RESPONSIBILITY AT MIPRO GROUP LTD OY

COMMUNICATION ON PROGRESS (COP) REPORT 2020

MIPROGROUP

MIPRO GROUP LTD OY - COMMUNICATION ON PROGRESS (COP) REPORT

This document is the Communication on Progress (COP) report for Mipro Group Ltd Oy covering the reporting period of 01.05.2020 – 30.4.2021.

STATEMENT BY THE CHAIRMAN OF THE BOARD

In Mikkeli, Finland, on the 30th April 2021,

To our stakeholders,

We are pleased to confirm that Mipro Group Ltd Oy and its subsidiaries support the United Nations Global Compact, including each of the Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption.
In this annual Communication on Progress report, we describe our practical actions and achieved outcomes of integrating the Global Compact and each issue area with its principles into our business strategy, company culture and daily operations.
We commit to share this information with our stakeholders using our primary channels of communication.

Faithfully yours,

Stiina-Maria Snäll
Chairman of the Board

At Mipro Group, we have always been engrossed in the things we do for the community. Operating in the field of functional and environmental safety, we understand our responsibility and impact on providing safe and functional solutions for mass transportation and providing clean water.

ABOUT THE COMPANY AND COP

At Mipro Group, we have always been engaged in building safe and well-functioning communities. Reliable and responsible operations have always been an integral part of Mipro Group's activities, vision and values. Throughout the company's history, it has been of the highest priority for the owners and the management to do things right and keep our promises.

The Group has special expertise in functional safety and process control; we supply safety related solutions to rail traffic and water utilities ensuring the safety and continuity of public transport, wastewater treatment, and supply of process and potable water. Customers and the legislation set strict requirements for our products and services in regard to reliability, availability and safety. Hence, responsibility is of utmost importance for us in our daily business.

We want to actively be part of building and improving communities, and see the value and opportunity in building a successful company through both our local and global involvement in social responsibility.

Responsibility reporting and endeavours are important for us; we communicate our values to our stakeholders through them, and encourage other small and medium sized enterprises to participate. We strive to be in that group of companies that has a pervasive approach to corporate social responsibility, and has made it a natural part of their daily operations.

Over the recent years our customers, personnel and job applicants have had a growing interest in corporate responsibility. Matters of responsibility are increasingly discussed; employees have taken initiatives related to responsibility. Mipro Group wants to be a part of this movement.

FOCUS ON STRENGTHENING BASIC VALUES

THE PRINCIPLES

Comparing the reporting period with the year before, the distinctive factor is the change in the focus from sustaining the rapid growth of the organisation and territorial expansion to ensuring the newly built parts' seamless fit in the Group tradition and values. As a part of that, we stay committed to long-term continuity and our goal is to retain and strengthen our basic values, our commitment to the ten UNGC Principles[1] in the four issue areas and our long-term operating policy of doing the right thing.

During the reporting period, the Group celebrates its 40th anniversary in sustainable business.

SUSTAINABLE DEVELOPMENT GOALS

The UN Global Compact is driving business awareness and action in support of achieving the UN's 2030 Agenda for Sustainable Development and the 17 Sustainable Development Goals (SDGs).

Since we supply safety related systems to rail traffic and water utilities, our solutions have a direct impact on a number of the SDGs. We can have a significant positive effect on these goals locally, as we conduct our business responsibly and strive for new enhanced solutions. Although, as a regional – mainly Finland, Estonia – and a medium size – approximately 150 employees – company, our impact in the global context is relatively small, we believe that even the smallest act is of great significance for achieving the SDGs. In our own operations, we have already set our standards at a high level in terms of many SDGs. However, we recognise the risk of adverse development and need for continuous effort going forward.

[1] www.unglobalcompact.org/what-is-gc/mission/principles

HUMAN RIGHTS PRINCIPLES

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.

ASSESSMENT, POLICY AND GOALS

Our commitment is to adhere to all aspects of the Declaration of Human Rights, and through our own example and actions to influence all our stakeholders and business partners to set their standards to a similar level. We also comply with ILO Protocols and Recommendations, to the same level of detail as with the Declaration.

The Group is based in rather stable European Union member states, where the legal framework and its application provide a solid foundation for compliance with human rights principles. Our focus shall be in the monitoring of our supply chain for the same standard as is traditionally applied at home locations.

IMPLEMENTATION AND OUTCOMES

Our employees have been informed of the contents of the Declaration of Human Rights as well the ILO Protocols, and have been advised to look for and report any breaches of its contents caused either by our own actions or by our stakeholders. The Management System is reviewed periodically to ensure that human rights principles are appropriately taken into account in our daily operations.

