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About Vieser

Vieser is a Finnish family-owned company that designs and sells high-quality floor drain solutions and unique design covers and bathroom products.

Founded in Kauhajoki in 1973, the company started with the manufacture of first-rate floor drain systems. Vieser founder Erkki Jyllilä decided to solve the challenge caused by easily rusting cast iron drains, leading to the creation of a unique floor drain product that gained a solid position in both Finland and the Nordic countries.

Vieser began its journey by acquiring expertise in plastics technology and molding, which only few had mastered at the time. Production started in Kauhajoki and today all production still takes place in Finland.

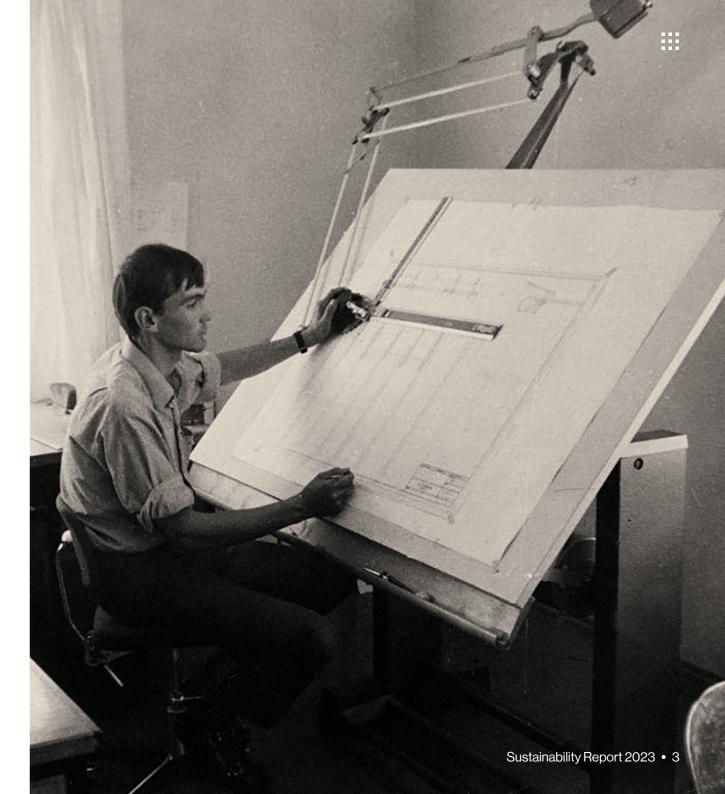
Vieser floor drains play a small but crucial part in prolonging the life cycle of buildings. Since

1973, Vieser drains have been installed in over 7 million bathrooms in Nordic homes.

Vieser continuously develops its offering to provide the best solutions for customers' needs. We are fiercely value-driven, and sustainability is ingrained in our company culture. Our number one value is 'Caring' with a specific articulation of the natural world being one of our most important stakeholders to care for. Sustainable development is considered in the design of products and innovations, in materials and in recyclability — throughout the value chain. Our goal is to serve the markets with stylish solutions that belong in the modern home and improve customers' daily lives.



Vieser floor drains play a small but crucial part in prolonging the life cycle of buildings.





Message from the CEO

The journey of sustainable development is a marathon, not a sprint. Building a responsible business has been at the heart of our strategy for several years, and today, I am elated to share our first sustainability report detailing our progress on the topic and moreover, communicating our unwavering commitment to sustainable development in the future.

The construction landscape today is rapidly evolving to meet the needs of its various stakeholders, ranging from regulatory bodies and financiers to industry partners, consumers — and, crucially, our planet. The building industry, whilst fulfilling its critical role in our societies, is responsible for a third of all gashouse emissions on a global scale, mainly through material spend and energy used during construction. In this context, Vieser has a crucial role to play in safeguarding these buildings with first-in-class floor drain solutions, whose technical lifespan extends to some 60 years. The longevity and quality of our solutions is our most important contribution toward responsible business, outsized in its overall impact.

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As a family company, we take our responsibility towards our stakeholders seriously and have a true will to create a lasting, positive legacy.

Whilst this is positive, it does not suffice: We raised sustainability as one of our most important strategic initiatives to tackle in 2020 and with that, we have now taken strides to formalize a roadmap forward with minimizing our footprint as the initial goal of net-zero operation by 2035.

