



# Sustainability review 2024





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## TO THE READER

This is Meira Nova's 2024 Sustainability Review. It describes our concrete actions and achievements in different areas of sustainability. For us, sustainability is not only a value, but also continuous development and practical actions.

2024 was full of development and progress, but our sustainability work does not end there – we will continue our development work together with our personnel, customers and partners. Thank you for being part of this journey!

The actions and results discussed in the review concern the 2024 calendar year and the financial year 1 January to 31 December 2024. The review has not been separately verified. Meira Nova also reports on its sustainability as part of S Group's verified annual and sustainability review, 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 find this sustainability review helpful and informative!





# Meira Nova is one of Finland's leading food service sector wholesalers

Meira Nova, which operates as part of S Group, offers its customers a reliable partnership that is safe to lean on now and in the future. Our customers include restaurants, service stations, hotels and public administration operators. With our help, our customers can focus on delivering experiences and first-class service profitably. Excellent delivery reliability is a matter of honour for us, and we keep our promises.

## VISION

Superior ease and efficiency

## MISSION

We provide competitive procurement and logistics services to food service customers

## VALUES

- We are here for our customers
- We renew our business continuously
- Our operations generate results
- We take responsibility for people and the environment

## KEY FIGURES

	2023	2024
Sales	EUR 396 million	EUR 379 million
Personnel	196	202
Customer business locations	4,208	3,872
Product quantities	15,881	15,321
Number of suppliers	477	455

## PRODUCT DISTRIBUTION (PCS)







# The year's key events



## Management safety walks

In June 2024, Meira Nova introduced management safety walks as part of the continuous improvement of safety and the development of the safety culture. Safety walks are carried out four times a year in accordance with the safety theme determined for each walk.

## Carbon-neutral in January

In January 2024, the supplier of district heating at the Tuusula logistics centre changed. The district heat to be delivered to Meira Nova Oy is CO<sub>2</sub>-emission-free GO-certified (Guarantees of Origin) renewable heat. The supplier of district heating is Tuusulanjärven Lämpö. In connection with the change, Meira Nova's own emissions decreased to zero.

## Alma initiative model

At the beginning of 2024, an initiative committee was established and the ALMA initiative model was introduced. Employees and stakeholders can present initiatives related to Meira Nova's operations and processes. A total of 115 initiatives were received during 2024.

## Noste initiative for safety at work

Meira Nova carried out a year-long Noste campaign aimed at the entire personnel. The purpose was to increase the safety awareness of the personnel and improve the safety culture. The aim was to reduce the number of occupational accidents and near misses and increase the number of safety observations. This was a great success: the number of occupational accidents decreased by more than 50% compared with the previous year, and the number of safety observations increased by more than 2,500%.



## New workwear

At Meira Nova, new workwear was introduced in logistics in the spring. The reform was preceded by a mapping of clothing suppliers and clothing testing in cooperation with the personnel. The new clothes have a high-visibility colour for increased safety, a modern look and better comfort. The reform was part of the Noste initiative.

## Employee experience

In our annual workplace community survey, 98% of Meira Nova employees gave feedback on their employee experience. The PeoplePower index clearly exceeded the general norm in Finland, making Meira Nova one of Finland's Most Inspiring Workplaces for the third consecutive year. The recognition is an indication of both the high commitment of the personnel and the company's long-term, engaging development work. In addition, the eNPS score increased significantly, which reflects employee satisfaction and commitment to the company. The eNPS score assesses employees' willingness to recommend their workplace to others.

98%



## The recycling rate exceeded the target

In March, we started cooperation with a new waste management partner. By developing our own operations and changing the recycling point, we were able to increase the recycling rate by 20%. Recycling training was provided for employees in connection with the change. At the office, a recycling point was introduced, and individual rubbish bins were abandoned.



# Years of renewal behind us – a strong position for 2025

The market in 2024 was challenging, but growth is expected in the last year of the strategy period. The events of the past year and the outlook for Meira Nova for 2025 are explained by CEO Pasi Berggren and Quality and Sustainability Manager Susanna Viitaniemi.

**M**eira Nova's Noste strategy has progressed systematically, and the company has renewed its operations to meet future needs. Over the years, diverse development projects have shaped the corporate culture. Now the entire personnel share their thoughts and ideas and enthusiastically participate in the implementation of the projects.

**The Finnish economy resumed growth towards the end of 2024, even though the economy was still shrinking from the full-year perspective. How was the market development reflected in Meira Nova?**

**Pasi:** The year was challenging for our customer base, which was reflected in our net sales. Restau-

rant sales were slowed down by low consumer confidence in the economy, even though inflation and a decline in interest rates eased the situation of households. The increase in remote work probably also plays a role, which is why the number of customers at many lunch restaurants remained low.

**Susanna:** The importance of sustainability factors in procurement remained high, but there was some price pressure in terms of product choices. Searching for more affordable product alternatives is one of the tasks of a skilled procurement chain. Even if more affordable alternatives are sought for the customer, the products must comply with our sustainability policies.



### How successful was your year financially?

**Pasi:** Net sales were slightly lower than in the previous year, but we came close to the previous year's result. The rest of the year was markedly better than the early part, and we gained new customers, so the outlook gives us reason to be optimistic.

