

**SUSTAINABILITY
REPORT**

2022



CONTENTS



YEAR 2022

- 4** CEO's Summary
- 7** Mehiläinen in brief
- 8** Events and highlights



SUSTAINABILITY AT MEHILÄINEN

- 10** Our sustainability activities and material topics
- 11** Sustainability programme and key sustainability goals
- 12** The UN Sustainable Development Goals
- 15** Sustainability and stakeholders
- 16** Sustainability management



SUSTAINABILITY THEMES

- 18** Pioneer in quality treatment and care
- 24** Driving social responsibility, through innovation and agility
- 32** Attractive and meaningful workplace
- 40** Sustainable development




REPORTING PRINCIPLES

- 47** General reporting principles
- 48** GRI index
- 53** Assurance report

This report provides key information on the material topics and main impacts of Mehiläinen's sustainability work in 2022.

The report complies with GRI (Global Reporting Initiative) Universal Standard requirements. The GRI index is at the end of the report. The report is published in Finnish and in English.

[Read more about our operations](#)

 Clicking on the Menu icon will bring you back to this page.



YEAR 2022

- 4 CEO's Summary
- 7 Mehiläinen in brief
- 8 Events and highlights



CEO'S SUMMARY

PRODUCTIVE SUSTAINABILITY ACTIVITIES DURING A DIFFICULT YEAR

Mehiläinen's sustainability activities were again developed forward throughout the group. Our mission is to create better health and well-being in society. In 2022, this mission was also more strongly given new meanings.



The pandemic and its traces are still here, while the war that broke out in Europe last year placed us in a new frightening and unknown situation. At Mehiläinen, the events stopped us all. During the year, we donated both funds and equipment to Ukraine and focused on taking good care of our customers and our working community in each country in which we operate. At the same time, the events and their side effects awoke us to strengthen our preparation for various crisis scenarios: the security of supply was given yet another meaning after what we had learned during the pandemic.

Mehiläinen's sustainability activities are based on the same mission and vision that guide all of our group's operations. Our mission is to create better health and well-being in society. Last year, this mission was also more strongly given new meanings.

Mehiläinen's expanded service range helped dissolve the delays in care caused by the coronavirus pandemic and labour shortage and meet the need for services in the public sector.

In addition to the treatment and care we provide, we must even more strongly see to the well-being of people and society, also by taking care of the environment and our environmental impact. Our aim is to reduce our carbon footprint relative to revenue for direct emissions by a minimum of 3% compared to the previous year, at least until 2025.

As a result of our internationalisation and

our new businesses, including the import of foreign workforce, human rights will be even more important in our operations, which we have, until now, examined from the perspectives of social and healthcare services.

Material sustainability themes updated

To better understand the direction in which we will lead our sustainability activities in the coming years, we updated the analysis of our material sustainability themes with our stakeholders during the year.

This analysis highlighted the themes that were already very familiar to us: Our key task, also from the point of view of sustainability, is still to provide high-quality and accessible social and healthcare services. In addition, our large-scale sustainability for the wonderful and growing number of professionals working at Mehiläinen will also remain at the core of our sustainability activities in the coming years.

Themes that were more significantly highlighted than before included the previously mentioned environmental and climate activities, human rights, and investments in cybersecurity. We have also worked with these themes before, but their significance will only continue to increase.

Investments in sustainability activities now and in the future

Our sustainability activities proceeded productively during the year. We achieved our goals tied to our financing metrics to reduce

Mehiläinen's sustainability activities are based on the same mission and vision that guide all of our group's operations. Our mission is to create better health and well-being in society.

our carbon footprint, improve the quality of care for the elderly, and provide access to care in under seven days at our health centres. We invested our savings in promoting our sustainability activities. We also signed the UN Global Compact, the world's largest corporate sustainability initiative.

Quality improvement work in social care services was strengthened during the year. Significant progress in the development of quality was found in an audit conducted by an external auditor. Quality indices and indicators showed positive development, and the theme of supporting residents' right of self-determination was strongly visible. We developed data protection and cybersecurity ambitiously.

