



# MEIRA NOVA

## SUSTAINABILITY REVIEW 2023







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## TO THE READER

Sustainability is at the core of Meira Nova’s operations, and we develop our business operations in line with material sustainability themes based on our stakeholders’ needs. Reporting is an important part of developing sustainability, as it helps us inform stakeholders about our work, goals and achievements.

In this Meira Nova sustainability review, we briefly present our operations and performance in 2023, as well as our sustainability targets, measures and achievements. The review focuses on the most material themes of Meira Nova’s sustainability.

Meira Nova publishes its sustainability review annually in PDF format in Finnish and English. The reported operations and results concern the 2023 calendar year and the financial year 1 January to 31 December 2023. The review has not been verified.

Meira Nova also reports on its sustainability as part of S Group’s verified responsibility report, which is available on S Group’s website.

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We would be happy to receive feedback on the review.

We hope you enjoy reading our sustainability review!





# MEIRA NOVA

## IS ONE OF FINLAND'S LEADING WHOLE-SALERS IN THE FOOD SERVICE SECTOR

Our goal is to be our customers' most reliable partner every day. We provide our customers with competitive procurement and logistics services. Our team of around 200 professionals serves restaurants, hotels, staff canteens and industrial kitchens throughout Finland.

### KEY FIGURES

	2023	2022
Sales, EUR million	396	363
Personnel	196	191
Customer business locations	4,208	4,443
Product volume	15,881	17,525
Number of suppliers	477	530

### PRODUCT DISTRIBUTION



- Food 60%
- Alcohol 5%
- Non-food 35%

### OUR VISION

Superior ease and efficiency

### OUR MISSION

We provide food service customers with competitive procurement and logistics services

### OUR VALUES

- We are here for the customer
- We are constantly renewing our operations
- We operate profitably
- We bear our responsibility for people and the environment







## KEY EVENTS IN 2023

### QUALITY TRAINING FOR PERSONNEL

All Meira Nova personnel participated in monthly quality training. Quality training ensured the implementation of the requirements of the ISO 9001 standard throughout the company. During the certification process, we received a great deal of very positive feedback on our employees' participation and competence.

### ISO 9001 QUALITY SYSTEM

Meira Nova achieved ISO 9001 certification in late 2023, confirming its commitment to quality. Customers can be confident that Meira Nova complies with the agreed quality standards in all its operating processes. The certificate also promotes process efficiency, which is reflected in an improved customer experience and higher customer satisfaction.



Inspecta Sertifiointi Oy



### NOVA PRODUCT IDEAS

In October, the Nova Product Ideas customer event attracted a large number of customers and partners, who presented their products at Hotel Flamingo in Vantaa. The event also hosted the final of the Nova Product of the Year innovation competition, where customers chose the winner by voting for their favourite product.

### PIM PRODUCT INFORMATION SYSTEM

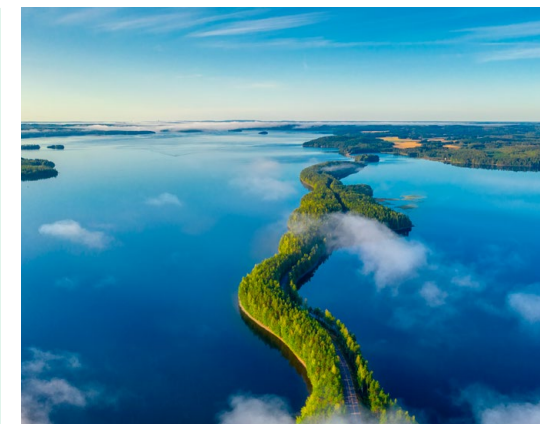
Meira Nova introduced its own PIM product information system, which includes product information from the GS1 Synkka product information service and S Group's grocery trade product information system. In future, we will also be able to enrich product information with self-defined attributes. Information that is as comprehensive as possible will benefit all parties involved, including customers, Meira Nova and suppliers.

### JOB SATISFACTION

The PeoplePower index survey carried out annually in S Group measures the personnel experience in the workplace community. Our results were markedly higher than in Finnish companies in general. Meira Nova received Finland's Most Inspiring Workplaces recognition for its level of staff dedication.

### TRANSPORT MANAGEMENT SYSTEM

Meira Nova's transport management system was fully implemented. When using the system, all transactions related to the delivery are based on readings carried out on mobile terminals, so Meira Nova's deliveries are now completely paperless. With the introduction of the system, better load planning and data-driven management have improved distribution.



### WATER SUSTAINABILITY ROADMAP

Meira Nova joined the Alliance for Water Stewardship. The group provides up-to-date information about water sustainability projects in progress around the world. Meira Nova created its own water sustainability roadmap up to 2030.

### EXTENDING THE USE OF THE CUSTOMER SERVICE SOLUTION

Meira Nova's customer service solution (CRM) was expanded to include account managers. All information related to customers is thus comprehensively in one place, which enables higher-quality customer service.



