

A macro photograph of a green leaf with prominent veins. Numerous clear water droplets of various sizes are scattered across the leaf's surface, reflecting light. The background is a soft-focus green.

MEIRA NOVA

2021

SUSTAINABILITY REPORT

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SUSTAINABILITY AT MEIRA NOVA

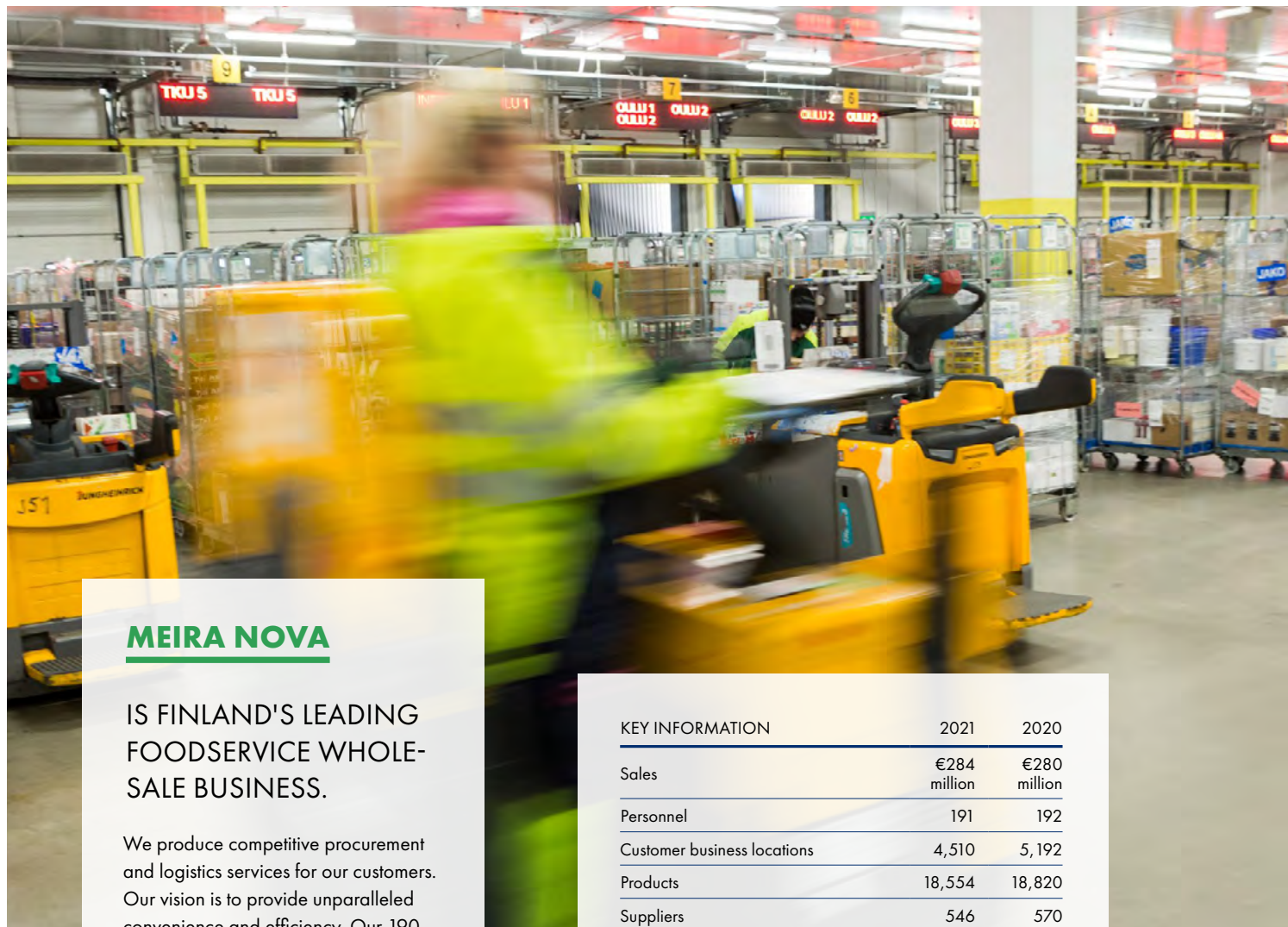
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MEIRA NOVA

IS FINLAND'S LEADING FOODSERVICE WHOLE- SALE BUSINESS.