In addition, our personnel satisfaction continued to increase. The number of personnel increased significantly by more than 4,200 new professionals. More than 2,000 Mehiläinen professionals responded to the second successive equality survey, with results showing an excellent improvement from the previous year.



In 2023, we will focus on significantly advancing our sustainability goals in the countries in which we operate following Mehiläinen's strategy: we will invest in quality in all our services and constantly develop new service models and chains, especially using digitalisation. Our goal is to monitor more closely than before that we grow and develop sustainably, and we will invest in the monitoring of our environmental and climate impact.

Report verified externally

This Sustainability Report on our key goals, achievements and events offers a comprehensive review of our past year. It has also been externally verified for the first time which significantly increases openness relative to the information we provide. I am happy that we made good progress in our goals and work once again last year, while we need to understand that we still have a lot of work ahead of us, and our sustainability activities will never be finished.

Our sustainability activities proceeded productively during the year. We achieved our goals tied to our financing metrics to reduce our carbon footprint, improve the quality of care for the elderly, and provide access to care in under seven days at our health centres.

Janne-Olli Järvenpää
CEO, Mehiläinen Group



MEHILÄINEN IN BRIEF

113 YEARS ON A LIFELONG MISSION

IN 1909, A GROUP OF PHYSICIANS established Mehiläinen in Helsinki. Today, we continue in the footsteps of our founding physicians. We're on a lifelong mission.

Mehiläinen is a well-known and highly valued private provider of social care and healthcare services, operating in Finland and abroad. We offer comprehensive high-quality services quickly and effortlessly.

Mehiläinen provides services for more than 2.1 million customers each year at 820 locations with its 33,000 employees and private practitioners. Now 113-year-old Mehiläinen is a traditional but rapidly developing and growing forerunner in its sector.

Mehiläinen's head office is located in Helsinki, Finland. Mehiläinen's primary market is Finland, where it operates in the social and healthcare service sector. The company also operates in the healthcare service business in Sweden, Estonia and Germany. In addition, Mehiläinen offers digital solutions for health services to foreign healthcare companies.

The funds managed by CVC Capital Partners are the principal owner of Mehiläinen. Mehiläinen's owners also include the LocalTapiola Group, Varma, the State Pension Fund of Finland (VER), Ilmarinen, Apteekkien Eläkekassa, Valion Eläkekassa and the management of the company. The parent company of Mehiläinen Group in Finland is Mehiläinen Konserni Oy.

Mehiläinen's mission is to create better health and well-being together.

- You and your family get individual care quickly and smoothly.
- Together with us, employers can maintain their employees' health, ability to work and well-being.
- In cooperation with us, public sector decision-makers can organise high-quality, cost-efficient public services.
- We offer social and healthcare professionals meaningful work in an inspiring atmosphere in which they can develop their skills.

Shareholders

Funds managed by CVC Capital Partners	56%
LocalTapiola Group	19%
Varma Mutual Pension Insurance Company	8%
The State Pension Fund of Finland (VER)	5%
Ilmarinen Mutual Pension Insurance Company	4%
Apteekkien Eläkekassa	0.6%
Valion Eläkekassa	0.4%
Other investors and private persons, total	7%

OUR VALUES

Skills and knowledge • Caring and responsibility
Partnership and entrepreneurship
Growth and development

OUR CUSTOMER PROMISE

Ease of interaction • Holistic service offering
Personalised service

Number of employees
and private practitioners

33,000

Total number of
customers at Mehiläinen

2.1 million

Number of units

820

Revenue (EUR million)

1,632.8

Revenue growth

16.7%

BUSINESS AREAS

Private healthcare services

Physician services • Diagnostics • Hospitals • Dental care • Working Life Services • Psychotherapy and mental health services • Physiotherapy and well-being services • Digital healthcare services

Public healthcare services

Primary health centres with freedom of choice • Outsourced services and purchased services for primary and specialised healthcare • Centre for remote healthcare • Public dental care • Staffing services • Home services and home care support services • Therapy and rehabilitation services

