desire to obtain economically profitable and ethically sustainable solutions.



Petri, Lindström operates in 24 countries: How is it ensured that operations are responsible in all of these countries?

We have precise ethical action guidelines that we conform with. We have also brought about a big change in the organisation and reports are made on all operational nations directly to the financial director. Previously, it could be difficult to report problems or possible management violations up the ladder, but now it's easier to bring problems up, and we have also harmonised our operational methods.

In addition, we've further detailed the processes connected with corporate acquisitions, for instance, so we don't just act or react according to the circumstances but in a precisely specified manner.

We're especially diligent when it comes to observing local laws and regulations, and we take action on problems detected immediately. We also carefully go through the problem cases with the management and Board – and above all we learn from them!

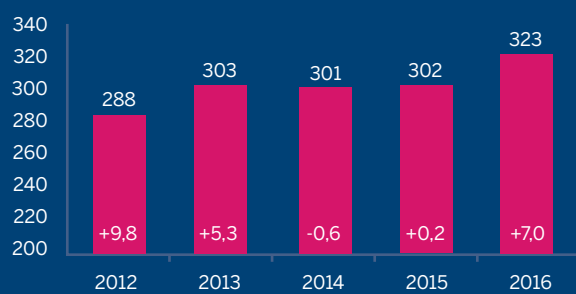
PETRI VAPOLA
CFO



Vision goals and results in 2016

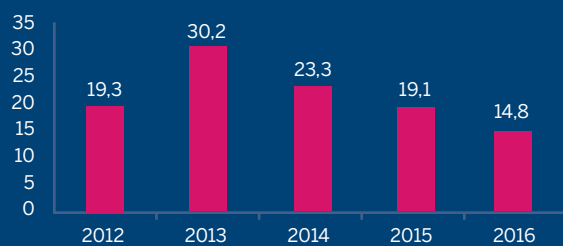
We provide economic welfare through responsible business practices.

Turnover M€ and annual growth rate

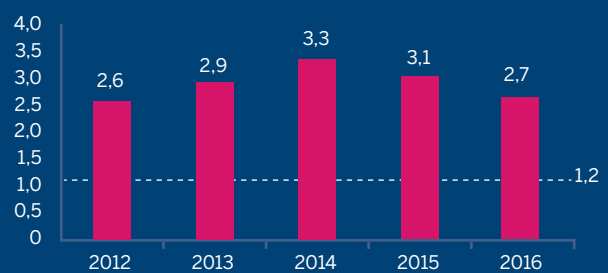


Solid company can invest in growth.

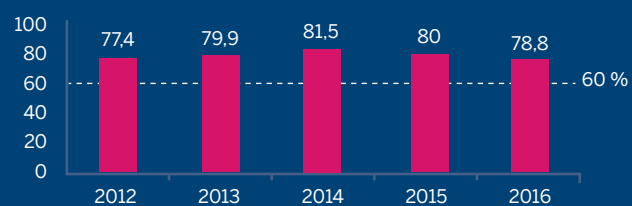
Net profit M€



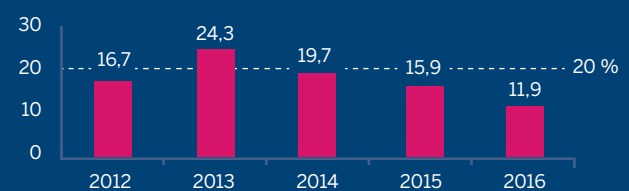
Quick ratio



Equity ratio %



Return on investment %



Year of growth 2016

Growth

In 2016 Group's turnover grew by 7.0 percent since the previous year and was EUR 323 million (EUR 302 million in 2015). The turnover of the parent company was EUR 173 million (EUR 165 million). In 2016, European and Asian subsidiaries' share of the Group's turnover was EUR 127.0 million or 39.3 percent (EUR 114 million or 37.7%).

Group's business grew on almost all markets measured in euros. During

this financial year, development was supported with business purchases and acquisitions in Great Britain and Turkey. In addition, a new company was established in Hungary.