A large part of our social responsibility contribution stems from our local manufacturing practices: We know our suppliers well and can work closely with them if any adjustments are needed. During 2023, nonetheless, responsible business practices were formalized by introducing both an internal Code of Conduct and associated training for our staff, as well as agreeing with our partners on a Supplier Code of Conduct, which everyone must adhere to. Both frameworks, alongside the newly established whistle-blowing channel, safeguard our growing business from becoming complacent in the context of our operating environment.

At Vieser, we are fiercely value-driven, and sustainability is ingrained in our company culture.

Our number one value is 'Caring' with a specific

articulation of the natural world being one of our most important stakeholders to care for. 'Collaboration' underpins our active role in learning and sharing these lessons within our group as well as in a wider ecosystem; one outcome manifesting itself as the Circular Economy Center of Excellence within Paree, spearheaded by Vieser. Our 'Pioneering' spirit guides us to solve problems with positive handprint as our ultimate goal, and 'design for sustainability' as the framework for our new product development work. Finally, our contribution to social impact is also prevalent in our strive for equality and diversity, as is clearly demonstrated in the composition of our leadership team where women leaders make up the majority, as well as our organization more widely.

As a family company, we take our responsibility towards our stakeholders seriously and have a true will to create a lasting, positive legacy.

Annika Jyllilä-Vertigans Vieser Oy





2023 at a glance – Vieser highlights



Circular Economy Centre of Excellence established with other Paree subsidiaries.

We conducted our first double materiality analysis.

100% of the Vieser staff completed the Code of Conduct training.

Design for Sustainability in use in new product development.



- · We completed the first sustainability roadmap.
- We collected Scopes 1,2 and 3 (partly) emissions data.
- · We started using recycled plastic in our packaging.



Suppliers committed themselves to our Supplier Code of Conduct.

We made the whistleblower channel available to both personnel and stakeholders.

Our strategy – a look forward

Our company mission is to offer 'Simply smart living for a better tomorrow' through smart bathroom solutions to our partners across our current market areas. Our focus remains on Scandinavia, in addition to serving our domestic markets and meeting the needs of various stakeholder groups, including construction industry professionals, channel partners and homeowners.

Value creation

Resources

PEOPLE/PERSONNEL



18 employees



MARKETS

Active in 4 key markets (FI, SE, NO, EE)



INTANGIBLE ASSETS

- Brand
- Patents/design/IPR
- Supplier relationships
- Customer relationships



ECONOMIC RESOURCES

- Balance EUR 2.9 million
- Equity EUR 1.9 million

PROCESSES & WOW

- · Innovation and NPD
- Sourcing
- Customer management (sales and service)
- · Product management
- Insight and data-driven management

PURPOSE



Simplifying complexity through innovation, expertise and collaboration. Establishing new sustainable standards in the industry.

Smart solutions for better living

Designing ways to enhance people's everyday experience. Care for how people feel in the spaces they live or work in.

Added value & Impacts

CUSTOMERS & END USERS

- Certified, type approved, safe, high-quality products (Eurofins/RI.SE/ Säker Vatten/SINTEF/ISO9001/ISO14001)
- Tech support
- Long lasting products/sustainable products



PERSONNEL

- Wages and salaries EUR 1.8 million
- Focus on training (PLF, language, stress management)



SUPPLIERS

- EUR 2.5 million purchases
- SCoC



PARTNERSHIPS

- Innovation partnerships Creating new solutions
- Commercial partnerships Creating impact



OWNERS

- Group contribution, EUR 500,000-1.5 million/a
- · Shared learning, insight & capabilities

Common value & Impacts



SOCIETAL IMPACTS

Taxes and tax-like fees EUR 1.2million*



ENVIRONMENT

- Emissions (Scope 1, 2 & 3) 580 tCO₂e
- Net-zero target 2035

 * corporate tax, value added tax (VAT), withholding tax, source tax and pension costs



Sustainability at Vieser

For Vieser, sustainable development entails a commitment to long-term goals and clear operating models throughout the entire business. We have complementary goals of equal priority: maximizing both sustainability and profit.

Sustainability values are rooted in our origin story and prevalent in our everyday activities. Our values — Caring, Collaborative, Pioneering and Dedicated — align us directly with sustainable development. Sustainability has been one of our key strategic focus areas since 2020 when our first materiality assessment was carried out with our main stakeholders.