We produce competitive procurement and logistics services for our customers. Our vision is to provide unparalleled convenience and efficiency. Our 190 professionals serve restaurants, hotels, personnel restaurants, and industrial kitchens throughout Finland.

“Our goal is to be our customers' most reliable partner every day.”

KEY INFORMATION	2021	2020
Sales	€284 million	€280 million
Personnel	191	192
Customer business locations	4,510	5,192
Products	18,554	18,820
Suppliers	546	570



AMOUNT OF PRODUCTS
in different categories 2021

- Food 55%
- Beverages 6%
- Non-Food 39 %

TOWARDS A SUSTAINABLE FUTURE OF FOOD

Sustainable development is already a natural part of modern business, and together with increasing transparency and openness, it has become a part of our normal daily activities over the years. However, we recognise that good basic work is not enough; rather, the requirements for sustainability are constantly increasing. Companies are also expected to be open about how they operate and what measures they are taking to ensure a more sustainable future.

In this sustainability review, we are trying to provide you with a view of our recent operations and show what we do to be sustainable, which we continuously develop in line with our new strategy. Today, Meira Nova has an active development group that coordinates sustainability and environmental issues. We also make it easy for the entire staff to produce initiatives.

Meira Nova is constantly seeking new solutions, both small and large, with which we



We are aware that good basic work is not enough, but rather the requirements for sustainability are constantly increasing.

support and encourage sustainable measures and thus contribute to the sustainable future of food. We recognise our role in the whole supply chain, and we always seek to ensure sustainability from our entire network in various ways.

Together we can all make the world a better place to live!

■ Pasi Berggren, managing director



KEY EVENTS IN 2021

SUSTAINABILITY AND ENVIRONMENTAL DEVELOPMENT TEAM

The sustainability and environmental development team, which began its work in 2021, is the backbone of Meira Nova's sustainability work. The group is tasked with ensuring that Meira Nova's spearhead projects in sustainability are carried out. They are aided by Meira Nova employees with the best knowledge in each area and also cooperate closely with SOK's sustainability unit.

SUSTAINABILITY AND ENVIRONMENTAL INITIATIVES

Meira Nova's personnel are encouraged to participate in sustainability. We collect initiative ideas on sustainability and the environment from personnel. We address all the initiatives and reward their originators.

MEIRA NOVA 30 YEARS

Meira Nova celebrated its 30th anniversary in November 2021. In spring 2022, we will celebrate our anniversary with more festive product exhibitions and customer events and staff parties.

NOVA MAGAZINE'S SUSTAINABILITY COLUMN

We also want to tell our customers and partners about our sustainable operations. One channel for this is the *Parempi paikka* (Better place) column launched in our customer magazine, Nova, which tells the story of our big and small actions promoting sustainability.



Meira Nova's sustainability and environmental development team is responsible for ensuring that the spearhead projects in sustainability are carried out.



NOVA MAGAZINE 2/2022

SUSTAINABLE PROCUREMENT PRINCIPLES

At Meira Nova, sustainability is not only reflected in our actions and projects, but it is also tangible in our product procurement. Sustainable procurement includes the domains of environmental, social, and economic responsibility. Sustainable procurement plays a vital role in the efforts to preserve biodiversity, promote sustainable development, and the realisation of human rights.

» [Read the entire article »](#)

SUSTAINABILITY AT MEIRA NOVA

The United Nations 2030 Agenda for Sustainable Development aims to eradicate extreme poverty and promote sustainable development. In this context, the environment, economy, and equality of all people are taken into account.

At Meira Nova, we take these sustainable development goals into account in our spearhead projects in sustainability and environmental responsibility. When each part of the supply chain does its best to achieve these goals, we have an opportunity to make the world a better place to live.

THE DEVELOPMENT TEAM

10 meetings per
year

THE SUPPORT TEAM

4 meetings per
year

The sustainability and environmental work development team was established in autumn 2021.

