



Towards the possibilities
of the future!



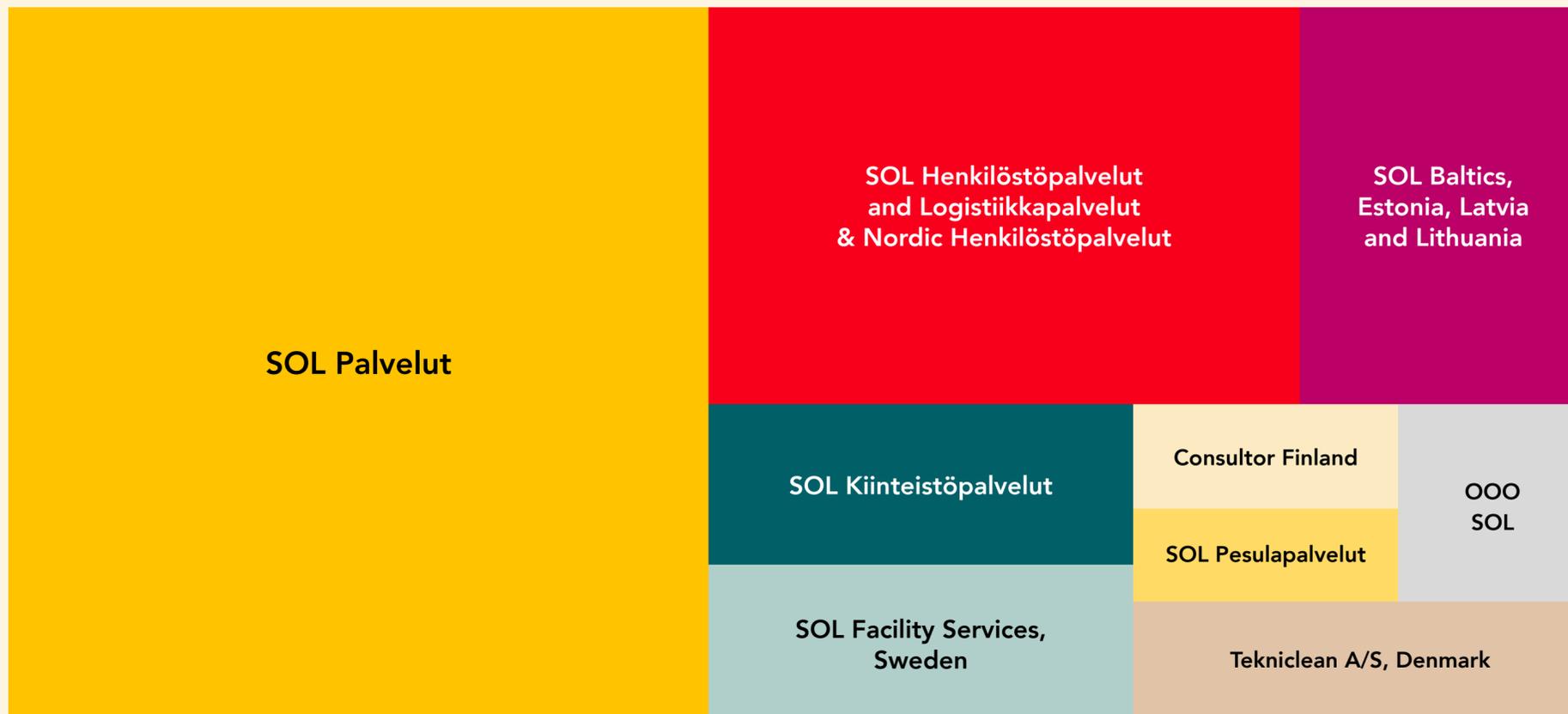
Contents

Towards the possibilities of the future – SOL 30 years

1	SOL 2022	3
2	Responsibility highlights of the year	4
3	Introduction	5
4	Owners' greetings	7
5	The history of SOL	9
6	SOL's future vision, strategy and mission	10
7	Creating added value at SOL	11
8	SOL and responsibility management	13
9	SOL and environmental responsibility	16
10	SOL and social responsibility	19
11	SOL and financial responsibility	23
12	SOL Palvelut	26
13	SOL Kiinteistöpalvelut	29
14	SOL Henkilöstöpalvelut and Logistiikkapalvelut	31
15	SOL Pesulapalvelut	34
16	Consultor	36

1 SOL 2022

Group companies
By turnover



Total turnover

MEUR 372.8

SOL Finnish companies' carbon footprint

Total carbon footprint

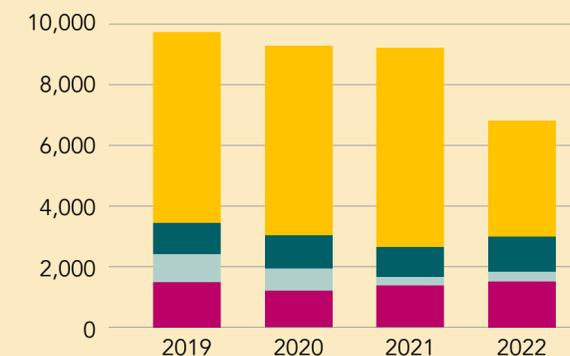
6,905.15 tCO₂e

Carbon footprint per euro of turnover

26.52 gCO₂e/€

Carbon footprint per employee

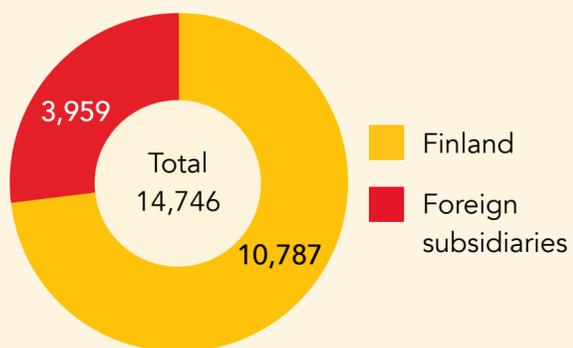
647 kgCO₂e/person



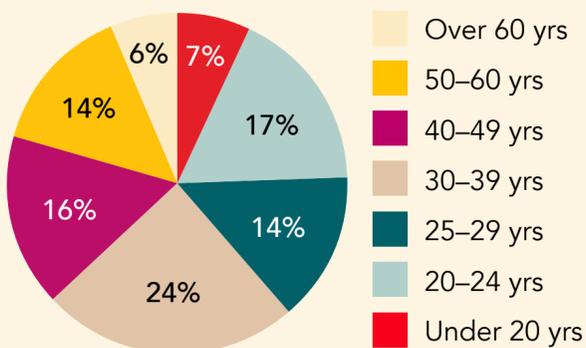
■ Direct emissions ■ Purchased energy
■ Business travel ■ Commuting

Please note! No information is available from logistics operators on the transport emissions of individual companies, which means that transport and distribution are not included in the calculation.

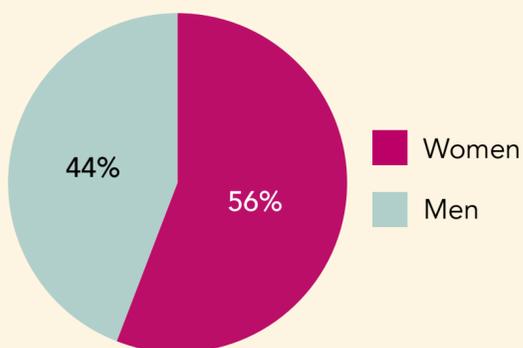
Number of personnel



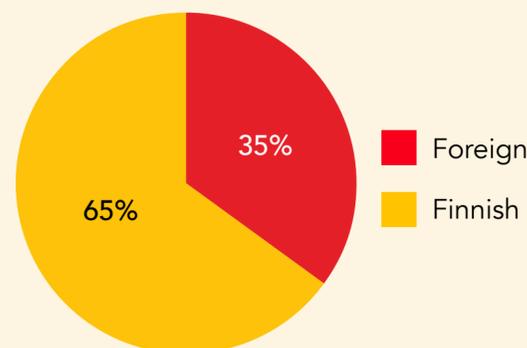
Age structure of personnel in Finland



Employee distribution in Finland by gender



Proportion of persons with a foreign background in Finland



2 Responsibility highlights of the year



500 Ukrainians were employed

When Russia invaded Ukraine in February 2022 and Ukrainians fled the country, we immediately began preparatory measures for the employment of refugees. For example, we prepared orientation texts and employment contract templates in Ukrainian.

The status of temporary protection considerably eased the authorisation bureaucracy for recruitment.

We helped Ukrainians settle in Finland

When the Russian war of aggression broke out, we helped several families and loved ones of Ukrainian employees to escape the war and get to Finland. We made, for example, travel arrangements; we purchased flight, train and bus tickets, rented and furnished apartments, and helped with the acquisition of clothing and food supplies and other necessary everyday supplies. We also helped with bank and tax card matters, school registrations and participation in hobby clubs.

We helped the Ukrainians in Ukraine

We also helped those affected by the Ukraine crisis through well-known aid organisations by donating EUR 100,000 to the Red Cross and Save the Children.