For us, sustainability is not just a choice, it is also critical to our market access and long-term business success. It is important to continuously reduce our footprint while increasing our handprint through our operations, products and services. Innovating sustainable products and services to

disrupt norms and meet evolving market demands is crucial for our success and being responsible strengthens the brand, builds credibility, and cultivates trust, engaging stakeholders.

Sustainability governance structure

At Vieser, sustainability is owned by the board of directors, CEO and leadership team. The CEO bears the ultimate responsibility for the successful implementation of Vieser's strategy, including sustainability. Vieser's Board approves of the sustainability targets, roadmap and KPIs.

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Sustainability has been one of our key strategic focus areas since 2020 when our first materiality assessment was carried out with our main stakeholders.



viese



Sustainability issues are regularly discussed at the board meetings along with other business priorities. Sustainability is one of the performance metrics used by top management to set targets.

The Head of Sustainability is part of the group-level Sustainability Team, which consists of Sustainability Heads from all subsidiaries led by the Group Head of Sustainability. The Sustainability Team manages daily sustainability topics and ensures smooth operations between all companies in terms of sustainability. There are also Centers of Excellence based on specific sustainability topics, including representatives from subsidiaries including Vieser. The Centers advance key sustainability activities in the whole group.

Vieser's leadership team evaluates sustainability risks as part of its business risk evaluation.

Sustainability risks and opportunities were studied also in the 2023 double materiality assessment.

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We integrate sustainability seamlessly into our management system making it a core component of decision making.

Sustainability targets and focus areas

Right thing to do

We integrate sustainability seamlessly into our management system, making it a core component of decision-making and reflected in compensation structures. We foster a workplace culture where employees feel proud of the organization's sustainable practices and where diversity is not just embraced but celebrated. We empower every individual within the organization to contribute to sustainability through everyday grassroots actions, reinforcing our collective commitment to a better future.

Compliance related requirements

We ensure that all relevant sustainability laws and regulations as well as our internal guidelines and group-level sustainability guidance are followed accordingly. Our dedication to meeting these requirements demonstrates our commitment to responsible business practices.

By strategically addressing sustainability key areas, we can position ourselves as a leader in sustainability.

Customer expectations and requirements

We position ourselves as the undisputed industry leader in sustainability within our business segment and become the supplier of choice when sustainability is the primary criterion. We implement a comprehensive collaboration scheme with suppliers, imposing stringent sustainability requirements.

New business opportunities

We explore and capitalize on new business opportunities by piloting a pioneering sustainability business area. We embrace an ecosystem and collaboration viewpoint, identifying strategic partners to foster innovative solutions within the circular economy framework. This initiative aims to not only expand our business horizons but also contribute significantly to sustainable practices, ensuring a positive impact on both our organization and the broader ecosystem.

Brand and communications

We effectively communicate our sustainability vision to stakeholders and the public, ensuring that it becomes an integral part of our brand identity. We align the core of our brand with sustainability principles, creating a brand that not only speaks about sustainability but embodies it in every aspect.

KPIs

- → Sustainability awareness and engagement of our employees, scale 1–5 (employee engagement survey)
- → Sustainability included in Vieser's incentive scheme from 2024
- → SBTi-aligned targets in place by 2026
- → Code of Conduct training and commitment coverage: 100% at Vieser 2023
- → Supplier collaboration and Code of Conduct signed
- → Environmental product declarations (EPDs) in use and communicated
- → Increased use of recycled material in products and packaging
- → Vieser participates in Paree Circular Economy Centre of Excellence and other collaborations
- → 1–2 new business areas identified
- → First sustainability report in 2024
- → Sustainability part of brand communications



Materiality assessment – material topics

The materiality assessment has given us a clearer understanding of the systemic challenges in sustainability enabling us to improve both our business development and sustainability efforts.

Vieser's double materiality assessment was conducted as part of Paree Group's materiality assessment and in line with the requirements of the Corporate Sustainability Reporting Directive (CSRD) and European Sustainability Reporting Standards (ESRS), still drafts at the time of the assessment in April—June 2023. It has been used to identify, assess and prioritize the business's environmental and social sustainability impacts, risks and opportunities, as well as to generate insights to guide action for the future by aligning business strategies, targets and governance accordingly. The assessment covered entire value chains, including own activities and activities in the upstream and downstream value chains.

