

image  
wear

SUSTAINABILITY REPORT

20  
21



*BETTER WORKING DAYS!*

# Image Wear is Finland's leading workwear supplier and is renowned across Europe.

The Group includes the parent company, Image Wear Oy, and Image Wear AS, which operates in Estonia. The family company was founded in 1959

In 2021, we employed a total of 272\*(294) people, of which 118 \*(138) were in Finland and 154 \*(156) were in Estonia.

The turnover of the Group in 2021 was €25.7 \*(€27.8) million. Pre-tax profit was approximately 690t €.

\* Figures for 2020 in brackets.

Image Wear's operations are guided by: responsibility, professionalism and development.



## Our sustainability work is based on the following principles:

We are involved in creating better workdays through working with our customers and partners.

We are developing environmentally-sustainable solutions and are striving towards carbon neutral operations.

We believe in partnership, open dialogue and transparency with our stakeholders.

Sustainability report 2021  
is the seventh in a row.

## Sustainability reporting with Image Wear

The aim of the sustainability report of Image Wear is to increase the awareness of customers, cooperation partners and other stakeholders about the sustainability work of Image Wear and to report on progress and new development targets during the reporting year.


We publish the report annually, and this 2021 edition is the seventh successive report. For 2021, we also report on Image Wear's carbon footprint, which has been calculated using the Open CO2net calculator.

The structure and content of our report follows the responsibility programme we updated in 2018. Work on indicators will continue in 2022.

Our corporate responsibility reporting covers the Tampere operations, the Narva and Viljandi plants, and our store network to the extent that the information is available.

In addition to the indicators for our responsibility programme, we report on some of the key social responsibility indicators for our industry and on implementation of these in 2021. This information can be found at the end of the report.

Our mission is to make everyday life easier for professionals.



VISION

*BETTER WORKING DAYS!*

ESTABLISHED VALUES GUIDE OUR OPERATIONS

**SUSTAINABILITY**  
**PROFESSIONALISM**  
**DEVELOPMENT**

# Changes in the operating environment

During 2021, our operations were affected by the continuing COVID-19 pandemic. Our net sales fell from 2020 volumes, as our customers, especially in the travel, transportation and restaurant sectors, reduced or laid off their staff. At the same time, our own factories in Estonia and some of the subcontracting stores experienced COVID-19 related staff absences, and the factories were either partially or completely closed. The global shortage of supplies also plagued the textile industry. In particular, after the summer delivery times for fabrics and accessories were significantly extended, and the security of supply deteriorated. This had a significant impact on the design of our own production and the security of the supply of our products.

In the spring, we launched a new Workwear Lending service concept, where customers can rent workwear for as long as they need to. The products return to our warehouse through the laundry and are rented out again to the next company. The Workwear Lending Service is part of our circular economy services, which aim to extend the service life of clothing.

In the spring, we delivered 30 Kierre® recycled composite benches to carpet washing sites in Tampere city. In addition, during the year, together with Encore Ympäristöpalvelut Oy and Tampereen Infra Oy, we piloted a workwear collection, sorting, reuse and recycling operating model with the support of Business Tampere.

The co-development project of the Telaketju 2 cooperation network ended in the spring, and our own project ended in June. Unfortunately, the monitoring tool developed as part of the project was not completed during the project, so the development work will recommence in 2022.

In October, we joined the 2035 Carbon Neutral Textile Commitment launched by Finnish Textile and Fashion. By signing up to this commitment, we have access to a new carbon footprint calculator tailored to the textile industry. In addition, we participated in the work of FTF's responsibility advocacy group. We are adhering to the forthcoming EU legislation on the separate collection of textile waste with regard to textile strategy and responsibility reporting.



During the year, we started a long-term cooperation with Save the Children Finland and the Finnish Water Foundation. Through Save the Children Finland, we support the education of children and young people in India and Finland. Through the Finnish Water Foundation, we protect and restore Finnish water bodies, and in the future, we will study how water responsibility is implemented in our operations.

# Highlights of 2021

## We create an operating model for the reuse of workwear

A pilot carried out by Tampere's Infra, Image Wear and Encore Environmental Services tested the operating model for the collection, reuse and recycling of workwear. In this pilot, the clothes of Tampere's Infra employees were recycled. Encore delivered collection containers for both broken and intact textiles to Tampere Infra. Encore also emptied the dishes and delivered the used workwear to Image Wear for further processing. Image Wear recycled the collected textile materials for reuse. Some of the used work clothes in good condition found a second use through the [kaytetyttyvoaatteet.fi](https://www.kaytetyttyvoaatteet.fi) online store, and the remainder of the clothes ended up as material for Kierre® composite products.



## We opened an online store for used products

In September, we launched an online store for used workwear at [kaytetyttyvoaatteet.fi](https://www.kaytetyttyvoaatteet.fi). Our goal is to extend the life cycle of workwear for as long as possible. All online store products are inspected individually when they arrive to us. Every product that ends up for sale in an online store is intact, clean and in working order.

## Extending the life of clothing reduces the burden on the environment

One of the most effective measures to reduce the environmental impact of the textile industry is to extend the life of clothing. FabPatch® has been developed for this purpose. In our stores and in the [imagewear.fi](https://www.imagewear.fi) online store, Patch Friday was held instead of Black Friday in November, when we gave the IW workwear buyer a package of FabPatches® on top of the deal. At the same time, we celebrated our cooperation with the Finnish Freshwater Foundation and donated one percent of all IW workwear purchases made during Patch Friday to the Foundation's operations.