## A YEAR OF RENEWAL

For Meira Nova, sustainability is at the core of business operations, as the company is part of the Finnish food supply chain. For the wholesale trade in the food service sector, quality and reliability are requirements that cannot be compromised. Responsibility and sustainable development have also given rise to new ways to promote business operations in day-to-day activities. These themes are discussed by CEO Pasi Berggren and Quality and Sustainability Manager Susanna Viitaniemi below.

### THE YEAR 2023 IS ALREADY BEHIND US, AND WE ARE IN THE EARLY WINTER OF 2024. HOW WOULD YOU SUMMARISE OUR PERFORMANCE IN 2023?

**Pasi:** For Meira Nova, 2023 was a year of strong development and renewal. Our net sales grew and returned to pre-pandemic levels. We also gained new customers, and our market position strengthened. Development projects carried out in previous years boosted our profitability. Over the last five years, we have implemented a large number of development projects such as the ISO 9001 management and quality system certification, led by Susanna.

**Susanna:** Many projects preceded the implementation of the management system. The certification process started at the beginning of 2022 and was scheduled to last for 18 months. The

audit took place in December 2023, and we passed it without any deviations. This achievement was a Christmas present for our entire organisation, which has been involved in the implementation of development measures on a very broad scale.

### WHAT WAS YOUR OPERATING ENVIRONMENT LIKE?

**Pasi:** The last few years have not been easy for our customers. The pandemic hit the restaurant sector hard, and then inflation raised the prices of raw materials and energy and affected consumer behaviour. However, our customers have overcome the challenges quite successfully and are now looking to the future. Many have renegotiated their contracts through competitive bidding, and we have fared well in these processes.



**Pasi Berggren**  
Managing Director



**Susanna Viitaniemi**  
Quality and Sustainability Manager





This is also reflected in our improved customer satisfaction. This is the fourth time we have carried out the survey, and our recommendation index score almost doubled.

### THE FOCUS OF YOUR NOSTE STRATEGY FOR 2023 WAS TO INCREASE CUSTOMER BENEFIT. HOW WAS THIS IMPLEMENTED IN PRACTICE?

**Pasi:** We have developed both our customer and supplier management models. One significant step forward was the reform of the customer management system, which we implemented at the end of 2022. It enables our skilled customer advisors to respond better to customer enquiries. Of course, the products we offer and their availability and quality are of paramount importance. We monitor deliveries closely and measure availability, complaints and returns.

**Susanna:** Our offering is based on our network of around 470 suppliers. Most are our long-term partners with whom we work closely. We are continuously developing our network so that we can always provide our customers with the products they need. A good and effective supply chain is a very important factor for the wholesale trade.

**Pasi:** A survey conducted among our suppliers resulted in improved scores, so our cooperation is running smoothly.

**Susanna:** We evaluate all our suppliers with the aid of pre-audit surveys and carry out onsite audits if necessary. Our customers can therefore rely on the sustainability of the products we supply, the accuracy of the product information and

the conformity of the products. This is where the requirements are growing dramatically, and we have already taken measures to provide more accurate information about the ingredients, origin, production method and traceability of products, for example. In food products, the ingredients are often vital information for consumers.

### AS YOU MENTIONED AT THE BEGINNING, ISO 9001 CERTIFICATION WAS A KEY PROJECT IN 2023. HOW DID IT PROCEED?

**Susanna:** Meira Nova's readiness for a certified system had been built systematically for several



**Our results are based on the good team spirit of our workplace community, which can be felt every single working day.**

years by drawing up guidelines, providing personnel with training and verifying practices. We held quality workshops for all personnel and communicated about our progress at monthly briefings. This project inspired everyone, and it was considered very useful for developing operations and increasing customer benefit.

### MEIRA NOVA'S GOAL IS TO BE CARBON NEGATIVE BY 2025. WHAT STEPS DID YOU TAKE TO ACHIEVE THIS GOAL?

**Susanna:** We are part of S Group's goal to be carbon negative by 2025. Meira Nova's ambition was to be carbon neutral in its own operations by the end of 2023, and this was achieved

by changing the district heating supplier in January 2024. We also calculated our emissions from our value chain and procurement, and we will focus on reducing these emissions.

### HOW AWARE ARE YOUR SUPPLIERS AND CUSTOMERS TODAY OF THE SIGNIFICANCE OF SUSTAINABILITY?

**Pasi:** Our suppliers already see sustainability as a natural part of business development. We discuss things together, including how to reduce raw material and food waste. Sustainability is on the agenda of every customer meeting. We would like to thank our customers and partners, without whom we would not have achieved last year's results.

**Susanna:** I completely agree. For example, our customers are interested in emission calculations concerning their purchases, and for some of our customers, managing emissions will be a legal obligation. We are part of the supply chain, and progress requires cooperation between all parties.