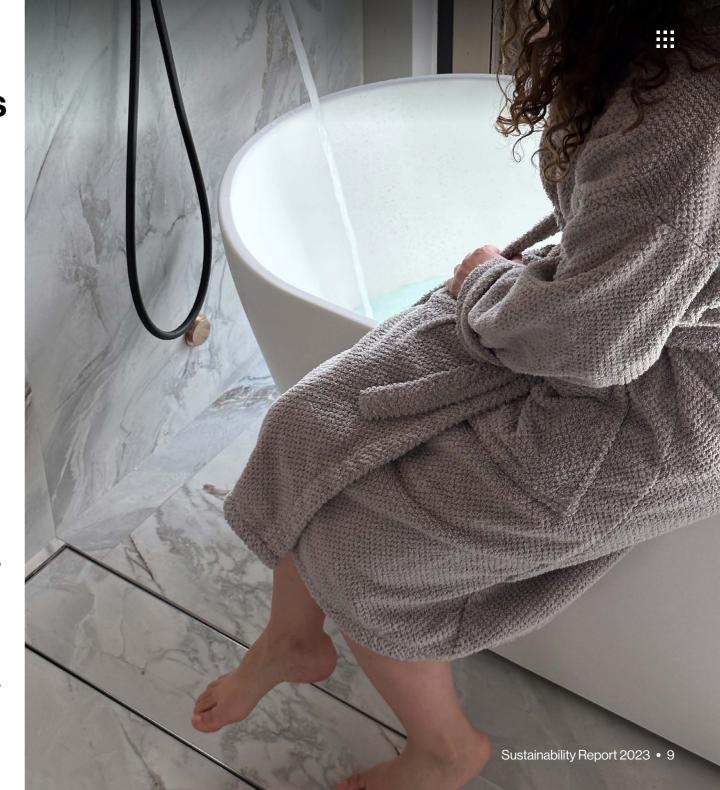
Impact assessment

The **impact materiality assessment** covered both negative and positive impacts. Actual impacts

(severity in terms of the impact's scale, scope and irremediable character, any of which could make the impact severe) and potential impacts (likelihood and severity, the latter of which takes precedence in the case of human rights) were both considered negative. Positive impacts covered actual impacts (in terms of scale and scope) as well as potential impacts (in terms of scale, scope and likelihood).

The **financial materiality assessment** covered business risks and opportunities, their likelihood of occurrence and the magnitude of potential financial effects.

The project group assessed each environmental, social and business governance topic based on impacts on the medium-term horizon. The analysis also considered how the assessment would differ in the short- and long-term. The scoring of impact and financial materiality for each sustainability topic, along with the evaluation of double materiality scoring, was conducted. This aimed to provide







a justified analysis of materiality thresholds and identify material topics. The results and the entire process were documented, creating a rigorous double materiality assessment for CSRD reporting and other uses.

Vieser's leadership team reviewed and validated the findings and the thresholds to be used for materiality. We also collected feedback from employees through a sustainability survey for the double materiality assessment.

The double materiality assessment identified six material topics for Vieser:



Climate



Resource use and circular economy

Own

workforce

Business

conduct



value chain



Consumers and end-users

These topics will be at the center of Vieser's sustainability work and reporting in the coming years.

Stakeholder engagement

Stakeholder group	Key expectations	Interaction with stakeholders
Authorities and regulators	Compliance with laws and regulations	External audits, communications with authorities
Contract manufacturers, subcontractors, suppliers, service providers	Sustainable partners Contractual action Honesty and fairness	Sustainable operations Supplier assessments and audits, supplier meetings, supplier surveys
Customers, distributors and end-users	Support to fulfill sustainability requirements from their stakeholders Operations in accordance with relevant laws and regulations Safe products for construction industry professionals and end-users	Regular customer feedback, distributor meetings, trainings, customer service (phone calls)
Local communities	Sustainable operations Compliance with laws and regulations	Discussions and communications, answers to inquiries
Owners	Management of sustainability risks and opportunities Sustainable operations Compliance with laws and regulations	Board of directors meetings, quarterly Paree Group information sessions
Personnel	The company operates in a sustainable manner Occupational health and safety Fairness, respect for others	Employee engagement survey, regular employee meetings and updates, whistleblower channel

Stakeholder engagement

Engaging in both informal and formal dialogues with our stakeholders is essential to comprehend their concerns and expectations and to gain an understanding of the business environment. Our key stakeholders are our owners, customers and personnel. On top of those, we want to engage with many other parties listed in the table above.