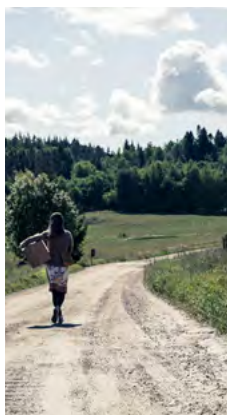
MAIN PROJECTS IN SUSTAINABILITY AND ENVIRONMENTAL WORK

A reliable and responsible operator must consider environmental, social, and economic responsibility. A whole is made up of parts, acts that have significance in the grand scheme of things. Little streams grow into a mighty river of change. In its operations, Meira Nova strives for open dialogue across its entire supply chain. The commitment of Meira Nova's staff to these goals and the entire supply chain play the most crucial role in both operations and our work on sustainability and the environment.

In sustainability and environmental issues, Meira Nova considers its ability to contribute and control its impacts. The management team approves the goals of Meira Nova's sustainability and environmental work.

Together, we will make the world a better place to live

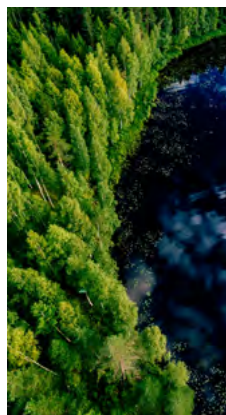
The development team established in autumn 2021 was tasked with developing Meira Nova's sustainability and environmental work and promoting spearhead projects. Quality Manager **Susanna Viitaniemi** and Logistics Development Manager **Jari Saviniemi** are responsible for leading the development team. The support team for the development team consists of Procurement Director **Terhi Liukkonen**, Commercial Director **Arja Liimatainen**, and Logistics Director **Olli Virtanen**.



Promoting sustainability,
health, and
well-being



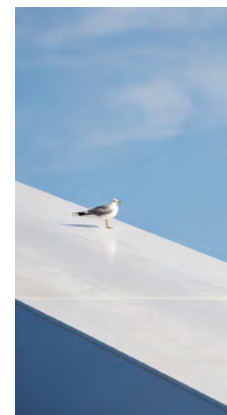
The UN Sustainable
Development
Goals are detailed
in the icons here.



Carbon negative
Meira Nova
2025



Towards a
circular economy



Promoting human
rights
in the value chain
and in operations



Promoting openness
and
transparency



Scheduled development work

The progress of Meira Nova's sustainability and environmental work is based on its spearhead projects. The spearhead projects have specific interim goals, making it easy to monitor their progress. The development team's work is continuous, so the interim goals are divided into three-year roadmaps, which are constantly updated. Projects related to the interim goals are started on the fly, and when one is completed, it is replaced with another goal.

Low-threshold initiatives

Managing sustainability and environmental matters has not simply been left on the shoulders of a small group. The first task of the development team was to involve personnel. In November 2021, we began to collect ideas for initiatives related to sustainability and the environment from personnel. We encourage initiatives that are relatively easy to carry out, and all ideas and thoughts are rewarded.

We received six initiatives at the end of 2021. Five of these initiatives were related to sustainability, and one dealt with the environment. All of the initiatives have moved forward, along with further measures.

INITIATIVES	2021	2020
Initiatives related to sustainability	5	-
initiatives related to the environment	1	-

All of the initiatives have moved forward, along with further measures.

“Suppliers and customers will also be involved in 2022.”



2022												2023				2024			
1	2	3	4	5	6	7	8	9	10	11	12	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Occupational safety and labour protection»																			
Reduction of plastic in fruit and vegetable harvests »								Water sustainability »											
Strengthening the image of sustainability »																			
Collecting sustainability and environmental initiatives from staff »																			
Goals of the Rullakko work group »												Increasing information about the origin of textiles »							
Reducing food waste »																			
Identifying circular economy opportunities »																			
Supplier management and monitoring »																			
Purchases from risk countries »												Increasing the use of sustainable palm oil »							
Offering transport compensation for customers »																			
Improving transport efficiency »																			

S GROUP AND RESPONSIBILITY 2021

S Group's sustainability programme has three themes:

- **Towards a new normal of sustainable consumption – together, one step at a time**

We encourage our customers to make healthy and sustainable choices. Our goal is that in 2030, at least 65% of the food we sell will be plant-based, and 80% will be produced in Finland. We will also ensure the improvement of animal welfare. We also promote the carbon-neutral mobility of Finnish people.

- **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. In 2025, we will remove more carbon from the atmosphere than we produce. We are moving towards halving the amount of food waste, and we promote the circular economy.