### THE YEAR WAS CLEARLY BUSY FOR MEIRA NOVA. HOW DID THE STAFF MANAGE TO KEEP UP WITH THE PACE?

**Susanna:** We have very enthusiastic and active personnel at work, so we have enjoyed the pace. Our culture supports initiative, development, and encouragement and praise of others. Of course, coping at work must also be taken care of, but our scores also improved in the workplace community survey, so the pace was not too high.

**Pasi:** We are very grateful to our personnel for our success. We made great strides in many

areas and achieved a great deal. I believe that the results are based on the good team spirit of our workplace community, which can be felt every single working day.

### DEVELOPING SUSTAINABILITY REQUIRES MINOR AND MAJOR MEASURES. WHAT EFFORT, GREAT OR SMALL, WOULD YOU LIKE TO HIGHLIGHT FOR 2023?

**Susanna:** Improving the recycling rate of our waste. We will improve final sorting with the support of our new waste management partner, and the results of this work will definitely be visible in the future.

**Pasi:** The measures taken cover a wide range, but the first Nova Product of the Year competition was something completely new. It was won by the innovative Ainia® tableware range and circular economy service.

### WHAT NEW THINGS WILL 2024 BRING?

**Susanna:** At least water sustainability and our nature footprint stand out in terms of environmental responsibility. In addition, we will invest even more in safety at work. We have created a theme for each month to highlight the topic, with concrete examples and measures.

**Pasi:** Monitoring and reporting are also important factors in promoting sustainability. We will place more emphasis on them. In addition, we are preparing to meet the requirements of the ISO 14001 standard as a natural extension of the ISO 9001 certificate.





## ENSURING A SUSTAINABLE SUPPLY CHAIN

Sustainability is not words – it is real actions for the good of the planet and the supply chain. It is our duty to take care of its implementation and thereby help customers in their sustainability work. With sustainability guidelines, we ensure the implementation of requirements for suppliers. Our sustainability work is based on S Group's sustainability.





## STRATEGY WORK IS PROGRESSING

Meira Nova's Noste 2025 strategy has been implemented on schedule, and a large proportion of the development projects has already been completed. After the previous sustainability review, the ISO 9001 quality management system was certified at the end of 2023, and a modern product information management system was introduced. Both projects deliver customer benefit, improve performance and, above all, ensure favourable conditions for future growth.

In line with the theme of continuous improvement, we have asked for and listened to feedback from different parties and set new goals to better respond to the expectations and needs of different stakeholders. To ensure good cooperation, we will continue to emphasise openness and transparency in everything we do.

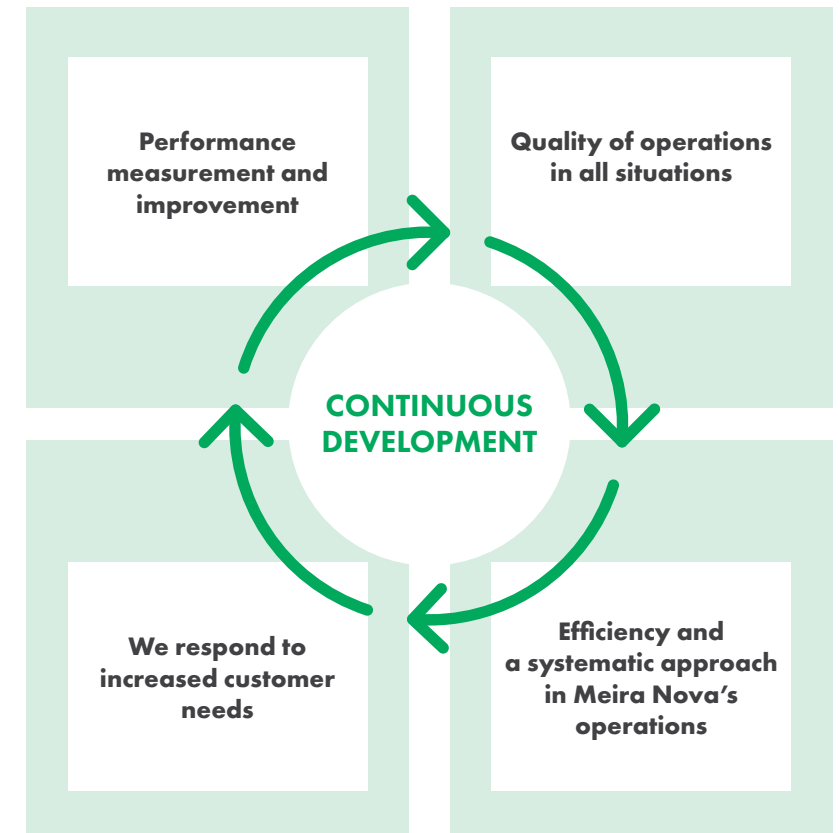
A great deal of work has also been carried out to promote sustainability and our strategic goals. There are no shortcuts or gimmicks to

achieve the goals. Instead, we believe that systematic and continuous improvement will bring results. Everyone at Meira Nova is enthusiastic about sustainability work and sees it as an important part of our operations.