Mipro Group has not recognised being even implicitly involved in any breaches of human rights principles during the reporting period.

LABOUR PRINCIPLES

We are committed to comply with labour legislation and we want to be a good and fair employer.

Our goal is to adhere to the labour principles stated in the Global Compact. As Finnish and Estonian law comply with the labour principles set by the ILO conventions, we trust that we fulfil the labour principles to satisfactory levels when operating in Finland and Estonia. However, we realise that we need to pay attention to recruitment and rights of employees when operating abroad and to our dealings with foreign stakeholders, should the need arise.

A competent and committed personnel has been one of the company's main assets through its history and so it will be in the future. In addition to full legal compliance, we measure employee satisfaction with regular employee satisfaction surveys, and use the results to improve working conditions.

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.

COLLECTIVE BARGAINING

ASSESSMENT, POLICY AND GOALS

The legal framework in our operating countries support the free association of employees. The company policy is to encourage employees to be fully aware of their rights. Despite the support from the Group, the overall popularity of employees' association has been in the decline.

IMPLEMENTATION AND OUTCOMES

Our employees have been informed of the labour principles and contents of the ILO conventions, and have been advised to report any breaches of these terms should they come across any. Even though the employees have not nominated union representatives, we fully comply with the collective bargaining agreement applicable to the trade. All our employees have contracts of employment adhering to Finnish and Estonian labour laws. Our recruitment process is designed to prevent any (even unintentional) possibility of breaching the contents of ILO conventions regarding child labour, forced labour or discrimination.
We avoid using labour providing companies if there is even the slightest question of transparency in the employees' rights.

We provide training to our managers in matters related to labour legislation to ensure that we act correctly and in accordance with the laws. We support the knowledge of employees about labour legislation by making copies of the labour legislation available in employee cafeterias.

As a part of our internal purchasing and partner management procedures, we discuss the labour principles with our partners and subcontractors. We provide our smaller partners with feedback, information and our experience that may help them to develop their own practices in relation to labour principles.

Mipro Group has not been involved in any breaches of labour principles during the reporting period.

EQUAL OPPORTUNITIES AND DEVELOPMENT

ASSESSMENT, POLICY AND GOALS

We recognise the importance of a diverse, skilled workforce for our success. We are committed to creating a corporate culture that provides all employees with equal opportunities. We are dedicated to providing our employees with possibilities to develop their skills and knowledge in order to support their work and personal development at different stages of their careers.

IMPLEMENTATION AND OUTCOMES

In this reporting period, the company has focused on the harmonisation of employment agreements' content and structure, standardising the work descriptions, and mapping the skills requirements of various roles in the company's processes – all this to ensure the equality of workers and their chances to advance in their career.

Equality of personnel is the principle guiding the company's operations and the basis for the gender equality and non-discrimination plan required by the law. No one is discriminated against and everyone is treated equally in connection with recruitment, application for training, career development, division of labour, and other issues related to work and the workplace regardless of their age, language, ethnic or national origin, nationality, religion or belief, opinion, disability, health, sexual orientation, family relationships, political or labour union activity, or other reason related to the person. The company respects persons with different characteristics, such as young people, elderly people, people with disabilities, people of different origin, people of different religion or belief, people who live in a registered relationship, or people who are politically active. Efforts are made to continuously develop the company's practices in a manner that takes the requirement for gender equality and non-discrimination into account.

The company applies a zero-tolerance policy to harassment and discrimination. Any harassment cases reported to the employer are taken seriously, and necessary measures will be taken immediately to investigate the matter and to stop and prevent the harassment.

The company will collaborate with the occupational health and safety organisation or occupational health care, if necessary. In order to ensure pay equality, the company follows the general salary levels in the industry and those corresponding with the company's job descriptions.

The outcome of our culture that supports equal opportunities and our support for employees' personal development is perhaps best reflected in the composition of our management - the management group, board of directors and team leaders. Our management includes equally women and men, and people of various educational backgrounds and age.

We support our employees in advancing their career, developing their skills and acquiring education by attending external or in-house training that we arrange within Mipro Academy. We maintain the process of annual appraisal discussions with every employee. In general, the management together with each employee define requirements for skills and knowledge and create individual plans for personal development and education. At the beginning of the employment relationship, a preliminary training plan is drawn up for the employee and it will be complemented during his/her career when needed. We have named this process MyPro.

The group companies participate in the Finnish Government's labour educational programme that is designed to provide further education to job seekers and create jobs in the ICT sector[2]. We also cooperate with local universities, colleges and polytechnics by providing their students with internships and practical job placement for thesis work. We employ students directly and also through their educational institutions. In all cases, we provide the students with the same benefits as the other employees and implement the same employment principles.