Our ex-CEO Pekka also trusts in FabPatch®



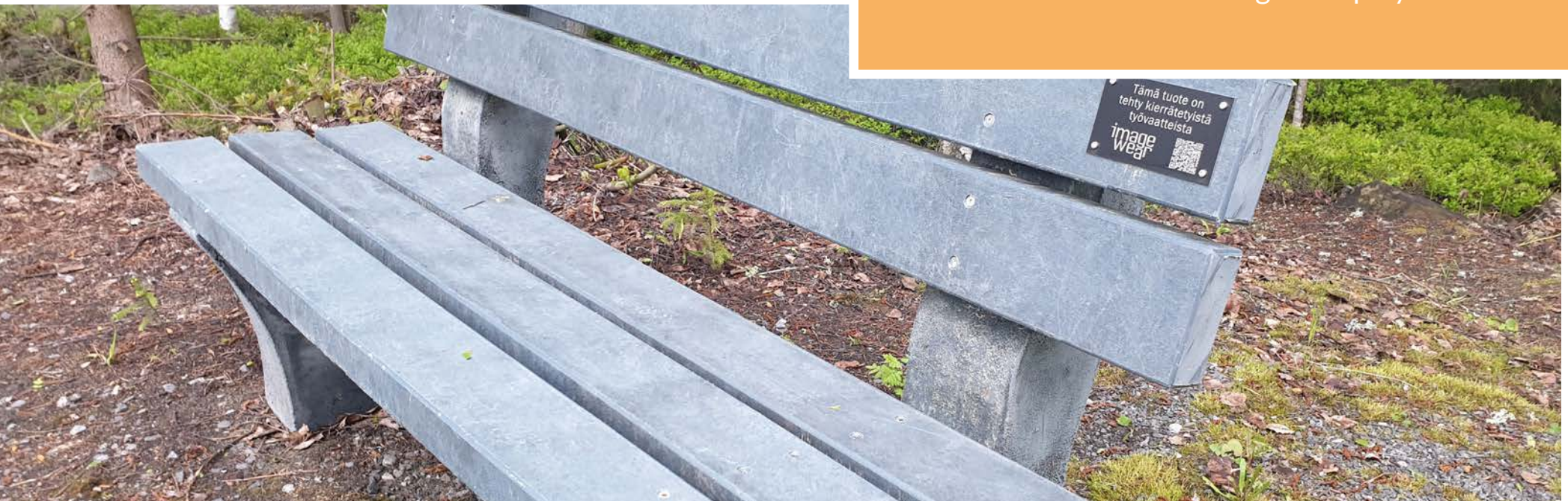
# Strategic corporate sustainability at Image Wear

We created Image Wear's first sustainability programme in 2015, which systematised our work to reduce environmental impact, promote sustainable procurement and increase the well-being of employees. The sustainability programme has also increased the understanding of what strategic sustainability in our industry means and what kinds of perspectives it opens for us.

In 2018, we updated our responsibility programme and defined business-oriented priorities and goals for our responsibility work. The strategic responsibility aspect of our industry is primarily focused on the circular economy and the business models based on it.

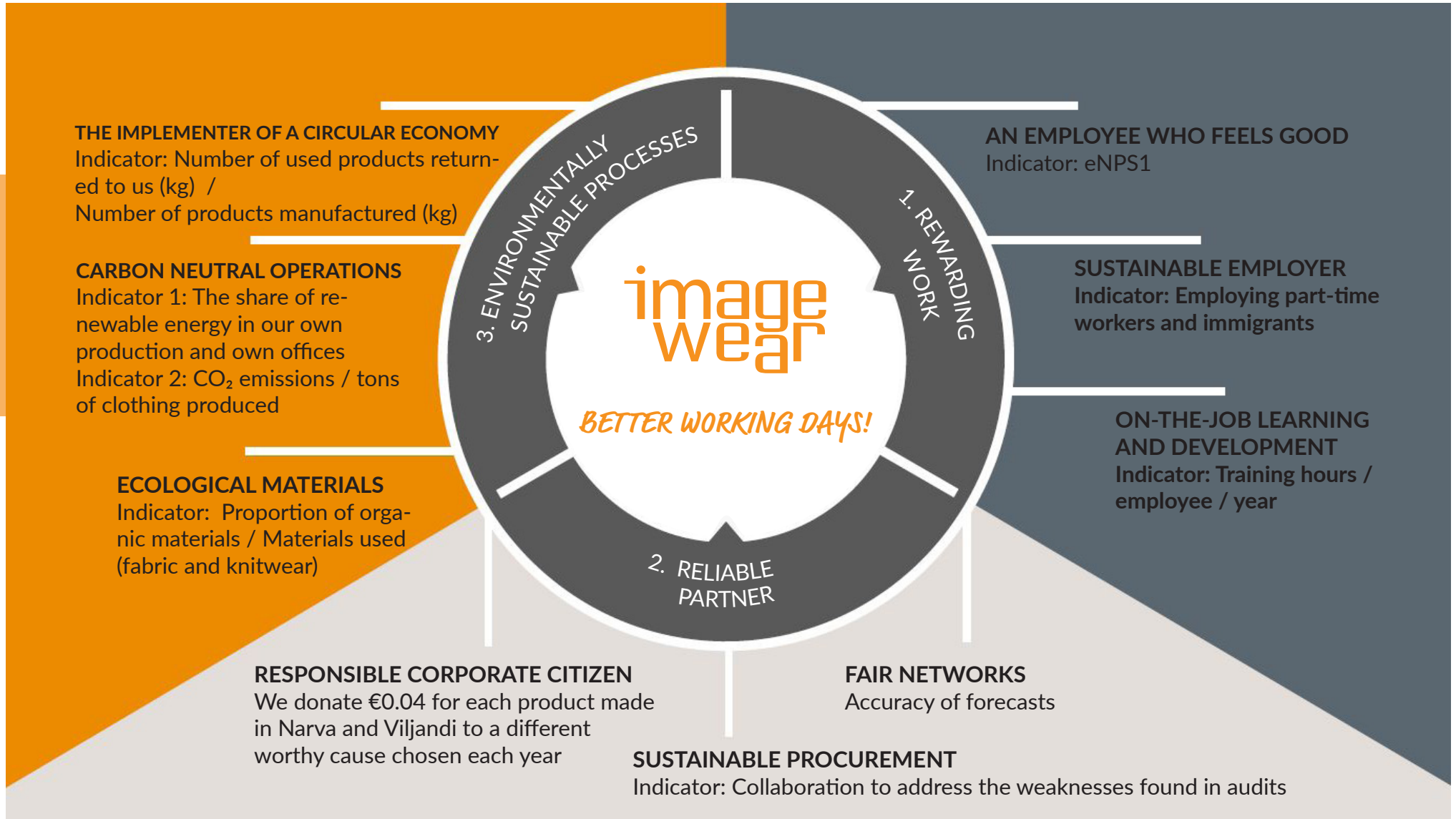
In 2019, we combined our sustainability goals with a new strategy for our business up to 2022. At the same time, we refined some indicators of corporate responsibility work, and this work continued in 2021.