Profitability

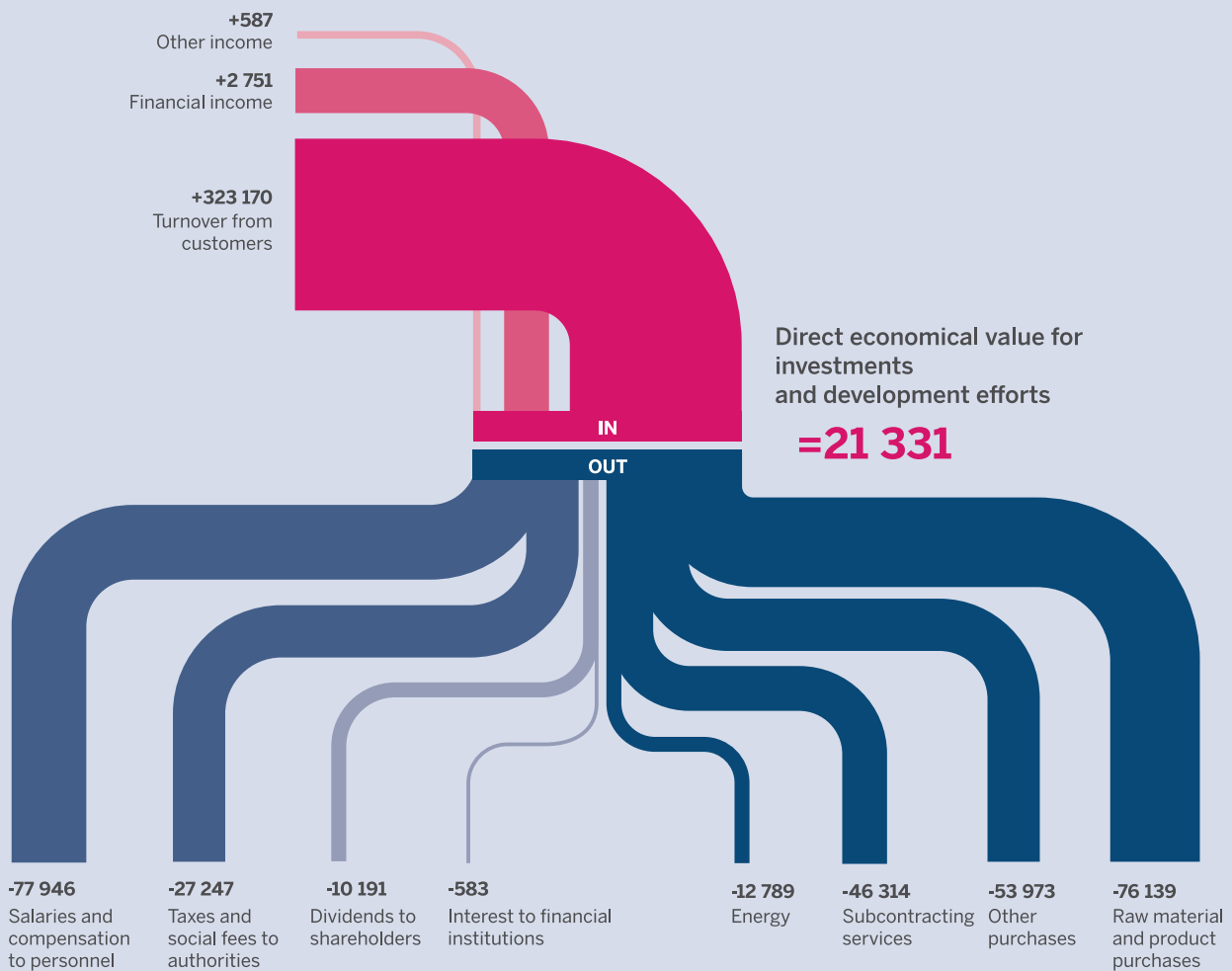
The Group's profit before taxes was EUR 22.4 million (EUR 27.2). The parent company's earnings before extraordinary items, appropriations and taxes was EUR 32.3 million (EUR 30.3 million). There was a decline in

the Group's profitability during the financial year, mainly due to a rise in material and personnel costs. In the parent company profitability improved, mainly because the turnover grew relatively more than acquisitions.

Investments

The Group's net investments in the financial year were EUR 34.2 million (EUR 22.1 million). The parent company's total investments amounted to

Direct economic value generated and distributed 2016 (t€)



We employ a great number of suppliers, for example, all our delivery service is outsourced.

EUR 10.7 million (EUR 10.4 million). The most notable investments made by the parent company during the financial year were into IT systems and extension of laundries at Vantaa, Finland. The project is due to be completed in 2017. Other parent company laundry machinery and service centre improvement investments were made in Pietarsaari, Hämeenlinna, Espoo and Pieksämäki. The subsidiaries founded new service centres in Sweden and England. Extension and modernisation work was performed in Bulgaria, India, Lithuania, Turkey and Russia. A significant investment into a product manufacturing facility in Latvia was started in 2016 and continues in 2017.

Funding and liquidity

During the financial year the parent company made share capital investments worth EUR 5.5 million (EUR 6.4 million) into Indian, Ukrainian and South Korean subsidiaries.

The Group's liquidity remained good for the financial year. In the financial statements, the Group's bank loans are credits targetedly negotiated for the subsidiaries through the parent company.

Development operations

The company's development operations were primarily focused on the modelling and development of the service concept and processes. Development work was also made in the fields of product design and acquisitions. Investments related to development are entered as operating expenses.

Estimate on future development

The company operates in countries with elevated exchange rate fluctu-

ation risks. Because of the current situation in eastern Ukraine the operations of the local laundry were also reorganised. On the Group level, the company's operating conditions have remained the same and in 2017 the turnover of both the parent company and the whole Lindström Group is estimated to rise.

The Group grows mainly organically but its goal is to increasingly grow through acquisitions. The profitability of the company can be assured through active customer cooperation and by continuously making processes more efficient. Thus, profitability is estimated to remain at the current level.