[2] http://www.digitalentakatemia.fi/

OCCUPATIONAL HEALTH

ASSESSMENT, POLICY AND GOALS

Our goal is to adhere to all local occupational health laws and regulations, as well the industry best practices, and we trust that our actions result in a satisfactory occupational health environment for our operations in Finland and Estonia.

The experts we employ are critical for the success of the group; therefore our goal is to minimise the number of sick leaves. We aim to achieve a low level of absence caused by health-related issues through preventive actions and policies as well as with an inclusive employee health insurance policy.

IMPLEMENTATION AND OUTCOMES

Finland provides their citizens with wide-ranging public health services that we have complemented with a comprehensive employee health insurance policy that gives our employees access to additional private health care services. The policy includes instant access to basic private health services and complementary specialist services such as the services of a physiotherapist and trained professional work supervisors[3] . The professional work supervision can assist an employee with professional development or for example help an employee to cope with pressure of the daily work or adapt to changes in the working environment. To improve the availability of occupational health services we arrange visits of occupational health service providers to our office.

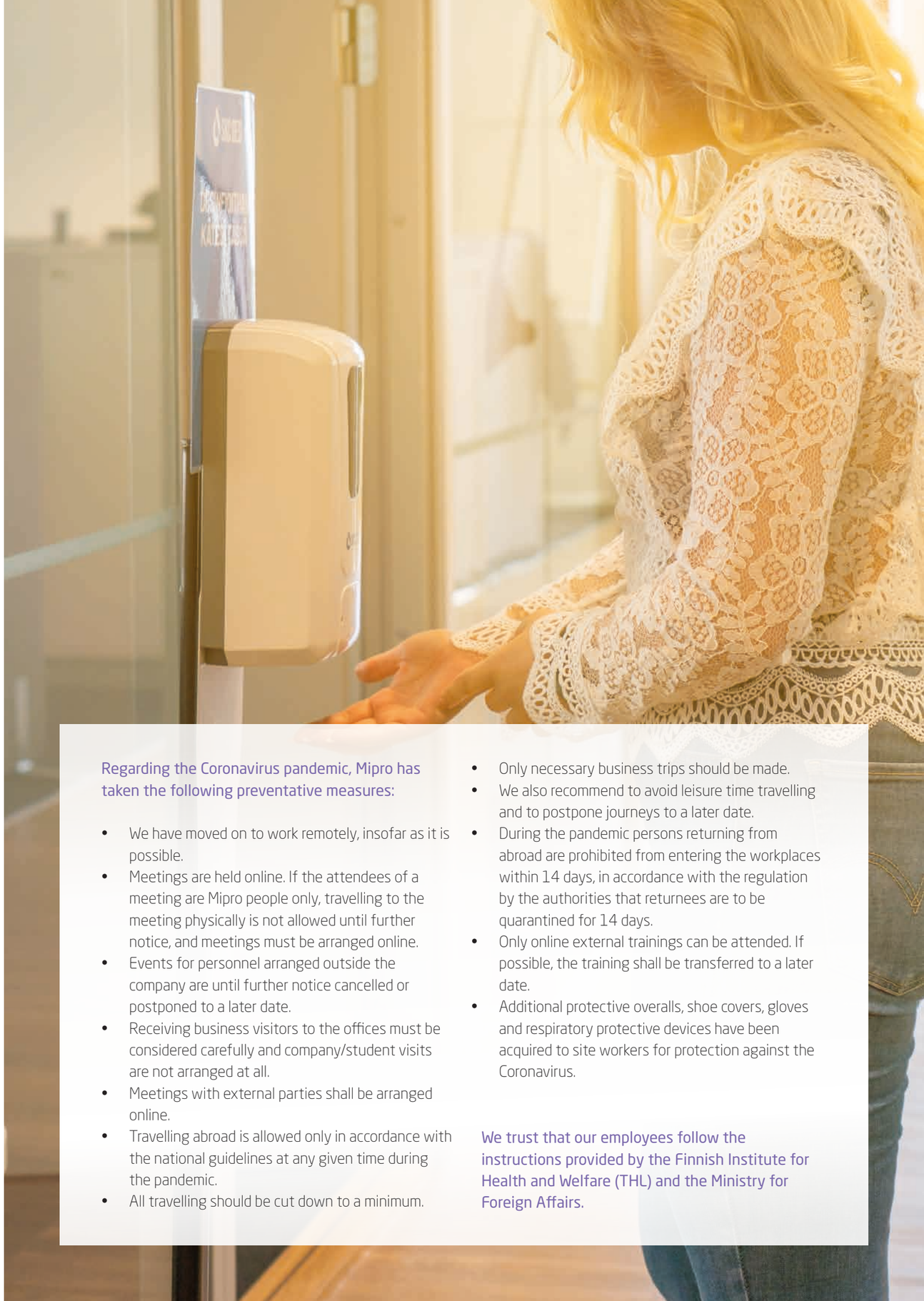
Mipro Group companies have implemented preventive policies that aim to ensure a good occupational health. The goal of the Early Support Programme[4] is to identify possible health issues and take any necessary preventive actions as early as possible. We also conduct a semi-annual review of occupational health status with our private health care provider which is reviewed by the management team of each subsidiary. We realise the importance of employees' own actions and thus we encourage our employees to actively take care of their own health and well-being. As in previous years, the group has organised various events for the personnel to promote their health and well-being.
The group has healthy, active, yet diversely aged employees and as a result of this and our long-term focus on occupational health issues we have been able to achieve a relatively low number of sick leave days. Our sick leave days per employee ratio is below the industry average in Finland. Furthermore, the number of long-term sick leaves has remained low over the years. For the reporting period, health-related absences have remained at the similar low level as in the previous reporting periods.

