

# Sustainability Report 2025



siskon  
SIVQUS

# Greetings from the CEO



Cleaning is a job done by people, which is why for us, sustainability means, above all, taking care of our employees: their well-being, safety and the opportunity to do their job well.

This philosophy has guided our operations from the very beginning. Siskon Siivous was founded in 1994, and today we employ approximately 1,500 cleaning professionals and are part of the Nordic Northclean Group.

Our work community is truly international. Our staff represents over 70 different nationalities. This is a great strength, but it also places a responsibility on us. In our sustainability work this year, we are focusing particularly on training and workplace safety. We want to ensure that every employee understands how a safe and fair work environment functions.

We go through the key points of the employment contract, the salary slip and the collective agreement with each employee, for example. In recruitment situations, we ask each job seeker whether they have been asked for or charged money to get a job with us.

Recruitment decisions are not made alone; the decisions always go through several people. We have strengthened our safety culture by increasing occupational safety audits, appointing safety officers, and conducting safety walks, as well as by encouraging employees to report safety observations in their daily work.

This year, we are also training our staff to identify risks and act in challenging situations. In addition, we have implemented a chemical management system to ensure the safe use of chemicals at all our sites.

Knowing their rights and responsibilities helps employees protect themselves while also building a fairer work environment for the entire industry. We want every employee to feel safe and know that they are treated fairly.

When an employee is skilled at their job, knows their rights, and can work safely, it also leads to a better everyday experience for our customers.

Warm regards,  
Terhi

# Our mission is to serve

We want to do our work in a way that we can be proud of it - every day!

## Our values

We respect  
We listen  
We thank  
We encourage  
We develop

We make everyday life better for our customers and employees!

# The cornerstones of our responsibility

**MANAGEMENT SYSTEMS**  
ISO 9001 | ISO 14001 | ISO 45001

**LAATU** pankki

**Safe at work, healthy at home**

Succeed just as you are

**1,500** professionals

**4.2/5** Job satisfaction

All full-time employees have a vocational qualification

**2030**

**WOMEN 50%**

**MEN 50%**

**3.75%** sick leave

**EKO** KOMPASSI

**We reduce the use of chemicals**

We reduce **CO<sub>2</sub>** emissions through route optimization & by using renewable energy in our own office locations

**carbon footprint 687.5** t CO<sub>2</sub> e

**ECOLOGICAL** water-saving methods, microfibers & chemical-free cleaning

We are carbon neutral

**2035**

**WE SUPPORT**

**UN GLOBAL COMPACT**

**We create jobs and pay taxes in Finland**

**€38.5 M** revenue

**tax footprint 11,657** M€

**4.5/5** customer satisfaction

We remain an equal opportunity workplace for all. To our customers, we are a cost-effective and proactive partner.

**2030**



# Our services & operating environment

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# Our competitiveness in the future

The megatrends that significantly impact our operations and responsibility are **the transformation of work, changes in the operating environment, and sustainable development.**

**Our customers' cleaning needs** are constantly changing, and we want to serve them even better. Existing and emerging technologies enable us to provide our customers with continuous, cost-effective service, proactive planning, and needs-based cleaning.

**Advances in digitalization** enable smarter and more automated cleaning solutions, such as the increasing use of robotics. Leveraging digital solutions and data-driven management are key to effective information management and decision-making.

**Robotics** offers opportunities to streamline traditional cleaning work. Safe and efficient robots can help us improve the quality and efficiency of our services and free up human resources for other tasks requiring special precision.

**Developing staff skills**, providing continuous training, ensuring adequate income, and maintaining work capacity are key factors in the ongoing transformation of our industry. By ensuring that our staff understand their rights and possess the necessary skills and knowledge, we can better