The investments in 2017 are estimated to be larger than investments in 2016. In Finland, significant laundry machinery improvement investments are made in Nurmo. The parent company is also making significant investments into IT systems. In the subsidiaries the most notable investments into new service centres are made in Latvia, Lithuania, Great Britain, Russia, China and Estonia.

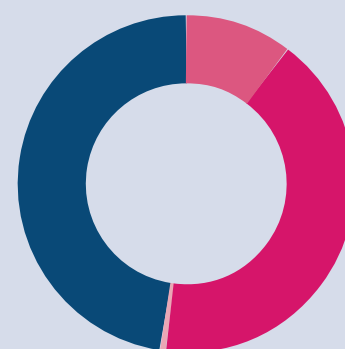
We meet our obligations as a taxpayer

We do not practice aggressive tax planning; our companies are each registered to a local business register, and they pay their taxes in the country. We comply with international transfer pricing regulations and local tax laws and regulations.

We paid a total of EUR 7.5 million income taxes in the 2016 period. Besides income tax, we paid for the production, services, personnel, and real estate-related taxes, a total of EUR 64.4 million in 2016.

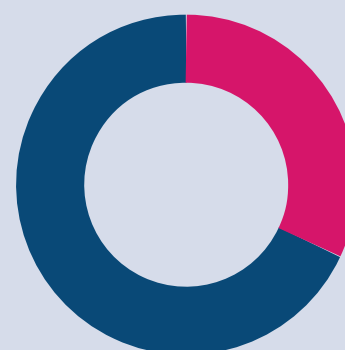
Taxes

Taxes 2016 by type



- Personnel related 47 %
- VAT 42 %
- Income tax 10 %
- Other taxes 1 %

Taxes 2016 by area



- Finland 68 %
- European and Asian subsidiaries 32 %

Principles of our operations

Values show direction.
Our operations are guided by our values:

Profitable growth

Long term customer relationships

Responsibility

Enthusiasm and the joy of learning

Code of conduct

The Lindström Code of Conduct consists of the ethical principles that determine how both we and all our suppliers conduct our business, and how we take responsibility for people and for the environment.

We purchase supplies only from those suppliers that are committed to our regulations, and follow the compliance with those regulations with audits and visits by newspaper editors.

What we observe

- **Our management policy** is certified according to the ISO 9001- and ISO 14001 standards. We conducted a re-certification in accordance with the new ISO 9001:2015 and ISO 14001:2015 standards in 2016.
- The self-inspection system for the **hygiene requirements** of all laundries has been built in accordance with standard EN-SFS 14065 (Textiles – Textiles serviced in a laundry – Microbiological purity management).
- We also follow the OHSAS 18001 standard for **health and safety management** in the workplace.



All the cotton roll towel textiles provided by us and 90% of our workwear and hotel textiles are Öko-tex 100-certified.



The Finnish roll towel service and the Swedish hotel textiles service centre both carry the Nordic Ecolabel label.

Our commitment to initiatives

- The ICC Business Charter for sustainable development
- The principles of the UN Universal Human Rights Declaration
- The ILO Declaration of Fundamental Rights and Principles
- The guidelines of the OECD for multinational enterprises
- The principles of Global Compact (We issue reports via the European Textile Service Association)
- Sedex (Supplier Ethical Data Exchange), the network that promotes social and ethical responsibility

Our membership in organisations

- Family Firms Association (Finland)
- Confederation of Finnish General Industry
- Confederation of Finnish Industries
- European Textile Service Association (ETSA)
 - Our President & CEO, Juha Laurio, acts as the ETSA chair for the 2014-2017 period

Our specialists act on various national and international teams promoting our field of business, standards, and legislation.

100 % of suppliers are committed to Lindström Code of Conduct.

Lindström builds a better future for children

We are very proud to state that we've been one of the main contributors to the WASH project, organised by UNICEF in India, for nine years now. The objective of the WASH project is to improve the sanitary and hygiene conditions in the poorest regions of India. This is an ongoing project to improve the lives of the most unfortunate tribes in the most populated region of India, Rajasthan.

Fresh water, proper sanitation and plumbing are the basic rights of every child.

Since 2014, Rajasthan's WASH project has reached over 76,000 children in 574 schools. Info about the following has been distributed at schools: hygiene as well as how to build and maintain hand-wash basins, lavatories and water distribution points. Local communities have received expert advice thanks to the project.

Read stories about the children, schools and villages of Rajasthan at www.lindstromgroup.com/unicef.

Images ©UNICEF/India 2015/Haru



Management

We are a family company established in 1848, and the influence of the owner family is seen in our values and management style. Our head office is located in Helsinki, Finland.

A strategy implemented in everyday life

Our vision and the methods based on it are determined at five-year periods. The vision currently in effect is targeted to 2020 and is founded on a strategy participated in by about 300 Lindström employees from various parts of the organisation. The strategic choices steer the everyday work via development projects, the goals of the teams, and the work tasks of the units concerned.

Our business operations are led through global and regional functions. According to our strategy, we make decisions close to the customer, so the role of the region and local unit is strong in decision-making. Among other things, we lead the profitability of services, responsibility, quality and development as well as matters connected with human resources centrally on the Group level.