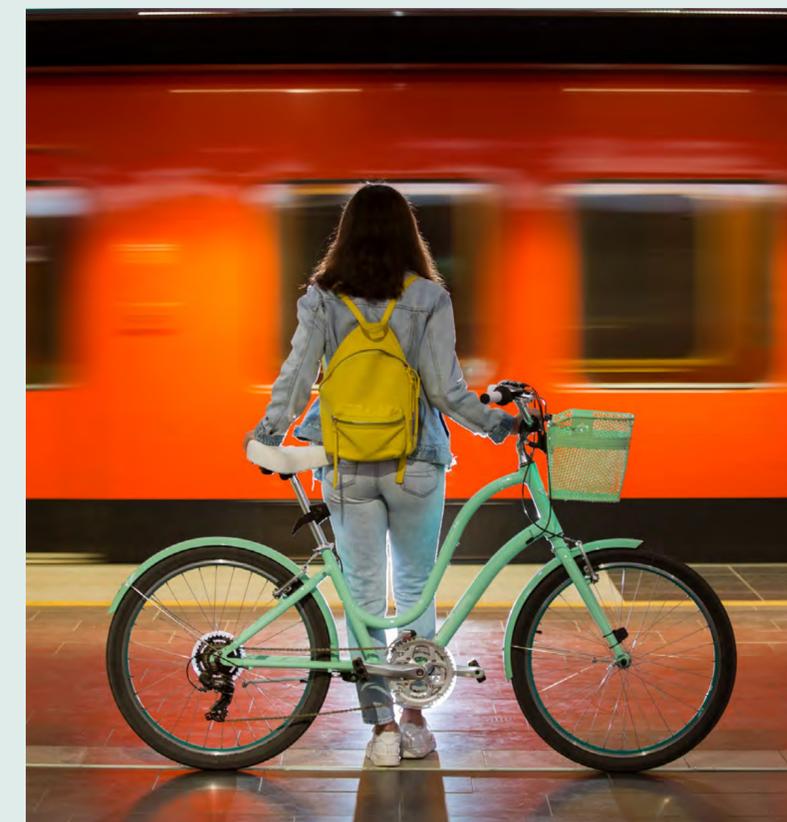
A new kind of language training available

In early December 2022, in co-operation with the Central Uusimaa Joint Municipal Authority for Education Keuda and the Helsinki University of Applied Sciences Stadia, SOL Palvelut launched a training course that strengthens the Finnish language skills of its employees. Two groups were formed based on the employees' Finnish skills at the start of the training. Learning sessions were held during working hours in order to ensure that all participants could participate. SOL also paid for the costs of the education, and the City of Helsinki offered the facilities to be used for the education.



Responsibility Actions Across Finland

SOL employees continued to carry out local responsibility work in 2022. In Oulu, for example, cheer was brought to the residents and personnel of Hirosenkoti. In Kuopio, summer flowers were planted in front of the residential properties of the Old People's Home Association. In Helsinki, SOL started running a school children's football club in autumn 2021 with the help of our personnel's football experts. Club activities have been expanded, and in 2022, we held a weekly afternoon club at two schools in Eastern Helsinki.



Our total carbon footprint decreased significantly

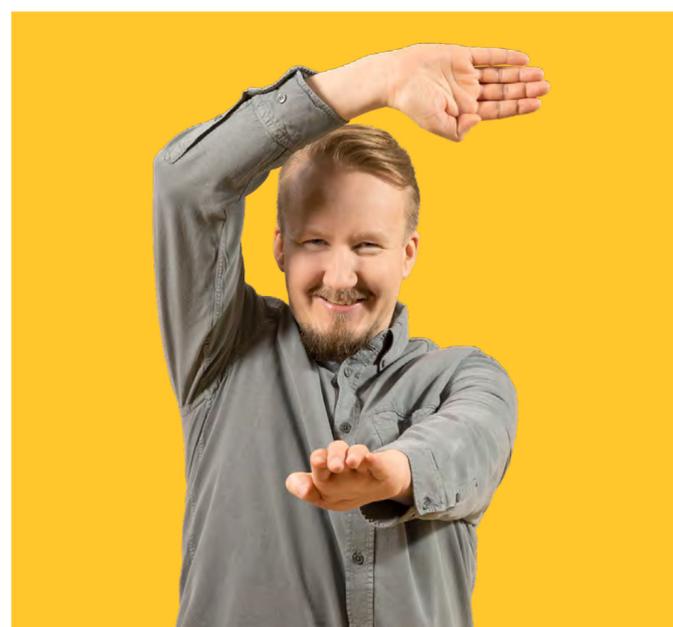
We have managed to significantly reduce our carbon footprint, which is due to the increased activity of SOL employees in reporting environmentally friendly mobility. In addition, behaviour has become increasingly environmentally friendly. Together, these things resulted in a nearly 40% drop in our commuter carbon footprint.

3 Introduction

A 30-year-old Finnish family company

SOL develops its services and operations to be more sustainable and responsible, taking into consideration the needs of its customers and stakeholders. SOL has reported on its responsibility separately since 2010.

As a Finnish family business that operates on the international market, we want to ensure the well-being of the environment, our employees and customers – and we do so with respect for good governance. At SOL, responsible business operations mean self-responsibility that supports the company's business and is determined by the company's values and objectives, while also taking into account key stakeholders.



3 Introduction



What does responsibility mean to us?

We employ more than 14,000 people, and we take responsibility for their working environment and job satisfaction. We have extensive knowledge of working-life training, and we develop the expertise of our personnel systematically to ensure the best expertise in the field. We invest in service management and fair personnel policy by offering work opportunities to diverse individuals.

We want to be the superior service partner for our customers and take care of their needs with the help of technology. We work hard to maintain and develop our customer relationships.

The management team, function-specific development groups and the entire personnel work to promote responsibility at SOL. The work of a responsible corporation involves us all. Trust is the prerequisite for our co-operation, and we earn it through everyday acts.



The figures reported below are those of the SOL Group, unless otherwise stated in the text. The Group's internal turnover has been eliminated in the Group's turnover figures. The segments are the Finnish and foreign subsidiaries, and the following services:

- Business areas of SOL Palvelut Oy: **cleaning and facility services**
- SOL Kiinteistöpalvelut Oy's **property, building services and security services**
- SOL Pesulapalvelut Oy's **laundry services**
- SOL Henkilöstöpalvelut Oy's and SOL Logistiikkapalvelut's **temporary staffing, recruitment and outsourcing services**

The financial and personnel figures of SOLEMO Oy's subsidiary Consultor Finland Oy have been taken into account in the figures.



Juhapekka Joronen
Chair of the Board,
SOL Palvelut
SOL Kiinteistöpalvelut

Our personnel are our most important resource

In 2022, the impact of the COVID-19 pandemic on society and the functioning of SOL decreased significantly, but the impact of the pandemic as a whole was significant for a couple of years. I would, therefore, like to thank the personnel of all companies and services of SOL for their dedication and hard work. Our personnel have played an important role in a challenging and uncertain time. Cleanliness, hygiene and safety have become important, and our work is valued like never before. Under these unexpected conditions, success has been driven by our committed and dedicated experts.

Working life in the whirlwind of change

For young people, work is important, and they appreciate the relevance of work, entrepreneurship and that their work is in line with their values. Work provides rhythm in everyday life and offers the opportunity to be part of a community. For immigrants, work is important for integration and learning the culture and language. As the members of the work community come from increasingly diverse backgrounds, the sense of community and leadership also change. Changes in work and operating methods require continuous competence development and, sometimes, even re-training.

SOL has extensive experience and expertise in leading heterogeneous teams, and we have been investing in competence development since the founding of SOL. Multiculturalism and learning are in our genes. 31% of our employees in Finnish companies are young (under the age of 30) and 17% have a foreign background. We are guided by good supervisor work and competence in leading international teams when it comes to the challenge of labour shortages. Our investments in education and competence development produce results and help with the commitment of the workforce. We will continue to support the culturally sensitive management of our supervisors by increasing supervisor training and providing

4 Owners' greetings

support for the recruitment of foreigners and Finnish language training for those with a foreign background.

Responsibility at the core of business

The exclusion of young people and people with foreign backgrounds is an unfortunate social phenomenon that affects us all. Getting to work provides a very important rhythm to people's everyday life and is a part of their overall well-being. We provide many young people and people with foreign backgrounds with their first job, and the threshold for getting the first job should not be too high. As a strong working life trainer, we make it possible to become proficient and develop careers in our service sectors.

For us, it is extremely important to cherish and develop an equal work community where it is possible to grow, train and work in accordance with your values, regardless of your gender, age, nationality, background or religion. Through family reunification, we offer work to other family members on an equal and non-discriminatory basis.

We have continued our everyday acts that are important both societally and locally. We helped the family members and loved ones of our Ukrainian employees to escape from Ukraine to Finland. We helped them to start their everyday lives here, for example by assisting with travel arrangements and finding an apartment, as well as buying food and other everyday necessities. In Kajaani and the capital region, our

employees arranged, for example, a collection of clothing, kitchen and other supplies, as well as help in furnishing apartments and assembling furniture. Our employees also helped with bank and tax card matters, as well as with registering the children for schools and hobby clubs. We have also provided work for Ukrainians.