- **Towards an equal world – by removing inequality**

All people are equally important to us and welcome. We make sure that our own and our partners' employees are treated fairly in Finland and around the world. We indicate the origin of the products we sell and their main ingredients to ensure we can track human rights matters. We are the common, non-discriminatory and diverse S Group.

SOK's Sustainability unit is in charge of strategic goal setting and determines the focus areas of S Group's sustainability development. The business area-specific responsibility objectives and procedures are defined jointly with the business units and subsidiaries and the Sustainability unit. Policies concerning products and services are prepared jointly with the business areas. The expectations of corporate responsibility are continuously increasing, and companies are expected to provide solutions to global sustainability challenges, such as mitigating climate change, biodiversity loss, increased inequality, or growing overconsumption and the subsequent resource depletion. We at S Group aim to address this challenge with our sustainability programme and by being pioneers in corporate responsibility.

Food plays a key role in promoting health and well-being. We want healthy eating to be possible for everyone, and we believe that when smart choices are easy, they are also made. Value-based consumption is gaining increasing emphasis, and as a major operator, we have an important



As part of S Group, Meira Nova closely follows the group's guidelines and policies.

role to play in and the responsibility for helping our customers make sustainable choices. We listen to our customers' wishes and look for ways to take these into account.

A significant share of the impacts on sustainability are generated outside our operations, and therefore, building a more sustainable future happens through cooperation. An essential feature of sustainable procurement is that we agree on our expectations about sustainability when selecting and cooperating with goods suppliers and service providers, and monitor compliance with the agreed matters, whether they deal with groceries or the foodservice industry.

We are committed to the principles of good business practices, which aim to ensure fair rules in the trade relations between the operators in the food supply chain. Their purpose is to respect freedom of contract but, at the same time, to safeguard the competitiveness of the contracting parties, mutual trust and the continuity of contractual relationships.

■ *Nina Elomaa, Director of Corporate Responsibility, SOK*



S GROUP'S MAIN STAKEHOLDERS

- | | |
|----------------------------------|-----------------------------|
| • Co-op members | • Political decision-makers |
| • Personnel | • Civil servants |
| • Non-governmental organisations | • Suppliers |
| • Media representatives | • Industry associations |
| | • Authorities |






NOVA MAGAZINE 3/2021

MAKING FOOD WASTE A WIN-WIN SITUATION IN HYVINKÄÄ

Established in 2020, the food waste terminal in Hyvinkää makes it easier to distribute food to low-income families. Volunteers and the project coordinator, Hyria Education Oy, can focus on the essentials when donated products are delivered directly from Meira Nova and others. However, the project has the greatest impact on the long-term unemployed who work at the food waste terminal.

 [Read the entire article](#)

SUSTAINABLE SUPPLY CHAIN

Supply chain sustainability starts with the product's raw materials and ends with the recycling of customer waste fractions. Supply chains can have different lengths, but each part must do its best.

Meira Nova donates all edible food products that are at risk of going to waste to charity organisations. In this way, we can even extend sustainability outside the supply chain.

Our logistics centre and transport partners take environmental issues into account in their operations.