Social care services

Residential care services for the elderly • Mental health and substance abuse rehabilitation • Residential care services for the disabled • Child welfare services

EVENTS AND HIGHLIGHTS



ACHIEVED SUSTAINABILITY GOALS SET FOR THE YEAR

Mehiläinen's sustainability goals are tied to the company's financing agreement signed in 2021 and loan terms. The loan interest margin increases or decreases depending on how the company is able to achieve the three sustainability goals tied to it. In indicators tied to the package, i.e., the quality index of care services for the elderly, access to non-urgent care at Mehiläinen's public health centres, and Mehiläinen Group's carbon dioxide emissions – the goals set out in the agreement were achieved in each indicator in 2022.



THE MOST ATTRACTIVE WORKPLACE IN THE HEALTHCARE SECTOR

Students in the sector selected Mehiläinen as the most ideal workplace in the healthcare sector. The survey was conducted by Universum Communications, a company specialised in studying the image of employers. Mehiläinen was also selected as the Employer Brand of the Year at the Rekrygaala event. The expert jury recognised Mehiläinen for its hard work in improving its image as an employer in a sector that is experiencing a significant labour shortage.



BETTER EQUALITY AT MEHILÄINEN

More than 2,000 Mehiläinen professionals responded to the company's second equality survey. Based on the survey, Mehiläinen personnel's experiences of non-discrimination and inclusion improved during the year. Mehiläinen provided its professionals with training on how to approach sexual and gender diversity in customer work.



QUALITY IMPROVEMENT WORK DEVELOPED IN SOCIAL CARE SERVICES

Mehiläinen developed quality improvement work in its social care services significantly during 2022. An ERP system was built for Mehiläinen's social care services, which now covers all four business lines: services for the elderly, services for the disabled, child welfare services, and mental health rehabilitation. In addition, a separate quality manual has been prepared for each business line. An external audit was conducted for Mehiläinen's social care services with good results.



ECOVADIS GRANTED A GOLD LEVEL RATING FOR SUSTAINABILITY ACTIVITIES YET AGAIN

EcoVadis, a company providing sustainability assessments, awarded Mehiläinen a Gold level rating for our sustainability activities for the second year in a row. Only 5% of the more than 90,000 companies assessed and only 3,5 % of companies in the sector receive a Gold rating for promoting sustainable development. Mehiläinen's assessments improved in the rating of ethical ways of working and sustainable procurement.



SUSTAINABILITY AT MEHILÄINEN

- 10** Our sustainability activities and material topics
- 11** Sustainability programme and key sustainability goals
- 12** The UN Sustainable Development Goals
- 15** Sustainability and stakeholders
- 16** Sustainability management

OUR SUSTAINABILITY ACTIVITIES AND MATERIAL TOPICS

MEHILÄINEN'S MATERIALITY ANALYSIS

MEHILÄINEN UPDATED ITS MATERIALITY ANALYSIS in 2022.

The previous materiality analysis was conducted in 2020, serving as the basis for Mehiläinen's sustainability programme. The goal of updating the materiality analysis in 2022 was to examine how Mehiläinen's operating environmental and key sustainability themes had potentially changed over the course of two years. The period was characterised by major changes, including Mehiläinen's strong growth and internationalisation, and external crises such as the coronavirus pandemic and the Russian invasion of Ukraine.

The materiality analysis was updated by interviewing Mehiläinen managers and key stakeholders, including employee representatives

and financiers. The update of the materiality analysis did not cause any changes to the four leading themes of Mehiläinen's sustainability programme, but the material themes included in them have been updated to correspond to our current activities and operating environment. The list of material themes was updated by making the themes more concise and regrouping them. In addition, the following new themes were added to the list: promoting and respecting human rights, maintaining the security of supply, resource efficiency, fair and high-quality leadership, and systematic quality and sustainability management.

Mehiläinen's updated material themes are described here. On the basis of this, Mehiläinen will update its sustainability programme in 2023.