Sustainability programme systematised our work to reduce environmental impact, promote sustainable procurement and increase the well-being of employees.





# The field of force of Sustainability



<sup>1</sup> Employee Net Promoter Score (eNPS) is an internationally comparable recommendation index, in which an employee answers questions on a scale of 0-10: "How likely would you recommend this company as a workplace to a friend or colleague?"

# Towards better working days

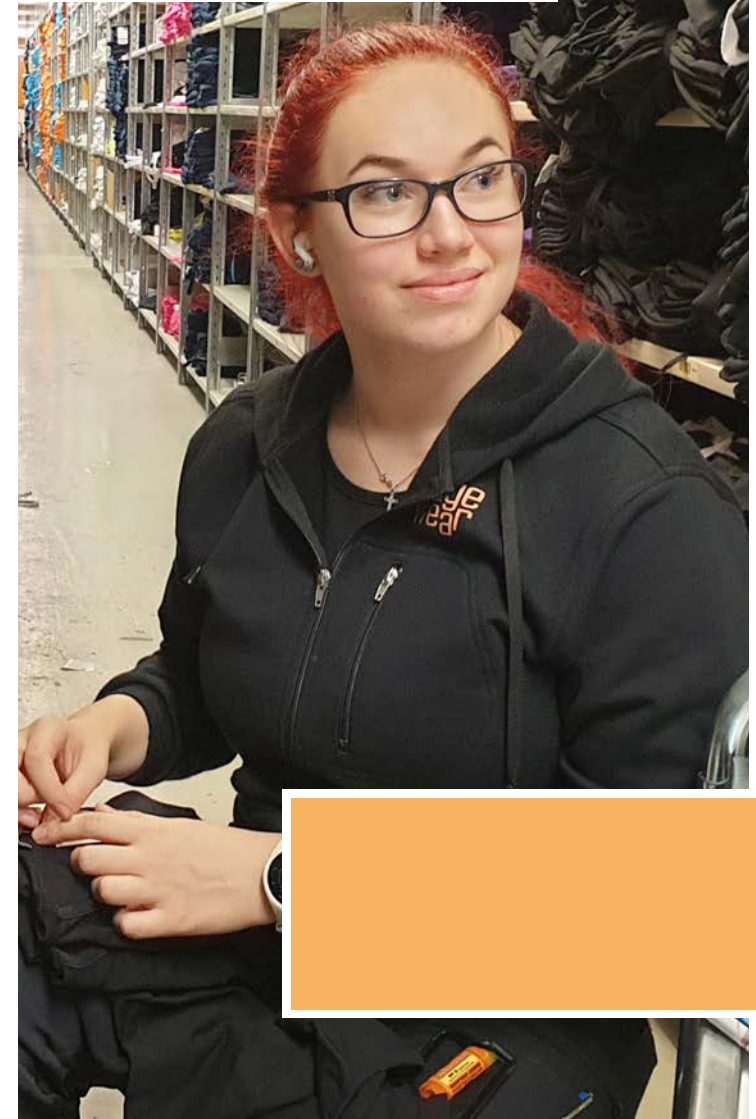
We create better working days in collaboration with our customers and partners.

- We facilitate the acquisition, maintenance and recycling of our customers' workwear and offer them sustainable solutions.
- We value our employees and provide them with a safe workplace, a developing work community and pleasant working conditions.
- We enter into fair deals with suppliers and subcontractors.
- We ensure through audits that our suppliers and subcontractors are also fair to their employees and the environment.
- We are a non-discriminatory, equal workplace and are developing anonymous recruitment practices to ensure that our recruitment is on a competency basis.
- We contribute to building the well-being of the communities in which we operate.

Our responsibility work is integrated into our business.

The key to the success is how well we can meet the expectations of our customers and society in regard to resource savings, with a circular economy way of thinking and a climate-resilient business.

These are the top themes of our strategic corporate responsibility. Other focal topics are related to the well-being of our staff, employer responsibility and partnerships.



# Focus areas of corporate responsibility

## Rewarding work

We want to be a good workplace for current employees of Image Wear and an attractive employer for job seekers. We create a pluralistic work community and develop anonymous recruitment.

We believe that meaningful and rewarding work is the most essential building block of well-being at work. The rewarding aspect of the work increases as the employee knows and recognises his/her role as part of the work community and can find professional fulfilment in his/her work. The experience of dignified work increases the sense of meaningfulness.


We encourage our employees to maintain and develop their professional skills through both training and on-the-job learning. We ensure that all members of Image Wear have equal opportunities for training.

## Reliable partner

We promote sustainable business in cooperation with our customers, suppliers and societal stakeholders. Careful planning of orders and deliveries ensures that our partners can operate both fairly and in a sustainable manner in their own work communities. We ensure the accuracy of forecasts by product and customer. Key account managers review the forecast with customers on a regular basis. Information about the products ordered is entered into our system, which calculates the optimal production quantity and time so that there are enough products in stock at all times to meet the particular customer's needs. Our suppliers are committed to the same sustainable practices as ourselves. We collaborate with them with the aim of building sustainable practices across all stages of the supply chain.

We participate in promoting community well-being in locations where we have the opportunity to influence. We started this operation in Narva, Estonia, in 2019 and are mapping every year new locations in our locations in Estonia, i.e., in Viljandi, in addition to Narva.

*BETTER WORKING DAYS!*



We aim to be carbon neutral by 2025 in our own operations.

## Environmentally sustainable processes

We reduce the load on natural resources by minimising the textile loss of our production and maximising material recycling. We reduce the environmental impact of our products during their life cycle by manufacturing products that last a long time. We develop a comprehensive workwear service with the aim of extending the useful life of clothing and minimising the environmental impact during use.

We will move to more responsible, environmentally sustainable materials as suitable alternatives become available. We develop ecologically efficient customer solutions such as products made from recycled materials and the recycling of workwear within customer organisations.

