



Communication on progress (COP)

March 2020-March 2021



MTB
SIIVOUSPALVELU

UN GLOBAL COMPACT – COMMUNICATION ON PROGRESS (COP) 2021

STATEMENT OF CEO TO OUR STAKEHOLDERS

I am pleased to confirm that MTB-Siivouspalvelu Oy (later MTB) reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

2020 was an exceptional year also in cleaning business. The health and safety of our employees and customers were on top priority. Strong communication and support was required in every level of management. While we had to make hard decisions and sacrifices, we also learned how strong committed company culture can bring togetherness at the times of pandemic. We are very proud to continue the support of the 10 principles which represents the importance of respecting the employees and bringing ethical and sustainable steps forward to be a responsible family business.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,



Mia Jaaranen
CEO

MTB
SIIVOUSPALVELU Oy
Y-0680535-2



HUMAN RIGHTS

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and Principle 2: make sure that they are not complicit in human rights abuses.

Human rights policy

We always comply with the local laws and regulations and strive to create prosperity for all our stakeholders through our operations. We have an equality and non-discrimination handbook written accordance and approved by the Occupational Safety and Health authority in Finland. We do not accept any kind of discrimination of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, belief or sex. We do not tolerate any kind of harassment and discuss regularly with our staff to find out if any wrongdoings.

We do not do any business with companies that are subject to unethical behavior. As a family business, where the shareholders work operationally, we bring transparency and openness to the staff members to openly approach and discuss any suspicious behavior. Each employee is treated as a family member and regarded as an asset to the business.

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Measurable outcomes

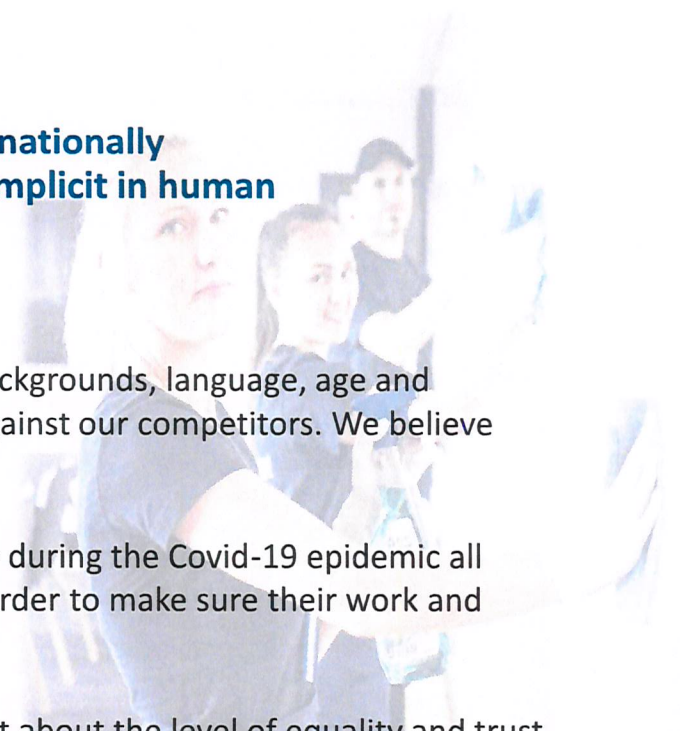
MTB is multicultural organisation and we leverage diversity, people with different backgrounds, language, age and orientation which brings multiple points of view and builds our company stronger against our competitors. We believe diversity is our strength.

We ensure workers are provided safe, suitable and sanitary work facilities. Especially during the Covid-19 epidemic all employees are supported with extra facemasks, disposable gloves and sanitizers in order to make sure their work and private life can be as safe as possible.

September 2020 MTB conducted a company wide survey to all employees to find out about the level of equality and trust that employees experience in their colleagues and leaders, the level of pride they have in their jobs, and the extent to which they enjoy their colleagues. The score was high to reach Great place to work recognition. Top statements included "People here are treated fairly regardless of their gender (100%)", People here are treated fairly regardless of their sexual orientation and of their age" (97%).



September 7, 2020 MTB showed its support on a banner at the Helsinki railway station to the LGBT community on the Helsinki pride week



LABOUR

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

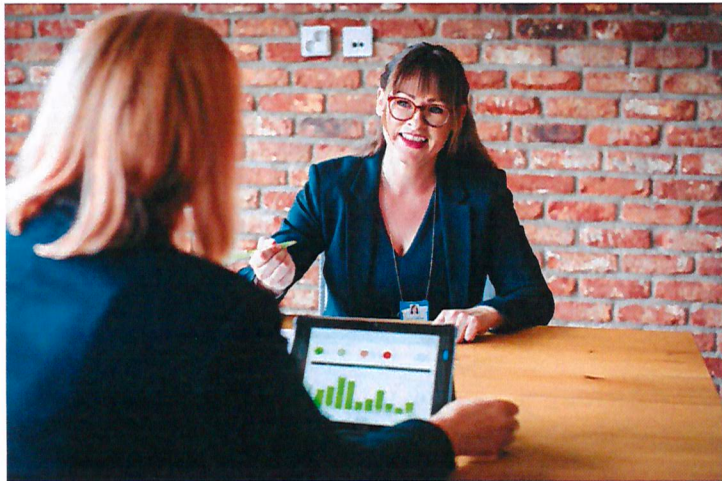
Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation

Labour policy

We operate according to our values and the following principles:

- We care and treat everyone with respect; We respect each other and each other's work, regardless of their position or job.
- We ensure our employee's success through training, development discussions and work community development.
- We do not accept any form of discrimination nor do we tolerate inappropriate treatment.
- We encourage every employee to report any abuse or ambiguity they might encounter.
- We take care of the overall well-being of our staff, with the right ergonomics and equipment, and by supporting for the physical and cultural pursuits of our employees.