Although our current strategy period is still far from over, the determination of goals for the next strategy period has already started in line with our values. Our values are "We are here for the customer", "We are constantly renewing

our operations", "We operate profitably", and "We bear our responsibility for people and the environment".

In a rapidly changing business environment, it is important to stick to the basics in the midst of all the development. Long-term sustainability themes also make it easier to communicate our sustainability goals throughout our supply chain.







## WE ARE CREATING A BETTER PLACE TO LIVE

The supplier approval process ensures suppliers' practices in terms of food safety, the environment, social responsibility and company management. We communicate about our operations transparently and openly.



Our deforestation guidelines are based on the identification of raw materials central to deforestation and the related sustainable production objectives and regional restrictions. Sustainability surveys concerning the soy used in products are carried out annually.



Sustainability policies for fish and fish products ensure the sustainable use of the natural resources provided by the seas. We follow the WWF's fish guidelines and favour certified products in our selection.



Meira Nova's logistics centre is emission-free. We can calculate our carbon footprint for the entire value chain. S Group's goal is Net Zero 2050, including the value chain.



We efficiently recycle the waste fractions generated by our own operations. Our recycling rate target is 80% by the end of 2025. We donate food to charity and seek opportunities to reuse fruit and vegetable waste.



Meira Nova's employees have comprehensive occupational healthcare services. We have an early intervention model in place. The Noste initiative for safety at work involves our own employees and stakeholder partners.



At Meira Nova, all employees are equal, and everyone has an equal opportunity to apply for jobs. Remuneration is based on job difficulty and competence.



Meira Nova's water sustainability roadmap extends until 2030. We take into account fruit and vegetable purchases in drought-affected areas and offer customers sustainable alternatives. We are part of the Alliance for Water Stewardship.



Meira Nova is part of the amfori BSCI system. We promote the principles of the amfori BSCI Code of Conduct in the supply chain. All our direct suppliers in high-risk countries are audited by a third party.



We are aware of the human rights risks in the value chain and react to any issues. We identify products that may involve human rights violations.







## MAIN PROJECTS IN SUSTAINABILITY AND ENVIRONMENTAL WORK

A development team is in charge of Meira Nova’s sustainability and environmental work. The development team draws up a rolling three-year roadmap, which includes a framework for the development work. The roadmap is based on the main projects derived from S Group’s sustainability targets. The main projects also support the company’s strategy of creating added value for the customer and engaging the entire supply chain in continuous improvement.

The development team is led by the Quality and Sustainability Manager. The other members of the development team are the Security and Real Estate Manager and the Quality and Sustainability Coordinator.

The development team is supported by the Procurement Director, the Commercial Director and the Logistics Director. The necessary investments and resources are discussed with the support group.

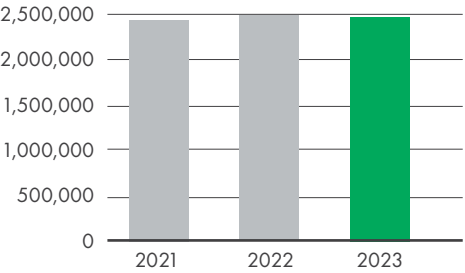
- The development team involves staff in projects as needed.
- The development team meets ten times a year.
- The team and the support group meet four times a year.

Promoting sustainability, health and well-being	Promoting openness and transparency	Towards a circular economy	Promoting human rights in the value chain and in our own operations	Carbon-negative Meira Nova 2025
<ul style="list-style-type: none"><li>• Noste initiative for safety at work</li><li>• Water sustainability</li><li>• Implementation of the CSRD reporting requirements</li></ul> <div><div>3GOOD HEALTH AND WELL-BEING</div><div>6CLEAN WATER AND SANITATION</div></div>	<ul style="list-style-type: none"><li>• Implementation of the initiative model</li><li>• Compliance with the ISO 14001 environmental quality system requirements</li><li>• Renewal of sustainability communications</li></ul> <div>17PARTNERSHIPS FOR THE GOALS</div>	<ul style="list-style-type: none"><li>• Reusing and reducing fruit and vegetable waste</li><li>• Increasing the recycling rate &gt; 80%</li></ul> <div><div>12RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>15LIFE ON LAND</div></div>	<ul style="list-style-type: none"><li>• Report on products containing palm oil</li><li>• Awareness of human rights risks in the supply chain</li></ul> <div>10REDUCED INEQUALITIES</div>	<ul style="list-style-type: none"><li>• Emission calculations for customers (per product category)</li><li>• Emission calculations: Scopes 1, 2 and 3 (Meira Nova)</li></ul> <div>13CLIMATE ACTION</div>