Under the Climate Commitment System of the Finnish Chamber of Commerce, we have committed to achieving carbon neutrality by 2035. We have taken environmental matters into account in our procurements and solutions since the beginning, which is evident in our small carbon footprint. The most significant was the switch to 100% renewable electricity in the properties and premises of SOL. In the future, we will only acquire cars that meet the Euro 6 emission standards. We are also using an incentive system that encourages our employees to commute by bike, on foot or by public transport.

SOL 30 years – today and the future

The year 2022 was our 30th year under the SOL brand. Over these years, our operations have grown and expanded by several indicators, as well as geographically. The aforementioned growth and development, as well as our success, shows that SOL has succeeded in serving its customers in a sunny and responsible way. Over the years, the development from a national company with a few services to an international multiservice group, while preserving the values and culture of the family company, is an indication of our successful choices and actions along the way. Our organisation, which has grown to nearly 15,000 people and serves our customers in thousands of

locations, provides its own challenges as well as opportunities.

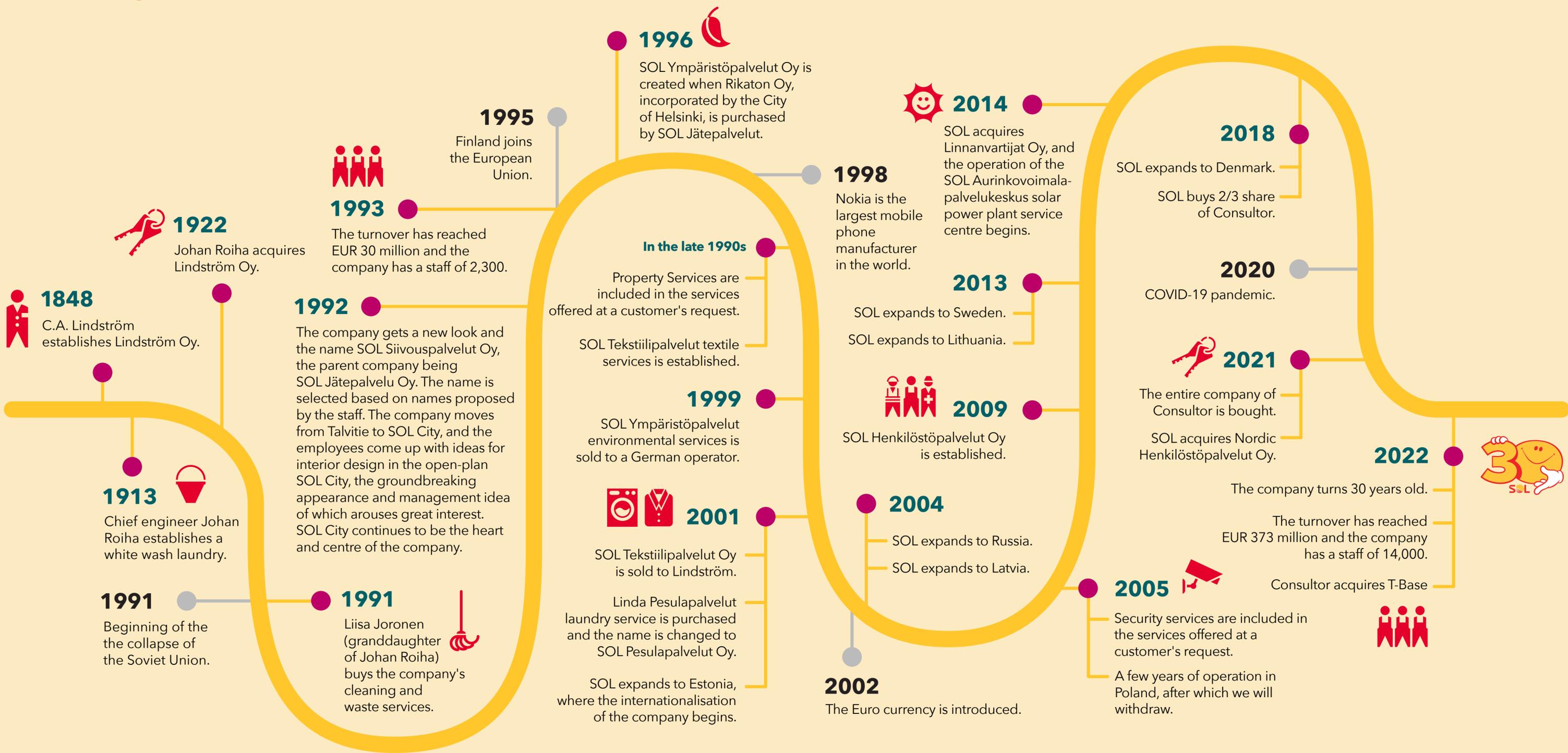
In 2022, our Group turnover was EUR 373 million (320 in 2021), with year-on-year growth of nearly 17%. The Group's operating result for the year was EUR 12.3 million (12.6), which was reasonable under the circumstances. The parent company's result was significantly affected by the large write-downs at the end of 2022 related to the divestment of Russian operations.

The combined turnover of the Group's Finnish companies in 2022 was EUR 284.2 million (245). The Finnish companies' operating result was EUR 9.9 million (10.2). In particular, the cleaning business of SOL Palvelut and the business of SOL Pesulapalvelut grew in relative terms from the previous year. The main reason is the easing of the COVID-19 situation. Consultor Finland's very positive development in terms of both turnover and result also continued.

The combined turnover of the Group's foreign companies amounted to EUR 88.6 million (74.7), and the result weakened from the previous year by EUR 2.7 million (3.7). The Russian invasion of Ukraine, which began in February 2022, led to the decision to withdraw from business in Russia. During summer 2022, we were able to sell our Russian laundry operations, and the process of exiting the cleaning business progressed, with the aim of completing the final exit from Russian operations in 2023.

Looking forward, we will continue to focus on profitable growth in several of the Group's companies, while keeping profitability as a priority. Responsibility will also be strongly involved in planning for the future.

4 The history of SOL



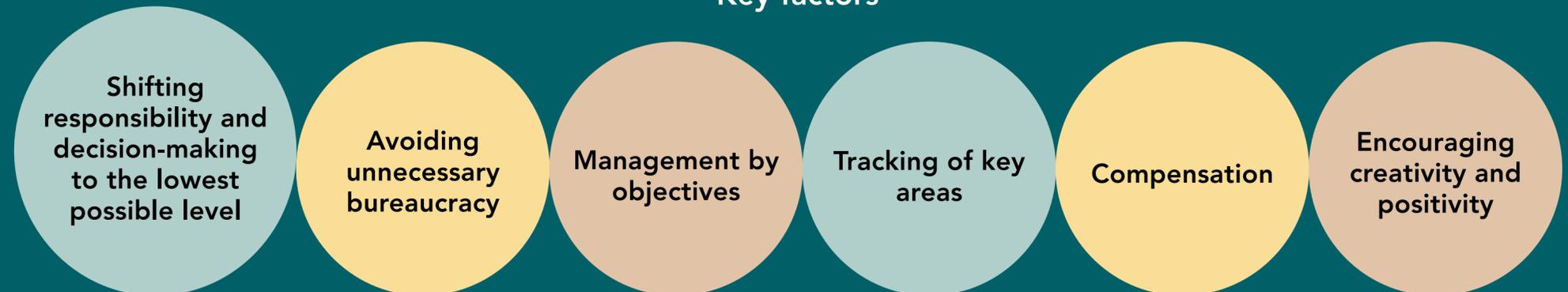
6 SOL's future vision, strategy and mission

Our vision is to be a superior partner to our customers and to provide positive experiences

Our management philosophy is based on a sunny, positive image of humankind. Every one of us wants to develop as a person and in our work and to be good at what we do. Professional development, goal-setting and remuneration at SOL are based on these principles.



Key factors



7 Creating added value at SOL

Responsibility is reflected in our values

We create value for all our stakeholders: customers, employees, subcontractors, partners and owners.

We comply with the laws, regulations and guidelines of local authorities in all our operating countries. We diligently take care of our taxes and payments, which are further used for maintaining social services and public infrastructure. We act responsibly so that our operations produce value for all our stakeholders.

Our most important resource in our value creation is our skilled and motivated personnel. As a low-threshold job, one of our key tasks is to hire young people and immigrants. By involving young people and integrating immigrants, we prevent exclusion and create opportunities to gain work experience, education and career progression. SOL's thoroughly developed cultural management processes and company values enable the development of employees.

For our customers, we create reliable, sustainable and secure services. SOL operates in corporate and consumer markets, and the end-user is always an individual who requires reliability and safety. Development relies on safety, usability, functionality, durability and quality – all of which are factors needed for excellent customer satisfaction.

SUNNY AND SATISFIED CUSTOMERS are the objective of our operations. Good service makes customers and employees feel good. This means high quality. Job satisfaction is linked to one's whole life.

THE JOY OF WORKING arises when the employee feels that they are an important part of the workplace community. They can experience the joy of success through training, encouragement, feedback and opportunities for professional development.