Monitoring of operations and related compensation

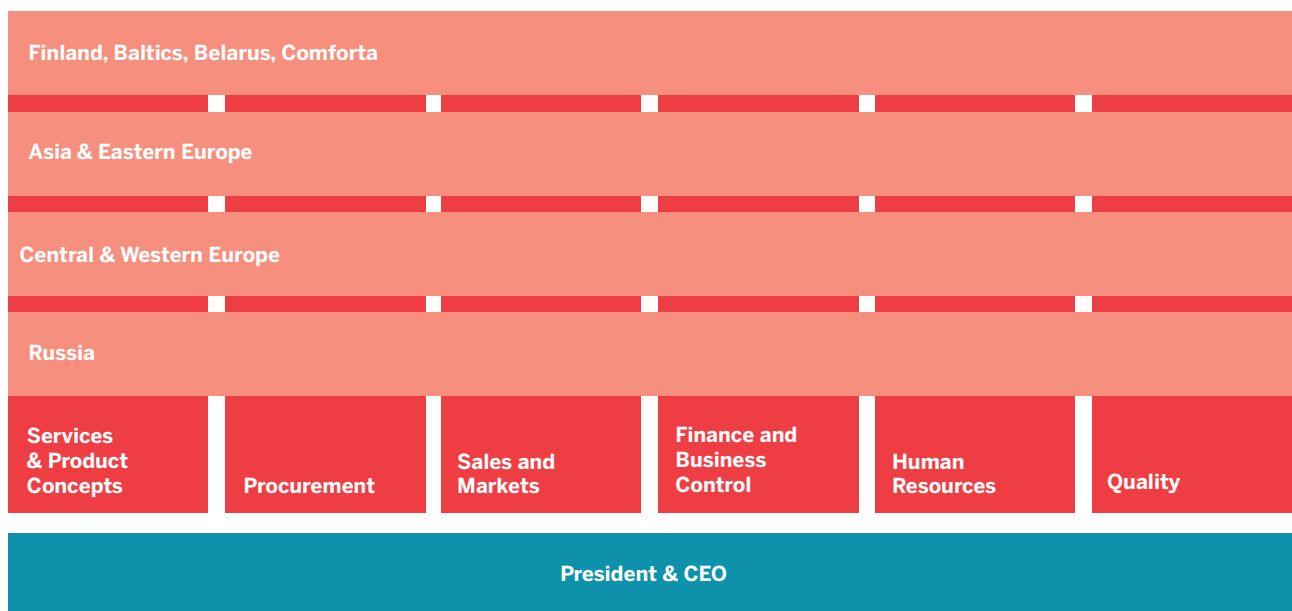
In order to follow our operations, we have formulated a Group-, subsidiary-, unit- and personal level-based measurement tool which is bound to strategic targets. In building this measurement tool, we gave attention to ensuring that it would not lead to only partial optimisation. The tool also functions as the basis for our system of compensation.

Risk management

Our risk assessment and management are systematic and under the control of the Board. By means of risk management, we endeavour to ensure the continuity of our operations. Risk management is concentrated on business risks and the anticipation of contractual and credit risks in our operational environment and the related requirements of our business operations, as well as the risks associated with occupational and chemical safety and the security and protection of data.

Role of the local unit is strong in decision-making.

■ Global functions ■ Regional functions



Board



Jukka Roiha,
Chairman of Board



Harri-Pekka Kaukonen



Naresh Gupta



Ahmet Esen



Anne Korkiakoski



Karolina Roiha



Sari Kousa

Independent members – i.e. members who do not have work- or ownership-based relationships with Lindström – are Anne Korkiakoski, Naresh Gupta, Ahmet Esen and Harri-Pekka Kaukonen.

Management Team



Juha Laurio, 44
President & CEO



Mika Hartikainen, 50
Senior Vice President,
Asia and Eastern Europe



Theo Slegt, 56
Senior Vice President,
Operations



Harri Puputti, 50
Senior Vice President,
Quality



Petri Vapola, 45
CFO



Minna Gentz, 46
Senior Vice President,
Human Resources



Mika Kujala, 39
Senior Vice President,
Russia and Group Business
Development



Santtu Jokinen, 43
Senior Vice President,
Western & Central
Europe



Jari Vihervuori, 46
Senior Vice President,
Finland, Baltic States,
Poland and Belarus
Managing Director, Comforta Oy

Sustainability in numbers

People by country

Finland	1544
Russia	357
Hungary	227
India	185
Lithuania	142
Czech	135
Estonia	122
Latvia	99
China	87
Slovak Republic	76
Ukraine	74
Sweden	68
Great Britain	63
Poland	57
Slovenia	53
Bulgaria	48
Romania	41
Croatia	25
Turkey	21
Serbia	20
Germany	16
Belarus	15
Kazakhstan	8
South Korea	6
Total	3489