Vieser is a member of Green Building Council Finland, and together with Paree Group, of

several other organizations, including FIBS ry, UN Global Compact, The Association of Finnish Work, Chamber of Commerce and Family Business Association (Perheyritysten liitto). Our goal in participating is to engage in discussion, understand the systemic problems of sustainability, identify business opportunities, learn from our stakeholders and provide our employees with opportunities for sustainability education, aiming to support our business and sustainability efforts.



Climate

At Vieser we are committed to reducing our environmental footprint and increasing our handprint in our sustainability and environmental policies.

In 2025, we aim to calculate and report our carbon footprint for all three Scopes. We also aim to set science-based targets when we have all the base data in place.

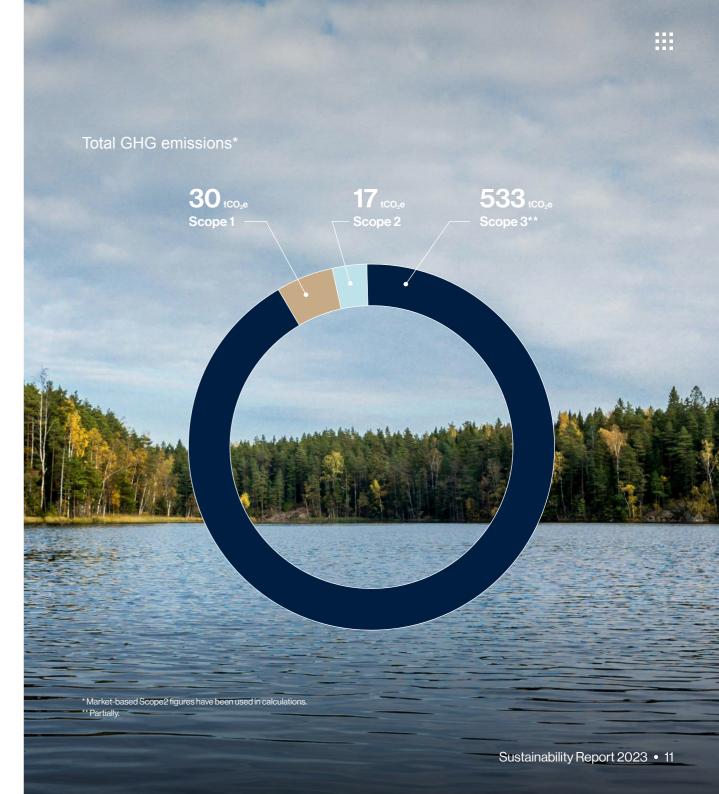
The first carbon footprint calculations were made in 2023 for the year 2022 covering the group and its subsidiaries. The calculations covered Scopes 1 and 2 and categories 1, 4, 5, 6, 7 and 9 of Scope 3. The data coverage and quality are still on a basic level for Scope 3. We discovered however that Scope 3 emissions generated the majority of the company's emissions. Within Scope 3, category 1 emissions (purchased goods and services) accounted for the most significant amount of emissions.

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We also aim to set science based targets when we have all the base data in place. The data coverage and quality were improved for 2024 (using 2023 data) calculations. Our aim is to improve the data quality and cover all Scope 3 categories for the reporting year 2025 and set it as the base year set. Once we have achieved that, we aim to set Science Based Targets. Meanwhile, we will continue to work with our suppliers to reduce energy consumption and increase energy efficiency.

Vieser's total carbon footprint in 2023 amounted to $580 \, tCO_2e$. This number includes Scope 1, 2 and 3, partially (categories 1, 4, 6, 7 & 9). Scope 1 & 2 generated 47 tCO_2e (8%) while Scope 3 generated the majority of the emissions $533 \, tCO_2e$ (92%). In Scope 3 category 1, purchased goods and services, was the biggest source of emissions $507 \, tCO_2e$. Vieser does not own any manufacturing facilities which is why Purchased goods and services stand for most of the emissions.

Find information on Reporting Principles and Assurance of the climate data here.