CHARITY

Number of charitable
organisation locations

6
units


GETTING TO KNOW THE SUPPLY CHAIN

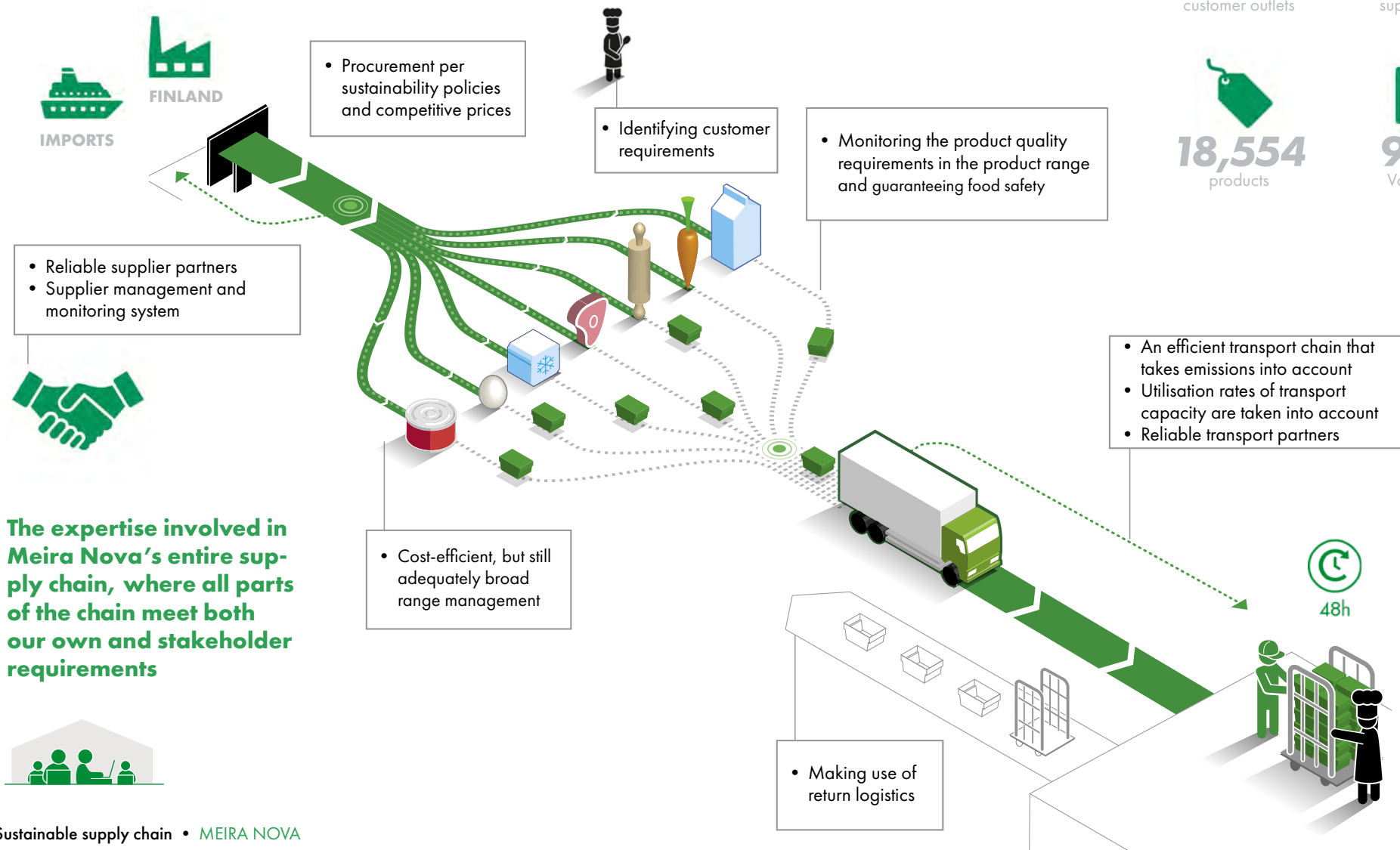
Meira Nova's supply chain has been polished to deliver products quickly and fresh. Easy, reliable, sensible, and environmentally friendly.


4,510
customer outlets


546
suppliers


18,554
products


91 million
Volume kg



GETTING TO KNOW THE LOGISTICS CENTRE

The logistics centre area is
fenced off and has camera
and access control

Product groups arrive at different parts
of the centre and have their own
temperature areas
(refrigerated departments).
Meat and milk, fruit and vegetables,
dried food

LED lighting in the building

INCOMING GOODS

Number of suppliers

546

Pallet spaces in the warehouse

12,000

Stored items

3,200

Logistical processes

3

Number of products

18,554

OUTGOING GOODS

Transport partners

13

External terminals

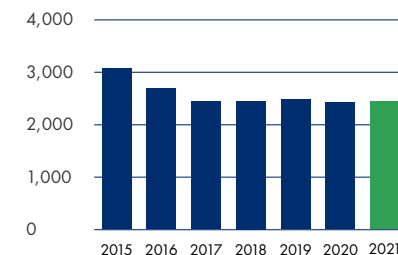
9

Number of roller cage trolleys in 2021

480,000

The logistics centre
uses guaranteed green
electricity

ELECTRICITY USE, MWh



LOGISTICS

We already took environmental issues into account while building the Tuusula logistics centre. Examples of this include directing the rainwater from the roof to absorb into the ground, heat recovery, free cooling, light sensors, and optimising ventilation run times. The warehouse lighting has been replaced with LEDs, and battery chargers have been updated to electricity-saving models. These measures have helped reduce the electricity consumption in the logistics centre considerably.