### What about progress in terms of your Noste strategy?

**Pasi:** In previous years, we had successfully implemented major reforms aimed at improving our performance in line with our strategy, and last year we continued this work by launching many smaller agile development projects.

**Susanna:** The development and evolution of operations and supply have been Meira Nova's strong priorities in recent years. We have communicated our targets and achievements and thus managed to involve the entire organisation in the development work. Sharing responsibility with the personnel has inspired them to participate.

**Pasi:** It has been great to see the change that has taken place. Today, our corporate culture is very pro-development. Initiatives and ideas are constantly emerging, and their implementation is proceeding as planned. Employees' increased ability to influence their work is also reflected in higher job satisfaction. The response rate in the workplace community survey was as high as 97.8%, higher than the general norm in Finland (69.5%). The result increased from 73.1 in 2023 to 75.1.

### How is your development work visible to your customers?

**Pasi:** We have succeeded in improving our service and performance systematically, listening to our customers' wishes and needs. This is also reflected in the results of our customer satisfaction surveys in many ways. For example, the overall NPS recommendation score continued to rise and was 38. We have also gained new customers, and interest in us has clearly increased.

### Today, our corporate culture is very pro-development. Initiatives and ideas are constantly emerging, and their implementation is proceeding as planned.

**Susanna:** Our customers need reliable and comprehensive information about the products delivered to them, as well as analytics on deliveries. The accuracy of product information in the Synkka system is increasingly highlighted. The information travels in the IT systems from the supplier to us, all the way to reporting. Data is always as good as its baseline. We have developed our sustainability reporting views a great deal both for customers and internal use. We feel that we are leading the way, and are developing reporting in cooperation with our stakeholders.

**Pasi:** Reporting capability is an important competitive factor for us, and we are also able to manage our own operations on the basis of more reliable information.

### Your operations are based on close co-operation with suppliers. Were there any changes in your supplier base?

**Pasi:** We decided to change our partner in frozen goods logistics, as we wanted to have more influence on the development and implementation of the cooperation than before. We also wanted more flexible and faster deliveries. The project was implemented as planned, and the new partner started at the turn of January and February 2025. We want to respond better to customers' needs. For example, we have been looking for a flower supplier for our supplier base during the past year as a new product area, meaning that it is also possible to promote something completely new with good suppliers.

**Susanna:** Changing the supplier of frozen goods logistics also supported our sustainability targets. The new partner's warehouse is in the same location as our suppliers, so the need for transport and the amount of wastage are reduced.

**Pasi:** Our suppliers also gave us even better ratings for our cooperation. Of a total of fourteen indicators, thirteen had improved. In the one that had slightly worsened, we were still above the average.

### What achievement are you particularly pleased with?

**Susanna:** The frozen goods logistics project was extensive and required careful planning and preparation. It was a perfect success. Frozen products represent a significant part of our net sales.

**Pasi:** We also put a great deal of effort into occupational safety, in terms of both methods and actions, which I believe will continue to bring positive results. Through the Noste campaign for occupational safety, we involved everyone in the development of safety. We introduced safety observations to reduce near misses and improve occupational safety.

### What are your thoughts about 2025 so far?

**Pasi:** There are many uncertainties in the world at the moment, but expectations for Meira Nova are positive. The company is in a good condition, the economic upturn is expected to be reflected in an increase in restaurant net sales, and our cooperation with our new customers is strengthening our sales. Our position in the market has strengthened, and our service capacity is excellent, so our confidence in the future is good. We have reached this point thanks to the numerous transformation projects carried out during the strategy period and the hard work and commitment of the entire personnel. I would like to extend a big thank you to all our personnel, and I hope that the same enthusiasm for doing and developing will continue this year.





# Sustainability at the core of operations

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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.



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



Deforestation policies ensure the identification of the raw materials that are essential for preventing deforestation and the related sustainable production targets and regional boundaries. 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 to reach the net zero target for the entire value chain by 2050.



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 sustainability themes

**M**eira Nova's sustainability and environmental work always takes into account the principles of sustainable development. All our goals are based on these principles. The stakeholders in our supply chain are committed to the goals.

## Sustainability

Sustainability is based on knowledge of the supply chain and the offering. By identifying and managing risks and opportunities throughout the supply chain,

we are able to provide customers with safe and sustainable products.

Meira Nova's sustainability work is guided by S Group's sustainability programme and S Group's values. A rolling three-year roadmap has been drawn up on the basis of these. The roadmap includes both long- and short-term tasks.

## The environment

In terms of the Meira Nova logistics centre, our operations are guided by the reduction of environmen-

tal load. Increasing the recycling rate and monitoring energy consumption play a key role in this respect.

Involving and training our personnel help us achieve the targets set for environmental work. We also collect environmental initiatives from stakeholders.

We measure the success of our operations and base our operations on continuous improvement. During 2025, we will complete our ISO 14001 environmental quality management system. In so doing, we will be able to take our environmental work to a new level.

## Environmental policy targets

- Reducing the amount of waste
- Increasing the recycling rate
- Collecting environmental initiatives
- Reducing environmental load

"Systematic environmental load reduction"



### TOWARDS A NEW NORMAL IN CONSUMPTION

We help our customers make healthy and sustainable choices. We engage in continuous dialogue with stakeholders on promoting sustainability in our supply chain. Our sustainability policies ensure the sustainability of products and take into account animal welfare and sustainable consumption.