Resource use and circular economy

Vieser is committed to reducing the use of virgin resources and working toward a circular economy. Circular economy is a material focus area for us with the aim to reduce our footprint and increase our handprint.

In 2023, Vieser took part in the Circular Design training program arranged by Design Forum Finland in order to gain common understanding of best practices in the field. Also in 2023, Paree Group set up a Circular Economy Center of Excellence with participants from the subsidiaries working with supply chains, with the goal of reducing waste and increasing the amount of recycled material used in production and packaging. Vieser is actively involved in this work, and one of the outcomes will be the changing of plastic bags from virgin plastic to recycled plastic, that can also be recycled. We will also start changing the plastic used in products toward recycled material.

Another focus area is R&D and new product development, where Vieser has incorporated

design for sustainability in our processes and ensured that new products are aligned with sustainability expectations such as societal impact, resource and economy, environmental impact, recycling and remanufacturing in addition to functionality and manufacturability. Vieser is focusing on design for sustainability to influence the development of new products at an early stage in planning when it is possible to have a major impact on the final product.

As Vieser does not have its own production facilities, collaboration is the best way for reaching results both internally and externally. Vieser will focus on closer collaboration with suppliers, customers and other key stakeholders working towards a future where materials are continually reused and recycled.



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Own workforce

As a value-driven organization, Vieser considers its personnel its greatest asset, whose well-being is at the heart of value creation.

Vieser's Human Resources (HR) services are provided by Paree Group. At Paree Group, the HR function is dedicated to fostering a work environment that prioritizes employee engagement, well-being and continuous development. Our social targets for 2023 and beyond align with our commitment to social sustainability, encompassing various aspects of talent acquisition, performance management and reward, leadership and culture, and competence development.



Vieser People Power index

81.4 / AAA

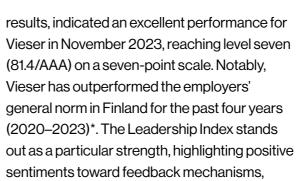
(Paree Group Average: 72.4; Finland norm: 69.7)

Employee well-being and engagement

Vieser has been actively gathering feedback from its employees for several years, using an external partner to conduct an annual employee survey. The primary goal is to enhance employee engagement by leveraging insights from the survey and implementing development actions based on identified needs. This process aims to establish a foundation for an improved employee experience and operational efficiency. When conducted properly, the employee survey serves as a valuable tool for recognizing strengths and pinpointing areas for potential development within Vieser.

The survey provides management with accurate information to address any existing issues and fortify the organization's strengths for the future.

This, in turn, supports employees in their day-to-day activities and fosters long-term development and engagement. The People Power Index, which offers an overall rating of the survey



rewarding practices, and trust in senior leaders' decision-making abilities.

Additionally, Vieser supports employee well-being through HeiaHeia, a social well-being app promoting activity and community engagement. We also offer benefits like ePassi for sports, culture, well-being and commuting services, along with a bike benefit, encouraging a healthy and balanced lifestyle.

* Eezy Flow Oy.





Equality and diversity

Vieser is committed to promoting equality, preventing discrimination and cultivating an inclusive work environment. We systematically adhere to the obligations set forth by the Act on Equality between Women and Men and the Non-Discrimination Act. Our procedures explicitly communicate Vieser's commitment to systematically promoting workplace equality and preventing discrimination.

The Equality Plan serves as a strategic tool to support equality and nondiscrimination while preventing direct and indirect discrimination and harassment within our work community. Prepared in accordance with the obligations imposed by the Equality Act, this plan outlines procedures that underscore our commitment to systematically promoting diversity, equality and inclusion in the workplace. Our operations align with the vision, strategy and values approved by the company's board of directors, emphasizing fairness and equality in how we treat our staff.

Guided by our values, Vieser strives to treat the employees with equity and fairness, promoting equality in various aspects, including recruitment, employee development, support, career opportunities and the reconciliation of work and family life. We are committed to fostering diversity and inclusion. As of December 31, 2023, 56% of our workforce were women, and they held 60% of the managerial positions. These are notable figures in the traditionally male-dominated construction industry.

Competence development

Vieser's commitment to competence development aligns with our overarching goals. The aim is to identify and cultivate the skills essential for implementing our strategy and achieving our annual targets. This systematic approach ensures that our personnel possess the necessary competencies for current and future responsibilities.