RELIABILITY means that promises are kept. It means that the customer can trust us, that our employees can trust their supervisors, and that we trust our service providers.

EVERYDAY CREATIVITY means that each of us is creative and proactive. We encourage creativity through individual feedback discussions, development groups and initiatives.

ENTERPRISING SPIRIT is important. We succeed when everyone serves the customer in the best possible way, as though each of us were running our own business.



7 Creating added value at SOL

Our solar system



Our intangible assets: SOL culture, long-term customer relationships, career paths, development of competence, cooperation with educational institutions, locality and brand



Our most important resources:

- Skilled and motivated employees
- Tolerance
- Flat organisation
- Family company values

Other resources:

- Equity, tools and equipment

Reliability

Everyday creativity

Sunny and satisfied customers

SOL's value generating processes:

- Fair, equal and inclusive management model
- Acting as a cultural interpreter
 - Working life trainer
 - Cooperation
- Inclusive customer cooperation model

Enterprising spirit

The joy of working

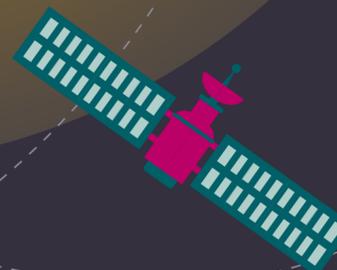


Impact on personnel and society:

- Participation in Finnish society
- Integration into Finnish society
- Working life skills
- Competence
- Confidence in the future

Effects on the customer:

- Safety, i.e. health and hygiene
- Reliability
- Development
- Locality
- Flexibility
- Participation in integration and the prevention of exclusion



We lead with a shallow organisation model, close to our customer and personnel

The Development Group of each service sector is responsible for monitoring operational management and for development and improvement projects. Our goal is service-minded and coaching leadership. Trust, giving responsibility, and supporting a functional work community are some of the essential mindsets.



8 SOL and responsibility management

The SOL Operating System is based on the ISO 9000:2015 quality standard, the ISO 14001 environmental management standard, the ISO 45001 safety standard and the ISO 31000 risk management standard.

Each company has its own operating system that complies with the Group's core system. Our customers audit our operating system, and we develop our operations through these audits. The Operating System of SOL Sweden is also based on the ISO 9000:2015 quality standard, the ISO 14001 environmental management standard and the ISO 31000 risk management standard. SOL's Estonian and Latvian companies have quality certificates. Our well-being programme is integrated into the SOL Life well-being at work programme.

The parent company's Board of Directors comprises Juhapekka Joronen, Chair, and regular members Peppi Kaira and Oona Kaira. SOL's Management Team comprises the Managing Directors of the Finnish companies, Timo Sairanen, Director, HR and Legal, and Mika Martola, Chief Commercial Officer. The Management Team also includes representatives of senior salaried employees, employees and other salaried employees.

Jussi Holopainen is the Managing Director of SOL Palvelut Oy, Elina Jalonen is the Managing Director of SOL Pesulapalvelut Oy, Juhana Olkkola is the Managing Director of SOL Henkilöstöpalvelut Oy and Logistiikkapalvelut Oy, Juha Savolainen is the Managing Director of SOL Kiinteistöpalvelut Oy and Peppi Kaira is the Managing Director of SOLEMO Oy. The Managing Director of Consultor is Markus Andersson.

The company's auditor is KPMG Oy Ab, Authorised Public Accountants, with Toni Aaltonen as the lead auditor.

Responsibilities to customers – high-quality service in a timely manner

SOL offers high-quality services in a timely manner, as stipulated in our agreements. We meet our contractual obligations, and our customers can monitor our operations in almost real time through the electronic services provided by Vastuugroup. The services are developed in accordance with the customer's expectations and preferences.

Productivity and efficiency are important goals in developing SOL's processes.

All our service sectors in Finland have electronic personnel recruitment and human resource systems.

Responsibilities to employees – personnel plays a key role

At SOL, employees have a key role in everything we do. SOL bears responsibility for safeguarding employment in the future, too.

Personnel are rewarded for good work performance, which is followed up by customer satisfaction and other weighted indicators. Rewards for successful work performance have been given, for instance, to the service district of the year, the vendor of the year, the service instructor of the year, the service supervisor of the year and the service director of the year. SOL

organises an annual Quality Award competition with separate categories for service supervisors, service districts and sales personnel. Awards are also given for the environmental and well-being at work categories. Competition entries are submitted in the form of applications showing budgets, results and the previous year's figures.

The Quality Award is based on a competition by the Finnish Quality Association, which has been adapted to suit SOL's needs.

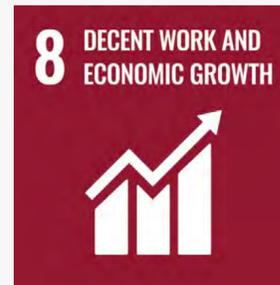
We have launched a messaging channel for our employees, encouraging them to report both success stories and any misconduct they might observe. The HR and legal teams review the messages with the management and consult the person in charge, if needed.

Respecting good agreement practices

SOL purchases products, services and energy, as well as subcontracting services, such as delivery and laundry services, outdoor area property management services and a variety of made-to-order cleaning services. Products and services necessary for running the administration and operations are also purchased by SOL. We comply with the terms of agreements and pay any invoices according to the terms of payment. Good contractual practices are monitored by internal controls and audits, in accordance with the SOL operating system.

8 SOL and responsibility management

Through our activities, we meet the UN Sustainable Development Goals



Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all.

8.6 Substantially reduce the proportion of youth not in employment, education or training.

8.8 Protect labour rights and promote safe and secure working environments for all employees, including migrant workers, in particular women migrants, and those in precarious employment.



Goal 5: Achieve gender equality and empower all women and girls.

5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.



Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.



Goal 13: Take urgent action against climate change and its effects.



Goal 7: Ensure affordable, reliable, sustainable and modern energy for all. Commitment to procuring renewable energy.

9 SOL and environmental responsibility

Decision-making that respects nature

SOL wants to provide services in a manner that aims to conserve natural resources and reduce environmental impacts. We are aware of the environmental impact of our services and of our responsibility as the user of products and the producer of waste, and we take our impact and responsibility into account throughout our decision-making processes. We follow applicable legislation and regulations of the authorities in our operations. We are committed to continuously improving our operations and reducing environmental impacts.



SOL Palvelut was the first in Finland's hotel cleaning business sector to be awarded the Nordic Swan Ecolabel.

9 SOL and environmental responsibility

Environmental Goals according to the Climate Commitment of the Finnish Chamber of Commerce

The SOL companies based in Finland joined the Chamber of Commerce's climate commitment programme in autumn 2021. Under the commitment, we have prepared company-specific plans to become carbon neutral by 2035. The calculation of the Chamber of Commerce follows the calculation guidelines of the Greenhouse Gas Protocol. Our calculations include Scope 1 and 2 in their entirety, as well as Scope 3 emissions from commuting and business travel. We do not receive emissions data from our logistics transport. Our deliveries are shipped together with those from other customers of our transport partners, and detailed information on our share is not yet available.

Our carbon footprint is 26.52 gCO₂e per euro of turnover

Our total carbon footprint decreased significantly compared to 2021. The most decisive factor in the reduction of the carbon footprint has been SOL employees' growing interest in environmental issues, which has increased activity in reporting environmentally friendly mobility. This, together

with the change to more environmentally friendly behaviour, caused a nearly 40% drop in our carbon footprint caused by commuting.

From 2021 onwards, we started using only renewable energy in the premises and properties of our Finnish companies. In total, our Finnish companies have more than 100 properties and premises.

Since the beginning of 2021, we have only acquired cars that meet the Euro 6 emission standards. The renewal of the fleet will take about four years, after which the WLTP emissions of our cars will decrease by approximately 20%. The effects of the decision are already visible in the figures for 2022 in terms of reduced fuel consumption per kilometre driven. In the procurement period 2021–2023, the emission limit for new vehicles is 161 g/CO₂/km (WLTP).

Our Group-level long-term target is a 5% reduction in the emissions from commuting and driving for work purposes. We support the target through supervisor incentives and monthly follow-ups. We have also built our own incentive programme to encourage our employees to use public transport in their commuting. These metrics and personal rewarding ensure the commitment of each employee and help us achieve the 5 per cent target. Providing salaried employees with the opportunity to work from home also promotes our environmental policy.

In 2022, we bought 20 more yellow bicycles for our offices, which also reduced the emissions caused by mobility.

With regard to driving at work, we compare the average consumption of each car and driver to the target consumption of the vehicle. We also organise courses on economical driving. The annual reduction target is 5%, which we measure by monitoring the average fuel consumption.

The total carbon footprint of SOL's Finnish companies is 6,905 tCO₂e according to the Climate Commitment of the Finnish Chamber of Commerce.

Use of materials and cleaning agents – environmentally conscious choices

We estimate that the materials and cleaning agents used in our own operations represent less than 3 per cent of the Group's carbon footprint. This is due to our environmentally friendly acquisitions and the requirement to take the carbon footprint into account in everything we do.

In Finland, we are ahead of schedule in achieving our target of using Nordic Swan Ecolabelled cleaning agents - their share of all cleaning agents is over 93 per cent. Our target for 2025 is 95%.