### TOWARDS SUSTAINABLE GROWTH – BY RESPECTING NATURAL RESOURCES

We consider nature and the climate in our choices. Our decisions help preserve different living environments and species. We are moving towards halving the amount of food loss, and we promote the circular economy. We seek to reduce the use of packaging materials in our own operations. We improve energy efficiency in our logistics centre.



### TOWARDS AN EQUAL WORLD – BY REMOVING INEQUALITY

To us, everyone is equally important and welcome. We make sure that our own and our partners' employees are treated fairly in Finland and around the world. We disclose the origin of the products we sell, so that human rights can be monitored. We are the common, non-discriminatory and diverse S Group.

We are here for customers

We take responsibility for people and the environment

We constantly review our operations

Our operations generate results



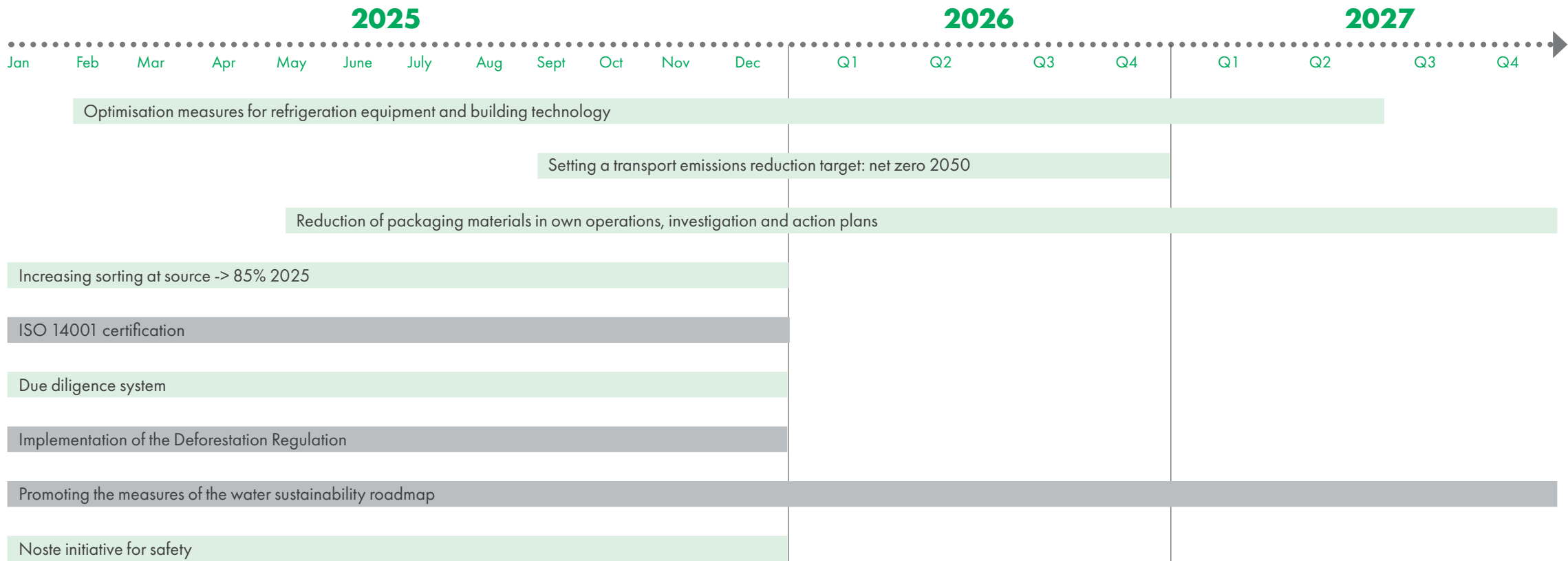


# Roadmap 2025–2027 of the sustainability and environmental development group

Meaning of the colour code:

Continued from 2024

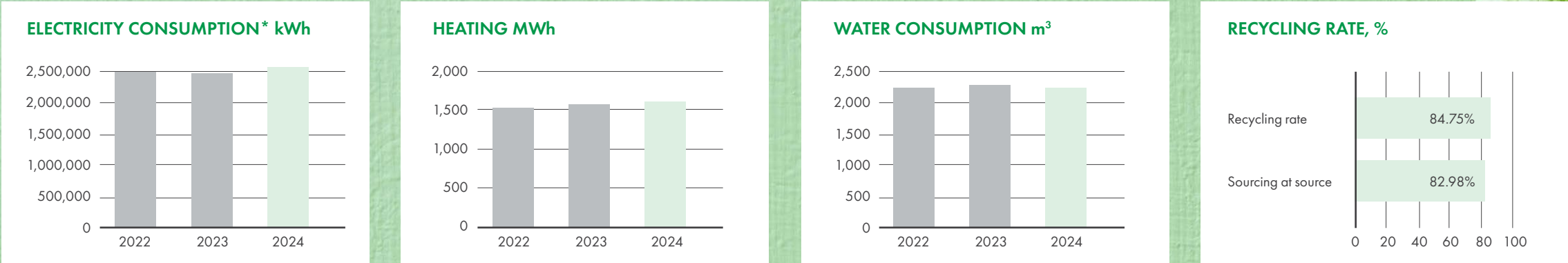
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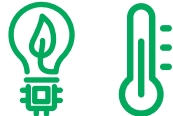











# Key indicators



\* The increase in electricity consumption was affected by new car heating poles and charging points for electric cars, as well as the warm summer, which increased the use of air-conditioning equipment.