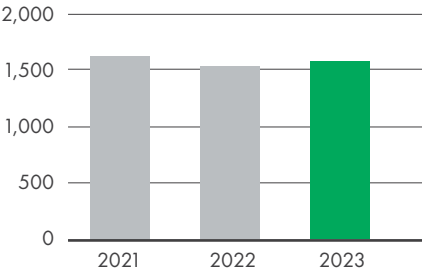




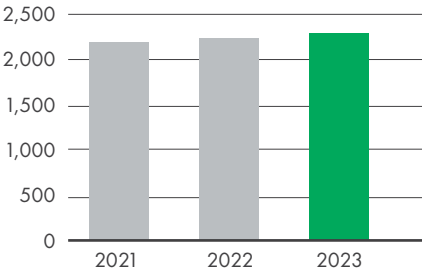
ELECTRICITY CONSUMPTION kWh



HEATING MWh













WATER CONSUMPTION m³



No water is needed for the operation of Meira Nova’s logistics centre. Water use consists of water consumed in staff facilities.

Onsite work in the office has increased, which is reflected in water consumption.

SCOPE 1 (0%)	SCOPE 2 (0.09%) Purchased energy (electricity and heat)	SCOPE 3 (99.91%) Upstream			
		tCO <sub>2</sub> e			
<div> <b>0</b> Direct emissions into the atmosphere from Meira Nova’s logistics centre</div>	<div> <b>0</b> Green electricity is guaranteed through S Group</div> <div> <b>234</b> Heating</div>	<div> <b>252,370</b> (97.7%) Purchased products and services</div> <div> <b>5,559</b> (2.2%) Product transport and delivery</div>	<div> <b>73</b> (0.03%) Capital assets (buildings)</div> <div> <b>9</b> (0.003%) Business travel</div>	<div> <b>43</b> (0.02%) Waste management and recycling</div>	<div> <b>28</b> (0.01%) Indirect emissions from purchased energy</div> <div> <b>120</b> (0.05%) Commuting</div>

Downstream  
In purchased products and services, the figures are based on life cycle calculations, and the use of the products has already been taken into account there. Therefore, downstream is not counted separately.





## ACTIVE MEASURES AND OPEN DISCUSSION

A good and effective procurement/supply chain is a crucial factor for the wholesale trade. Meira Nova ensures the sustainability of its products and selection by ensuring the quality and reliability of its supply chain. Suppliers are selected carefully, the cooperation with them is close, and its development is based on continuous improvement. Meira Nova has around 470 suppliers, most of whom are Finnish operators.





During 2023, in cooperation with the supply chain, emphasis was placed on security of supply and the verification of sustainability. The geopolitical situation and uncertainty in the operating environment were reflected in our customers' operations and needs as a focus on security of supply. Meira Nova had already addressed the issues at supplier meetings in 2022. These discussions continued as we prepared even more carefully for various disruptions by developing the efficient operation of the entire supply and procurement chain and ensuring the effectiveness of the systems in all circumstances.

### GUIDELINES SET REQUIREMENTS

Meira Nova develops the sustainability of its supply chain with many measures through active and open discussion with customers and suppliers. This gives us a good basis to ensure our role in the chain. We have made many policy decisions that we follow ourselves and that are binding on our supply chain. These include decisions on animal welfare and the origin of products, among other aspects.

We commit all our suppliers to sustainability policies through procurement framework agreements. Our customers' own sustainability guidelines are taken into account in customer-specific product selections. We monitor compliance with the sustainability guidelines through annual supplier surveys.

### COMPREHENSIVE MONITORING

At the beginning of 2023, we introduced a supplier approval process, in which all suppliers are required to respond to a pre-audit survey. This

gives us a comprehensive picture of suppliers' practices. The topics of the survey are food safety, environmental responsibility, social responsibility and company management practices. Based on their answers, suppliers are approved, rejected or audited on site. In the approval process, we place emphasis on suppliers with food safety certification.

### A SELECTION PANEL IS LOOKING FOR NEW PRODUCTS

Through selection management, we implement our strategy to be an efficient and reliable partner to our customers. We take care of the selection and ensure that it is profitable and sufficient, taking the needs and wishes of our customers into account. At the beginning of 2023, we established a panel that selects new products that are of interest to our customers. The panel consists of strong experts from the commercial organisation and the procurement organisation. We can thus provide our customers with valuable information about new products and innovations. Through selection management, we can also respond to changes in the demand for seasonal products.

### PROCUREMENT FROM HIGH-RISK COUNTRIES

Meira Nova has joined the amfori BSCI social responsibility system, which also includes all our suppliers in high-risk countries. Our suppliers in high-risk countries are audited by a third party, and we can review the audit results and corrective measures from the amfori BSCI database. We only enter into new supplier relationships with

direct suppliers in high-risk countries that are covered by social responsibility audits.