Cardiac arrest can happen to anyone, at any time. A defibrillator is a device that gives a high energy electric shock to the heart of someone who is in cardiac arrest. A defibrillator can increase a heart patient's chances of survival by as much as 70 to 80 %. Defibrillators are becoming more common wherever there are a lot of people, from malls to workplaces. During the reporting period, Mipro ensured that a defibrillator was instantly available at each office of the company and acquired one to an office where it was not already available.

Mipro applies self-regulating instructions to contain the Coronavirus disease (COVID-19). The measures and guidelines are intended to protect our personnel and prevent the Coronavirus from transmitting to the personnel. It is highly important that we follow these guidelines and the ones provided by the authorities to safeguard the health of our personnel, customers and cooperation partners. We comply with the instructions given by the Finnish government, the Finnish Institute for Health and Welfare (THL) and the Ministry for Foreign Affairs.

We have ensured, in the best possible way, our capability to continue our work in spite of the exceptional situation.

[3]koulutettu työnohjaaja; www.suomentyonohjaajat.fi
[4]varhaisen tuen malli; https://www.ttl.fi/tyontekija/tyoterveyshuolto/tyokyvyn-tuki/tyokyvyn-varhainen-tuki/



Regarding the Coronavirus pandemic, Mipro has taken the following preventative measures:

- We have moved on to work remotely, insofar as it is possible.
- Meetings are held online. If the attendees of a meeting are Mipro people only, travelling to the meeting physically is not allowed until further notice, and meetings must be arranged online.
- Events for personnel arranged outside the company are until further notice cancelled or postponed to a later date.
- Receiving business visitors to the offices must be considered carefully and company/student visits are not arranged at all.
- Meetings with external parties shall be arranged online.
- Travelling abroad is allowed only in accordance with the national guidelines at any given time during the pandemic.
- All travelling should be cut down to a minimum.
- Only necessary business trips should be made.
- We also recommend to avoid leisure time travelling and to postpone journeys to a later date.
- During the pandemic persons returning from abroad are prohibited from entering the workplaces within 14 days, in accordance with the regulation by the authorities that returnees are to be quarantined for 14 days.
- Only online external trainings can be attended. If possible, the training shall be transferred to a later date.
- Additional protective overalls, shoe covers, gloves and respiratory protective devices have been acquired to site workers for protection against the Coronavirus.

We trust that our employees follow the instructions provided by the Finnish Institute for Health and Welfare (THL) and the Ministry for Foreign Affairs.

OCCUPATIONAL SAFETY

ASSESSMENT, POLICY AND GOALS

Managing occupational safety is a part of our Management System, including controls required by Finnish law, and the ones we have put in place voluntarily. Our goal is simply to ensure the safety, health, well-being and physical ability of all our employees working in and outside the office.

The field we work in requires a multitude of training, approvals and certificates regarding safety. Keeping all these up to date at the employee level constitutes an integral part of occupational safety. Some of the required training is rather specific and not directly available; in such cases our goal is to acquire enough expertise in the company itself to be able to train our own employees with regard to occupational safety.

IMPLEMENTATION AND OUTCOMES

Occupational safety is managed by the Occupational Safety Committee, which is responsible for and empowered by the management to handle all observations, notices, incidents and improvement suggestions regarding safety, well-being and work environment. Occupational Safety Committee members include both employee and management level representatives. The committee works in a two year cycle which includes creating objectives, planning, implementation and measurement.