MATERIALITY TOPICS

Leads of sustainability work

Pioneer in quality treatment and care	Driving social responsibility, through innovation and agility	Attractive and meaningful workplace
<ul style="list-style-type: none"> • Customer and patient safety • Effectiveness of healthcare • Cybersecurity and privacy • Respecting and promoting customers' human rights • Equal and high-quality customer experience • Accessible and fast services • Healthy working life and fostering the ability to work 	<ul style="list-style-type: none"> • Active development of healthcare and social welfare services, as well as digital healthcare • Open and active collaboration with the stakeholders • Strong partnership with the public sector • Maintaining the security of supply • Investments and employment 	<ul style="list-style-type: none"> • Employee well-being • Occupational safety • Equal and diverse work community • Development of skills and versatile career paths • Fair and high-quality management

Base

Sustainable development	
Taking responsibility for the climate and environment <ul style="list-style-type: none"> • Resource efficiency • Climate change mitigation and energy efficiency • Environmentally responsible investments 	Ethical and good governance <ul style="list-style-type: none"> • Systematic quality and sustainability management • Transparency in business and communication • Promoting healthy competition and opposing corruption • Responsible tax policy and tax payment • Protecting human rights in procurement and partnerships



SUSTAINABILITY PROGRAMME AND KEY SUSTAINABILITY GOALS

MEHILÄINEN'S SUSTAINABILITY PROGRAMME

MEHILÄINEN'S SUSTAINABILITY PROGRAMME

is based on the material themes defined by the stakeholders and the company's strategy and identified opportunities to influence Mehiläinen's operating environment. Mehiläinen's sustainability programme seeks to promote the implementation of responsibility in its business, drive the company to develop in areas that are important to it, and to measure its progress.

The company's sustainability programme is built around four themes. These themes reflect the issues that Mehiläinen particularly wants to advance in its activities:

- Pioneer in high-quality treatment and care
- Driving social responsibility, through innovation and agility
- Attractive and meaningful workplace
- Sustainable development

The themes of the sustainability programme and the indicators measuring success in them are presented below. The most material UN Sustainable Development Goals for Mehiläinen's activities are also included. The programme was updated to correspond to the company's internationalised activities.



PIONEER IN HIGH-QUALITY TREATMENT AND CARE

Our customers and their families can rely on us to provide individual, smooth, safe and effective treatment and care. Our management is knowledge-based, we seek to perform better every day, and we are a pioneer in digital healthcare.

Goal 2025

We are a pioneer in service availability, safety and effectiveness. Our customer satisfaction rating is the best in the industry in all our operations.



DRIVING SOCIAL RESPONSIBILITY, THROUGH INNOVATION AND AGILITY

Our growth is stable, we create jobs and export Finnish expertise to the international market. We are a strong partner for both companies and the public sector.

Goal 2025

We grow profitably and create jobs and wealth. Our digital solutions provide extensive and more accessible social and health services. We have made healthcare into a new pillar of Finnish export.



ATTRACTIVE AND MEANINGFUL WORKPLACE

We invest in the comprehensive well-being of our employees and provide them with opportunities to develop and shine in their work. We offer a wide range of career paths, and our corporate culture encourages success.

Goal 2025

We are proven to be the most attractive workplace in the social and health services sector, and our turnover is the lowest in the industry.



SUSTAINABLE DEVELOPMENT

We operate sustainably, openly and efficiently throughout the value chain.

Goal 2025

Customers and professionals view us as the most responsible operator in the industry. An ethical mode of operation drives all our activities.



THE UN SUSTAINABLE DEVELOPMENT GOALS

MEHILÄINEN'S ACTIVITIES PROMOTE SUSTAINABLE DEVELOPMENT GOALS

The United Nations Sustainable Development Goals, Agenda 2030, and the UN Global Compact, the UN's international principles of corporate responsibility, are the framework of Mehiläinen's sustainability programme. These goals guide the future of international development to make the world a better place to live for all.

We promote the UN Sustainable Development Goals (Agenda 2030) in our operations, and as part of our corporate responsibility, examine the impact of our activities in relation to the goals. When choosing our main goals, we critically reviewed how our operations contribute or could contribute to sustainable development.

