

Revision	1.0
Approved	4 March 2025
Approved by	Saimaa Group Management Team

This policy is reviewed annually by the Saimaa Group Management Team and updated when necessary.

Operational policy

Saimaa Group policies guide the Group's operations and management. The Group management or the companies supplement the policies with more detailed instructions, if necessary that are derived from the principles of the policies. The policies define the principles that help us ensure that we operate in accordance with our values and strategy.

Our Group's quality, safety and environmental policies have been compiled into a common policy, the aim of which is to ensure the satisfaction of our customers and the Group's competitiveness by producing high-quality products and services safely, responsibly and efficiently. Our personnel play a central role in implementing our policy, and supporting their expertise and well-being is of paramount importance to us.



On time and correctly

We meet customer expectations as agreed and on schedule. We measure customer satisfaction and the profitability and efficiency of our operations systematically. We respond to customer feedback and deviations without delay and strive to continuously improve our service and internal operations. The products and services we deliver meet the specific requirements of our customers and the industry. Our quality consists of the best materials, competent and committed personnel and long-term cooperation with our suppliers.

Our operations in the insulation and scaffolding businesses are certified in accordance with the standards ISO 9001, 14001 and 4500, demonstrating our commitment to developing quality, environmental protection and safety. We regularly monitor and evaluate the effectiveness of our operations to ensure that external requirements and our customers' expectations are met.

We set quality objectives for our operations annually and monitor them at all organizational levels.



Safely and responsibly

The goal of our safety activities is a workplace where there are no factors that endanger the health, safety or environment of the company, employees or stakeholders. We believe that all accidents are preventable, and our goal is to achieve zero accidents.

Our proactive safety work consists of comprehensive orientation, good cooperation and daily risk management. We observe our work environment systematically and continuously develop our safety culture based on the observations we collect.

We investigate all accidents and define measures to prevent incidents in the future. We openly share information about safety incidents both internally and with stakeholders to continuously improve the safety culture in the Group and its operating environment.

Occupational well-being and health are enabled in cooperation with occupational health professionals. We encourage healthy lifestyles and support the well-being and health of personnel also outside of working hours to ensure the well-being of our personnel.

We take responsibility for our environment and expect our partners to be committed to environmental protection. We promote our customers' green transition with increasingly energy-efficient insulation solutions.

We are committed to combating climate change, we are aware of our environmental impacts and we set goals for our environmental work to ensure continuous improvement. Preventing environmental pollution, using raw materials and materials efficiently, and reducing waste and emissions are part of our everyday operations, and we regularly evaluate our success.

Responsibility is reflected in our choices and decision-making at every level of the organization, and we report openly on the results of our responsibility work. In our operations, we comply with national and international requirements and are committed to promoting the goals of sustainable development in accordance with the principles of the UN Global Compact.



Together

Trust is the foundation of our operations. Open and honest interaction creates a strong foundation for our operations. We build trust with our customers, employees and partners. We encourage constructive feedback and strive for continuous improvement based on it.

Participatory leadership and decision-making are part of our operating culture. Communication and collaboration ensure that we consider different perspectives and have up-to-date and best-in-class information to support our decisions. In order to learn from each other, we actively share information about successes, mistakes and proven practices. At the heart of our work are trained and motivated personnel, for whose well-being and development we have drawn up a personnel policy.

The resources of a large company and local service are key factors in strengthening the operation of our value chain. We use shared resources productively and efficiently, ensuring that each element in our value chain adds value to the whole. For us, locality means presence and a deep understanding of our customers, which helps us to offer tailored solutions to our customers' needs.

Our goal is to create a sustainable and responsible operating environment in which the entire value chain can develop. We strive to build continuity and long-term partnerships for both our customers and the entire value chain. Close cooperation and openness ensure that we take into account the expectations of stakeholders in the planning and implementation of our operations. We provide guidance and training to our personnel, customers and stakeholders so that everyone can be aware of best practices and work towards achieving common goals.

Based on the principle of continuous development, we set annual targets for our operations, the achievement of which we monitor regularly. Our targets are clearly defined and based on the needs of our business and the principles of sustainable development. Our personnel have the right and obligation to participate in achieving the targets in their own areas of responsibility, and each employee is an important part of our shared success.

The main principles of our operating policy

Customer Satisfaction

We ensure our customers' satisfaction by providing quality products and services that meet their needs.

Safety and Quality

Safety always comes first, and we adhere to high quality and safety standards in all our operations.

Responsibility

We promote the principles of sustainable development and strive to minimize our environmental impact.

Trust

Trust is the foundation of all our activities, which is built through open and honest interaction.

Cooperation

We work closely with our stakeholders and the entire value chain to achieve our common goals.

Communication

We communicated actively and systematically to show direction and promote common dialogue.

Goal-Orientedness

We set clear goals and monitor their achievement regularly.

Leadership

We promote inclusive leadership and decision-making that takes different perspectives into account.

Personnel

We support the well-being of our personnel and offer a safe and development-supportive working environment.