SCOPE 1 (0%)	SCOPE 2 (0%) Purchased energy (electricity and heat)	SCOPE 3 (100%) Upstream			
tCO <sub>2</sub> e					
<div></div> <div>0 (0.00%)</div> <div>Direct atmospheric emissions from the Meira Nova logistics centre</div>	<div></div> <div>0 (0.00%)</div> <div>Guarantees of Origin for electricity through S Group District heat is GO-certified renewable heat</div>	<div></div> <div>248,293 (98.07%)</div> <div>Purchased products and services</div> <div></div> <div>4,671 (1.84%)</div> <div>Product transportation and delivery</div>	<div></div> <div>0 (0.00%)</div> <div>Capital assets (buildings)</div> <div></div> <div>41 (0.02%)</div> <div>Business travel</div>	<div></div> <div>3 (0.001%)</div> <div>Waste management and recycling</div>	<div></div> <div>29 (0.01%)</div> <div>Indirect emissions from purchased energy</div> <div></div> <div>136 (0.05%)</div> <div>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.





# Sustainability policies

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Sustainability policies are a key part of sustainable and competitive business operations. Sustainability policies are not just ethical principles, but they directly affect supply chain risk management, customer relationships and Meira Nova's long-term success.







**S**ustainability policies help to ensure that the company's operations are transparent and consistent. They provide clear guidance, for example, on the sustainability of supply chains, on minimising environmental impacts and on promoting employees' well-being.

Sustainability policies also meet the growing expectations of stakeholders such as customers. Today, purchasing decisions are increasingly made on the basis of sustainability.

### Due diligence

Due diligence means the responsibility of the company to ensure that its operations and supply chains are ethical and sustainable. This obligation requires the company to take active measures to respect human rights, minimise environmental impacts and prevent corruption throughout the value chain.

#### Meira Nova's due diligence system:

1. Assessment and selection of suppliers: We carefully select our suppliers and require them to commit to our sustainability principles.
2. Contractual terms and conditions: We include sustainability requirements in contracts to obligate suppliers to comply with ethical standards and the principles of sustainable development.
3. Monitoring and audits: We carry out regular assessments and, if necessary, audits to ensure the operations of our suppliers.
4. Cooperation: We provide training and work with our suppliers on sustainability issues, so that we can work together to develop more sustainable practices.

5. Traceability and legal requirements: We ensure that the origin of our products is traceable, and that they comply with international and national legal requirements such as EU sustainability reporting and due diligence legislation.
6. Reporting and transparency: We publish an annual sustainability review, in which we share our activities, targets and achievements in the field of sustainability.

### Sustainability reporting to a new level in 2025

The EU Corporate Sustainability Reporting Directive (CSRD), which extends and deepens corporate responsibility reporting requirements, entered into force in Finland with the amendment of the Accounting Act. Meira Nova is preparing for this change as part of S Group, which will report according to the ESRS standards for the first time in 2026.

During 2024, we launched the identification of our material sustainability topics through a double materiality analysis. In the analysis, we identified and assessed the economic, environmental and social impacts of our operations and their significance for stakeholders and our business in different time horizons.

The aim of the analysis is to ensure that our sustainability work focuses on the matters that have the greatest impact and are most relevant from the perspective of Meira Nova and its stakeholders. This helps us set strategic targets and make informed decisions. The work will continue with the collection of data necessary for reporting during 2025.

### Important decisions in 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 for beef
- Deforestation policy (wood and paper)
- Plastic policy





## OUR STAKEHOLDER MAP



Stakeholders are all those parties who affect or are affected by the company's operations. These include, for example, owners, the Executive Board, personnel, customers, suppliers, the authorities and other partners. Understanding the expectations and needs of stakeholders is key to the company's success and sustainable operations.

Customers are the core of our business operations. We work to offer high-quality and sustainable solutions that meet their needs. Our personnel are our most important asset, and we invest in a safe and motivating working environment.

Suppliers and partners are a key part of our value chain. We ensure that our operations are sustainable throughout their life cycle. The authorities and other relevant partners are also important partners in promoting sustainability.

As part of society, we have a role in environmental responsibility, creating economic well-being and promoting social equality. Strong and open dialogue with stakeholders enables business development and value creation for all.

### Double materiality

Double materiality analysis is a key tool in the development of sustainability. It enables us to identify and assess the economic, environmental and social impacts of our operations and their significance for our stakeholders and our business operations.

The aim of the analysis is to ensure that our sustainability work focuses on the matters that have the greatest impact and are most relevant from the perspective of the company and its stakeholders. This helps us set strategic targets and make informed decisions.

The double materiality analysis is formed by collecting information from different sources, such as dialogue with stakeholders, market analyses and legislative requirements. In this way, we ensure that our sustainability actions are timely and respond to changes in the business environment.