We aim to be carbon neutral by 2025 in our own operations. We will achieve this goal by, among other things, switching to renewable energy, minimising the use of cars and switching to an electric car fleet. In addition, we minimise our flights and compensate for flight kilometres and transportation emissions. We also utilise recycled materials and products, such as office supplies, and we minimise waste and reuse reusable waste.

# Objectives and results

## Rewarding work

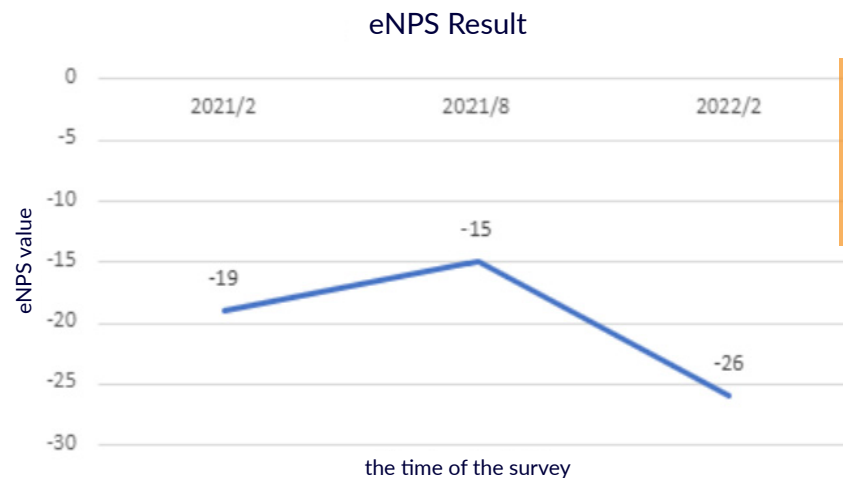
### An Employee who feels good

Indicator: eNPS

Result: The result of the survey conducted in February 2022 was -26

The result gives much food for thought. Our employees are burdened by both the COVID-19 pandemic and other changes in our work community. Improving the well-being of our employees is a strategic development task for us.

We started work in the autumn of 2021 and will continue to invest heavily in this area in 2022. Our goal is for the eNPS index to be zero by the end of the year, meaning that there will be an equal number of recommenders and critics.



In 2021, we introduced the eNPS recommendation index to determine the willingness of our employees to recommend Image Wear as a workplace. The survey was conducted in February and repeated in September. In September, the results were somewhat better than in February, but had fallen in the February 2022 survey.

Improving the well-being of our employees is a strategic development task for us.



The COVID-19 pandemic continued to affect our operations in 2021. However, we avoided both staff reductions and layoffs. In the autumn, we switched to a hybrid model, where each team could decide for themselves how to return to the office. In product development, warehouses and stores, we have only had employees working on site throughout.

In December, we returned to telecommuting recommendations again when the omicron variant began to spread. From the point of view of responsibility, the most significant aspect of the pandemic is that we have only been able to visit our factories in Estonia again since the autumn of 2021. We have not been able to visit our subcontracting sites in Asia at all. The Viljandi plant had to be closed once due to cases of COVID-19. At the Narva plant, some of the groups were quarantined, but we did not have to close the plant completely. In Finland, we had only isolated cases of quarantine and illness.

Right from the start of the pandemic, in March 2020 we introduced weekly brainstorming sessions to which all employees were invited. We also continued the practice in 2021, initially once a week, from where we gradually switched to monthly recurring meetings. In addition, we introduced company-wide coffee breaks, which are held once a month, where the relevant introductions were combined with a free-form exchange of information.

## Responsible employer

**Indicator: Employment of partially able-bodied and immigrants**

We fulfil our statutory obligations to employers and act fairly and ethically in accordance with our company's principles of responsibility. However, we do not think this is sufficient for being a sustainable employer; we want to go beyond the statutory obligations. That is why we are working to build a more pluralistic work community, such as by developing anonymous recruitment and employing workers capable of part-time work and immigrants.



We have recruited two people on social grounds, one in Helsinki and the other in Tampere. Together, we have piloted a practice of anonymity in recruiting and will continue to develop the practice in 2022. We collaborate with various educational institutions and offer students internships. On the basis of apprenticeship contracts, we are training new experts for ourselves (currently two people).

**Goal 2022: Introduction of anonymous recruitment. Employment of nine workers capable of part-time work throughout the Group**

As a partner in assembling Kierre® benches, we sponsor the non-profit organisation company Tampereen Sarka. Sarka is an intermediate labour market employer that offers employment periods to people in difficult labour market positions and, to a limited extent, outside the labour market. Sarka's employees assemble the benches unless our customers want to use their own local social enterprises.

We intend to meet our recruitment needs by employing workers capable of part-time work and/or immigrants both at the Narva plant and also at our other offices. In 2021, we recruited two people of partial workability in Finland.



## On-the-job learning and development

**Indicator: Training hours/employee/year**

In our company, employees learn by doing, but we also maintain and increase our skills through courses and training sessions. Learning and development are strongly related to self-fulfilment and the meaningfulness of work.

To ensure equal access to training for our employees, we set up a training register for monitoring. The goal is to make the register operational during 2022.

In the spring, we organised two online segments of training on the circular economy for the entire staff and a training series on the use of the customer relationship management software for those responsible for sales. Our procurement personnel participated in the Intensive Course in Textile Technology organised by the Finnish Textile & Fashion.

Result: We employed five partially able-bodied people throughout the Group in 2021

5

(3 in Narva and 2 in Finland)

# Reliable partner

## Fair networks

### Indicator: Accuracy of forecasts

We ensure smooth deliveries to our customers in cooperation with our suppliers and subcontractors. We forecast our orders carefully so that our suppliers can plan and prepare their work on a long-term basis.

Predicting order quantities as accurately as possible helps us save both labour time and materials. In 2020, we trained our staff to use the forecasting tool, and during 2021, we transitioned to a practice where all key account managers and stores forecast their own sales.

The key customer manager or store manager forecasts the quantities of products to be sold for the next 12 months. The next three months will be locked, but the seller will have the opportunity to correct the forecast for the remaining nine months as he/she receives information from customers.

In 2021, in addition to storage products, we started to predict the products stored on behalf of our own IW collection and the customers, as well as the sale of ordered products

In terms of forecasts for custom products, our success was 55.1 %.