### ENSURING PRODUCT SAFETY

Meira Nova's procurement organisation is responsible for product safety and compliance, which we ensure by comparing incoming products to their agreed specifications and by checking non-food

product conformity certificates. By examining self-monitoring samples, we check the microbiological levels and pesticide residues of our own imported products. All our self-monitoring studies are carried out in accredited laboratories. Our effective product recall process ensures product safety for customers in cases where deviations are detected during investigations.

#### Important decisionsIN PRINCIPLE

- Animal welfare policy
- Sustainability policy for fish and fish products
- Soy responsibility policy
- Egg policy
- Palm oil policy
- Coffee and tea policy
- Deforestation policy (beef)
- Deforestation policy (wood and paper)
- Plastic policy



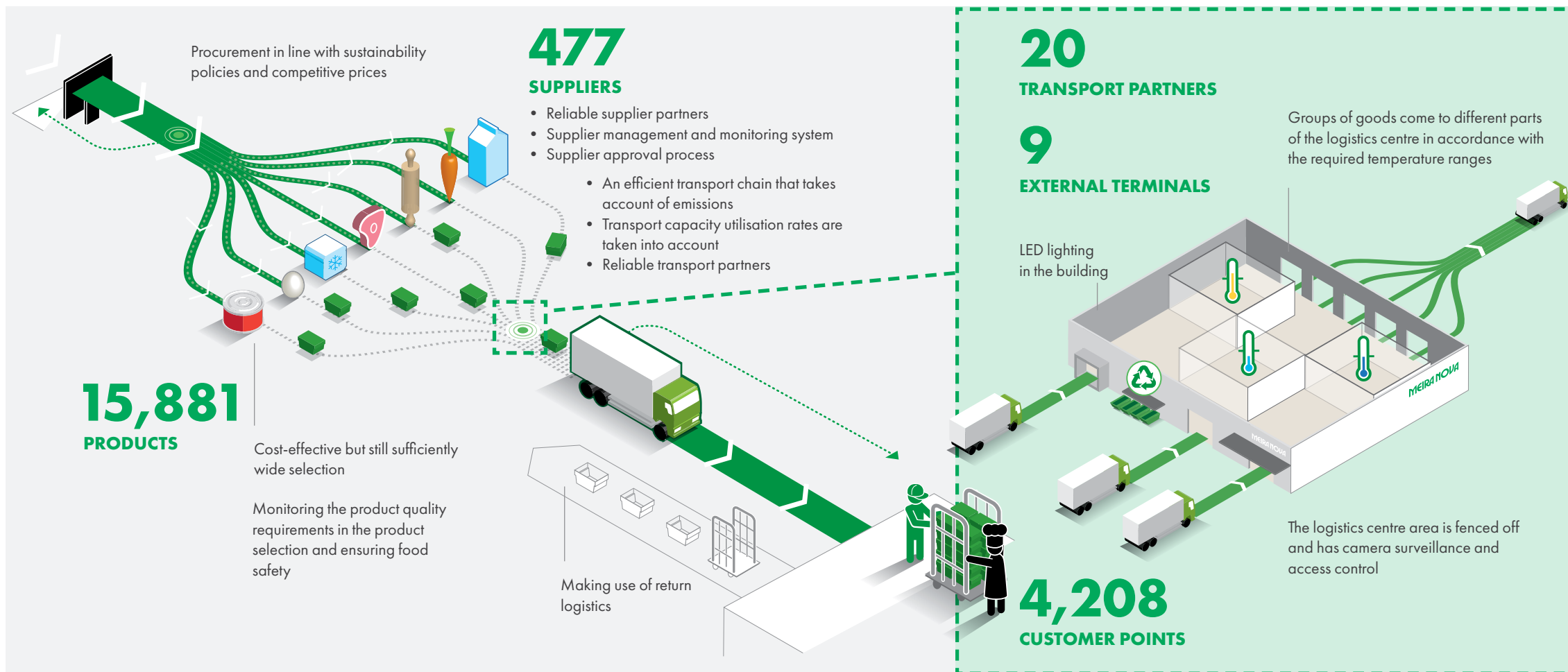




## SUPPLY CHAIN

## PROCUREMENT AND SUPPLY CHAIN

## LOGISTICS CENTRE



MEIRA NOVA'S PROCUREMENT CHAIN EXPERTISE MEETS OUR OWN AND OUR STAKEHOLDERS' REQUIREMENTS.  
MEIRA NOVA'S SUPPLY CHAIN HAS BEEN FINE-TUNED TO DELIVER PRODUCTS QUICKLY AND FRESH.