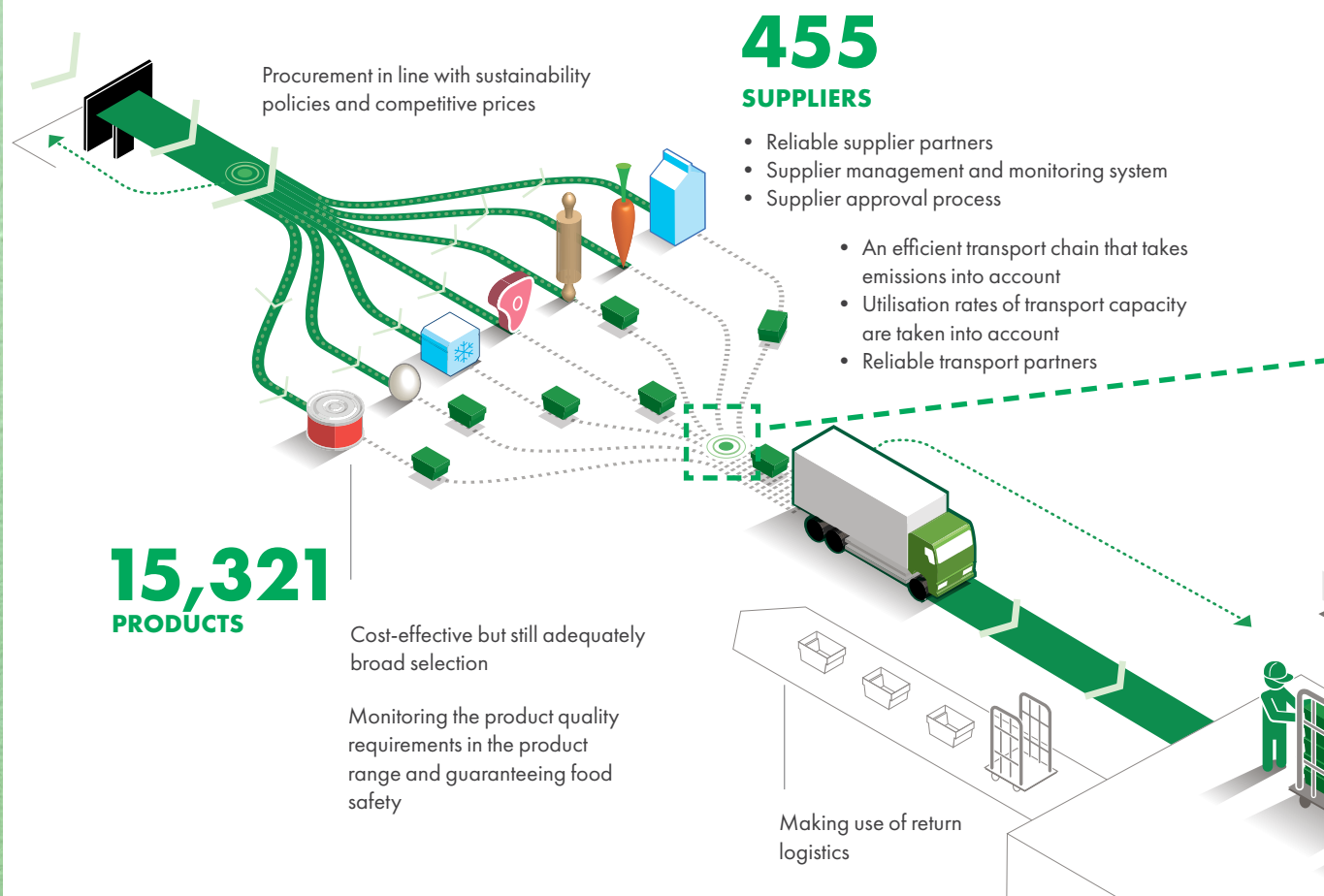
S Group's double materiality analysis includes Meira Nova's material topics. S Group will publish a report in accordance with the ESRS standards in 2026 on the data for 2025.