We identified four goals that our work has a direct and significant impact on:

- 3 Good health and well-being**
- 8 Decent work and economic growth**
- 9 Sustainable industry, innovation and infrastructure; and**
- 17 Partnerships for the goals.**

In addition, we identified three other important goals for our operations:

- 4 Quality education**
- 10 Reduced inequalities; and**
- 12 Responsible consumption.**

We aim to influence the achievement of these goals and emphasise their importance in our business.

The UN Sustainable Development Goals are a blueprint for future international development. They aim to make the world a better place to live for all and to ensure a good future for future generations.

In 2022, Mehiläinen joined the UN Global Compact network and, as a result, is also committed to developing its corporate responsibility. The UN Global Compact is the world's largest corporate responsibility initiative. The companies and organisations committed to it comply with international obligations related to working conditions, human rights, the environment, and the prevention of bribery. The UN Global Compact consists of ten principles to support companies' corporate responsibility. Mehiläinen is committed to annually reporting to the UN Global Compact network how our company has complied with these principles.

THE MOST MATERIAL SUSTAINABLE DEVELOPMENT GOALS FOR MEHILÄINEN



GOAL 3: ESTABLISH GOOD HEALTH AND WELL-BEING FOR PEOPLE OF ALL AGES

Mehiläinen's mission is to improve health and well-being. We invest in the development of high-quality treatment and care and increasing their effectiveness. We promote the quality of treatment and care and the rights of customers by producing information and publishing indicators related to quality and safety openly, so that our activities can also be monitored and evaluated from the outside. We contribute to transparency throughout the healthcare system. In 2022, we undertook many development activities that promote health and well-being for all.

We continued our ambitious development work in all of our business areas to improve the accessibility, quality and impact of our services. We strengthened our position in our new countries of operation – Sweden, Estonia and Germany – both in terms of our own network and through the provision of digital healthcare solutions. Consequently, our activities also affect several other countries through our digital solutions.

- In 2022, we responded to the high demand for healthcare services especially by supporting the public sector in the provision of services. We invested in recruitment, good leadership, and the well-being and enjoyment of our employees. As a result, we were able to maintain our treatment and care services, regardless of the labour shortage in the sector.

- We developed our digital services further to offer new treatment paths for chronic diseases. The aim is to promote a better balance in the treatment of diseases, thus improving patients' quality of life. We introduced a digital occupational healthcare centre, which has diversified and expanded our occupational healthcare services.

- We promote access to healthcare by providing digital solutions for our customers and other healthcare providers. Mehiläinen's digital solutions are also used in Estonia and Sweden, as well as in several other countries through our partners. Digital services are offered in Finland for private customers and as part of Mehiläinen's public services.

➤ Actions to further this goal are reported in more detail in this report in the sections [Pioneer in quality treatment and care](#) and [Driving social responsibility, through innovation and agility](#).



GOAL 8: PROMOTE SUSTAINABLE ECONOMIC GROWTH FOR ALL, FULL AND PRODUCTIVE EMPLOYMENT AND DECENT WORK

We contribute to this goal especially by employing people, investing and creating economic growth through tax income. Mehiläinen is one of Finland's largest private employers and wants to take care of its employees and the people on whom it has a direct or indirect impact through its business operations. Internationalisation and further expanding the service range will increase the need to pay particular attention to the promotion of this goal in the future.

In 2022, the number of Mehiläinen's professionals and private practitioners increased by 15% from the previous year, driven by recruitment and business acquisitions. The number of personnel in our international units was 1,495 at the end of 2022. Our personnel structure developed in a sustainable direction in accordance with our goals.

- During the year, we invested in recruitment and leadership. The results of our personnel survey were at an all time high. Mehiläinen was also selected as the most attractive workplace in the sector among students and as the employer brand of the year.
- Occupational safety remained at an excellent level, and there were no significant occupational accidents during the year. We succeeded well in the management of risks related to work ability. Supervisors and management play a significant role in this, and we are also engaged in close cooperation with occupational healthcare.
- We furthered our ability to grow sustainably by investing in monitoring and reducing our environmental impact. As part of our financing agreement, we are committed to reducing the group's carbon footprint. In addition, we made investments in renewable energy and entered into an agreement on purchasing guarantees of origin for heat in 2022 and 2023. We achieved the environmental, social, and corporate governance (ESG) goals set in our financing agreement with excellent results in 2022.