The electricity we use is emission-free and will be completely renewable by the end of 2030.

More than 60% of the volumes delivered to customers depart from the Tuusula logistics centre. The rest of the products are delivered directly from industrial locations to the terminal closest to the customer. The Southern Finland Terminal is located in the Tuusula logistics centre, and other terminals are business partners' premises.

Meira Nova does not have transport equipment, so customer deliveries are made with our partners' equipment suitable for food distribution. We monitor the environmental awareness of transport companies with an annual survey. We calculate the CO₂ emissions generated by Meira Nova's transport based on that survey. At the same time, we also monitor the number of drivers with training on eco-driving and the Euro emissions classification of transport equipment.



We monitor the environmental awareness of transport companies with an annual survey.



SUSTAINABLE PROCUREMENT

Meira Nova's product range consists of Finnish and imported products. Regardless of the country of origin, products must fulfil Meira Nova's sustainability guidelines. Sustainable procurement plays an important role in the efforts to preserve biodiversity, sustainable development, and in promoting human rights. All Meira Nova's suppliers commit to complying with the policies through a procurement framework agreement.

Sustainable procurement has several dimensions. These dimensions include environmental, social, and economic responsibility.

Meira Nova's sustainability policies:

- Animal welfare policy
- Coffee and tea policy
- Sustainable soy use policy
- Sustainable palm oil policy
- Fish policy
- Egg policy
- Plastic use policy
- Deforestation policy for beef
- Deforestation policy for wood and paper products

Finnish product origin

Domestic product origin is important, but not always possible. For example, we cannot produce every kind of fruit in the Nordic countries, which means they must be imported. Seasons affect the levels of vegetables and herbs produced in Finland to varying

degrees. Consequently, we use foreign imports to meet needs when demand is high.

Meira Nova's imports

In 2021, Meira Nova had 121 foreign suppliers from 25 different countries, and 425 Finnish suppliers.

Meira Nova commits suppliers in risk countries to participate in the amfori BSCI (Business Social Compliance Initiative) platform. The BSCI is a system that inspects factories in risk countries to assess their social responsibility. Company audits are carried out by an independent third party. The inspection includes 11 separate areas of labour law.

Meira Nova's procurement of imports from risk countries mainly consists of textiles. There were nine suppliers in risk countries. (Seven BSCI audits, Two SA8000 audits)

MEIRA NOVA PRODUCER COUNTRIES		
Austria	France	The Netherlands
Belgium	Great Britain	Norway
Czech Republic	Greece	Poland
Germany	Hungary	Portugal
Denmark	Italy	Sweden
Estonia	Lithuania	Slovakia
Spain	Latvia	
RISK COUNTRIES		
China	Indonesia	Turkey
Ecuador	Pakistan	

AMFORI BSCI'S OPERATING PRINCIPLES

- freedom of association and collective bargaining rights
- no discrimination
- fair remuneration for work
- decent working hours
- a safe and healthy working environment
- no child labour
- protection of young workers
- compliance with laws and agreements in employment relationships
- no forced labour
- protection of the environment
- ethical business operations



MEIRA NOVA'S
suppliers in 2021

- Number of Finnish suppliers: 425
- Number of foreign suppliers: 121

PRODUCT SAFETY AND COMPLIANCE

At Meira Nova, the quality manager is responsible for product safety and compliance, and procurement managers are responsible for procurement. Inclusion in the product range requires verified compliance. We ensure compliance and that sustainability policies are met in cooperation with suppliers. Compliance involves functionality in kitchen environments, so customers can also approve products on a case-by-case basis.

Safe products

The compliance of food and consumer products ensures that customers receive safe and reliable products, regardless of the country of manufacture.



Products in Meira Nova's product range must always meet quality requirements.

■ *Susanna Viitaniemi, Quality Manager*

Meira Nova wants to deliver safe products to its customers. Product safety and compliance are monitored using a sampling plan. The sampling plan is targeted at Meira Nova's food imports. The domestic suppliers themselves are primarily responsible for investigating Finnish food products.

Compliance is verified with product inspections carried out in accredited laboratories. Product inspections monitor microbiological levels and pesticide residues. Meira Nova's sampling plan is supported by product inspections carried out by the customs authority.