Goal 2022: 70 % of forecasts are correct

In 2021, the forecast was correct at  
Total forecast: (pcs) 260 378  
Actual sales: (pcs) 370 031

47,9 %





## Sustainable corporate citizen

Indicator: Measures taken for the benefit of the local community at the Narva and Viljandi plants, with the aim of increasing the well-being of the community. We donate €0.04 for each product made in Narva and Viljandi to a different worthy cause chosen each year.

In 2021, we donated three washing machines and three dryers to the Narva orphanage (Narva Sotsiaaltöökeskus Turvakodu).

A responsible corporate citizen to us means that we want to be doing good, and that is why we have decided to spend even more of our profits on charity.

For years, we have been supporting the work of Save the Children for the benefit of Finnish children and families with a donation of €2,000 at Christmas, but in 2021 we expanded our cooperation and increased the donation to €12,000. At the same time, in addition to domestic activities, our donorship also focused on supporting children in India. India was selected as a destination because we have manufacturing partners there. Our donation will go to Dungarpur, one of the least developed areas in the state of Rajasthan, where children's rights are not realised in many respects. For example, infant mortality and malnutrition rates in Dungarpur are higher than the Indian average.



Save the Children's long-term work in Dungarpur is even more important in the framework of the COVID-19 crisis. Image Wear's donation will be used in Dungarpur to improve social security and other critical services for families with children, as well as to ensure access to health care and education for the poorest children.

In addition to cooperating on social responsibility, we also want to support environmental protection. Our new partner is the Finnish Freshwater Foundation, which works for healthy and clean water. The Foundation promotes the protection and sustainable use of water bodies and participates in the rehabilitation of water bodies.



The production chains in the textile sector are long and use a significant amount of water. Though as a small player we do not have the power to influence the processes of our suppliers, we want to support the activities of the Finnish Freshwater Foundation in improving the condition of water bodies. At the same time, we want to explore how we can improve our own water footprint and highlight the importance of water protection. We supported the Foundation's activities with a donation of €8,000.

We operate in Estonia in two locations, Narva and Viljandi. In 2021, we supported the well-being of local communities by donating three washing machines and three dryers to the Narva orphanage. The value of donations was €2,400.

In 2022, the target of a donation to the well-being of local communities may still be an actor or community in Narva, but we are also exploring alternatives in Viljandi.

**Goal 2022:** Measures were taken for the benefit of our own or our partner's locality or the surrounding community, with the aim of increasing the well-being of the community. We donate €0.04 / for each product made in Narva and Viljandi to a different worthy cause chosen each year.

## Sustainable procurement

Indicator: Number of defects corrected /  
Number of defects detected

During audits, we make an action plan to correct any deficiencies found. During follow-up visits, we check to see how the corrections have progressed.

Due to the exceptional circumstances caused by the COVID-19 pandemic in 2021, we were not able to conduct our own audits or visit our subcontractors. We were also unable to promote the rectification of deficiencies identified in previous audits as planned.

Planning for 2022 audits and supplier and subcontractor visits is difficult due to the COVID-19 pandemic. Where possible, audits and visits will be carried out.

Goal 2022: We will correct 50 % of the detected shortcomings related to the realisation of employment rights.



# Environmentally sustainable processes

## The implementer of a circular economy

Sustainability is at the heart of our operations: We focus on manufacturing products that serve their users for as long as possible. We extend the life cycle of the clothes we manufacture by recycling them from one user to another where possible. The clothes that are returned to us are used as materials in the production of new products. Our material does not end up being incinerated or in landfill.

## The life cycle of a piece of clothing to be transparent

We also promote operating models based on the circular economy in cooperation with other actors in the field. With our own sustainable development project until the spring of 2021, we were involved in Telaketju, a cooperation network that promotes textile recycling. The goal of the Workwear Bank project is to make the entire product life cycle transparent to our customers and users of our products. In the first phase, we developed our ERP system to provide our main suppliers with information on the raw materials they supply to us, especially fabrics, but also on some accessories and their production chains, such as fabric dyeing and fibre origin.

By the end of 2020, the first version of the application was completed. We got to test the latest version in December 2021, with the goal of getting the app up and running in the spring of 2022. In the future, traceability information can be searched through an application developed during the project.

When the product is at the end of its clothing life cycle, the application records the purpose for which the materials then end up.

As part of the project, in the spring of 2021, we organised two circular economy workshops online for our entire staff.



When the product is at the end of its clothing life cycle, the application records the purpose for which the materials then end up.

During 2021, we repaired 486 pieces of products and thus extended the life of our clothing.

#### Used workwear for recycling

We pilot Business Tampere 6Aika: Collection and further processing of workwear used in the ILPO - Climate Positive Business Areas and Value Chains project in cooperation with Tampereen Infra Oy and Encore Ympäristöpalvelut Oy. During the pilot, we collected 300 kg of used workwear and sorted them for reuse and material recycling. Reusable products are sold in the second-hand workwear online store we have established ([kaytetyttyvoaatteet.fi](http://kaytetyttyvoaatteet.fi)). Recycled products are used to make Kierre composite products. The pilot was a great success, and the model will continue to be used after the pilot.

In the spring, we launched a solution for workwear lending, or clothing as a service, where our customers can rent the workwear they need for the time they need. After use, the products are returned to our warehouse via the laundry and are rented to the next user. The rental clothing collection includes about 60 products from our own collection for various industries.

During 2021, we repaired 486 pieces of products and thus extended the life of our clothing.

Indicator: Number of products manufactured (kg) / number of used products returned to us (kg)



Result in 2021: In 2021, we purchased and manufactured a total of approximately 1,140,326 products. One piece of clothing weighs an average of 0.2 kg, so in total, we bought and manufactured 228,000 kg of products. We directed 298 kg to recycling, so the realisation was 0.1 %.

- a) 0 kg was used as Kierre composite products
- b) For reuse 1,489 pcs or  $0.2 \text{ kg} * 1,489 \text{ pcs} = 298 \text{ kg}$

During 2021, we collected a total of approximately 10,000 kg of used clothing from our customers; however, due to logistical problems, it could not yet be sent for recycling. The clothes are waiting in our warehouse, and we will deliver them for recycling again as soon as possible. These garments already collected have not been considered as recycled in 2021.