## SUPPLIER COUNTRIES

Finland  
Sweden  
The Netherlands  
Estonia  
Italy  
Belgium  
Denmark  
Norway  
Spain  
Greece  
Portugal  
Poland

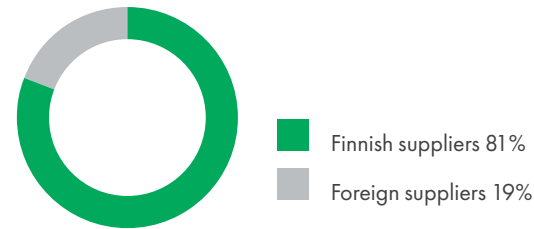
Slovakia  
Hungary  
Germany  
Latvia  
Lithuania  
The Czech Republic

**Risk countries**  
Pakistan  
Indonesia  
Turkey

## PRODUCT SAFETY STUDIES CARRIED OUT

	2023	2022
Self-monitoring samples	85	91
Inspections by Customs	47	57
Recalls of imported products	1	1

## SUPPLIERS 2023



## AUDITED HIGH-RISK COUNTRY SUPPLIERS

100%

**amfori**   
Trade with purpose

### AMFORI BSCI AUDIT POINTS:

- Social responsibility system and cascade effect
- Involvement and protection of personnel
- Freedom of association and collective bargaining
- Non-discrimination
- Fair pay
- Reasonable working hours
- Occupational health and safety
- No child labour
- Special protection for young workers
- No consecutive temporary contracts
- No debt slavery
- Protecting the environment
- Ethics in business



All Meira Nova's suppliers undergo a supplier approval process. Pre-audit surveys are used to identify practices in terms of food safety, the environment, social responsibility, company management and the conformity of consumer goods. We prefer certified suppliers in supplier approval. Suppliers in high-risk countries are included in the amfori BSCI system without exception.







## SATISFIED PERSONNEL

Meira Nova aims to be a workplace community in which everyone's competence is valued, and where responsibility is taken for people and the environment. Our operations are also guided by S Group's values, which steer us towards continuous renewal and profitable operations. Meira Nova has succeeded in achieving its goals, as its job satisfaction and employer reputation are at a high level.





Meira Nova had 196 employees in 2023. Half our personnel worked as logistics professionals, and the other half in procurement, selection management, sales, customer service and administrative roles. In addition, in 2023, Meira Nova provided around 50 person-years of employment for logistics professionals through its partner. Logistics is covered by the commercial sector's collective agreement, and our common rules also extend to the external labour force. We rely on skilled and committed staff to deliver on our customer promise and enable our success. Our job satisfaction is at a high level, and we receive valuable feedback from our staff through the annual workplace community survey. Of our personnel, 88% feel that our values are followed in our daily operations, and 83% feel that the company's values and goals are worth pursuing.

#### **CLEAR RULES AND OPERATING MODELS**

HR work is guided by policies, rules and operating models that we share with SOK, which ensure the implementation of equality and high quality. According to the workplace community survey, 86% of our personnel feel that employees are generally treated equally and without discrimination. However, according to the personnel, there is room for development in experiences of fairness and equity.

#### **CONTINUOUS DEVELOPMENT**

Through active HR work, we aim to ensure the number and allocation of personnel, competence, well-being and commitment required by the organisation's operations. Every year, we draw up a training plan to maintain the professional competence of the staff. A clear perfor-

mance appraisal discussion process lays the foundation for competence development discussions.

Investment in competence development is also reflected in the workplace community survey. Of our personnel, 80% felt that investing in the maintenance and continuous improvement of competence had been addressed appropriately. An equally large proportion of our staff found the annual performance appraisal discussions useful. Induction training is at a better level than in Finnish companies in general. As one of the development measures implemented in 2023, we introduced an induction document template for white-collar employees. In addition, job descriptions were updated and can now be found in everyone's personnel data.

#### **HIGH-QUALITY MANAGEMENT IS IMPORTANT**

Supervisory work has been identified as an important focus area for HR work in S Group, and investments are being made in its further development. In 2023, the occupational healthcare provider carried out a supervisory work survey, based on which we can continue to target development measures correctly. Meira Nova's supervisors feel that the cooperation between them is effective, and that there is a good team spirit within the teams. Work is perceived as smooth, and our work culture supports cooperation.

We have a low-hierarchy organisation, and each supervisor has an average of eight employees in their team. S Group's management promises – I dare, I appreciate and I do – ensure good supervisory work and leadership, and further develop our management culture. According to



#### **WE SHARE THE VALUES THAT GUIDE OUR OPERATIONS WITH S GROUP**

- We are here for the customer
- We are constantly renewing our operations
- We operate profitably
- We bear our responsibility for people and the environment



the personnel survey, leadership and supervisory work are at a high level. The employer image is perceived as strong, and the recommendation index (eNPS), which was included in the workplace community survey, was close to the level achieved at Finnish peer companies.

### LONG-TERM EMPLOYMENT

Meira Nova's employment relationships are mainly full-time and permanent. A fixed-term employment relationship may arise in connection with replacements or projects. Part-time employment is applied as desired by the employee because of their life situation. Half the personnel have worked for S Group for more than ten years, and the average duration of employment is 12 years. In recent years, the turnover rate of perma-

nent staff has been around 6%, and it was 4.6% in 2023.