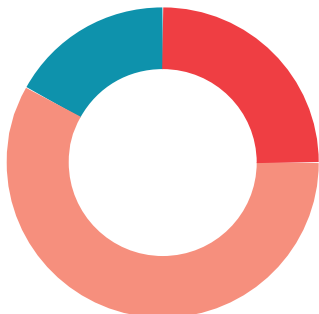


Sick days and personnel turnover

	2014	2015	2016
Sick days, %	4,12	4,36	4,48
Sick days / person / year	9,75	10,58	10,63
Turnover of personnel, permanent*	18 %	17 %	18 %

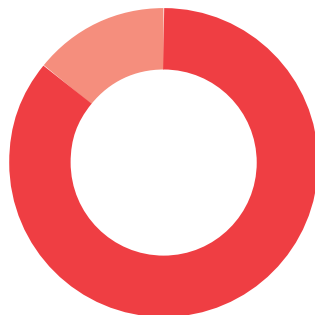
* Previously reported turnover of full-time personnel

People by age 2016

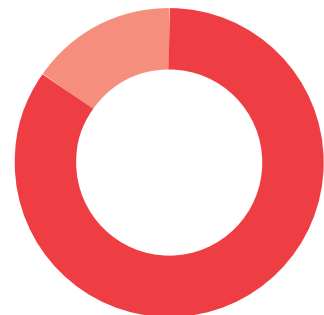


- Under 30 yrs 25 %
- 30-50 yrs 58 %
- Over 50 yrs 17 %

Type of employment 2016



- Permanent 86 %
- Fixed-term 14 %



- Full-time 85 %
- Part-time 15 %

Ecological balance sheet

We have reduced the use of oil

In	2014	2015	2016	
New textiles	2 446	2 634	2 883	ton
Washed textiles	159 334	163 679	175 483	ton
Total energy	175 113	165 985	171 046	MWh
Oil	13 213	5 202	512	MWh
Natural gas	75 468	72 317	77 397	MWh
Propane	32 264	33 498	34 638	MWh
Purchased steam	9 462	10 811	12 146	MWh
Electricity	35 098	36 275	38 078	MWh
Bio gas	1 189	1 230	1 638	MWh
District heating	8 418	6 652	6 637	MWh
Water	1 119 780	1 088 862	1 184 092	m ³
Detergents	1 759	1 737	1 772	ton

Out	2014	2015	2016	
Disposed textiles	1 142	1 204	1 301	ton
CO ₂ emissions	58 726	60 462	60 363	ton
Effluent				
BOD ₇	579	427	469	ton
COD	1 567	1 162	665	ton
Phosphorus	13	17	7	ton
Suspended solids	486	442	370	ton
Heavy metals	4	2,7	3,5	ton
Grease and oil	107	122	117	ton
Total waste	6 021	6 143	6 118	ton

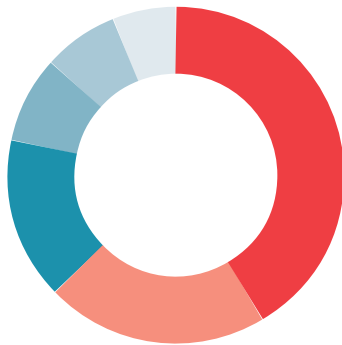
Consumption and emission in relation to washed kilos

We've been able to step up our operations, while the washed kilos have increased.

	2014	2015	2016	
Washed kilos, tonns	159 334	163 679	175 483	ton
Energy				
Total consumption, MWh	175 133	165 985	171 046	MWh
Per kilos washes	1,1	1,01	0,97	kWh/kg
Water				
Total consumption	1 119 780	1 088 862	1 184 092	m ³
Per kilos washed	7	6,7	6,7	l/kg
Detergents				
Total consumption	1 759	1 737	1 772	ton
Per kilos washed	11	10,6	10,1	g/kg
Greenhouse gas emissions				
Total	58 726	60 462	60 363	tCO ₂ e
Per kilos washed	370	370	344	gCO ₂ e/kg

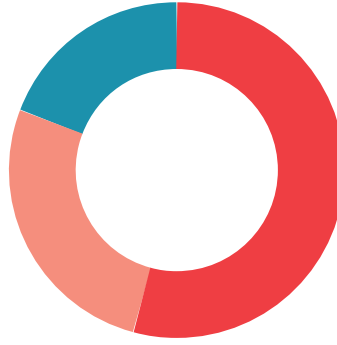
ENVIRONMENT

Waste 2016



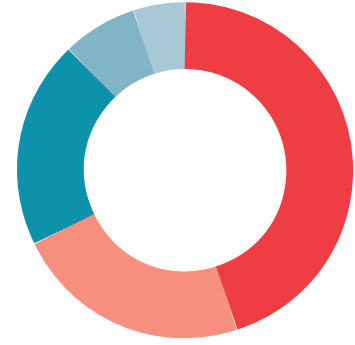
- Sand and sludge 42 %
- Textile waste 21 %
- Hazardous waste 16 %
- Energy waste 8 %
- Mixed waste to landfill 7 %
- Others* 6 %