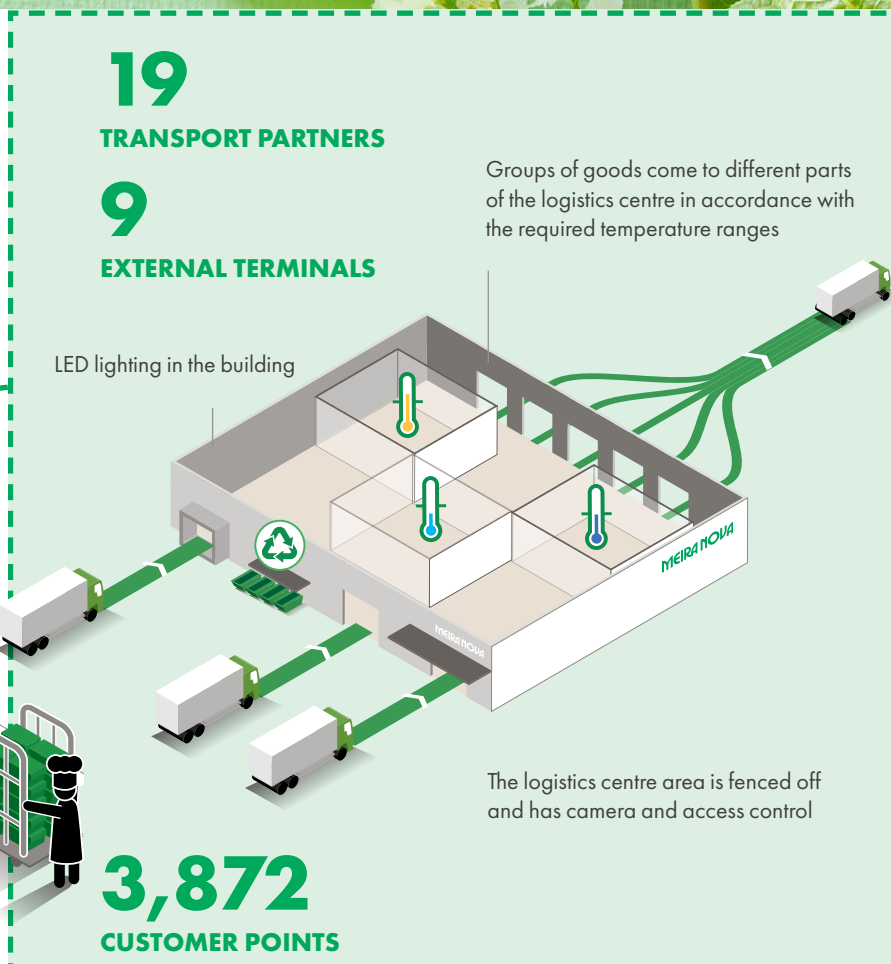


# Supply chain

## 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.

**QUALITY OF LOGISTICS**  
99.89%

**QUALITY OF TRANSPORT**  
99.33%





# Sustainability of the procurement chain

## SUPPLIER COUNTRIES

Finland	Poland
Sweden	Hungary
The Netherlands	Latvia
Italy	Germany
Belgium	Lithuania
Estonia	Czech Republic
Norway	
Spain	<b>High-risk countries</b>
Denmark	Indonesia
Portugal	Turkey
Greece	Pakistan
Slovakia	

## PRODUCT SAFETY STUDIES CARRIED OUT

	2023	2024
Self-monitoring samples	85	77
Inspections by Customs	47	53
Recalls targeted at our own imports	1	1

## SUPPLIERS 2024



Audited high-risk country suppliers

**100%**

## 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

**amfori** @  
Trade with purpose



## RESPONSIBLE PROCUREMENT CHAIN – TOGETHER WE BUILD A BETTER PLACE TO LIVE

At Meira Nova, sustainability is not just a word, but a promise. We source food products from all over the world and ensure that our products are ethically and environmentally sustainable.

A sustainable supply chain means transparency, fair working conditions and environmentally friendly practices at all stages of production. We work with certified suppliers and support sustainable development.





# Dedicated personnel as enablers of success

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Meira Nova's skilled and committed personnel deliver on our customer promise and enable our success. The purpose of HR work is to ensure the competence and well-being of the personnel required by the organisation's operations, as well as their numbers and targeting.





In 2024, the number of employees increased slightly from the previous year, and the number of permanent employees was 202. The proportion of permanent employees was 98.5%, and fixed-term employment contracts were mainly used for projects and other temporary activities, as well as for replacing absentees. Employee turnover remained at a low level, and the average duration of employment was 12 years.

The dedication of personnel to their work and the organisation was strongly reflected in the results of the annual workplace community survey. The dedication index, which measures a positive and unwavering attitude to work and organisational values, increased significantly from the previous year. According to the survey, Meira Nova's strengths include fair remuneration, taking care of well-being at work and equal treatment.

**Towards the best workplace community**

In Meira Nova's logistics, an employee experience study was carried out, including surveys and group interviews. Based on these results, a programme was created to develop supervisory work. In addition, the results of the workplace community survey carried out at the end of the year provided clear guidelines for the development of the workplace community, which will be promoted in the coming years.

**Investing in well-being at work**

The occupational health care agreement was further specified on the basis of personnel feedback. Thanks to the new agreement, employees will have wider opportunities to receive various services, and solutions to potential working capacity challenges can