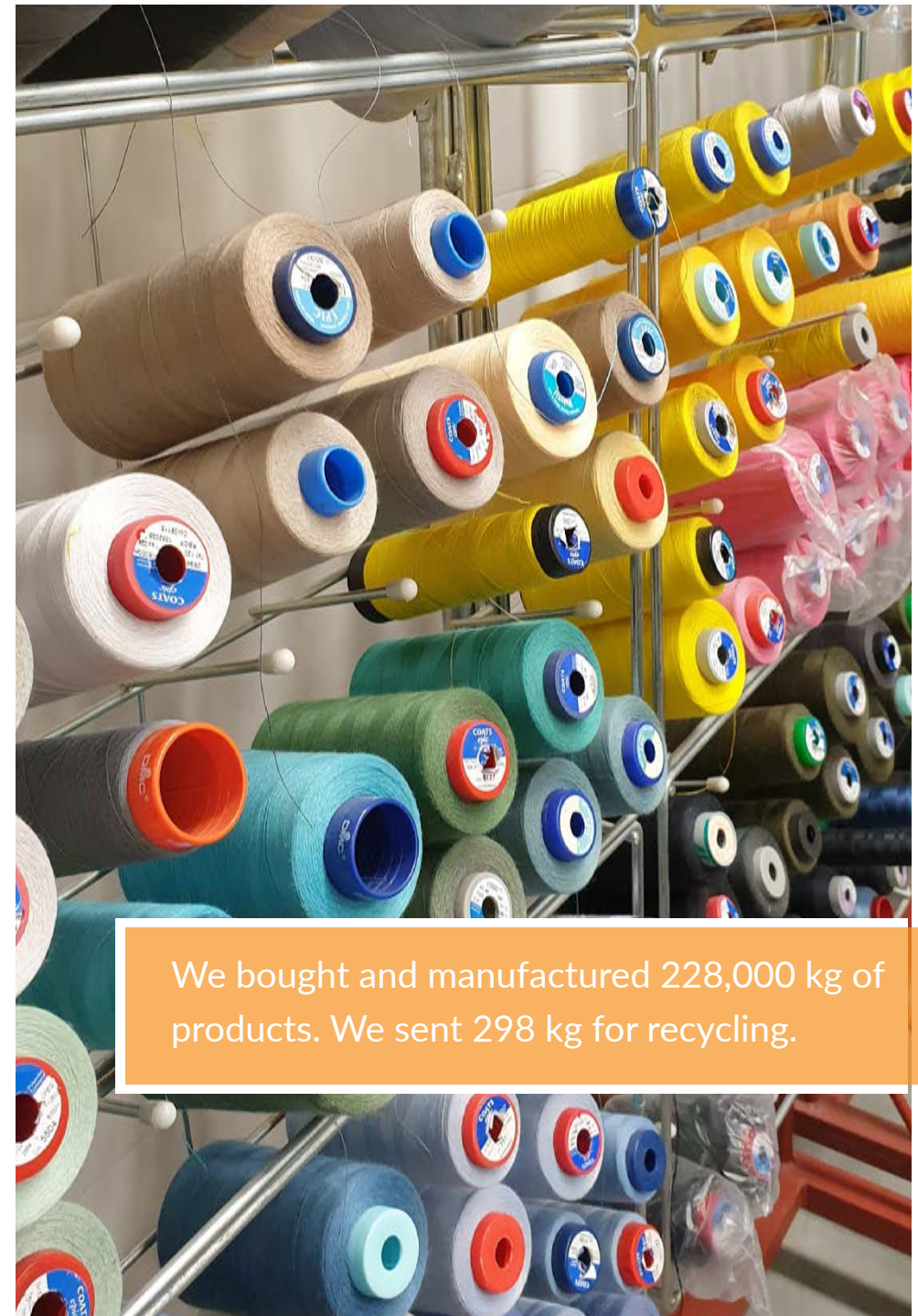
2019 Purchased and manufactured 213,142 kg  
for recycling 24,500 kg 11 %

2020 Purchased and manufactured 286,000 kg  
for recycling 1,152 kg 0.4 %

2021 Purchased and manufactured 228,000 kg  
for recycling 298 kg 0.1 %

Goal 2022: 30 % of the manufactured products end up in recycling.

Goal 2025: 70 % of the manufactured products end up for recycling either through us or otherwise, for example, through the customer.



We bought and manufactured 228,000 kg of products. We sent 298 kg for recycling.

The most important thing for the environment is to keep the product in use for as long as possible. We have developed various services to extend the life of our products and strive to be a circular economy operator.



- In the **Treasure** service, the customer's products are recycled from one user to another within the company. Additional products (e.g., at the end of an employee's employment) will be returned through the laundry to Image Wear's warehouse and delivered to the next user upon order. Along with the order, the new user will be informed that he/she has received the recycled product.
- In the **workwear loan service**, a company can rent workwear for as long as it needs to. The products are returned either to the nearest store or directly to the laundry, from where they are returned to Image Wear's warehouse after washing and, if necessary, repaired.
- The **FabPathes** can be used to easily repair small holes and tears in your workwear and to extend the life of your clothing.
- End-of-life products can be recycled into **Kierre® textile composite** products. The products are shredded and combined with recycled plastic chips and binders. These are used to make granules, which can be used to make park benches, flower boxes and tables, for example.

## Carbon neutral operations

Indicator: Share of renewable energy in our own production and outlets.

Indicator: CO<sub>2</sub> emissions / Tons of clothing produced. The calculation method changed between 2020 and 2021, and we aim to set a target during 2022.

Our goal is to be carbon neutral in our own operations by 2025. By our own operations, we mean our Finnish operations as well as our own production in Estonia. We are achieving this goal by, among other things, switching to the use of renewable energy in our production and facilities, and by minimising emissions from transportation and mobility. In addition, we compensate for those emissions that we cannot avoid.

All the electricity in all our offices in Finland already comes from renewable sources. In our company cars, we have partially switched to an electric car fleet; our three company cars include two fully electric cars and one petrol-powered car. We will switch the last car to a more environmentally-friendly solution when it has to be replaced.