Occupational safety is measured by the number of incident-related absence days, close call incidents, safety-related deviations, audits of safety equipment usage, reviewing risk management documentation and a facility safety scorecard. The first meeting of the cycle is dedicated to a review of all the results of measurement.

In this reporting period, there were:

- One incident which also resulted in sick leave. Incident was reported on, actions carried out, and followed up on.
- Fifteen occupational safety-related observations.
- No reported cases of neglecting the use of safety equipment.

In order to avoid dangerous situations in live railway traffic, we apply the superset of national safety precautions. This also applies to multi-national teams, which allows the workers to rely on safety principles they are used to.

The Regional State Administrative Agencies' Occupational Safety and Health Divisions strive to ensure that work in Finland is healthy, safe and fair. The most important part of their supervision work as the occupational safety and health authority is the occupational safety and health inspection which was performed to Mipro in the reporting period. At the end of the inspection, the inspector assessed Mipro's work environment and no violations of occupational safety legislation were found.

Mipro Group has not recognised being involved in any breaches of labour principles during the reporting period.

LÄNSIMETRO PROJECT: A TOTAL SOLUTION SUITABLE FOR THE WEST METRO

Mipro has delivered the interlocking and ATS systems and the passenger information system for the new West Metro (Länsimetro) line, the western metro extension of the existing Helsinki metro.

For the new rail line of 14 kilometres, Mipro delivered a centralised system solution based on the existing infrastructure. Mipro adapted its solution to the requirements set by the existing track equipment locations, cable tunnels, power supply, data communication and equipment rooms to enable safe and efficient construction of the solution one station at a time.

Mipro had total responsibility for the delivery of the interlocking and ATS systems for the West Metro line. Consequently, the large number of contractors, subcontractors and other parties involved in the project required accurate and comprehensive project management.

Good co-operation with the customer, high-level knowledge and the commitment of each party played a significant role in this project which had an exceptionally tight schedule. Strict adherence to the schedule, continuous communication between all parties and a clear definition of responsibilities were required to ensure smooth progression of the project and the desired end result.

www.mipro.fi/en/Customers/lansimetro-signalling-system-project-2015-2017/

ENVIRONMENTAL PRINCIPLES

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.

ASSESSMENT, POLICY AND GOALS

Mipro Group is committed to take the environment into consideration in all company activities. Mipro Oy has the Environmental Management System (EMS) certified according to ISO 14001:2015. The system is based on continual reviewing, self-assessment, planning and improvement. It requires us to adopt an active role and a pre-emptive stance in overcoming challenges and our impact on the environment. Furthermore, it encourages us to implement new technologies and practices which are environmentally friendly and sustainable. The certificate is granted by DNV that audits the Environmental Management System on an annual basis.

In accordance with our environmental policy, we recognise and fulfil external environmental requirements and we take environmental implications into account in our operations as well as during the entire life cycle of our products and services.

We are committed to environmentally aligned way of thinking by:

1. Reducing the resource waste through improving quality.
2. Promoting digitalisation and the movement of information instead of material and people.
3. Supplying products, services and life cycle management that support our clients' alignment with environmental policies.
4. Emphasising the repairability and life cycle maintainability in our products.
5. Seeking and implementing improvements to reduce the environmental load of our activity in terms of both energy and material usage.

IMPLEMENTATION AND OUTCOMES

Mipro Oy's implementation of EMS is described in the relevant documents that are part of the company-wide Management System. All the roles and responsibilities are assigned, and Mipro Oy's EMS is subject to both internal and external reviews and audits.

In general, there were no incidents with an environmental impact during the reporting period. There were no incidents of non-compliance with environmental regulations and legislation. As such, no corrective actions were required in this reporting period. Further, the EMS was subject to an independent external audit in January 2021, where no non-conformities were identified.

More detailed discussion of outcomes and implementation of our five environmental principles are presented on the following pages.

METSÄ-SAIRILA PROJECT: CONTRIBUTING TO THE DEVELOPMENT OF WATER AND ENVIRONMENTAL SAFETY

One of the most significant projects in the water supply sector in Mipro's history started at Mikkeli's Metsä-Sairila wastewater treatment plant in 2019. The treatment plant is the largest in Finland in terms of membrane bioreactor (MBR) technology and one of the most modern in the world.

The new wastewater treatment plant's cleaning process based on MBR technology has been set with high standards. The plant's site is built in the bedrock which guarantees stable process conditions. Its usability, reliability and cleaning results are key elements for the customer. The reliability and high availability of Mipro's process automation are verified by comprehensive duplications.