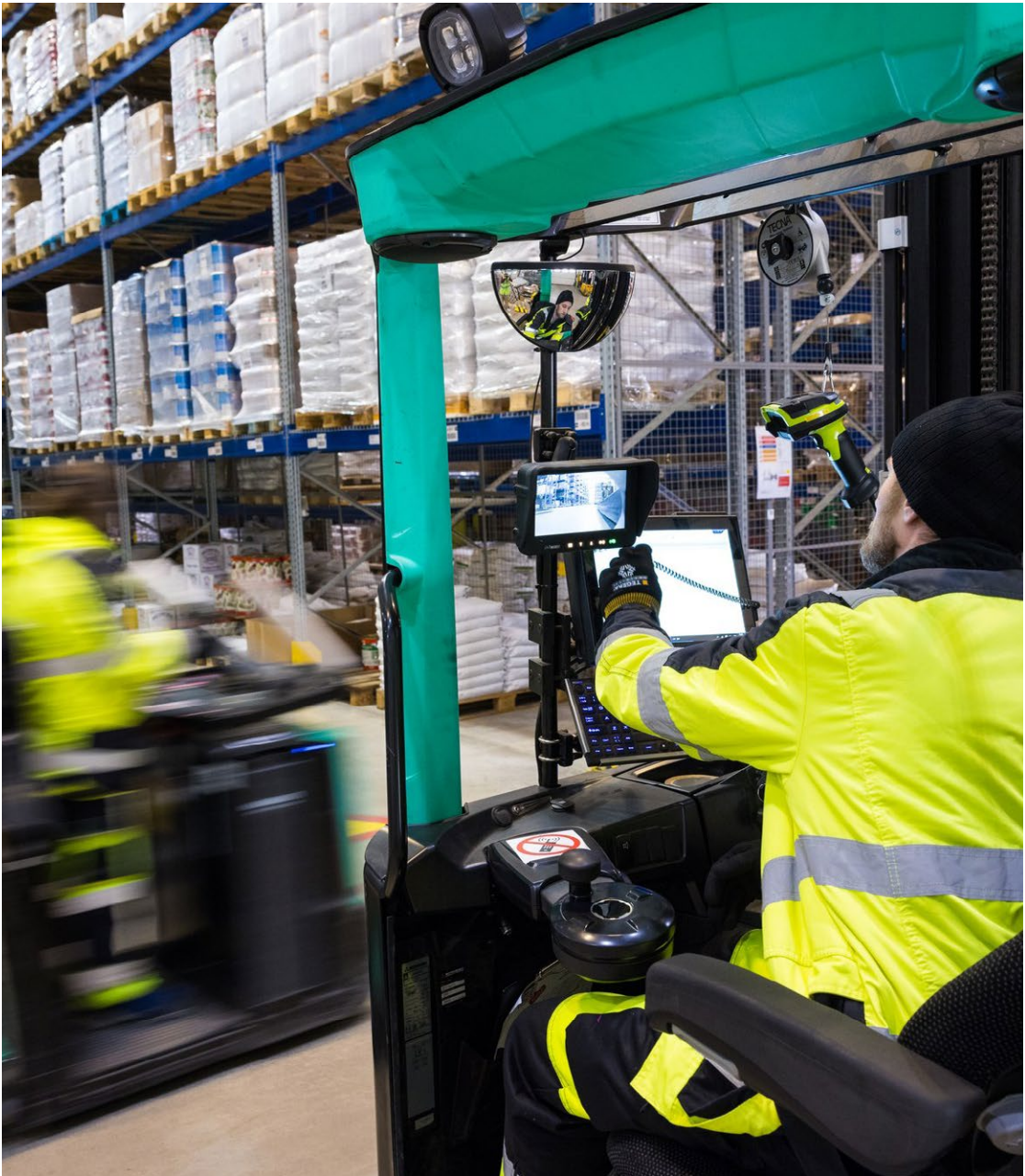
be found proactively. At the beginning of the year, a customised work model was introduced, which allows the employee to work in their job with a reduced workload or in a completely different job if there are challenges in their working capacity. The supervisory path ensures high-quality working capacity management and enables preventive intervention at an early stage. In Meira Nova's workplace community, a good team spirit and a culture of respect for others are fostered, and harassment, bullying or inappropriate behaviour is not tolerated. The personnel feel that investing in working capacity is clearly visible, and that the employer takes appropriate care of well-being at work.

**Together with the personnel**

At Meira Nova, employees are encouraged to give feedback and participate in decision-making. The opinions of the personnel are taken into account in the planning of joint events, and the personnel have the opportunity to carry out various events through the personnel club. In 2024, following an initiative by personnel, a new practice was introduced whereby employees can donate blood during working hours. Another personnel initiative was implemented by participating in a cycling challenge to support the climate work of the Finnish Red Cross.

**Competence development is important**

Supporting professional development is key in strengthening work motivation. Every year, a broader performance appraisal is held with each employee, in addition to regular one-to-one discussions. 87% of employees find the performance appraisal to be useful. In 2024, a programme towards a vocational and special vocational qualification in service logistics was started through apprenticeship training







for two small groups. According to the workplace community survey, 80% of employees feel that sufficient investments are made in maintaining and improving skills.

**Sustainability is reflected in the employer image**

Meira Nova works to be a responsible employer, and the personnel feel that the management and

operating culture, as well as the employer image, are strong. Immediate leadership has improved from the previous year, and supervisory work is supported by coaching sessions and online coaching. In logistics, an employee understanding survey was carried out, on the basis of which a supervisory work programme was developed, with an emphasis on understanding diversity, as well as communication and interaction skills.

**Ethical principles have been created to meet stakeholder expectations**

Compliance with ethical principles is the responsibility of every employee. Employees commit to the principles during the induction phase. The principles ensure honesty, integrity, mutual respect, fair competition, open communication, good governance and compliance with the applicable regulations and agreements. 96% of employees know how to act in their own work in accordance with ethical principles.

**Preparation for the new Corporate Sustainability Reporting Directive have started**

Sustainability reporting is carried out at S Group level, and the requirements of the directive are met by means of Group-level principles. The objectives of social responsibility are focused on the transparency of remuneration, competence, well-being at work, safety and gender equality.

**40 YEARS IN LOGISTICS**

Esa Salminen's 40-year work history at S Group is a significant milestone that few can achieve.

Esa Salminen has been working in logistics since 1984. He started as a runner at the OTK central co-operative. From there, he transferred to Kontio & Kontio Oy to work as a fish handler and later in the frozen product warehouse. After the establishment of Meira Nova, Esa worked in a frozen product warehouse for ten years, until he was appointed as a warehouse observer.