We work with our material and machinery suppliers to determine the carbon footprint of the materials and machinery we procure.

9 SOL and environmental responsibility

Customer-specific separate environmental audits in use

In 2022, we carried out an environmental audit of more than 800 of our customer sites, in which we ensured that our operations were environmentally friendly and that our personnel had environmental expertise. At the same time, we explored our possibilities to help our customers make more environmentally friendly choices.

During 2023, we will further strengthen the environmental expertise of our personnel and build guidelines for our personnel on what we can do to help our customers in their environmental work.

Nordic Swan Ecolabel-certified hotel cleaning

SOL Palvelut was the first in Finland's hotel cleaning business sector to be awarded the Nordic Swan Ecolabel. The Nordic Swan Ecolabel is an official sign to our customers of the quality of our services.

In order to obtain the Swan label, our services has to meet the very strict conditions for the whole life cycle. The evaluation took into account, among others, the origin of the materials, the energy consumption of production and use, the use of chemicals and the generation of waste throughout the whole production and consumption chain. In cleaning services,

the Swan label emphasises the use of cleaning agents that have environmental labelling and the limitation of chemicals because, in the cleaning process, cleaning agents comprise the largest environmentally taxing agent. Other criteria included minimising the environmental impact of transport.

Responsible laundry services

The Group's laundry services company, SOL Pesulapalvelut, invests in eco-friendliness in both machinery and detergents. SOL Pesulapalvelut is constantly renewing its machinery and replacing old machines with more environmentally friendly technology. At the moment, about 45 per cent of all dry cleaning machines use environmentally friendly, non-toxic and biodegradable detergents. New, computer-controlled water washing machines use detergents that are as environmentally friendly as possible. They also use strictly specified amounts of water. The use of machinery is optimised in each laundry shop, and water and electricity consumption is monitored with a detailed set of indicators.

Several laundry shops use a recovery system for the cooling water used in dry cleaning. The cooling water is run into a separate water tank and reused in a water washing machine. The water is considerably warmer than room temperature, and it can be used in final rinsing. The system also saves electricity when clothes put in a tumble dryer are first rinsed with warm water.

Integrating environmental knowledge into onboarding

An online course on the environment is part of the mandatory onboarding of our personnel. This is how we can ensure our staff's environmental knowledge. In addition, each area has its dedicated environmental coordinator, who communicates environmental matters and development to the personnel and keeps them up-to-date on regional topics, such as waste decrees.

As part of our Climate Commitment with the Finnish Chamber of Commerce, we will increase our personnel's knowledge of the impact of our personal choices on our carbon footprint, which will enhance their environmental awareness.

Regular customer audits

As part of our audit processes, we monitor whether the operations meet SOL's Environmental Goals and measure our performance at the district, business sector and customer-specific levels.

Our environmentally friendly operations are guided by the development perspective. At the same time, we are exploring our possibilities to help our customers make more environmentally friendly choices.

Our personnel are our resource

SOL is a multicultural and inclusive workplace. We offer low-threshold jobs and prevent social exclusion.



SOL provides a first job to many young people and people with foreign backgrounds.

10 SOL and social responsibility

Enabling opportunities

We offer jobs that provide rhythm to everyday life and overall well-being. We provide many young people and people with foreign backgrounds with their first job. As a strong working-life trainer, we make it possible to become proficient and develop careers in our service sectors. We cherish and develop an equal work community where it is possible to grow, train and work in accordance with your values, regardless of your gender, age, nationality, background or beliefs. Through family reunification, we offer work to other family members on an equal and non-discriminatory basis.

Investing in our personnel's work ability – SOL Life supports employees

The SOL Life Caring Model guides supervisors concretely in how to intervene with work ability challenges in their early stages. The most important aims include preventing and shortening sickness absences, reducing the number of accidents and minimising disability pensions.

The annual success discussions help supervisors in setting goals and achieving results, as well as in developing the operations of their supervisor area. Achievement of goals is monitored and controlled by a scorecard. The employee-specific quality passport, in which positive customer feedback is documented with a laughter or smile symbol, is used by service managers as a feedback tool.

The joy barometer is the SOL employee satisfaction survey, which enables employees to influence the development of their own work. The utilisation of the Ilopuntari Joy Barometer results has been developed over several years with Professor Marko Keski as part of the Quality of Working Life (QWL) project. Since 2021, we have focused on using QWL analysis to identify HR risks, such as disability, burnout, sickness absence and turnover risks. In 2022, the Joy Barometer (Ilopuntari) survey was carried out twice during the year. For the second survey, the questions were renewed to respond more effectively to the challenges of managing well-being at work.

The goals of SOL's age programme are to support the work ability of different age groups, maintain good work fitness and reduce sickness absences, as well as to promote positive co-operation between different age groups. We pay special attention to young people and "yellow panthers", offering job opportunities to those who have already passed the retirement age. Another goal is to raise the average retirement age.

The biggest common denominator of premature disability pensions is still musculoskeletal diseases, and this is where we focus our resources in co-operation with occupational health services, for example, by increasing the services of occupational physiotherapists. This concretely supports the employee's ability to work as proactively and at as low a threshold as possible.

In the occupational health action plan, we have also named the recommendation on substitute work as one of the separate objectives, so that we can, if possible, prevent the lengthening of sickness absences.

In 2022, SOL spent about EUR 160 per employee on the prevention and treatment of illnesses in Finland. SOL monitors the percentage of sickness absences in relation to the number of hours worked.

In 2022, the sickness rate in Finnish companies was 3.57 per cent. The most important causes of sickness absences were musculoskeletal diseases (about 29% of all sickness absences), with the second most important reason being absences due to mental health reasons (16%).

In 2022, we continued to develop the work ability management skills of SOL Palvelut's Service Managers together with occupational health services and the employment pension insurance company. As a pilot, we established the model as a part of the service managers' annual work ability management training by guiding the service managers to routine work ability management in everyday life and supporting the service supervisors in their area. Sirius, the work ability management tool, was also renewed with the supervisor's path feature, which guides supervisors more clearly at the individual level in situations related to supporting work ability. In this way, no employee is excluded from the support measures.

10 SOL and social responsibility

Development of competence and training – tutors supporting personal development

The development of the personnel's competence focuses on onboarding and training that support the employees themselves and the satisfaction of customer-specific needs. We monitor competence development by area, customer, employee and training event. The implementation of the annual programme is the responsibility of the regions themselves and the training team with regard to trainer-led training events.

The development of competence is supported on a personal level by competence assessment. In 2022, we introduced an onboarding plan for new employees in SOL Palvelut, which is approved in stages according to the progress of the onboarding. At SOL, every service provider and service expert starts their work with an online orientation. The onboarding continues on a site-specific basis, and the supervisor, together with a tutor, continues the onboarding and guidance on working in a safe and healthy manner, in accordance with the service description. Method training is a part of site-specific onboarding. Continuous dialogue and caring ensure the well-being and competence of the personnel. In SOL Palvelut, each Service Manager also attends the SOL IN training in their region within four months.

For a long time, SOL has had trained tutors that support the development of competence and act as work counsellors at our customer sites in addition to their own work. Their role has grown in implementing site-specific training and ensuring

competence. The development of salaried employees is supported through mentoring and coaching activities. Within the Group, we offer opportunities and encourage job rotation and career advancement. The individual's own views and their desire and intent to develop and move forward are discussed in the 'From goals to results' performance discussions, where any potential next steps are also agreed.

Around 30% of the employees in our Finnish companies have a basic degree, vocational qualification, specialised vocational qualification, or academic degree. Some members of SOL's training team are qualified as teachers, in addition to knowing the subject matter and having extensive work experience. The goal is for all the trainers to acquire it alongside work. Our own experts and external expert partners and educational institutions also serve as trainers.

We take the needs and requirements of the customers, companies and personnel into account in the planning of competence development. The annual planning of competence needs begins with a management review of future needs and continues with the training organisers and the service management in area-specific meetings. The plans are refined into an annual training plan and training calendar that is used by supervisors to prepare a competence plan for their own personnel as part of the action plan. The number of training days amounted to an average of two days per employee in Finland, and a total of 10,000 employees attended training. In addition, 220 people participated in apprenticeship training.

For supervisors, we continue with the Business Academy coaching, which aims to take management to the next level. The emphasis is on the customer and personnel experience,

communications, service-oriented leadership, competence management, career paths, and LEAN, as well as the profitable and goal-oriented management of operations.

We organise business sector- and theme-specific training and expertise days every year. Personnel training at SOL is integrated to correspond to the basics of qualifications and, therefore, promotes the completion of practical examinations and co-operation with educational establishments. In 2022, SOL trained 40 new tutors to help the supervisors guide and coach both new service providers and those who have served in their position for a longer time. In 2022, we also started a pilot project on Finnish language learning with Keuda, Helsinki and the City of Helsinki. The training will continue in 2023.

Taking care of occupational safety is key

Our goal is to have a strong occupational safety culture so that every SOL employee is able to leave work healthy, always. We ensure that our services are safe, reliable and sustainable and that they meet the required standards. SOL's management is strongly committed to our occupational safety goals and strongly invests in the well-being and safety of our employees. SOL wants to protect the rights of working life and guarantee a safe and healthy working environment for all employees.