Our dedication to equal opportunities for professional development is evident in various initiatives across our organizations. The Paree Leading for Future program facilitated by Henley Business School and language studies exemplify our commitment to comprehensive and impactful learning experiences. These initiatives contribute to linguistic and leadership skills, ensuring a well-rounded and skilled workforce.

Moreover, our employees are provided with group-wide webinar trainings, spanning topics such as social media, supervisors' rights and responsibilities, Al principles, diversity and inclusion. These initiatives not only align with our competence development

Personnel demographics

	2023
Total number of employees 31 December 2023	18
Employees by personnel group	
White-collar	18 (100%)
Blue-collar	0
Blue-collar external workforce	0
Employees by employment contract type	
Permanent employees	18 (100%)
Temporary employees	0
Employees by age group	
Below 20 years	0
20-29 years	0
30-39 years	8 (45%)
40-49 years	4 (22%)
50-59 years	6 (33%)
Over 60 years	0
Average age of employees, years	43.7
Newcomers	
White-collar	5 (100%)
Blue-collar	0
Leavers	
White-collar	5 (100%)
Blue-collar	0
Attrition rate (white-collars, 12 months rolling)	17
Retirements	
Retirement (old age pension)	0
Retirement (other)	0
Average retirement age	n/a

Employee survey index

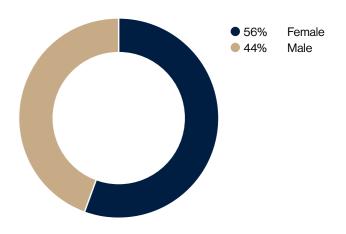
2023

	2023
Employee survey response rate	78.9%
PeoplePower index	81.4
PeoplePower rating	AAA

Gender distribution

	2023
- emale	10 (56%)
Male	8 (44%)
Women in managerial positions	60%

Employees by gender





goals but also showcase our proactive approach in providing valuable skills to our employees.

Performance discussions

Performance management at Vieser is a strategic, annual, and business-driven process geared toward enhancing individual and collective performance. This involves continuous dialogue throughout the year, encompassing performance reviews, target setting and discussions on the Individual Development Plan (IDP). The process focuses not only on what goals are achieved but also on how they are achieved, emphasizing value-based behaviors.

Target and development discussions take place systematically between supervisors and team members during the first quarter of the year, with records stored in the HR system. Regular follow-ups, including a mid-year review, ensure alignment with objectives and offers additional support where needed.

Occupational health and safety

Vieser maintains a systematic approach to occupational health and safety management, which ensures that these activities are well-organized and effective. Our organizational culture places

a high value on safety, quality and continuous development. The well-being of our personnel is key, and we invest in it in several ways, for example, by organizing trainings or talks on topics such as resilience and stress management tools and by taking care of the ergonomics at the office. We cherish an organizational culture that promotes both mental and physical well-being.

Dependent on local practices, employees have access to comprehensive occupational health services, including entry health checks, periodic health checks, workplace surveys and medical care. Our comprehensive occupational health care contract supports employee health, emphasizing sick leave management and work ergonomics. Additionally, we provide health insurance for all personnel, ensuring a consistent and clear reporting system for sick leaves and their causes.

Recruitment

Our aim is to enhance our employer brand, ranking Vieser as an employer of choice within the industry. By using modern recruitment practices, we seek to attract professionals with strong skills, positive attitudes and a passion for continuous learning and development. The key is to find professionals who share our values and appreciate the sense of purpose that working with us gives to them.



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Performance management at Vieser is a strategic, annual, and business-driven process geared toward enhancing individual and collective performance.



Responsible sourcing

Vieser is committed to ethical behavior and expects the same from its partners.

We aim to select only suppliers whose social and environmental standards are consistent with our own and who act in a way that is consistent with the principles and values of our Supplier and Distributor Codes of Conduct.

Our main first-tier suppliers are based in Finland, covering over 90% of our procurement. The rest comes from Western Europe.

In 2023, we initiated our supplier sustainability risk assessment, began evaluations, created a self-assessment questionnaire and launched a Supplier Code of Conduct (SCoC). At the same time, we started to discuss and share our SCoC with our suppliers. We extended access

to our whistleblowing channel for our external stakeholders, enabling them to report their concerns and suspected violations of our Code.