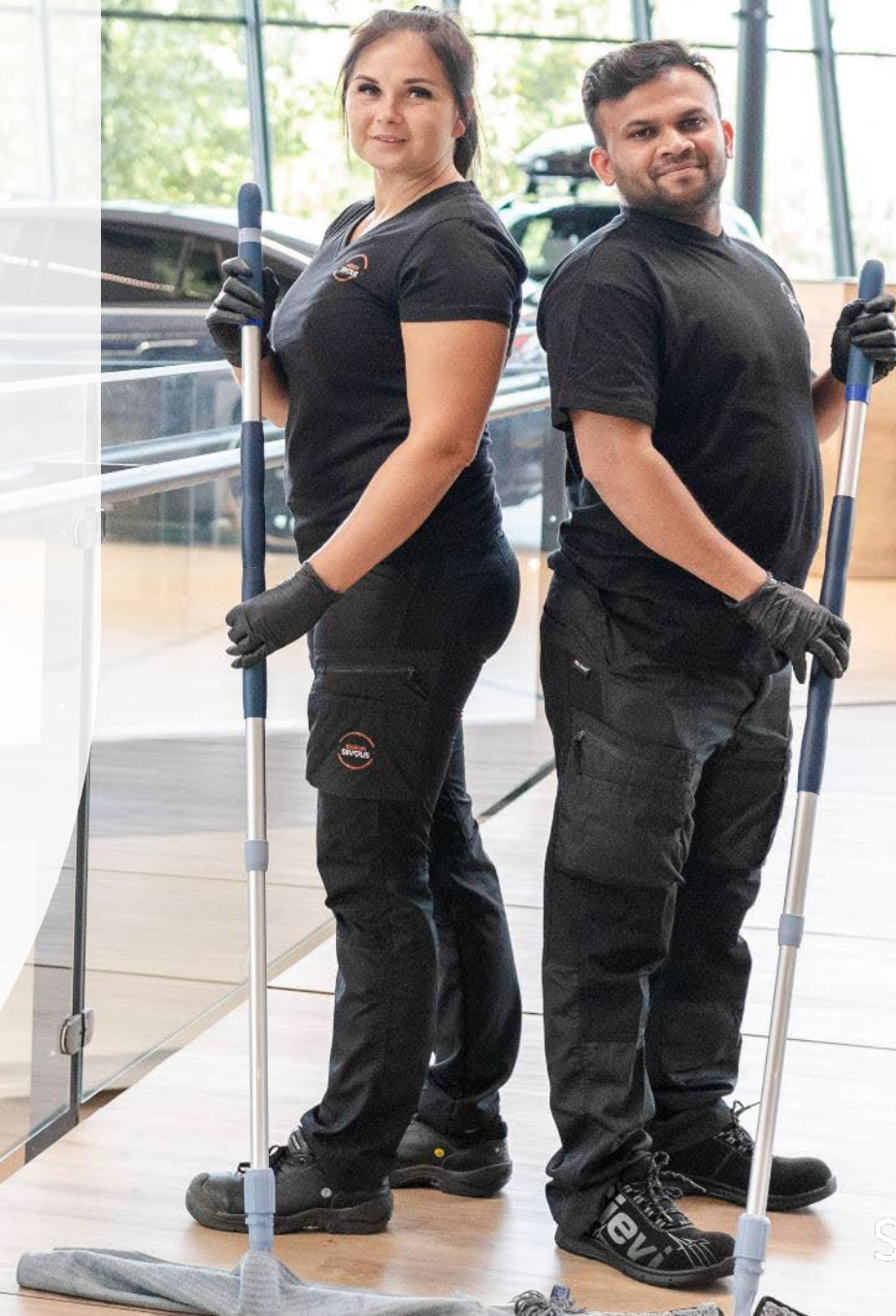
meet our customers' needs and operate more sustainably. In the cleaning services sector, the majority of employees are immigrants. Ensuring the realization of human rights is a central part of our future sustainability work. We collaborate continuously with Migri, HEUNI, and the UN Global Compact to develop ways to prevent labor exploitation and human trafficking.

**Taking environmental considerations into account** in all our operations. Reducing the use of chemicals, ensuring expertise in environmental matters, promoting recycling, and reducing our carbon footprint are key objectives that enable us to minimize our environmental impact and promote sustainable development.

**By investing** in digitalization, robotics, employee well-being, and environmental issues, we can build sustainable solutions for the industry that serve our customers, our employees, and the environment.



# Our sustainability principles



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# Highlights of occupational safety initiatives 2025

We expanded our occupational safety organization by appointing regional safety officers. Reporting safety observations has been part of our daily routine for years; we encourage employees to be proactive and reward them for their observations. In addition, we celebrated International Occupational Safety Day by highlighting successes and best practices.



MIELENRAUHA

We also invested heavily in training and tools. We trained supervisors to handle threatening situations and, in collaboration with **Mielenrauha Oy**, produced training videos to support the management of everyday situations.

We implemented the iChemistry chemical management system, which supports the safe use of chemicals and further standardizes our operating procedures.



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# How do we prevent labor exploitation?