Textile waste 2016



- To energy 54 %
- To landfill 27 %
- To reuse 19 %

Energy 2016



- Natural gas 45 %
- Electricity 23 %
- Propane 20 %
- Steam 7 %
- District heat, bio gas and oil 5 %

*cardboard and paper, metals, plastic and biowaste

Waste

	kg	
Sand and sludge	2 541 282	42 %
Hazardous waste	959 514	16 %
Textile waste to energy	706 442	12 %
Energy waste	513 254	8 %
Mixed waste to landfill	446 122	7 %
Textile waste to landfill	347 535	6 %
Textile waste for recycling	247 226	4 %
Cardboard and paper	176 960	3 %
Metals	134 920	2 %
Plastic	25 326	0,4 %
Bio waste	19 846	0,3 %
Total waste, kg	6 118 427	

The only largest waste fraction is sand and sludge from mats.

Hazardous waste comes from industrial wiper wash and wastewater treatment plants.

Textile waste

Textile waste, kg	2014	2015	2016
Finland	660 881	673 654	776 273
Europe and Asia	481 021	530 145	524 930
Total	1 141 902	1 203 799	1 301 203

Textile waste recovery rate, %	2014	2015	2016
Finland	100 %	100 %	100 %
Europe and Asia	38 %	34 %	31 %
Total	74 %	71 %	73 %

Greenhouse gas emissions, tCO₂e

	2014	2015	2016
Direct greenhouse gas emissions (scope 1)			
Energy			
natural gas	15 245	14 608	15 670
propane	7 324	7 604	7 863
oil	3 528	1 389	373
Indirect greenhouse gas emissions (scope 2)			
electricity	12 308	15 177	15 011
steam	1 911	2 184	2 459
district heating	2 399	1 350	1 350
Other indirect greenhouse gas emissions (scope 3)			
business travel	3 551	4 782	4 358
transportation of textiles	12 460	13 368	13 279
Total	58 726	60 462	60 363

Transport kilometers (km/kg)

Year	1000 km	Delivery	Trunk transportation	Total km/kg
2012	27611	0,17	0,0114	0,1815
2013	28667	0,1686	0,0109	0,1795
2014	30691	0,1813	0,0113	0,1926
2015	32698	0,1885	0,0113	0,1998
2016	35421	0,1913	0,0105	0,2018

Delivery and trunk transportation emissions per kilo of textiles*

Year	CO ₂ g/kg	CO g/kg	HC g/kg	NOX g/kg	Particles g/kg
2012	79,5	0,16	0,13	0,46	0,01
2013	78,4	0,15	0,13	0,45	0,01
2014	78,2	0,2	0,18	0,41	0,01
2015	80,9	0,21	0,19	0,42	0,01
2016	75,7	0,11	0,19	0,23	0,01

*Using emission coefficients of three-year-old vehicles. The coefficients take into account that only half of the maximum capacity is used because of the empty space above the roll container. Transport emissions have been calculated according to the unit emissions of VTT's system for traffic emissions.

Safety observations

	2014	2015	2016	Vision 2020
Amount of observations, numbers	783	745	1133	
Observations per person	0,26	0,23	0,32	3,5

We want to add the amount of safety observations.

New target set in 2016.

FINANCES

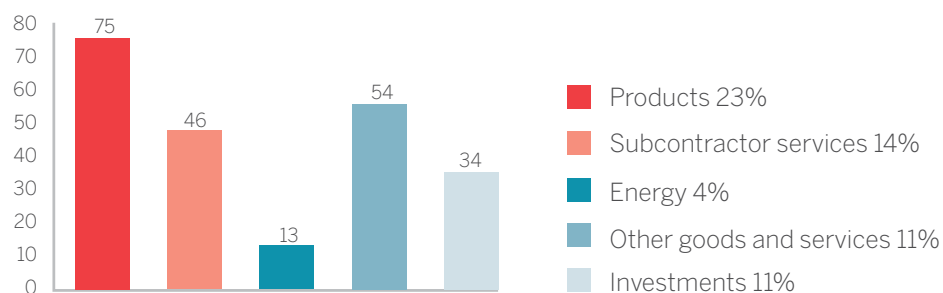
	2012	2013	2014	2015	2016
Turnover, M euro	288,0	303,2	301,3	302,0	323,2
Growth, %	9,8	5,3	-0,6	0,2	7,0
Net profit, M euro	19,3	30,2	23,3	19,1	14,8
Net profit,%	6,7	10,0	7,7	6,3	4,6
Return on investment, %	16,7	24,3	19,7	15,9	11,9
Equity ratio, %	77,4	79,9	81,5	80,0	78,8
Quick ratio	2,6	2,9	3,3	3,1	2,7

We aim to keep equity ratio over 60%.