➤ Actions to further this goal are reported in more detail in this report in the sections [Sustainable development](#) and [Attractive and meaningful workplace](#).



GOAL 9: BUILD A SUSTAINABLE INFRASTRUCTURE AND PROMOTE SUSTAINABLE INDUSTRY AND INNOVATION

We contribute to the achievement of the goal particularly by making investments in our countries of operation, establishing new care and healthcare units, and by innovating and developing treatment and care. New kinds of services and innovations are continuously developed in Mehiläinen's various functions each year. We export the new service models we have developed globally, in particular through the digital service range we have developed. As digital services grow, we also take care of information security.

- We significantly developed our digital services and digital treatment paths for the needs of our customers in Finland and around the world. For example, the SuomiSote remote service platform developed by our subsidiary BeeHealthy and deployed in 2022 improves the availability of healthcare and social services in the public sector. The platform received "the most impactful act of the year" award. By developing digital services, we can have a global impact on the future development of our sector.
- We strengthened cybersecurity at Mehiläinen by appointing an information security team. Our subsidiaries in Estonia and Sweden were also added to the scope of Mehiläinen's information security monitoring. We maintained and strengthened the company's contingency plan for exceptional situations and circumstances, as well as for potential power outages, for example.

➤ Actions to further this goal are reported in more detail in this report in the sections [Sustainable development](#) and [Driving social responsibility through innovation and agility](#).



GOAL 17: INCREASINGLY SUPPORT THE IMPLEMENTATION OF SUSTAINABLE DEVELOPMENT AND GLOBAL PARTNERSHIPS

Through this goal, Mehiläinen wants to support the achievement of all the other goals, as cooperation and partnerships play a key role in the achievement of all the main goals. Cooperation between the private and public sector is particularly important in social welfare and healthcare to ensure that services are organised in society in the best possible way for customers and patients. Mehiläinen promotes the decision-making power of customers through a customer panel that allows customers to influence the development of Mehiläinen's services, activities and customer experience. Mehiläinen wants to further strengthen partnerships with various stakeholders to increase the effectiveness of its activities.

- In 2022, we strengthened our partnerships with Finnish universities, universities of applied sciences and colleges that provide education in social services and healthcare to maintain cooperation in research and education. Through partnerships, we can broadly conduct scientific research and participate in the competence development of healthcare professionals.
- During the year, we were an active member of the Finnish Association of Private Care Providers, our employer union. Through its activities, we can increase dialogue in the sector and improve cooperation between different organisations in society.

SUSTAINABILITY AND STAKEHOLDERS

MEHILÄINEN'S STAKEHOLDERS FROM THE PERSPECTIVE OF SUSTAINABILITY

Mehiläinen is a significant social actor, and its activities have a wide impact on society. We work in close cooperation with our stakeholders and, through our services, interact with 2.1 million customers every year. We research our stakeholders' views and wishes regularly and take their expectations into account in developing our activities. Open and active dialogue is a key foundation of our work with stakeholders.