## Recruitment

- We interview all applicants ourselves; we do not use intermediaries or recruiters. Supervisors participate in both the recruitment process and the selection. Selection is always made by two people.
- At the recruitment stage, we ask each jobseeker whether they have been asked or charged for a job, recommendation or work permit.
- A written employment contract is drawn up with all our employees, which is approved not only by the supervisor but also by our People & Culture department.
- We inform about the Work Help Finland app, which is intended for foreign workers coming to Finland and those already in Finland.
- We train our supervisors to recognize the signs of human trafficking and ask the right questions.

## Initial Orientation

- All our employees participate in our standardized initial orientation, which covers the workplace's collective bargaining agreement, employees' rights and responsibilities, and key aspects of Finnish legislation.
- All our employees, supervisors, and suppliers commit to our Code of Conduct.
- All our employees are guided on how to interpret their own pay stubs so they can verify their own working hours and wages.
- Since 2021, we have had an anonymous reporting channel, Whistleblower, in use.
- Employees are supported by a supervisor, an instructor, and an onboarding buddy.

## As the employment relationship progresses

- All wages, bonuses, overtime, and vacation pay are paid in accordance with Finnish law and collective bargaining agreements. Wages and bonuses are paid based on the electronic time records submitted by employees.
- Internal audits are conducted twice a year to monitor, among other things, shift scheduling and the accuracy of payroll.
- We conduct an employee well-being survey once a year through an external provider
- We hold team meetings twice a year and, for those who wish, a performance review once a year. These sessions help employees get to know each other better, which facilitates open communication.

# The cornerstones of our responsibility

## Equality

We are a multicultural workplace and are committed to the well-being of every employee.

We succeed as we are.

**2030**

All full-time employees will have a vocational qualification.

## A reliable partner

Our operations are guided by the Code of Conduct, ISO certifications, the UN Global Compact, and the UN Sustainable Development Goals.

**2030**

we will have doubled our jobs and our tax revenue in Finland.

## Environmental sustainability

We reduce emissions and waste, and we are improving recycling.

We have been awarded the EcoCompass environmental certification.

**2035**

we will be carbon neutral.

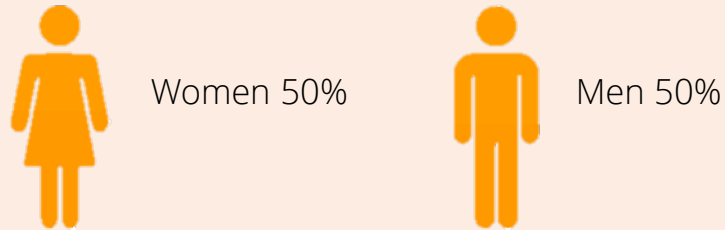
# Social responsibility



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# 1,500 professionals from over 70 different countries

