

Itella Group Quality and Environmental Policy

Itella Group provides services for managing customers' information and material flows in an efficient, reliable and timely manner. We strive to enhance our customers' quality and environmental efficiency, making them a core part of our strategy, values and culture.

To us, quality means services that always uphold the promises we make to our customers. Environmental issues are seen as an integral part of Itella's corporate responsibility, and they are also reflected in Itella's Code of Conduct. Groups environmental policy is implemented through an environmental program. Everyone in Itella can contribute to achieving the targets set in the program.

Itella Group's quality and environmental policy applies to all Group companies.

Itella's Commitment to Quality

Itella is committed to continual improvement, and we follow the principles of the ISO 9001 quality standard in all of our businesses. In all business units and subsidiaries, we pledge to:

- Strive to fulfil our customers' quality requirements
- Increase and monitor the satisfaction of our customers
- Adhere to all applicable regulatory requirements
- Ensure the availability of adequate resources for monitoring and continually improving the quality and performance of our operations
- Act to improve the quality of the whole supply chain to the mutual benefit of all of its participants
- Emphasize that quality is every person's responsibility

Our business groups are responsible for building the quality management systems of their respective lines of business, so that customers' expectations can be met and exceeded.

Itella's Commitment to the Environment

Itella will continuously identify, assess and manage the components of those of its operations that have an impact on the environment. Itella is committed to:

- Adhering to all relevant environmental legislation and standards, including ISO 14001
- Reducing the fuel consumption of its vehicles
- Reducing the energy consumption of its facilities
- Improving the recycling of materials and reducing the amount of land filled waste
- Considering environmental aspects in procurement, subcontracting and investment decisions
- Being involved in open discussion with stakeholders in order to minimise its negative environmental impact
- Ensuring the availability of adequate resources to maintain and continually improve environmental performance
- Reporting annually on its environmental impact, and providing all of its employees with information on, and the possibility to act in, an environmentally efficient manner
- Offering its customer solutions that help them reduce the environmental impacts of their supply chain

Business groups and units are responsible for the environmental effects of their operations and for their environmental projects.

Approved by



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