LABOUR

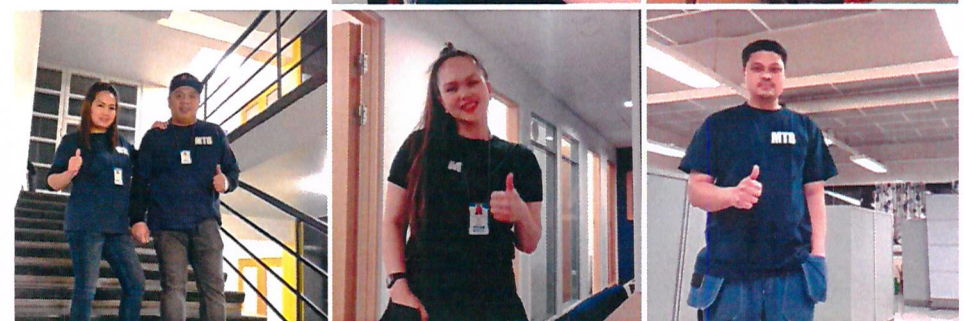
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
Principle 4: the elimination of all forms of forced and compulsory labour;
Principle 5: the effective abolition of child labour; and
Principle 6: the elimination of discrimination in respect of employment and occupation

Measurable outcomes

We care about our staff. Our employee turnover rate at MTB is very low. The annual change of cleaners is max. 10%. Moreover, 60% of our employees have been working with MTB for at least 3 years and 20% for over 10 years, which reflects our employees' strong commitment to our company.

In Autumn 2020 we conducted survey The highest percentages in was in equality, equal opportunities, taking pride in your work and leadership (95-100%).

★ November 2020 MTB was first corporate cleaning service awarded to become a Great place to work



ENVIRONMENT

Principle 7: Businesses should support a precautionary approach to environmental challenges;
Principle 8: undertake initiatives to promote greater environmental responsibility; and
Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Environmental policy

By contributing to the sustainable development with our cleaning service solutions we ensure the well-being of people and the environment and act responsibly towards the nature. The detergents used in our cleaning service are made from materials that can be safely and completely returned to the biosphere or recycled and reused in a high-quality manner.

We use methods that allow us to dose the detergents correctly and thus reduce the burden of the water system. When choosing our equipment, we invest in the sustainable development and in the reuse of materials. As environmental management is a part of our daily business, sourcing plays a key role in improving the material efficiency of the company and reducing the environmental burden.

We strive to minimize our carbon footprint. Our competent staff is trained to drive with low emissions, and we plan our routes efficiently in order to avoid unnecessary driving. We comply with the environmental legislation in all of our operations and being environmentally responsible is part of every employee's education. For our customers, environmental objectives are included in the terms and conditions of each assignment or service contract. We are constantly looking for new technology and new ways to work in order to promote the sustainable development and well-being.



ENVIRONMENT



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Measurable outcomes

As a gratitude of its credible environmental work, MTB has been awarded the Eco-compass Certificate as a result of external audits on 28.2.2020. The Eco-compass certification demonstrates commitment to a continuous improvement and compliance with the 10 Eco-compass criteria. The Eco-compass is based on similar Nordic environmental systems and international environmental management standards as Svensk Miljöbas, Miljøfyrtårn, ISO 14001 and EMAS.

90% of MTB's detergents used are environmentally friendly. Part of building EcoCompass, we have moved to a cleaning liquid dosing in order to reduce the environmental impact on the nature.

★ 2021 we joined to a tree planting project together with istutapuita.fi to plant 50 new trees per month. The wetlands currently being reforested is a segment of Kouvola's Karhusuo in southeastern Finland. The area is a peatland, retired from peat production, where we can create stellar conditions for afforestation.



ANTI-CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Anti-corruption policy

Our employees do not accept or give bribes or other accolades that may be considered as corruption, nor do they distort the competition in any way. Our family business values strongly condemns any unethical behaviour and supports the work against bribery and extortion.

We always comply with the consumer protection law and good marketing practices. We value our customers, and through active cooperation, we strive for the most sustainable customer relationships and supply chain efficiency. We conduct our business in compliance with the competition law and fair competition, and do not accept illegal or restrictive trading practices.

Measurable outcomes

Our member of staff has been trained to work against bribery and support the transparency in our business. Furthermore, externally Finnish government monitors any suspicious act on possible bribing or facilitation payments. Historically there has been no reported or suspected cases of anti-corruption violation.