## Equality in our workplace

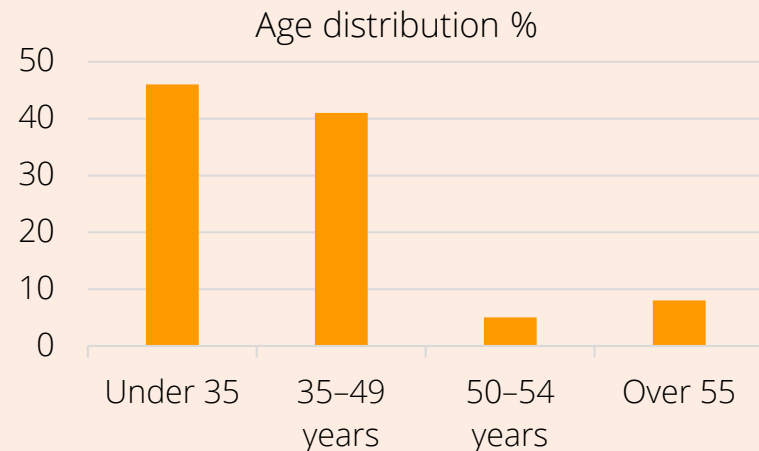


## High job satisfaction

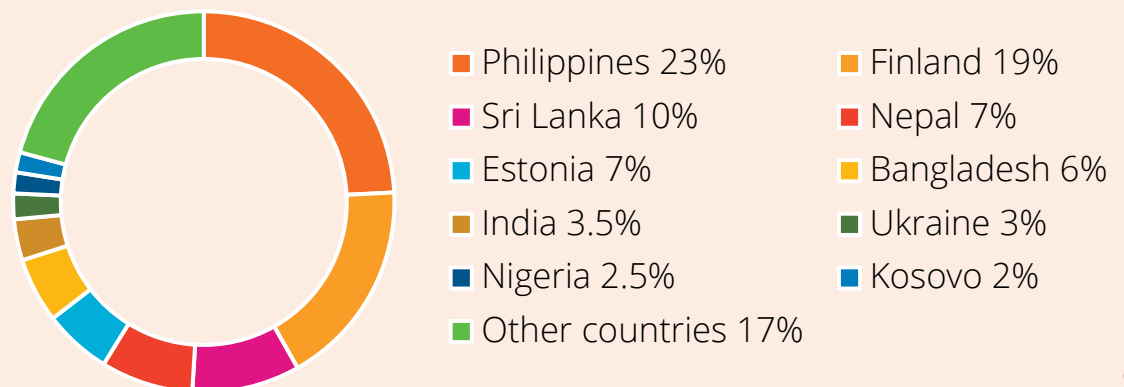


Monthly departure turnover rate: 1.5%  
 Overall rating in the workplace well-being survey: 4.2/5  
 Employee satisfaction (eNPS): 66  
 Sick leave 3.75%

## The average age of our staff is 37.5 years



## Nationalities in our workplace



# Succeed just as you are



We plan career paths for everyone who is interested. Our career paths enable professional growth and higher pay for every graduate. We offer additional income for those seeking part-time work, such as students and those on family leave. Flexible work schedules tailored to individual life situations are a given for us. Our goal is to provide full-time jobs so that wages are sufficient to live on and family reunification is possible for immigrants.



We offer work in accordance with the collective bargaining agreement and do our part to prevent human trafficking, the gray economy, and discrimination.



We are committed to equality and fair treatment. We do not discriminate on the basis of age, gender, sexual orientation, or religion, for example. We do not tolerate any form of bullying. Every instance of bullying leads to a warning procedure or termination of employment.



We invest in staff training and integration, for example through our mentoring program. Workplace well-being is of paramount importance to us. Every employee feels valued and receives ongoing

feedback. We meet regularly, for example, in team meetings, and we ensure that development discussions take place.

Our company's values guide our daily work. One of our values is "thank you," and in line with this, we share positive feedback every day for work well done. Employee appreciation and high job satisfaction (eNPS +66 and work engagement survey 4.2/5) are linked to low departure turnover (1.5% monthly) and low sick leave (3.75%).



# Home from work safe and sound



Safety is our top priority. We are a multicultural workplace with professionals from over 70 different countries. We come from diverse backgrounds and may have different perspectives on workplace safety.



Our different customs and concepts challenge our company's occupational safety culture. It is of the utmost importance that we integrate, orient, train, and continuously discuss safety. Only through open dialogue can we all understand the importance of safety measures and commit to them, as well as to the Finnish safety culture.



In the cleaning industry, it is common for people to work for several different companies. It is our responsibility as employers to ensure that our employees are genuinely able to cope with their work. The work-life balance must be addressed, for example, by having open discussions with employees.



We take care of our employees' working conditions: humane shift scheduling, adequate staffing levels, proactive occupational safety measures, ensuring competence, and well-being. Every employee is covered by occupational health services and statutory insurance.

Every employee can easily report potential safety hazards using a safety observation form. This reporting practice is an integral part of our daily operations. In 2026, we will expand our occupational safety organization with new safety officers who will focus on safety walks and preventive measures.

We have set a long-term safety goal of "zero severe and fatal work-related accidents, injuries, and diseases." We intend to achieve this goal by 2030.



# What do we change & measure everyday?

Target / Indicator 2026	Status 2023	Status 2024	Status 2025	Details
All supervisors and instructors have completed or started a vocational degree	70%	100%	<b>64%</b>	Many individuals have advanced beyond the cleaning position, and their educational paths are just beginning.
All full-time employees have a degree or a training plan leading to a vocational degree	Started	52%	<b>38%</b>	We have increased the number of full-time contracts.
eNPS Positive rating	66	65	<b>66</b>	
Ilmarinen's Työvire satisfaction survey over 4	4.2	4.1	<b>4.2</b>	
Accident frequency target 30.60 (10% reduction from 2025)	27	24	<b>34</b>	There were no serious accidents in 2025. More minor accidents were recorded than in previous years. The main theme of training in 2026 is occupational safety.
Annual employee turnover rate below 20%	29.94%	21%	<b>18%</b>	14% improvement
At least 2,760 safety observations	595	1,357	<b>1,603</b>	Based on the safety observations, we implemented two major reforms to improve workplace safety for all staff.
We will conduct at least 235 safety walks – our main goal is to use the information gained from these walks to improve onboarding and ensure competence	47	198	<b>183</b>	In early 2026, we increased the number of people conducting safety walks.