	Stakeholder engagement and interaction channels	Stakeholders' key expectations in 2022	Our response to stakeholder expectations
Customers	Daily service interactions, customer service channels and the OmaMehiläinen app, customer satisfaction surveys and the customer panel, surveys of residents in social care services, organisational customers' steering groups, communication with families, social media, meetings, service messages, newsletters and marketing communication.	High-quality and safe services quickly and effortlessly. Flexible and diverse availability of digital services in both private and public healthcare services, regardless of the high healthcare loads. Safeguarding services in every situation. Responsible business and tackling grievances effectively.	We expanded our range of services and functions. We developed our digital services to respond to growing demand. We increased our customer understanding through studies and actively recruited new professionals to meet the demand for services. We invested strongly in quality development in different areas.
Personnel	Intranet, Yammer, Workday, personal interaction, personnel bulletins, monthly management reviews, business line info sessions, group-wide personnel info sessions, the personnel survey and other surveys, performance reviews, training, personnel events and seminars.	Good management, development opportunities, open dialogue, investments in occupational well-being and work ability, equality and non-discrimination, and responsible pay. Smooth and safe working conditions. Investing in recruitment to ensure the sufficiency of workforce.	We achieved excellent results in the 2022 personnel survey, which was an indication of such factors as successful management. In HR management, we carried out several development projects to promote work ability and well-being at work, especially regarding mental health. We continued to invest in supervisors and management. We expanded our internal training. We invested in creating career paths and communication within the group.
Decision-makers and authorities	Meetings, dialogue through electronic channels, official interactions, reporting, statements and production of information.	Investing in quality and effectiveness, safety, ensuring business continuity, implementing regulatory requirements, and preparing for exceptional circumstances.	We engaged in active dialogue with decision-makers and the regulatory authorities, actively communicated our actions, developed our quality system and self-monitoring. We actively participated in discussions and development activities in the social welfare and healthcare sector. We developed our preparedness for cyberattacks and other exceptional circumstances, including power outages, together with the authorities.
Owners and financiers	Open and active information production, status updates, audits and surveys, annual reporting, bilateral meetings and discussions.	Strategy-based implementation of growth and our business plan, building the future, dynamically adjusting activities to various crises in society, active access to information and building trust. Transparency in challenging situations.	We grew sustainably and strengthened our position in our new countries of operation and new lines of business. We developed and maintained our capabilities in various crises in society. We were engaged in an active and open dialogue.
Labour market organisations	Open and active dialogue, participation in the bodies and activities of the employer organisation, negotiations through organisations, bilateral discussions and negotiations, bilateral meetings and cooperation in processes.	Active operation and presence as a member of the Finnish Association of Private Care Providers (HALI), open dialogue with employee organisations, including in Sweden (Almega) and Estonia (Eesti Töandjate Keskliit, PARE and EETAL).	We participated proactively in various bodies of HALI and helped develop the association's activities, we were an active player in preparing the collective labour agreement negotiations and engaged in a regular dialogue with employee organisations.
Civil society	Open and active dialogue, cooperation between units and functions in the regions, customer-specific meetings and dialogue.	Cooperation and investment in locally important matters. Participation in matters where Mehiläinen is a significant player.	We were engaged in active local cooperation with patient associations, organisations and educational institutions, for example. We cooperated in research with different universities and other parties. We publish information about scientific research, as well as education and specialisation in the sector.
Media	Open and active communication, production of information, making experts available for the media, interviews, meetings and events providing background information.	Prompt and smooth service for information requests and interviews, interesting news, access to information.	We produced and published a wide range of open information, communicated actively about our activities and any phenomena arising from our health data. We provided smooth services for the media.

SUSTAINABILITY MANAGEMENT

MEHILÄINEN'S SUSTAINABILITY MANAGEMENT

SUSTAINABILITY IS AN INTEGRAL PART of Mehiläinen's business. The management's decisions related to such components as services and personnel also have a direct impact on sustainability. If required, separate themes and projects related to sustainability are presented to the Board of Directors of the group's parent company. A good example of such a project is the Mehiläinen environmental policy, currently under preparation, and its approval. Sustainability themes are discussed at the Board of Directors' meetings as necessary, as prepared by Mehiläinen's Sustainability Director or other members of the management. The Board of Directors approves Mehiläinen's Sustainability Report.

The responsibility competence of members of Mehiläinen's management is maintained through training and sparring. In addition, the HR Director, Corporate Responsibility Director, Procurement Director and Chief Medical Officer attend sustainability training in their own field

and provide other members of management with information about training.

Managing Directors, who are members of the management team, are in charge of sustainability management in Mehiläinen's various business areas. The advancement of each business area's sustainability goals is discussed at meetings of the group management team as necessary.