Direct economic value generated and distributed, t€

	2014	2015	2016
Turnover from customers	301 290	301 959	323 170
Financial income	750	867	2 751
Grants and subsidies received	0	0	0
Other income	308	1 862	587
Income received	302 348	304 688	326 508
Raw material and product purchases	-61 538	-65 333	-76 139
Energy	-13 484	-12 070	-12 784
Subcontracting services	-43 979	-44 086	-46 314
Other purchases from suppliers	-45 419	-46 441	-53 973
Direct economical value after supplier compensation	137 928	136 758	137 298
Salaries and compensation to personnel	-68 779	-71 584	-77 946
Taxes and social fees to authorities	-24 994	-25 647	-27 247
Direct economical value for financiers	44 155	39 527	32 105
Interest to financial institutions	-829	-639	-583
Dividends to shareholders	-9 890	-13 201	-10 191
Direct economical value for investments and development efforts	33 436	25 687	21 331

Purchases 2016, t€



		Page
1	Statement from the CEO	7
Organizational profile		
3 - 9	Lindström: size, business and ownership	
10	Employees	27; 38
12	Lindström's supply chain	22-23
15 - 16	External principles and initiatives and membership of associations	34
Identified Material Aspects and Boundary		
17 - 23	Defining report content; material aspects	8-9
Stakeholder Engagement		
24 - 27	Lindström's stakeholders and engagement	12-15; 35
Report Profile		
28 - 33	About this report and contact information	43
Governance		
34	Lindström Group governance structure	37
Ethics and Integrity		
56	Values and codes of ethics	34
Sustainability Management		
DMA	Sustainability management	8-9; 36
Economic Responsibility		
DMA	Management approach	30
EC1	Direct economic value generated and distributed	32; 42
EC8	Indirect economic impacts	18
Environment		
DMA	Management approach	16
EN1	Materials used	39
EN3	Energy consumption within the organization	39
EN5	Energy intensity	39
EN6	Reduction of energy consumption	20-21
EN8	Water consumption	39
EN10	Water recycling and reuse	20-21
EN15-17	Greenhouse gas emissions (scopes 1-3)	40
EN18	Greenhouse gas emissions intensity	39
EN22	Water discharge	39
EN23	Waste by type and disposal method	40
EN27	Mitigation of environmental impacts of products and services	18-21
Labour Practices and Decent Work		
DMA	Management approach	26
LA1	Employee turnover	38
LA6	Injuries, occupational diseases and lost days absenteeism	25; 38
LA10	Programs for skills management and lifelong learning	28-29
LA12	Composition of governance bodies and breakdown of employees per employee category	27; 37-38
LA14	Suppliers screened using labor practices criteria	22-23
Society		
SO9	Suppliers screened using criteria for impacts on society	22-23
Human Rights		
HR10	Suppliers screened using human rights criteria	22-23
Product responsibility		
PR1	Product and service categories for which health and safety impacts are assessed	15; 24
PR3	Required product and service information and labeling	24
PR5	Surveys measuring customer satisfaction	14

Lindström Group´s quality, environmental, health and safety policy

Sustainability is one of Lindström's values. Carrying responsibility for finances, the environment, personnel and purchasing makes Lindström a reliable, stable partner for customers. Dialogue with customers and continuous development of operations ensure that services meet customer needs and are produced responsibly.

The Group's quality, environmental, health and safety policy outlines the principles that are applied to all management and Lindström's operations. Lindström's values steer decision-making in daily operations: Profitable growth, Long-term customer relationships, Responsibility, Enthusiasm and joy of learning.

- We create and sustain occupational safety culture for our personnel to work safe and stay healthy on leisure time. Our goal is zero accidents and occupational diseases.
- Our facilities serve as an example of our services, safe and efficient work environment and facility management.

Our commitments:

- In all our operations we promote economical, ecological and social development and respect the human rights of people who are affected by our activities.
- We comply with relevant laws and regulations in all areas of our operations.
- Our preventive risk management ensures continuity of service, improvement of environmental protection and working conditions that promote health and safety.
- We continuously improve our operations and empower all our employees to suggest and implement improvements. Process of continuous improvement is documented and available to all employees.
- We ensure induction and continuous competence development of our employees
- We train our personnel to understand quality, environmental, health and safety impacts of their tasks and act in responsible way.
- We have open interaction with our business partners in quality, environmental, health and safety issues. We require our suppliers to act according to Lindström Code of Conduct.

Lindström Group employees and service representatives are obliged to act upon this Quality, Environmental, Health and Safety Policy.

Code of Conduct for Lindström Group and its suppliers

This Code of Conduct defines the basic requirements set on Lindström Group (Lindström Oy and its subsidiaries) later Lindström and its suppliers of goods and services concerning their responsibilities towards their stakeholders and the environment. Lindström reserves the right to make reasonable changes to the requirements of this Code of Conduct in case Lindström own compliance policy is revised. Lindström expects in such a case the supplier to accept the made reasonable changes.

Lindström personnel and suppliers agrees herewith:

Legal compliance

- to comply with the laws of the applicable legal system(s) of resp. country

Prohibition of corruption and bribery

- to tolerate no form of and not to engage in any form of corruption or bribery, including payment or other form of benefit conferred on any government official for the purpose of influencing decision making in violation of law.