# Environmental responsibility

# Our carbon footprint

Our carbon footprint was 687.5 t CO<sub>2</sub>e in 2025.

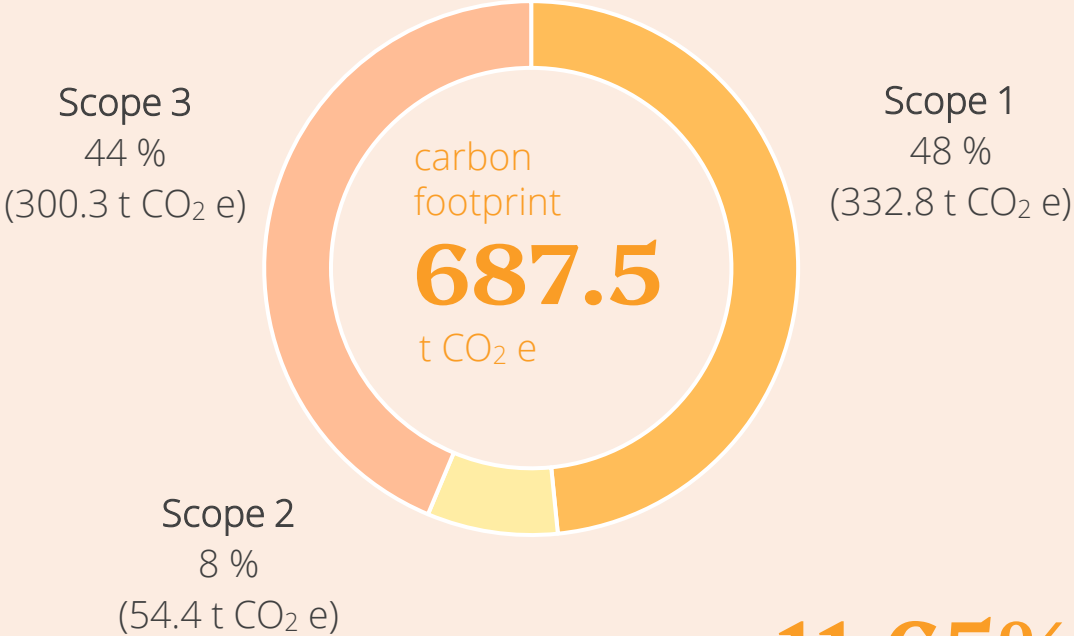
Our company's carbon footprint measurement method is based on the GHG Protocol guidelines.

**Scope 1** - Our largest emissions come from fuel emissions generated by our own vehicles, totaling 332.8 t CO<sub>2</sub>e (48% of total emissions).

**Scope 2** - The electricity we use in our own facilities is largely carbon-neutral, so 8% of our emissions (54.4 t CO<sub>2</sub>e) are primarily from district heating.

**Scope 3** - Other indirect emissions included in the calculation were purchased products and services (cleaning equipment and supplies, cleaning agents), logistics, waste, and business travel. The total for these was 300.3 CO<sub>2</sub>e, accounting for 44% of total emissions.

**How will we improve in the future?** Our goal this year is to further reduce the consumption of fuel and chemicals, among other things.



**-11.65%**

Our 2025 carbon footprint (comparable and adjusted for revenue) is 11.65% smaller than in 2024.

**Future benchmark** - We have added the energy life cycle share to the reported 2025 figures, which has increased measurable emissions by 126.4 t CO<sub>2</sub>e. The total figure is 813.9 t CO<sub>2</sub>e, which we will use as the benchmark for 2026.

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# A clean future for our children



We use pre-treated, water-saving methods, microfibers, eco-labeled chemicals, and chemical-free cleaning whenever possible.



We aim to reduce CO<sub>2</sub> emissions. We optimize routes and strive to have employees clean locations that are as close to each other as possible. We use renewable energy in our own office locations and improve waste sorting and recycling.

We buy only what we need and strive to minimize waste in all our purchases. We prioritize tools made from recycled materials and that are recyclable, and we recycle whenever possible.