In November, we became the first workwear manufacturer to join the Carbon Neutral Textile 2035 Commitment launched by the Finnish Textile & Fashion. The commitment provided us with a carbon footprint counter tailored to the textile industry. Training and advice on current issues related to climate change and emissions accounting will also be provided to companies that have joined the commitment.

We compensated the emissions of the Finnish operations in 2021 and the emissions of business travel through a partner.  
Reimbursable 206,420 kg CO<sub>2</sub> eq.

Result in 2021: 18.030 t CO<sub>2</sub>-eq / Tons of clothing produced

Result in 2021: The share of renewable energy in our own production and outlets was

**53 %**

(excluding the Viljandi plant)

in Narva, it was 6.15 % and in Finland 100 %.



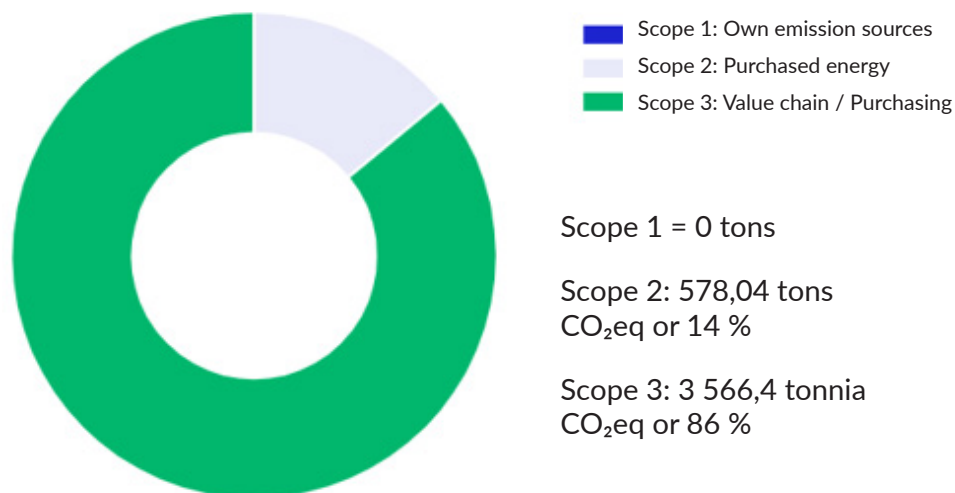


### Goal 2022: We are carbon neutral in our Finnish operations.

We calculated the carbon footprint of 2021 with the OpenCO2.net calculator, while in 2020, we used SYKE's Y-carbon. The new calculation method also takes into account Scope 3 greenhouse gas emissions, which increases the coverage and accuracy of our carbon footprint, for example, with regard to the materials we use.

Our results for 2021 correspond to the annual carbon footprint of 380 Finns.

### Description of calculation and results



### Scope 2 -emissions

Tampere and Lieto are included, as well as stores in Espoo and Tuusula. In addition to Narva, the Viljandi plant is now included in terms of electricity and district heating.

In Finland, we only use renewable energy. As the energy distribution in 2021 was not yet clear when the calculation was made, we have evenly divided the energy used in the meter between hydropower, solar power and wind power. In Estonia, we have used the average electricity emission factor. The emission factor for district heating production in Tampere and the emission factor for district heating produced in Estonia with natural gas has been used for district heating.

### Scope 3 -emissions

The 2021 calculation includes the carbon footprint of the fabrics and knitwear we use, which has been calculated through the fibre content of the fabrics and knitwear. We have included all the fabric metres used during 2021 and divided them into fibres according to the composition percentage, and then converted the metres to kilograms according to the running metre weight of the fabric.

*(For, e.g., trouser fabric, 70 % polyester, and 30 % cotton, used 5000 metres, fabric weight/running metre 0.39 kg. Amount of polyester used:  $5000 * 0.39 * 70 \% = 13.65$  kg of polyester).*

The quantities of the following fibres used have been included in the emission calculation: acrylic, elastane, recycled polyester, polyamide, polyester, cotton, wool and viscose. In 2020, these emissions were not calculated at all.

### Packaging materials

Packaging materials were not calculated in 2020. Cardboard, plastic and used kilos of wood packaging (pallets) have now been added to the calculation.

### Transport to factory or warehouse

This year, new transports ordered from the Lieto office, which were not included last year, as well as transports to Bulgaria are included.

The calculation includes: ship, train and air freight, and road freight to and from factories / subcontracting, as well as transportation to customers. In customer transport, we mostly use Posti Green transport, which is carbon neutral.

### Waste transport and treatment

We have used the carbon footprint obtained from the supplier (vs. Y-carbon calculated last year by ourselves). Incl. Tampere + following stores: Kotka, Joensuu, Rovaniemi, Tuusula, Tornio. The amount of Narva mixed waste is entered into the counter. No information was received from Viljandi.

### Business travel

Includes passenger-kilometres by car, plane, train, taxi and bus, as well as hotel stays. Excludes boat trips that are not taken into account by the counter.

Result in 2021: 4 122.86 t (1 047) t CO<sub>2</sub>eq



Result of our carbon footprint in 2021:

**4122,86** t CO<sub>2</sub>eq

## Ecological materials

New indicator: The proportion of ecological materials / Materials used (fabric and knitwear)