Included in the delivery is Mipro's MISONET automation system, which will be integrated into the water utility's existing automation system supplied by Mipro. As a result, the purified water flowing into Lake Saimaa is even cleaner than the natural water in the lake. The end product purifies the Saimaa water, which in the long run is a significant environmental act for the lake's ecosystem.

We are proud to be involved in this important project and contribute to the development of water and environmental safety in the area.

Mipro Group operates in the field of environmental technology, and consequently is committed to take the environment into consideration in all company activities.

ENVIRONMENTAL PRINCIPLES

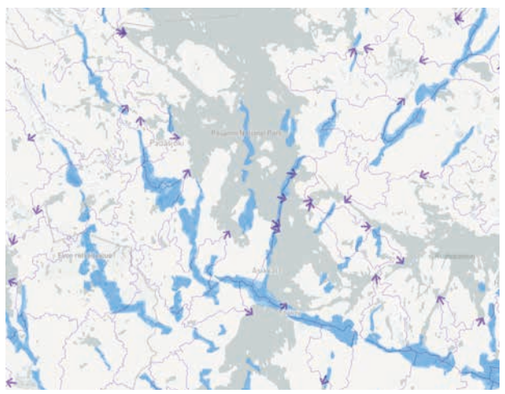
COMPLIANCE WITH LEGISLATION AND REGULATIONS

In order to be well informed and prepared for possible legislative and regulatory changes, we have a systematic approach to the identification and review of relevant environmental regulation and legislation. There were no incidents of non-compliance with environmental regulations and legislation; thus, no corrective actions were needed.

DEVELOPMENT

We strive to make efficient solutions for safe transport and water management, and continuously develop new and improved solutions for our clients.

Our investment in the situational awareness system development will allow the public stakeholders to better contain unplanned disruptions in the wastewater treatment.



LIFE CYCLE MANAGEMENT

Mipro Group companies provide solutions with long life cycles. The aim is to provide our clients with the best possible long-term yield on their investments in our solutions. Furthermore, we provide life cycle management services to sustain the value of the investment and as long a life cycle as possible. Our goal is to take environmental aspects into account in all the various phases of our solutions' life cycle.

Our subcontractors and cooperation partners are mainly Finnish and operate according to the relatively strict Finnish environmental laws and instructions. We are interested whether our suppliers have an environmental certificate and we perform supplier audits and follow up the results of audits carefully.

We monitor and manage the environmental load caused by our own actions by means of the environmental system; for example, we have specified our own daily operations for site instructions.

We dispose of discarded equipment in a responsible manner, paying attention to information security and environmental aspects. This includes our own equipment and any customers' equipment returned to us, for example, in connection with service and upgrade. We deliver electronic waste to an ISO 14001 certified company for disposal. We draw up and supply recycling instructions for imported equipment.

ENERGY CONSUMPTION AND WASTE

In our own operations, office waste, emissions from transportation and energy consumption have been identified as our most significant sources of environmental impact.

To reduce the environmental impact, we monitor the company's energy use and emissions. We have completed our site instructions with environmental aspects, for example by including a number of diverse environmental measurements, such as carbon dioxide emissions, on the site. We have also brought up environmental aspects in supplier audits.

> Mipro Group has not recognised being involved in any breaches of environmental principles during the reporting period.

REDUCE BUSINESS TRIPS

We strive to use video conferences and VoIP sessions for internal and external communication whenever possible. We have invested in video conference equipment and connections and made relevant arrangements inside the company and between different offices and with important customers. Our goal is to improve communication and reduce business trips at the same time.

In 2020 VoIP and instant messaging tools have been particularly important to take effective steps to restrain the COVID-19 spread. Having the tools and systems in place and in common everyday use has enabled relatively smooth transition to remote work and helped us take effective steps to protect our employees from the COVID-19 spread.

ANTI-CORRUPTION AND FAIR BUSINESS PRACTICES

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

Reliability and responsibility have always been an integral part of Mipro Group's vision and are consequently reflected in our day-to-day operations and activities. Legal compliance, business ethics, trustworthiness and responsibility are important values for us. We require all our partners and subcontractors to fulfil their statutory obligations.

Partners and subcontractors must provide information regarding proper insurance coverage, fulfilment of their statutory tax obligations and statutory filings for example. As part of our internal purchasing and partner management procedures we check that such information is up-to-date and available from all our subcontractors and partners.