We aim to be experts in environmental matters and to increase the environmental awareness of our employees and customers.

In addition to the EcoCompass environmental certification, we have been awarded ISO 14001 certification in recognition of our environmental work.



## MANAGEMENT SYSTEMS

ISO 9001 | ISO 14001 | ISO 45001



Our environmental commitment

We want to do our part to ensure that we continue to have a wonderful, clean Finland where we can live and work.

# What do we change & measure everyday?

Target / Indicator 2026	Status 2023	Status 2024	Status 2025	Focus
We are reducing the use of chemicals (relative to revenue, liters per €1,000 of revenue)	18,124 l (relative to revenue: 0.60 L)	24,224 L (relative to revenue: 0.71 L)	<b>18,364 l</b> (relative to revenue: 0.48 L)	We reduced chemicals by 32% (relative to revenue)
We are increasing the share of eco-labeled chemicals in our total chemical use	76%	68%	<b>59%</b>	The number of deep cleaning and special cleaning services has increased
We are increasing the proportion of eco-labeled chemicals used in routine cleaning	80%	85%	<b>100%</b>	
Reduction in fuel consumption relative to revenue	0.52 L / €1,000	0.47 L / 1,000 €	<b>0.39 L / €1,000</b>	We reduced consumption by 17%
Maintaining ISO certifications	-	ISO 9001, ISO 45001, ISO 14001	<b>ISO 9001, ISO 45001, ISO 14001</b>	

# Economic & social responsibility

The image is a conceptual photograph. On the left, a hand is shown holding a small stack of coins with a tiny green seedling growing from the top. This scene is partially obscured by a semi-transparent white circular overlay. On the right, another hand holds a much taller stack of coins, also with a green seedling growing from it. The background is dark, making the coins and plants stand out. The overall theme is the connection between financial investment and sustainable growth.

# We create jobs & pay taxes in Finland



**Our economic footprint (VAT, corporate income tax, and withholding taxes)**  
**€11.657 million**  
 (2024: €9,849 million)



**Salaries and remuneration**  
**€24.072 million**  
 (2024: €21.825 million)



**Revenue**  
**€38.5 million**  
 (2024: €33.9 million)



**Social security contributions**  
**€442,795**  
 (2024: €259,083)



**Operating profit**  
**€2.713 million**  
 (2024: €1.992 million)



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# We want to do the right thing



We are responsible for the health and safety of our clients' premises. We do things right the first time, in a cost-effective manner. We ensure cleanliness through standardized training and quality control, as well as verified cleanliness measurements.



We are a responsible employer and taxpayer. To ensure ethical standards and transparency, we primarily use only staff on our own payroll (99%). In small towns, local small business owners serve our chain clients. We have guidelines in place for procurement and donations.

We participate in the prevention of human trafficking and labor exploitation. In accordance with HEUNI's operating models, we ask, for example, in recruitment situations that the jobseeker has not been required to pay in exchange for a recommendation. We have refined our recruitment guidelines and provided additional training to recruiters to prevent unethical practices and risks associated with the gray economy. All hires always go through several people. We provide employees with information on, for example, the Work Help Finland app.

We require that all our cleaners, staff, subcontractors, and suppliers are committed to our Code of Conduct.

We ensure compliance with legislation by continuously training our staff and auditing our collective bargaining agreements and labor law matters. We are committed to combating the gray economy.

Our guidelines and principles include good governance, a regular, structured management system and meeting practices, as well as a quality manual, written guidelines, and reporting metrics.

Internal audits and reviews ensure compliance with agreed-upon procedures and guidelines. All our employees must have a company ID card that includes, in addition to a photo and name, the individual's tax ID number as identification.

Our risk management principles include corporate risk assessment and monitoring of measures from the management team to the board of directors, an anonymous whistleblowing channel, and the creation of information security and data protection policies and related guidelines in accordance with EasyGDPR.

# What do we change & measure everyday?

Target / Metric 2026	Status 2023	Status 2024	Status 2025
Customer quality rating of over 4	4.4	4.5	4.5
Customer terminated the contract due to quality issues	14	4	3
Customer retention	88.5	90.8	93.7
Maintenance of ISO certifications	-	ISO 9001, ISO 45001, ISO 14001	ISO 9001, ISO 45001, ISO 14001

# Reporting



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# Annual sustainability reports



MANAGEMENT SYSTEMS

ISO 9001 | ISO 14001 | ISO 45001