In occupational safety, we focus particularly on reducing accidents, reporting hazards and making risk assessments at our customer sites. We develop the occupational safety competence of our employees and instruct our personnel in how to work safely at our customer sites.

In 2022, we organised two occupational health and safety days. During the days, we studied lifting, chemical and refrigeration

10 SOL and social responsibility



work, lithium battery and fire safety, and first aid in emergency and chemical work, with the help of our expert partners. In 2022, we trained our salaried employees in updated occupational safety processes and made a SOL Occupational Safety online course for all our personnel in four languages: Finnish, English, Russian and Ukrainian. We participated in the World Day for Safety and Health at Work in all Finnish SOL companies by improving the positive safety culture together with our employees through safety sessions, safety walks and hazard observations.

The Occupational Health and Safety Committee operates nationwide and convenes eleven times a year. Its purpose is to develop occupational safety at the ground level and to support employees in working safely. Each SOL employee is responsible for work safety, and preventive measures are the foundation of safety at SOL. The Occupational Safety Officer reviews the monthly accident statistics and adds new measures or instructions, as needed. The sickness and accident statistics are regularly presented in management reviews.

At the customer sites and premises of SOL Henkilöstöpalvelut and Logistiikkapalvelut, occupational safety is the customer's responsibility. However, together with our customers, we are also developing safety at customer sites. We have succeeded in creating excellent co-operation with several of our customers in the development of occupational safety. All our companies monitor compliance with occupational safety practices and the frequency of accidents.

Our goal is zero occupational accidents. The most important thing in achieving this is that all employees know their own duties, follow the instructions given, and identify hazards when working and moving. Order and cleanliness can have a significant impact on well-being at work and occupational safety.

Freedom of association

In Finland, the provisions of the current collective bargaining agreement between Kiinteistöyönantajat ry and Palvelualojen Ammattiliitto PAM ry for employees in the property service sector applies to SOL's employees in cleaning, property and facility maintenance services. Salaried employees are subject to the collective agreement for salaried employees in the real estate industry (KITA ry and Ammattiliitto PRO ry). The collective agreement for employees in the property maintenance sector primarily applies to SOL's security service employees. The collective agreement for the textile care industry applies to the laundry personnel, and the collective agreement for the chemical sector to the laundries' salaried employees. SOL Henkilöstöpalvelut Oy and SOL Logistiikkapalvelut Oy apply several different collective agreements to their employees.

Four meetings that address financial issues, personnel plans and reports, and the following year's action plan and priorities, are held every year in Finland, between the Chief Shop Stewards and the management. The personnel have full freedom to unionise in all the operating countries.

Since the countries of the foreign subsidiaries do not have collective agreement processes similar to Finland, local labour legislation and SOL's internal practices are applied to their work. SOL Palvelut Oy is a member of the employer union Kiinteistöyönantajat ry, SOL Pesulapalvelut is a member of Yleinen Teollisuusliitto ry, SOL Henkilöstöpalvelut Oy is a member of Palvelualojen työnantajat PALTA ry, and SOL Logistiikkapalvelut Oy is a member of Medialiitto ry.

Stable family business

SOL is a stable family-owned company with a 30-year history. We are a reliable partner who ensures responsible governance. SOL's tax footprint, meaning value-added taxes, withheld tax and income tax paid by SOL's Finnish companies, is over EUR 80 million. This amount corresponds to the annual study costs of some 8,000 comprehensive school pupils for society.

SOL's tax footprint 2022

EUR 80.3 million

In 2021, the corresponding amount was EUR 69.7 million

Wages and items reported as wages in 2022

EUR 234.7 million

In 2021, the corresponding amount was EUR 199.7 million

Social insurance contributions in 2022

EUR 40.6 million

In 2021, the corresponding amount was EUR 34.9 million



11 SOL and financial responsibility



A strong impact on society is created by stable economic management

Growth is financed from income. Our equity ratio is 52.3%. Good liquidity safeguards SOL's payment obligations to stakeholders and also builds in flexibility for any quick acquisitions needed. SOL's liquidity has remained at a good level.

In addition to paying employees' contributions and public payments, the Group has been able to finance investments and other acquisitions from income in accordance with set plans. SOL wants to ensure that it meets all payment obligations according to the agreed payment terms without delay, and also expects the same punctuality from customers with regard to their payments.

Our liquidity is measured with the Quick ratio, which in 2022 was 1.5, meeting our objective. All of SOL's services are produced locally, and the operations have been organised accordingly. SOL's business management, as well as the financial and HR administration of SOL City, SOL headquarters in Finland, support our local operations. Some of the financial administration operates in Seinäjoki, Kouvola and Hämeenlinna.

Market position – the SOL of the future

SOL's prospects in the property services and temporary staffing markets have been forecast up until the year 2030. SOL will be a strong contender in these future markets. Our Group-level growth target for turnover is one billion euros by 2030. Of this total, operations in Finland will represent EUR 755 million and the foreign subsidiaries EUR 246 million.

Similarly, the number of personnel in Finland is expected to grow to some 20,000 people and to also increase significantly in the foreign subsidiaries.

We anticipate that as many as 60 per cent of our employees will be of non-Finnish origin by 2030. Employees are increasingly expected to have multi-expertise where different work tasks are combined. In addition to property maintenance, key jobs will be in the sectors of logistics, industry and commerce. The skills and development of the personnel are ensured by investing in training.

Our age programme, in turn, takes into account the employment needs of different age groups. The programme connects the life situations of different groups with work tasks suited to those life situations.

We anticipate that as many as 60 per cent of our employees will be of non-Finnish origin by 2030. In addition to property maintenance, key jobs will be in the sectors of logistics, industry and commerce.

Taxes in Finland and permits in order

SOL supports immigrants in their integration and helps them, for example, with official affairs. The permit procedures might feel unsurmountable, particularly to employees from outside the EU with no Finnish language skills. SOL leaves no-one alone in the struggle with practical matters, but helps its employees with work permits, registration, tax and KELA cards, back accounts and the finding of an apartment. The employees are also encouraged to study the language as soon as possible, and SOL provides interpretation to assist the communication between the employer and the employee at the beginning. We are also deeply involved in the onboarding.

11 SOL and financial responsibility

Responsibilities to authorities

We pay our statutory obligations in accordance with the existing regulations. We take care of the payment obligations of our employees as the employer and compile reports and statistics for the authorities as agreed.

Procurement practices

In our procurement, we consider the environmental impact of the products and operate in a cost-efficient manner. We use established partners in our acquisitions. We carry out supplier audits to ensure that our partners operate in an environmentally friendly manner.

Anti-corruption

SOL employees are expected to promote SOL's interests and act in a responsible manner. SOL employees must avoid all situations that might result in a conflict of interests.

The corruption and bribery ban permeates all SOL operations. SOL and its employees may not make or offer bribes or unlawful payments to customers, managers, national or local authorities or other parties to gain or retain business, or for any other equivalent reason.

SOL does not grant direct or indirect support to political parties, organisations or individual politicians.

SOL employees may not accept personal benefits or gifts from stakeholders or suppliers which run contrary to applicable laws or local business practices. Gifts or benefits must only be accepted if they are offered in the context of regular business activities and they are ordinary, reasonable and low in monetary value.

Gifts and hospitality may be acceptable if they are:

- not offered on a regular basis, and given or received openly and without an obligation and/or expectation of a favour in return
- approved by stakeholders and able to withstand public scrutiny
- legal, ordinary and of moderate monetary value.

Before offering a gift or benefit to a partner, employees must ensure that they are aware of the rules and ethical guidelines observed by the recipient to prevent bribery.

With regard to the public sector, we follow the hospitality instructions of the Ministry of Finance.

Examples of acceptable hospitality include attendance at occasions such as birthday and retirement receptions organised by a partner. In these circumstances, gifts in keeping with convention are acceptable. Also acceptable are parties and cultural events in the context of meetings and training courses.

Gifts or benefits exceeding a value of EUR 100 offered to a SOL employee must be authorised by a Service Director, Business Director or Managing Director.

Benefits must not be accepted if:

- The value of the benefit exceeds conventional business practices
- The benefit is in conflict with SOL's interests and values
- The benefit may impair or be seen to impair the other party's independence or impartiality
- The benefit is likely to arouse suspicions regarding the giver's motives or its impact on decision-making or outcomes of business
- The benefit could generate negative publicity for SOL.

As a general rule, SOL will cover the costs of any travel related to events and travels organised by external parties.

In the event of confusion regarding the appropriateness/legality of giving or receiving a gift, it must be declined.

SOL employees are expected to promote SOL's interests and act in a responsible manner. SOL employees must avoid all situations that might result in a conflict of interests.

In our procurement, we consider the environmental impact of the products and operate in a cost-efficient manner. We use established partners in our acquisitions.