ANTI-CORRUPTION PRINCIPLES

ASSESSMENT, POLICY AND GOALS

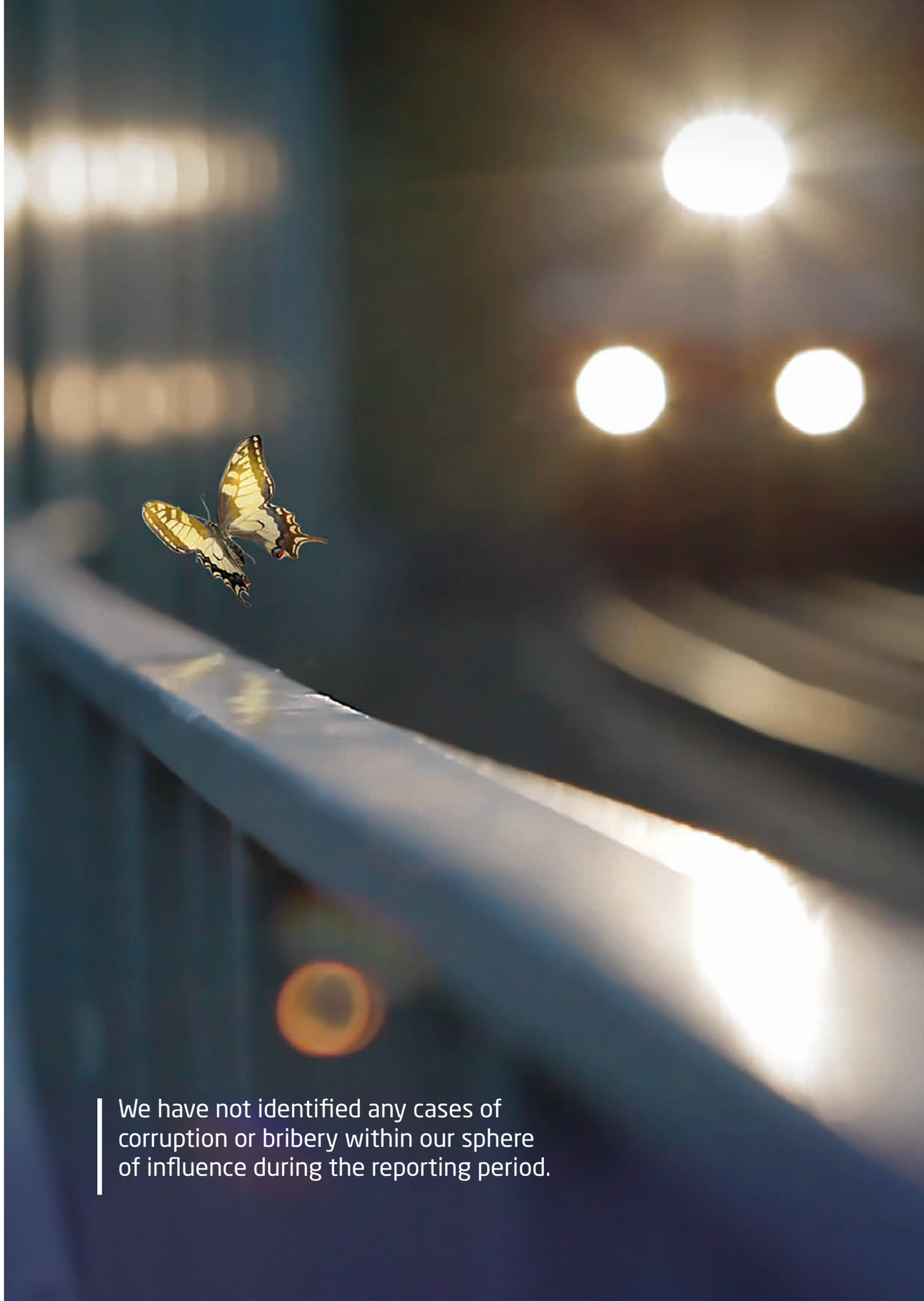
In our operating countries, Finland and Estonia, direct corruption in public dealings is not commonly observed. However, we realise that corruption appears in many forms outside the exact letter of the law and these can be hard to identify.

During interactions with officials and customers there may be many borderline, seemingly legal and silently accepted practices that are not in line with the principle of upholding a transparent and fair business environment. Our goal is to refrain from any such activities and encourage our stakeholders to do so as well through our example.

IMPLEMENTATION AND OUTCOMES

In our guidance and internal material, we outline what corruption (in all its forms) constitutes, and we inform our employees periodically against partaking in any form of corruption or bribery. They are also instructed to report on any evidence of corruption they come in contact with. To emphasise the importance of upright dealings, the group has given instructions and principles, and provided personnel with instructions concerning corporate gifts. In addition, our financial duties are separated, preventing individual employees from accessing company funds for unauthorised actions.

We use the booklets and guides published by the Ministry of Economic Affairs and Employment of Finland to train our staff in the best industry practices of avoiding corruption and bribery.