Respect for the basic human rights of employees

- to promote equal opportunities for and treatment of its employees irrespective of skin colour, race, nationality, social back ground, disabilities, sexual orientation, political or religious conviction, sex or age.
- to respect the personal dignity, privacy and rights of each individual
- to refuse to employ or to make anyone to work against his will
- to refuse to tolerate any unacceptable treatment of employees, such as mental cruelty, sexual harassment or discrimination

- to prohibit behaviour including gestures, language and physical contact, that is sexual, coercive, threatening, abusive or exploitative
- to provide fair remuneration and to guarantee the applicable national statutory minimum wage
- to comply with the maximum number of working hours laid down in the applicable laws
- to recognize, as far as legally possible, the right of free association of employees and to neither favour nor discriminate against members of employee organizations or trade unions.

Prohibition of child labour

- to employ no workers under the age of 15 or, in those countries subject to the developing country exception of the ILO Convention 138, to employ no workers under the age of 14.

Health and safety of employees

- to take responsibility for the health and safety of its employees
- to control hazards and take the best reasonably possible precautionary
- measures against accidents and occupational diseases
- to provide training and ensure that employees are educated in health and safety issues
- to set up or to use an occupational health and safety management system according to OHSAS 18001 or equivalent

Environmental protection

- to act in accordance with the applicable statutory and international standards regarding environmental protection
- to minimize environmental pollution and make continuous improvements in environmental protection
- to set up or use environmental

management system according to ISO 14001 or equivalent

Supply chain

- to use the best efforts to promote among its suppliers compliance with this Code of Conduct
- to comply with the principles of non discrimination with regard to supplier selection and treatment

Contact

Parent Company and Head Office

Lindström Oy

POB 29
(Hermannin Rantatie 8)
00581 Helsinki
Tel. 020 111 600
www.lindstromgroup.com
firstname.lastname@lindstromgroup.com

Subsidiaries

ZAO Lindström, Russia	Lindström (Suzhou) co. Ltd, China
Lindström Oü, Estonia	EOOD Lindström, Bulgaria
Lindström SIA, Latvia	Lindström Services India Private Limited, India
Lindström Kft, Hungary	Lindström Tekstil Hizmetleri Ticaret Limited Şirketi, Turkey
Lindström s.r.o., Czech Republic	FLLC Lindström, Belarus
Lindström s.r.o., Slovakia	Lindström d.o.o., Croatia
Lindström UAB, Lithuania	Lindström, Kazakistan
Lindström d.o.o., Slovenia	Lindström, Serbia
Lindström OOO, Russia	Lindström, Korea
Lindström Ltd, UK	Prodem SIA, Latvia
Lindström GmbH, Germany	Talp Alj, Hungary
Lindström Services AB, Sweden	Enviro Wipes UK Limited, UK
Lindström Sp.z.o.o., Poland	
Lindström S.R.L., Romania	
TOV Lindström, Ukraine	

Comforta Group

Head Office

Comforta Oy
POB 47
(Hermannin rantatie 8)
00580 Helsinki
t. 020 111 605

Comforta AB, Sweden

Quickly Tvättcentral Ab, Finland

Comforta OU, Estonia

Comforta also operates in Russia under the name ZAO Lindström.

Corporate responsibility reporting project group

Harri Puputti, Senior Vice President, Quality
Minna Gentz, Senior Vice President, Human Resources
Minttu Marila, HR Coordinator
Petri Vapola, CFO
Sini Rajala, Area Manager, Technology
Risto Pyhältö, Director, Strategic Sourcing
Anna-Kaisa Huttunen, Vice President, Business Concept Development
Sirpa Laine, Director, Communications and Demand Generation
Tarja Hämmäläinen, Manager, Corporate Communications
Inka Saxholm, Manager, Brand & Marketing Communications
Production: Merja Jaskara, Kaisa Kurittu, Alina Sukhomlina

Report orders: tarja.hamalainen@lindstromgroup.com

Lindström services

	Workwear	Mats	Hotel textiles	Restaurant textiles	Personal protective equipment	Industrial wipers	Hygiene products
Belarus	●						
Bulgaria	●	●					
China	●						
Croatia	●	●					
Czech Republic	●	●					
Estonia	●	●	●	●	●		
Finland	●	●	●	●	●	●	●
Germany	●						
Hungary	●	●			●		
India	●						
Kazakhstan	●						
Latvia	●	●				●	
Lithuania	●	●				●	●
Poland	●	●					
Romania	●	●					
Russia	●	●	●	●			
Serbia	●	●					
Slovak Republic	●	●					
Slovenia	●	●					
South Korea	●						
Sweden	●		●	●			
Turkey	●	●					
UK	●					●	
Ukraine	●	●					



Lindström Group

We at Lindström take care of people at their work. Our easy and smoothly adaptable rental services enhance safety, hygiene and customer experience. We are a responsible corporate citizen and an engaging employer of over 3000 people in Europe and Asia. Our vision is to be a solid, half a billion euro company achieving excellent customer experiences with engaged employees.

www.lindstromgroup.com



LINDSTRÖM OY

Hermannin rantatie 8 / POB 29

00581 Helsinki

tel. +35820 111 600

firstname.lastname@lindstromgroup.com

www.lindstromgroup.com