SOL Palvelut



Vedä
Drag
Pull

Turnover
EUR 168.2 million

Personnel
6,505

Customer satisfaction
 **73.8%**
 **25.8%**

Total carbon footprint
3,917 tCO₂e



The joy of working

SOL Palvelut is committed to the Group's environmental goal of being a carbon-neutral company by 2035. In all the properties we manage, we have switched to 100% renewable electricity, and we only acquire cars that meet the Euro 6 emission standard. We also encourage our employees to travel by bike, on foot or by public transport.

The turnover of the company grew by 11.2% year-on-year.

Above all, our services in hotels, restaurants, and event centres and on ships picked up compared to 2021, due to there being more openings after the COVID-19 pandemic subsided.

Our most important asset is our personnel, and as a result, our focus is to be the most desired employer in our industry.

The professional skills and commitment of personnel, as well as their involvement and joyful working, which are the keys to business growth and operational development, have continued to be developed through renewed and extensive training programmes and Joy Barometer level measurement data. Customers' initiatives have also been included in the idea and initiative activities that cover the entire personnel. The SOL Life programme for improving the well-being of personnel continues. Trained well-being mentors provide practical support across a broad range of customer sites.



12 SOL Palvelut

We measure staff satisfaction twice a year using the SOL Joy Barometer, and our goal is to score 4.5 on a scale of 1–5.

We spend 3 per cent of our turnover on training, with which we want to ensure we have skilled workers for our company in the future, too. We train 300 people per year through apprenticeship training.

For decades, we have invested in the recruitment of foreign employees and also in the integration of their families, which we will continue in 2023.

In 2022, we recruited more than 500 Ukrainian citizens who had been forced to leave their homeland due to the Russian war.

When the war broke out, we wanted to help our Ukrainian employees to bring their families and relatives safely to Finland. We immediately contacted our Ukrainian employees and helped their families and friends to come to Finland. We offered help with travel and housing arrangements, electricity contracts, internet connections, furnishing of apartments, food and clothing purchases, and searching for jobs and schools.

In 2022, in co-operation with the City of Helsinki and Keuda, we started Finnish language training as a pilot project. We offer education to our employees during working hours. The pilot project consisted of two groups, one of language studies beginners and the other of students who had been living in Finland for a long time.



How can I succeed?

Managers encourage Tutors support You dare

How can I manage?

Apprenticeship is a convenient way to demonstrate professional skills and complete a qualification when there is work experience behind it. The training updates the employee's knowledge and skills, and in addition, almost all SOL sectors' qualifications can be completed through an apprenticeship.

Apprenticeships are available throughout Finland at different qualification levels. SOL has specifically invested in apprenticeship activities.



Future outlook

The company's outlook for 2023 is positive, although labour shortages in the sector may pose challenges. For 2023, SOL Palvelut has budgeted profitable growth of 15% in turnover, which directly translates into the recruitment needs of 1,500 new employees.

Through the recruitment of new personnel, we also bear financial responsibility in the form of future salaries, taxes, and so on, through employment.



We spend 3% of our turnover on training to ensure skilled employees for our company in the future. We train 300 people per year through apprenticeship training.

SOL Kiinteistöpalvelut

Turnover

EUR 22.1 million

Personnel

380

Customer satisfaction

😊 **52%**

😊 **47%**

Total carbon footprint

1,258 tCO₂e

13 SOL Kiinteistöpalvelut

Developer of professional competence

SOL Kiinteistöpalvelut Oy serves its customers with comprehensive service solutions. Our services include property and outdoor area management, HPACA services for building services, various service solutions for remote management, security and alarm centre services. In our business, we seek strong growth both organically and through acquisitions. In 2022, we grew organically by 15% and completed three acquisitions.

Our ability to recruit and retain skilled, motivated and committed employees is a key factor in business growth and operational development. In 2022, we recruited 80 professionals and our turnover rate was less than 10%.

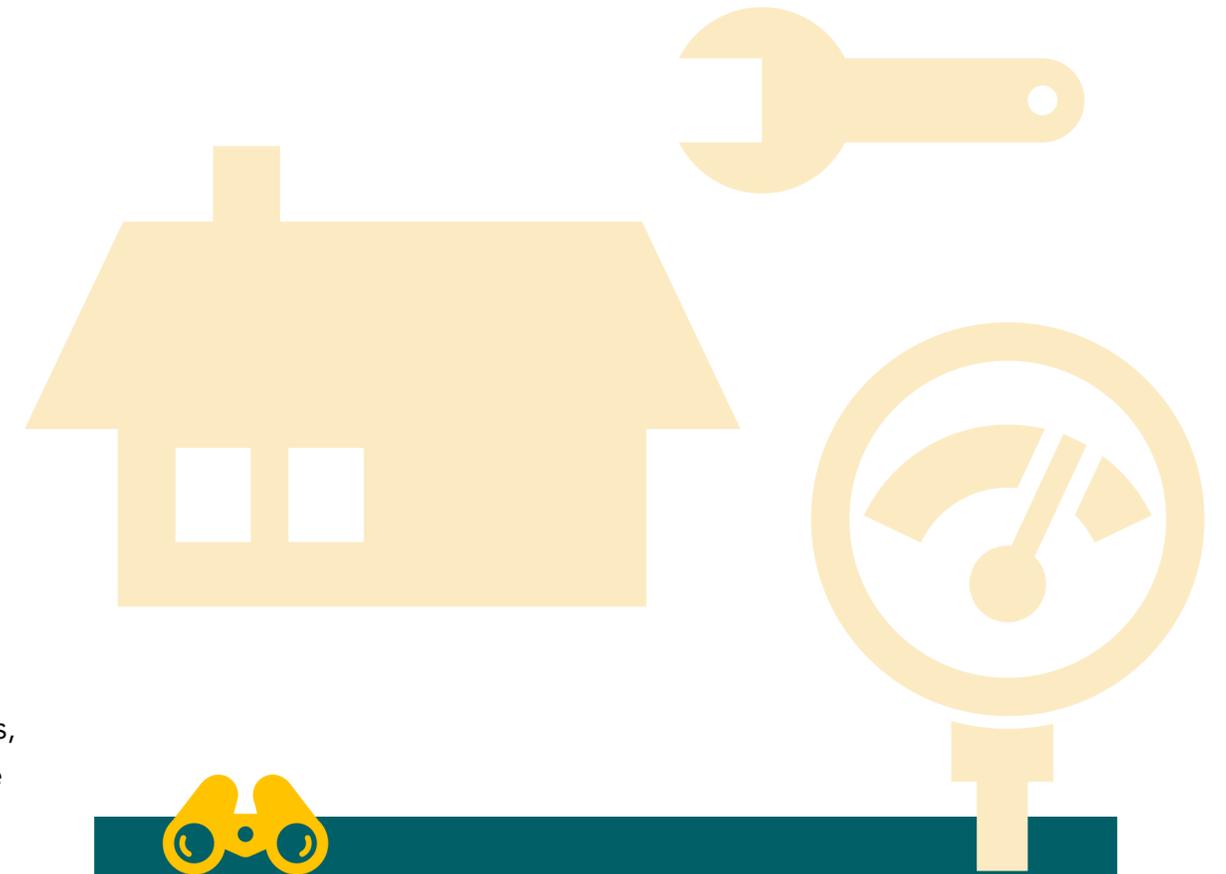
We continued to develop our training offering for our employees. We started the development work in 2020 together with various educational institutions. There are several different training options in this entity, which we have named SOL-Opisto (SOL Institute), ranging from a few hours of fast-track courses to training programmes that qualify for a vocational qualification.

One of our responsibility goals is that each of our employees has their own personal study plan for the development of professional competence. We have made great progress. The SOLHOKS plan has already been drawn up for 160 people.

During 2023, a plan will be drawn up for all of our employees, and the first updates to the plans previously drawn up will be made for about 40 employees.

In 2022, 17% of property service employees participated in degree training or official part-time training for Property Maintenance Operatives, which was tailored for SOL.

Responsibility is an important part of our operations. As a result of materiality analyses related to responsibility management, we have invested, in addition to our own operations, in our ability to help our customers achieve their own environmental and responsibility targets. An increasing number of our customer-specific service solutions take the customer's responsibility goals into account, and our operations are built to support the achievement of those goals. This customer-specific operating model is constantly expanding and developing.



Future outlook

Turnover will continue to grow, organically and through acquisitions. The first significant additional investments will be made in the development of the security business.

Customer and employee satisfaction is maintained at a high level. Successes will be monitored using appropriate indicators.

Training activities will be further developed, and the number of completed studies and customised training courses will be increased.

SOL Henkilöstöpalvelut and Logistiikkapalvelut

Turnover*
EUR 78.5 million

Personnel
2,755

Customer satisfaction
8.8/10

Total carbon footprint
1,583 tCO₂e

* The combined turnover of SOL
Henkilöstöpalvelut and Logistiikka-
palvelut and Nordic Henkilöstöpalvelut.

14 SOL Henkilöstöpalvelut and Logistiikkapalvelut



We will societally increase the matching of labour supply and demand on market terms, in line with the rules of working life. We also make it possible to combine different life situations and work in a customer-oriented manner.

A year of strong growth

SOL Henkilöstöpalvelut Oy provides the industrial and construction sectors with temporary staffing, direct recruitment and international staffing solutions. SOL Logistiikkapalvelut is one of the largest service providers of temporary staffing and outsourcing services specialising in the logistics customer sector in Finland. Our customers include global market leaders in their fields and companies that operate locally, and we serve them 24/7 through our national office network.