The importance of the recall process

The functionality and speed of the recall process are of paramount importance in cases where compliance or product safety is at risk. In such situations, there is a process that can trace the product's supply chain from its manufacture to the customer's premises. Batch codes and date details on products guarantee traceability. The functionality of the recall process is tested regularly in cooperation with suppliers. Mock recall exercises extend through the entire supply chain.

IN 2021

106 samples

30 inspections carried out by the customs authority

2 product recalls of Meira Nova's imported products

NOVA MAGAZINE 10/2021

AN OPEN AND INCLUSIVE WORKPLACE

Being a responsible employer is an extensive, integrated process that includes very basic principles, such as the appropriate salaries or employer obligations. It is also about each employee taking on responsibility for important matters in our workplace, and as the employer, we make sure that the conditions that make it possible exist.

” Read the entire article »

MEIRA NOVA AS A RESPONSIBLE EMPLOYER

VALUES THAT GUIDE OUR OPERATIONS:

- We exist for the customer
- We constantly renew our operations
- We operate profitably
- We take responsibility for people and the environment

MEIRA NOVA STAFF	2021
Number of personnel:	191
Average age, years	44
Average length of employment, years	13
Supervisors, %	12
Citizenship other than Finland, %	1



More than 80% of our personnel feel that our daily operations comply with our values.

OUR PERSONNEL ARE OUR MOST IMPORTANT RESOURCE

Half of Meira Nova's employees work in logistics, and the other half in procurement, product range management, sales, customer service, and administration. We hire logistics employees as necessary through a partner. Logistics is within the scope of the commercial sector's collective agreement, and our common rules also extend to temporary workers. For example, the pay criteria are the same for everyone, and everyone is covered by the incentive scheme. We have been employing people in vulnerable labour market positions for various jobs for a few years.

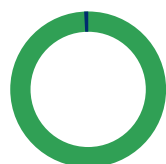
Ninety-eight per cent of Meira Nova's employment relationships are full-time. Part-time can be taken from the employee's choice in different situations of life. The average age of the personnel is 44 years, and their employment relationships are long – 13 years on average. Employee turnover has been around 6% for the past two years. The reason for departure in most cases is retirement.

Our sustainability and corporate responsibility goals

Our sustainability goals include increasing openness and transparency and promoting health and well-being. Our sustainability goals are linked to themes that affect the personnel's well-being: doing things together, responsibility, and meaningful work. Nearly 80% of the personnel feel that their work is meaningful and feel valued in our work community.

Having regular and active dialogue with our personnel is a key factor. We want to listen to our personnel and make relevant and impactful decisions that support their well-being based on that dialogue. We prepare a work community development plan with personnel representatives, which is updated annually.

Seventy per cent of our personnel feel that we take sufficient care of their well-being, and 66% think that investments in the personnel's working capacity are clearly visible in our company. The theme of responsibility is linked to a number of important areas, such as sustainability, health, promoting well-being, occupational safety, and supervisory work.



EMPLOYMENT RELATIONSHIPS
in 2021

- Full-time 98%
- Part-time 2%



PERSONNEL
age distribution in 2021

- 20–34 years
- 35–49 years
- 50 years or more



PERSONNEL
employment duration in 2021

- 0–5 years
- 5–10 years
- 10–30 years

OCCUPATIONAL SAFETY AND LABOUR PROTECTION

Days of disability leave due to accidents at work have decreased significantly over the past two years. The number of accidents at work has been reduced by half from the previous year.

Occupational safety is the self-imposed management of workplace safety and is a part of corporate safety. Occupational safety is achieved through labour protection, and operations are guided by, e.g., the Occupational Safety And Health Act and the Occupational Health Care Act.

All our employees participate in labour protection activities and their promotion through cooperation. Safe working is systematic and is based on pre-established best practices. Risk management is the most central element of occupational safety.

The labour protection committee meets at least four times a year. We carry out annual workplace surveys and risk assessments per the labour protection action plan and in cooperation with occupational healthcare. We record occupational accidents, safety observations, and 'close call' situations in the S Group's STurva system, and the employees involved will review each situation with the occupational safety manager.



OF OUR PERSONNEL

88%

feel that occupational safety matters
are handled well at our workplace

77%

feel that our investment in occupational safety
is clearly visible in our company.

MEIRANOVA

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