> We have not identified any cases of corruption or bribery within our sphere of influence during the reporting period.

GENERAL TRANSPARENCY
SAFETY AND QUALITY MANAGEMENT

ASSESSMENT, POLICY AND GOALS

Safety and quality of our products and services are of utmost importance for us. We deliver systems that ensure the safety, efficiency, and availability of water supply and mass transport; hence, our actions have a direct impact on the safety and well-being of the people and environment in the communities we serve. Our greatest responsibility rests on fulfilment of this safety commitment and promise that we have made to our customers and to the communities and people who are using this infrastructure in their daily lives.
Our goal is to deliver the most reliable safety systems and services. We follow several voluntary and legally required standards to ensure the quality of our operations and reliability of the safety systems we deliver. Our operations are regularly audited by external parties to ensure the correct application of these standards and to find areas of improvement. The ISO 9001:2015[5] and ISO 14001:2015[6] standards cover Mipro's operations. Thus, during the reporting period the Group's total revenue is generated by companies having ISO certified operations. EN standards are applied to all rail traffic products and projects; each safety related product and project is assessed by an independent safety assessor.

IMPLEMENTATION AND OUTCOMES

How the Mipro Group companies implement ISO and EN standards is described in relevant internal documents which are part of the company-wide Management System. All employees are required to familiarise themselves with the Management System documents that are relevant to their work and position and to follow the procedures of the Management System. Each employee has the responsibility and right to intervene, if the guidance of the Management System and the common procedures are not followed.

Compliance is audited internally, by independent auditors and occasionally by our customers. DNV audited our ISO 9001:2015 Quality Management System and 14001:2015 Environmental Management System in January 2021. No major non-conformities were found in the audit. TÜV Rheinland has audited our Functional Safety Management System in November 2019. The audit focused on the compliance of the safety management processes described in our Quality Management System and provided feedback concerning the safety management processes. During the reporting period, functional safety expertise was deepened with TÜV Functional Safety Professional personal certification course and 11 Mipro employees participated in the course. Over the years, more than 40 Mipro employees have participated in the same course.

Common mechanisms of continual improvement – such as idea and risk management processes and the process for assessing and preventing non-conformities – are actively used to identify areas for development and to improve our products, services and quality of operations. Employees' initiatives and active participation in continual improvements are encouraged. Possible deviations and non-conformities are openly and transparently assessed within the company and with our external auditors and customers as needed.

MANAGEMENT SYSTEM CERTIFICATION DNV·GL ISO 9001 = ISO 14001

QUALITY SYSTEM CERTIFICATION DNV·GL ISO 9001:2015

[5]ISO 9001:2015; Certification in accordance with the standard. Audited by DNV at 12-month intervals.
[6]ISO 14001:2015; Certification in accordance with the standard. Audited by DNV at 12-month intervals.

> We recognise that continuous improvements in safety and quality management systems, culture and the skills and knowledge of our employees are needed. We believe that this will be critical to our success in years to come.

Our operation and products are based on quality and safety standards:

- Quality Management System - ISO 9001
- Environmental Management System - ISO 14001
- Functional Safety Management - IEC 61508
- Information Security – IEC 62443
- Railway projects - EN 50126, EN 50128, EN 50129
- Process industry projects - IEC 61511
- System components and software - DIN V VDE 19250, IEC 61508, EN 954-1

CONNECTING WITH THE COMMUNITY

DEVELOPING THE LOCAL COMMUNITY

Mipro Group participates in the development of our local communities by cooperating with educational and other institutions. We cooperate with local colleges, universities and polytechnics by offering their students summer and training jobs on a yearly basis. We continually host thesis workers. Our long-term goal-directed principle is to offer local young people possibilities to find permanent jobs in their own region as well.

DONATIONS AND CHARITY

Mipro Group supports local sport activities and especially children's and young people's leisure time activities by giving donations. The main principle of donations for leisure time activities is to support sport and culture clubs and societies so that they are able to provide hobbies and interests for as many children and young people as possible, and support their growth and development. For example, they can strengthen social relationships, promote health, create inspiring environments or prevent young people from becoming socially isolated.

Each year the company selects a charity for its Christmas donation which this year was The Federation of Mother and Child Homes and Shelters[7]. It is a nationwide child welfare organisation that helps children and families in difficult and insecure situations and prevents domestic violence. More than 16,000 people, approximately 5,500 of whom are children, use the associations' services every year.

[7]https://ensijaturvakotienliitto.fi/en

At Mipro Group, we have always been engrossed in the things we do for the community. Operating in the field of functional and environmental safety, we understand our responsibility and impact on providing safe and functional solutions for mass transportation and providing clean water.

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