SOL Henkilöstöpalvelut and Logistiikkapalvelut as a partner

We stand out from the market by our ability to provide added value for our customers. That is why we invest particularly in understanding our customers' business in the customer sectors we choose. As a partner, we help our customers to achieve their own business goals in a responsible manner. With our direct recruitment services, our customers get more permanent expertise in their own employment relationships. With the help of our temporary staffing services, we make it possible to optimise the customer's business volume by offering skilled personnel in line with demand, without the need for jobseeker marketing, recruitment and employer obligations. We can also increase the supply of labour in Finland through our international personnel solutions by bringing in experts from outside the EU countries. Our services cover the so-called "from customer order to apartment, first shift and follow-up work permits" chain. With our logistics outsourcing services,

we free customers in all industries to focus on their core operations. We do this through a variety of performance-based pricing models.

The success of our customer companies promotes economic growth. We will also societally increase the matching of labour supply and demand on market terms in line with the rules of working life. We also make it possible to combine different life situations and work in a customer-oriented manner. In our customer industries, we offer employment to many young people, which is why our operations also emphasise onboarding, maintenance of working ability and accident prevention. We also use digital platforms. In 2022, we received more than 40,000 job applications, sent 16,470 items of jobseeker feedback, and carried out 51,540 other jobseeker communications. We employed an average of 2,755 experts, who worked nearly 350,000 shifts for our customers.

SOL Henkilöstöpalvelut and Logistiikkapalvelut are committed to the Group's environmental goal of being a carbon-neutral

14 SOL Henkilöstöpalvelut and Logistiikkapalvelut

company by 2035. We have switched to 100% renewable electricity in all our offices, and we only use cars that meet the criteria of the Euro 6 emissions class in our fleet. When it comes to mobility, we take advantage of the opportunities offered by telecommuting and encourage our employees to travel by bike, on foot or by public transport.

The turnover of SOL Henkilöstöpalvelut was EUR 35.2 (26.7) million, growing by 31.7% compared to the same period last year. The growth was based in particular on the recruitment of highly skilled labour from outside the EU and providing temporary staffing to meet the needs of industry. The turnover does not include the turnover of Nordic Henkilöstöpalvelut Oy, which was merged on 1 September 2022, for the period January-August 2022.

Turnover for SOL Logistiikkapalvelut was EUR 27.5 (32.8) million, a decrease of 16.2% year-on-year. The decrease in turnover was due to the exceptionally high turnover in the comparison period, which was boosted by the strong growth of e-commerce and the strategic and operational changes in the operations of a large customer company due to the COVID-19 pandemic. The company reacted to the decrease in turnover with profit improvement measures, which were especially related to closing loss-making and low-margin customer relationships.

The main coaching efforts of our salaried employees are focused on understanding our customers' business and customer relationship. We always combine our labour market

expertise with our service solutions and invest in the job-seeker experience, in particular. For our customer service experts, we offer successful training on different digital platforms with several language options, and thus we also promote integration into Finnish society regardless of age, gender, language or ethnicity.



Future outlook

The outlook for 2023 will be influenced by the war in Ukraine.

The indirect effects of the war, such as rising costs, are expected to have a particularly negative impact on the market for services in the construction and industrial customer industries.

The war has also increased the supply of labour in Finland, and companies are well placed to offer jobs to jobseekers under international protection, for example. For the above reasons, the outlook for 2023 includes uncertainties, but the outlook remains positive.





SOL Pesulapalvelut

Turnover
EUR 8.3 million

Personnel
140

Customer Satisfaction
😊 97.3%
😊 2.5%

Total carbon footprint
147 tCO₂e

15 SOL Pesulapalvelut

Sustainable operations

In the Helsinki Metropolitan Area, the focus has been on home pick-up services, which have been particularly popular among older customers.

The environmental work of SOL Pesulapalvelut has been successful, which means that the starting carbon footprint is small. In order to achieve carbon neutrality, long-term plans are being prepared. A study on chemical-free washing of textiles, as well as on replacing dry cleaning with emulsion cleaning without the use of solvents, is also under preparation. We are involved in the Circular Economy in Consumer Trade project, funded by the Ministry of the Environment and the Ministry of Economic Affairs and Employment, which explores new operating and earning models for companies in the trade sector in the circular economy.

SOL Pesulapalvelut is committed to the Group's environmental goal of being a carbon-neutral company by 2035. We have entered into the Chamber of Commerce's environmental commitment. In all the properties we manage, we have switched to 100% renewable electricity, and we only acquire cars that meet the Euro 6 emission standard. We also encourage our employees to travel by bike, on foot or by public transport.

In dry cleaning, we use the latest technology and the most environmentally friendly, biodegradable substances. Dry cleaning is the most gentle method of care for textiles, and thanks to it, textiles remain good for as long as possible. When selecting machines, we take energy efficiency and water consumption into account. We use recycled water whenever it is possible. In terms of lighting, we have already largely moved to LED lamps, which save energy and reduce the heat load in the space.

The use of plastic has decreased considerably each year, and we have moved more and more into durable clothing bags and sacks. Metal hangers are returnable and reusable. We report on the use of plastics and metal hangers in accordance with Extended Producer Responsibility on an annual basis.

Stores have received discarded textiles that have been forwarded for reuse. The recycling of business textiles has been launched, and it has been actively marketed to companies.

The impact of COVID-19 was still visible in our operations at the beginning of the year. Some of the full-service laundries had shortened opening hours, while the second store in Hämeenlinna and the store on Kauppiaskatu in Turku were closed. In the Helsinki Metropolitan Area, the focus has been on home pick-up services, which have been particularly popular among older customers. Despite the adjustment measures, the pandemic affected the company's turnover and profitability, but the company's result improved significantly from the previous year.

Laundry services' environmental deed of the year was done with Roihuvuori school. During the school year, students left lots of clothes at the school that were in good condition and for which no owner could be found. The parents of the students collected the clothes and brought them to our Easton store. The clothes were washed and examined in the store, after which they were handed over to children who had arrived in Finland and were living at the reception centre.



Future outlook

We look to the future with confidence. The circular economy has become more important in the purchasing decisions of consumers in the textile and clothing industry. Nowadays, consumers are looking more closely at their consumption patterns and investing in the longevity and responsibility of clothing and textiles. The return from remote work to offices increases customers' need for laundry services.

We continue to look for functional and suitable business premises and potential acquisitions. We will still focus on the competence of our personnel, customer satisfaction and environmental matters. The high quality of our personnel's professional competence and customer satisfaction continue to be our success factors also in the future. Local and fast services and employment in Finland are the cornerstones of our operations. We are proud to work under the Avainlippu (Key Flag) symbol granted by the Association for Finnish Work.

Consultor

Turnover
EUR 9.3 million

Personnel
20

Customer satisfaction
8.6/10

16 Consultor

IT expert services for satisfied customers

The year 2022 was the eighteenth financial period for Consultor Finland Oy. The company's turnover increased by more than 30% to EUR 9.3 million; correspondingly, operating profit rose to EUR 1.4 million. Our business was boosted by new customers and the confidence of our existing customers to expand our co-operation.

One of the most significant events of 2022 was the acquisition which took place in November. On 1 November, Consultor acquired the entire share capital of T-Base Oy. T-Base Oy is a software company founded in 1999, whose experience and competence focus on Microsoft technologies, with a special emphasis on database, data, reporting and application development competence. In 2022, T-Base's realised turnover was approximately EUR 0.9 million.

Our experts worked in the areas of managing our customers' IT projects, demanding system development and knowledge-based management. Our significant customers have been public sector operators such as DigiFinland, the KEHA-Centre, Keva, Palkeet, Statistics Finland and the Tax Administration. In addition to the above, deliveries to the private sector also grew significantly in areas such as retail, industry and services, partly as a result of the acquisition.

Success requires responsibility

In 2022, we articulated our will as a company. We agreed that we exist to enable success for our customers. For this task, we offer our customers reliable and committed top experts in information management, project management and system development. Although digitalisation itself is not a shortcut to success, it is increasingly a competitive factor as well as a responsibility factor for our customers, and we are strongly involved in developing this.

For Consultor, responsibility is not only the reliable performance of the tasks entrusted to us by our customers, but also the creation of a good working environment for our employees and subcontractors. We want to foster stability and predictability while also highlighting the different types of challenges faced by the company. Although our tasks with our customers are often very demanding, we also believe in human leadership, which means we face our top experts as human beings.



Future outlook

In the longer term, our outlook is very positive, although in the short term, economic uncertainty may have a temporary impact on the company's business growth rate. We expect growth in the public sector, but one of the most important priorities of our strategy this year is to grow the business in the private sector.

We will continue to measure the customer experience, which we started last year, and we have an ambitious goal to be Finland's most recommended IT expert partner, providing our customers with the best experts and service in the field. Our view is that achieving this goal requires a corporate responsibility culture that extends from operating environments to operating methods.

SOL is a multicultural work community

■ Different nationalities of SOL personnel