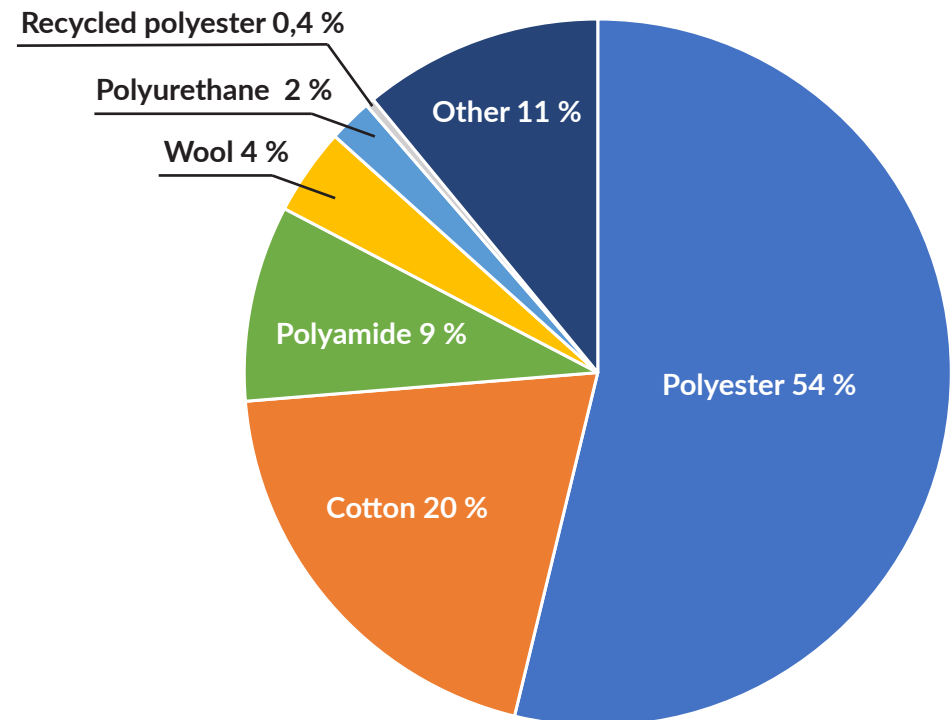
Result in 2021: recycled polyester accounts for 0.46 % of all materials and 0.79 % of the polyester fibre used.

Our goal is to provide environmentally-sustainable alternatives for all product categories and increase the number of these alternatives annually. By environmentally-sustainable alternatives, we mean materials made of recycled material and sustainability-certified materials.



We progress by one fabric quality at the time: all products using that fabric will be replaced by a more ecological solution as it becomes available. First, we switch to using recycled polyester whenever it is available from fabric manufacturers.

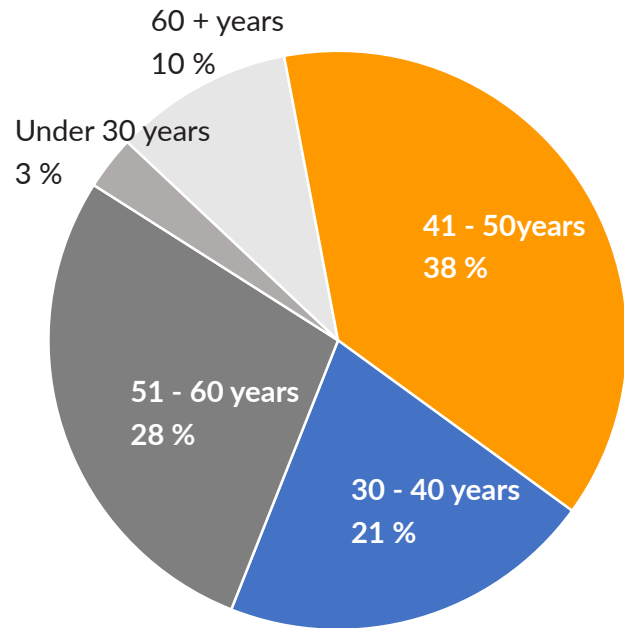
### Materials we used in 2021



# Key indicators of social responsibility

In addition to the responsibility force field indicators, we report some of the key social responsibility indicators for our industry in line with the 2021 realisation. The figures apply to our Finnish offices.

## Age distribution of personnel 2021



The average duration of employment is

**11,7** years



## Gender distribution of personnel

Women 85 persons

**80 %**

Men 18 persons

**20 %**

### Employee turnover

Total personnel 24 % (incl. temporary and fixed term), permanent personnel 9 %.

### Total number of sick days

882 working days or 3.01 % of full-time working days (average 7.6 working days/employee).

Number of accidents at work 5 pcs.

### Average salary

Men 2 929 \*(2 896) € / month and women 2 831 \*(2 756) € / month  
Averages calculated without salaries of members of the management team.

### Coverage of collectively negotiated collective agreements

Situation 12/2021: 65,25 % \*(64,2 %).  
Senior employees are not covered by the collective agreement.

### Well-being at work and job satisfaction

We will start monitoring the Staff Referral Index (eNPS) and map out a new method for conducting a staff well-being survey.

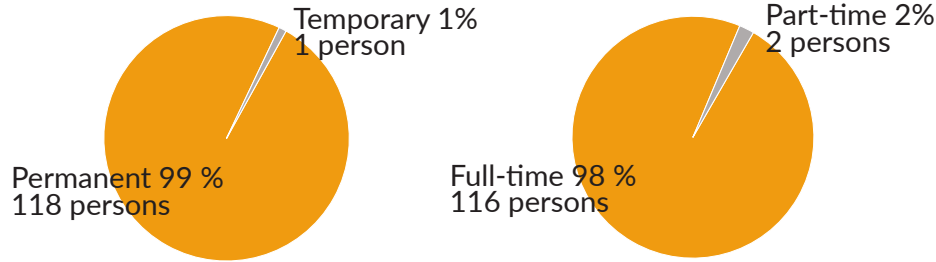
### Measures to increase well-being at work and job satisfaction

The COVID-19 pandemic has posed challenges to well-being at work on a very large scale. Efforts have been made to increase support for staff and resilience, and various forms of support to improve resilience have been openly discussed. We continued the company-wide Teams coffee breaks from the beginning of the year every two weeks and in the autumn about every month.



BETTER WORKING DAYS!

Number of staff:



Development interviews (% of total staff)

About 70 % \*(92 %) of the interviews in 2021 were reported to the Human Resources Department. Development interviews will be held until the end of February.

Number of direct partner companies: 28 \*(29) companies

The audit systems used by the company are: amphori BSCI as well as own auditing.

The number of partner companies audited and the results of audits: In 2021, due to the COVID-19 pandemic, it was not possible to carry out our own audits.



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## Production sites by country

Country of production/number of production sites

Share of products from high-risk countries  
(India, Pakistan, China and Turkey)

**31 %**

of manufactured product pieces

**8,17 %**

of turnover

According to the Amfori BSCI risk country index, we consider countries with less than 60 points as risk countries. The data is based on the most recent classification published by the Amfori BSCI in December 2020.







*LICENSE TO WORK!*

image  
wear

*BETTER WORKING DAYS!*

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