Among the phases of his long career, Esa identifies as special achievements the overcoming of Meira Nova's initial challenges, the transition to SAP R/3 software and the relocation of the logistics centre from Vantaa to Tuusula. He considers the devel-

opment of the logistics industry in recent years to be significant. It is clearly reflected in day-to-day work as a reduction of unnecessary work and errors.

Esa says that sustainability is reflected in Meira Nova in improving recycling efficiency and taking care of employees' well-being, for example. During his career, Esa has learned how important it is to appreciate experience. He advises new employees to be open, curious and patient. In the future, he expects the logistics industry to change drastically with artificial intelligence, robotics and automation.





# Boosting safety

At the beginning of 2024, Meira Nova launched the Noste occupational safety campaign, the purpose of which was to increase safety awareness and improve the safety culture.

The starting situation was good, because at Meira Nova, occupational safety was already at a good level, but there was a desire to invest more in its management and planning, as well as in increasing occupational safety awareness. In addition, indicators were needed to support the development of occupational safety.

## Progress on many fronts

A great deal was achieved during the year. Safety awareness and commitment were improved, for example, through management safety walks and by developing the ability to identify and prevent hazards, make safety observations and react to safety deficiencies.

Competence was developed, for example, through the formation and training of a protection organisation, initial fire extinguishing exercises and first aid training. Guidelines were also updated, and an annual calendar for training and exercises was drawn up.

The personnel's competence was increased, for example, through regular toolbox talks on safety and monthly briefings for white-collar employees. Information material was also created for the intranet and info TV screens. The safety of the facilities was improved, and well-being at work was promoted, for example, through ergonomics and mental well-being events for logistics personnel and by means of new work clothing.

## Measured improvement

The work bore fruit. For example, in the job satisfaction survey, safety was rated 3.58 out of 4.00. The number of safety observations increased by more than 2,500% compared with the previous year, and the number of occupational accidents and near misses decreased.

The successful campaign will be continued. In 2025, the key themes of the campaign include preparedness and crisis management, as well as information security.







## INVESTIGATION OF ACCIDENTS AND NEAR MISSES AT WORK

Investigating occupational accidents and near misses is an essential part of Meira Nova's safety culture. The aim is to identify hazards and prevent similar situations from recurring in the future. Logistics OHS Manager **Tomi Viitanen** explains the difference between a near miss and an accident at work:

"A near miss is an event where the incident was close to happening, but fortunately no damage occurred in the end. Investigating these situations is important because they help to identify and correct hazards before they lead to real accidents."

An accident at work is a sudden and unexpected event caused by an external factor that causes an injury or illness. Occupational accidents can occur at work, in work-related conditions or during the commute between the workplace and home."

The investigation process starts immediately after the event and involves all relevant parties such as the supervisor, the occupational health and safety manager, the induction provider, the parties involved in the event and, where possible, the occupational health and safety representative.

The first step is to record the event in the Falcony system. Falcony enables the documenta-

tion of observations and events, as well as their distribution on a wide distribution list, which includes all persons who can use the information in their work. After recording the event, the supervisor organises and schedules the investigation in cooperation with the OHS manager. The investigation process includes analysing the event, possibly a site visit and reconstruction, as well as identifying the causes and determining corrective actions. The investigation report is prepared in cooperation with all parties, and contains a detailed description of the incident and its causes, as well as the measures that can be taken to prevent similar situations in the future.

"During the investigation process, it is important that all parties actively participate and share their knowledge and views. This ensures that all possible causes, perspectives and hazards are exposed. The role of the supervisor is key, as they are responsible for coordinating the investigation and ensuring that all the necessary measures are taken. The OHS manager supports the supervisor and ensures that the investigation is carried out appropriately, and that all parties are aware of their responsibilities," says Tom.

After the investigation, a detailed report is prepared, shared with all the relevant parties and reviewed at the monthly meetings of the department.

The report contains recommendations and measures to prevent similar situations in the future. It is important that all the recommended measures are implemented, and that their impacts are regularly moni-

tored. This ensures that the safety culture at the workplace is constantly evolving, and that similar situations can be prevented in the future.



**PERSONNEL****2024**

Number of personnel	202
Average age, years	44
Average duration of employment, years	12
Proportion of supervisors, %	14
Citizenship other than Finland, %	2.4
Employee experience, PeoplePower	75.1
eNPS	34
Employee turnover, %	3

**ACCIDENTS**

2023 2024

Number of accidents at work	23	13
Number of near miss reports	57	33
LTI cumulative (occupational accident indicator)	-	26.23
Number of safety observations	-	152
Number of positive safety observations	-	6

**INITIATIVES****2024**

Initiatives taken	116
Award-winning initiatives	24

**98%**

feel that issues related to occupational safety are well communicated

**80%**

feel that we take sufficient care of well-being at work

**90%**

feel that the company's values and principles are followed in daily operations

**94%**

feel that our workplace community is well familiarised with occupational safety issues

**91%**

feel that we do not discriminate against anyone in our workplace community

**95%**

feel that in our workplace community we value the diversity of people

Meira Nova annually celebrates personnel contributions to achieving common goals. In accordance with the Noste strategy, we annually grant awards in four categories: customer value, feeling, competitiveness and change. The awardees are proposed by the personnel, so the recognition genuinely reflects the views of the workplace community. The 2024 awards were presented at the Christmas party, which brought joy and pride to the whole team. This is a good place to continue towards even greater successes!





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