In 2024, we aim to complete the risk assessments and distribute self-assessment forms to our suppliers starting with the highest-risk suppliers. Additionally, we plan to complete the same actions for our distributors. Once we have a clear understanding of our partners' sustainability practices, we will start sustainability audits, prioritizing the most risky partnerships.

At the end of the day, our goal is to promote sustainability in collaboration with our partners.

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Our goal is to promote sustainability in collaboration with our partners.





Consumers and end-users

Knowing what consumers and end-users expect of us and fulfilling these expectations calls for frequent and open interaction. The feedback we receive helps us meet the expectations and develop our offering.

In 2023, we started collecting more detailed data from customer calls to help us better understand who the key stakeholders contacting us are and what the key topics are. In 2024, we will collect even more information by registering the answers to three key questions from the customer encounters we will have during the year. Other channels for interaction are our customer service channels (via our web site) and social media.

On our website, consumers and end-users can find installation instructions, maintenance instructions, tiling examples, type approvals and certifications to help them choose and use our

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We maintain a quality management system in accordance with the standards of ISO 9001:2015 and ISO 14001:2015. products safely. There are also FAQ documents and customer service contact information to help them find answers to their questions. Reference cases and photos inspire by showing different real-life examples on user cases of Vieser products.

Consumers and end-users can contact us on our website with any questions or concerns. There is a "Contact us" button, a phone number and an email address. Several people in our organization answer consumer or end-user questions. Depending on the topic, it could be technical support, portfolio, sales or new product development.

We also engage with our consumers and endusers on social media. Vieser has global Instagram, LinkedIn, Pinterest and YouTube accounts as well as local Facebook accounts (FI, SE and NO). On social media, we share information and inspiration as well as interact with our consumers and end-users.

We provide product training when needed. Our technical support visits technical schools and other institutions to share information on the safe installation, usage and maintenance of our products.



Quality system

Our goal is profitable growth resulting from customer satisfaction. We ensure the realization of our goal by applying high-quality operational methods and by offering customer-oriented products and solutions. Our share of claims is below 1%.

We comply with local regulation that affect our industry and take our social and environmental responsibility. We undertake to meet the requirements of the quality and environmental standards that we have chosen and to maintain a

quality management system in accordance with the standards of ISO 9001:2015 and ISO 14001:2015.

The purpose of the quality system is to:

- implement the company's quality and environmental policy.
- verify and demonstrate the company's ability to produce products that meet customer and legal requirements.
- ensure customer satisfaction.
- · enable continuous improvement.
- respond to the requirements of ISO 9001:2015 and ISO 14001:2015 standards.



Business conduct

At Vieser, we consider responsibility a collective endeavor. Knowing and following applicable laws and regulations is a basic requirement for all of us.

Our Code of Conduct applies to everyone in our company, at every level, including employees, management and board members. Our Code of Conduct, launched in 2023, is a set of rules that outlines what we expect from our staff. It includes, for example, general guidance on anti-corruption, environmental topics, human rights, and harassment prevention. The Code of Conduct is supplemented with various policies, principles and guidelines, including our environmental policy.

Everybody at Vieser must participate in the Code of Conduct training and testing. New employees are trained as part of their onboarding. Our eLearning platform is available in both Finnish and English. At the end of 2023, 100% of Vieser employees had completed the training, passed the test and committed to our Code.

We use our Codes of Conduct as criteria for evaluating and sustaining relationships

with suppliers and business partners. Our commitment is to do business with partners whose social and environmental standards align with our own, adhering to the principles and values outlined in our Supplier or Distributor Codes of Conduct. We are rolling out the SCoC during 2023 and 2024.

Vieser has a whistelblowing channel available for its internal and external stakeholders.

Through the First Whistle grievance channel, reporting of concerns can be done in good faith, anonymously if desired and without any fear of reprisal. All reported cases undergo a thorough investigation and follow-up.

In 2023, no notifications were sent through the channel. We are not aware of any breaches of our Code of Conduct taking place in 2023 either.

Vieser has not made any political contributions in 2023. Lobbying is done through industry associations we are members of.





Vieser has a crucial role to play in prolonging the life-cycle of buildings with first-in-class floor drain solutions. Vieser's products have been manufactured in Finland since the beginning, 1973.

vieser.fi

Vieser Oy Metsänneidonkuja 8 FI-02130 Espoo, Finland

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