### GOOD OPPORTUNITIES TO MAKE A DIFFERENCE

Meira Nova's employees work under the hybrid model, combining remote and onsite work. Each team has determined situations and work tasks in which onsite work is favoured and attendance is expected. The occupational healthcare provider carried out a preliminary remote work survey in which the support of supervisors for the team's work was highlighted as a strength. Another strength was the use of the employee's expertise at work and their opportunities to influence their work. According to the workplace community survey, the working conditions are perceived to be

good, and the workload in particular has generally remained reasonable.

### INVESTMENT IN WORKING CAPACITY

Based on the feedback we received from our personnel, the occupational healthcare agreement was renewed towards the end of the year. The main focus of the agreement is on occupational health and the maintenance of working capacity, as well as on preventive measures. Employees are offered services that go beyond statutory occupational healthcare, and they have comprehensive leisure time accident insurance. Almost 80% of the personnel feel that we take sufficient care of employees' well-being at work. The experience of investment in working capacity has

improved from the previous year, and three out of four feel that it is at a good level.

Occupational safety issues were actively addressed during the last year. With the ISO 9001 quality system, processes related to occupational safety were further specified, and the accuracy of data collection was increased. Safety briefings were started in logistics, and more safety observations and near miss reports were collected than in the previous year as a preventive measure against accidents at work. Of the personnel, 94% feel that safety is taken into account well in our workplace. The focus on occupational safety was clearly visible to the personnel, and the experience had improved from the previous year.

## KALLE RETURNED TO MEIRA NOVA

Kalle Öhman works as a shift manager in Meira Nova's logistics for factory and terminal collection and dispatch combination. Kalle returned to Meira Nova in late 2023 after working in similar managerial positions for another employer for two years.

"The good employer image reinforced my decision to return to Meira Nova," Kalle says. Prior to his previous employer, he worked at Meira Nova as a logistics worker and shift manager for more than ten years. Kalle has a special vocational qualification in the warehouse sector and has strong expertise in various logistics tasks.

"One of the most significant reasons for returning was that the employees are taken into account and valued here, and the employer invests in

them. We also have excellent opportunities for development, which is very important to me. Meira Nova appreciates new ideas and gives space and opportunities to implement them. For example, significant efforts have also been made recently in this respect through the Alma initiative model, which was introduced at the beginning of 2024."

"I know I can be confident that the company will continue to invest in long-term development and success, which creates a safe and inspiring working environment. The future of Meira Nova looks good," Kalle says.







PERSONNEL 2023

Number of personnel:	196
Average age	44
Average duration of employment, years	12
Proportion of supervisors, %	12.5
Citizenship other than Finland, %	2.5
Staff turnover, %	4.6

ACCIDENTS	2023	2022
Number of accidents at work (Falcony)	23	29
Number of near miss reports	57	41

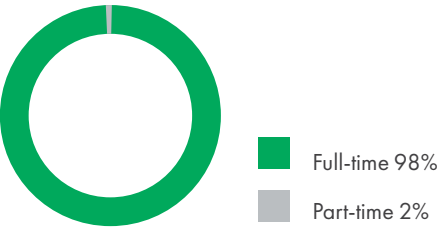
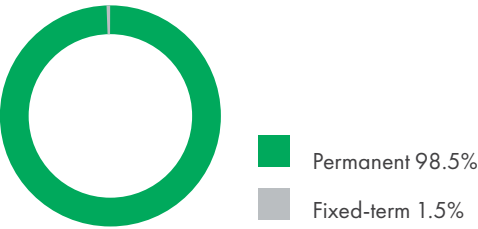
94%

FEEL THAT SAFETY IS TAKEN INTO ACCOUNT  
WELL IN OUR WORKPLACE

86%

FEEL THAT THE FOCUS ON OCCUPATIONAL  
SAFETY IS CLEARLY VISIBLE  
IN OUR COMPANY

EMPLOYMENT RELATIONSHIPS IN 2023



79%

FEEL THAT WE TAKE SUFFICIENT  
CARE OF WELL-BEING AT WORK.

88%

FEEL THAT THE COMPANY'S VALUES  
AND PRINCIPLES ARE FOLLOWED  
IN DAILY OPERATIONS

89%

FEEL THAT GENDER EQUALITY IS WELL  
IMPLEMENTED IN OUR WORKPLACE

87%

FEEL THAT EMPLOYEES OF DIFFERENT AGES  
ARE TREATED EQUALLY IN OUR UNIT



At Meira Nova, the opinions of the staff are taken into account when making decisions concerning them. In connection with the parking space reform, a lockable bike shelter was built for the staff, where it is possible to safely store and charge an electric bike or scooter. The desire for a bike shelter emerged in regular dialogue with staff. The reform also encourages the personnel to use zero-emission commuting methods.





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