

# Operational Policy

Koskisen Corporation



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# Operational Policy

## 1 General

Koskisen Group (Koskisen Corporation and its subsidiaries), hereinafter referred to as "Koskisen", operates in the wood products industry in Finland and Poland. This Operational Policy summarises the management principles that apply to all operations at Koskisen. Commitments related to this Operational Policy are specified in more detail in separate policies and principles.

## 2 Customers and stakeholders

The starting point for all of our operations — and the development of our operations — is the customer's needs, with an emphasis on the added value created for the customer and customer satisfaction.

We cooperate effectively with our various stakeholders. Koskisen has a significant impact on the economic well-being of its stakeholders and society as a whole.

## 3 Values, attitude, the Koskisen brand promise

Our operations are based on the company's values and the Koskisen attitude. Our shared values are *integrity, creativity, courage* and *profitability*. We take these core values and our ethical principles into account in all of our decision-making, management and day-to-day operations, and our operations are based on up-to-date and high-quality information.

The key themes of our operations are the entrepreneurial spirit that stems from Koskisen's background as a family company, as well as superior customer service, diverse specialised expertise, employee well-being and a reliable operating culture. We are prepared to work hard to identify the product and service solutions that best serve the customer's needs by fulfilling our quality-driven brand promise time after time.

## 4 Product quality

We determine customer needs, together with the customer. Through cooperation between different functions and processes, and the development of processes, we ensure that the products and services delivered to the customer are aligned with the agreed-upon quality level and are produced cost-effectively now and in the future.

## 5 Environment and climate

Responsibility for the environment and climate is a matter of honour and a driver of competitiveness for us. We strive to continuously minimise the impacts of our operations on the soil, water systems and the climate. In the development of products and production processes, we aim to minimise adverse environmental and climate impacts throughout the entire product life cycle. In all of our operations, we comply with the obligations stipulated by Finnish environmental legislation at a minimum.



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## 6 Safety

As a rule, our occupational safety and health functions exceed the statutory requirements. We aim to identify and proactively prevent risks related to human health and safety, products and their use, and the company's assets.

The company creates the framework for a safe workplace. Everyone is responsible for their own safety and also looks after the safety of their co-workers and the company's property. All employees and employee representatives are guaranteed the opportunity to bring up safety-related issues and participate in the activities of occupational health and safety committees and the development of the company's safety culture.

## 7 Personnel

Koskisen's values and the operational principles are realised through the actions of Koskisen's personnel. Koskisen's employees create the company's future just as they have created its success. Koskisen's success and competitiveness is ensured by investing in excellent working conditions for the personnel, the continuous development of competence, well-being at work, employee satisfaction and health. Koskisen is only as strong as its personnel.

We understand the significance of quality, environmental and safety issues and take responsibility for their maintenance and development. We foster a strong sense of community and a good corporate culture.

## 8 Sustainable operating practises

In all of our operations, we observe the principles and practices of responsible business conduct, such as the UN Guiding Principles and the fundamental principles and rights at work in accordance with the ILO Declaration and the OECD Guidelines. We take care of sustainability throughout the value chain: we ensure that environmental aspects are taken into account in the sourcing of raw materials, we manufacture long-lasting wood products that sequester carbon for as long as decades, and we fulfil our obligations towards our employees and stakeholders. We have identified the most significant sustainability impacts, risks and opportunities of our operations, and we manage their development as part of our business.

## 9 Operating system, continuous improvement and development

The purpose of the operating system we apply is to support and promote the efficiency and capability of processes. The operating system is developed so that it meets the requirements of international standards (ISO 9001, ISO 14001, ISO 45001) and its effectiveness is verified by means of internal audits and external certification.

The company's strategy lays out the guidelines for business development, which is monitored by means of Group-level and unit-level targets and indicators set for various functions and processes.

We develop our operations and performance in accordance with the principle of continuous improvement in all aspects. We update our operating practices to ensure our future competitiveness. We leverage synergies in our operations, whenever possible. Innovation and product development play a key role in our operations and their development.



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## 10 Commitment

The company's management and all of the personnel recognise these principles and the ethical principles as a key part of the business and are committed to complying with them.

## 11 Verifying the origin of wood

We always know the origin of the wood we use, and our management system complies with the existing EUTR, EUDR, PEFC ST2002:2020 and FSC regulations so that all of the wood material we use and sell is subject to supervision as controlled wood at a minimum.

All available information and suppliers' self-assurances are used to verify the origin of the wood. In wood harvesting, the use of a forestry system and digital maps makes it possible to trace the wood transport chain all the way from the stump to the production plant.

A separate declaration has been issued on the origin of wood, wood procurement and the realisation of the fundamental rights at work in relation to all operations, and that declaration is supplemented by maintaining a self-assessment on the implementation of fundamental rights at work.

## 12 Information security and data protection

We maintain a high level of information security and comply with the obligations set out in the EU General Data Protection Regulation and national legislation. We take the rights of the data subject into account in all of our operations. We protect the information and services of the company and the data files we manage by means of legal compliance and special measures based on the management of the company. We assess the level of information security and data protection, identify risks and develop information security in order to be able to manage the identified risks and ensure the confidentiality of data processing, the integrity of data and access to data. We maintain up-to-date risk identification and the necessary operating instructions, while taking stakeholder expectations and needs into account in our operations.

## 13 Roles and responsibilities

The Board of Directors approves Koskisen Group's Operational Policy. Group management and business unit management are responsible for the planning of operations, resource allocation, addressing training needs and reporting to the Board of Directors.



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