At meetings held with the Audit Committee, Mehiläinen's sustainability activities and any deviations in quality are presented regularly to the Audit Committee. In addition, the verification of the Sustainability Report is also decided at meetings held with the Audit Committee.

The terms and conditions of Mehiläinen's debt financing are tied to the company's sustainability goals.

The four principles that guide sustainability at Mehiläinen are good governance, minimising adverse environmental impact, respecting human rights, and ensuring privacy and data protection. In addition, sustainability activities



are guided by the following Mehiläinen policies: the Code of Conduct, personnel policy, quality policy, data protection and information security policy, tax policy, procurement policy, anti-fraud policy, sanction policy, communication policy, and the Supplier Code of Conduct. Mehiläinen requires all of its employees to comply with its sustainability principles.



SUSTAINABILITY THEMES

- 18** Pioneer in quality treatment and care
- 24** Driving social responsibility, through innovation and agility
- 32** Attractive and meaningful workplace
- 40** Sustainable development



SUSTAINABILITY THEMES

PIONEER IN QUALITY TREATMENT AND CARE

The core of Mehiläinen's quality is our promise that our customers and their families can rely on us to provide individual, smooth, safe and effective treatment and care. We apply knowledge-based management, seek to perform better every day and are a pioneer in digital healthcare.

Mehiläinen's quality improvement work and customer encounters are guided by our values "skills and knowledge" and "caring and responsibility". In this report, the quality metrics only cover the group's activities in Finland.

The Chief Medical Officer is responsible for the operational management of Mehiläinen's quality improvement work, while the CEO is responsible for overall management. The quality team led by the Chief Medical Officer maintains a comprehensive set of quality metrics and develops new ways to manage and strengthen quality. The quality team is responsible for ensuring that Mehiläinen's quality work is standardised, comprehensive and as open and transparent as possible. In 2022, Mehiläinen's quality team was strengthened by the Quality Manager and the Chief Quality Physician. Expertise in patient safety, among other areas, has been strengthened in Mehiläinen's quality improvement work through recruitment. Mehiläinen's quality improvement work is guided by the quality policy and the Mehiläinen Code of Conduct.

Mehiläinen openly publishes a set of quality metrics on its website that allows anyone to follow the quality efforts undertaken in Mehiläinen and their effectiveness. The open set of metrics includes some 30 selected indicators describing customer experience, availability, care outcomes, safety and employee experience. The group's quality certificates were renewed in 2022 and remain valid until 2025.

Self-monitoring plays an important role in Mehiläinen's quality improvement work, and it was also extended to Mehiläinen's healthcare services in Sweden and Estonia. They were also included in the annual self-monitoring survey related to the self-monitoring process, with which the management assesses the quality management system. Self-monitoring was diligent and sufficient at Mehiläinen in 2022, as no significant non-conformities were identified in official monitoring during the year.

The patient enablement instrument (PEI) was made a permanent fixture in 2022 after obtaining positive experiences. PEI investigates patients' experiences of coping with their symptoms or illness after an appointment. PEI has been found to effectively measure the impact of treatment, and its results have been shared in units. For example, PEI has shown positive experiences of increased coping after a physiotherapist's appointment.

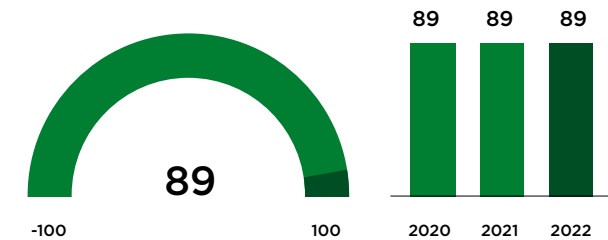
Customer satisfaction high once again

Mehiläinen measures customer experiences using the internationally recognised Net Promoter Score (NPS). The NPS index may be anything between -100 and +100. The higher the index is, the more customers say they would recommend Mehiläinen. An NPS index of more than 50 is considered to be very good.

In 2022, Mehiläinen's professionals once again provided excellent treatment and care for customers, and the customer experience remained at a high level. The total NPS for the

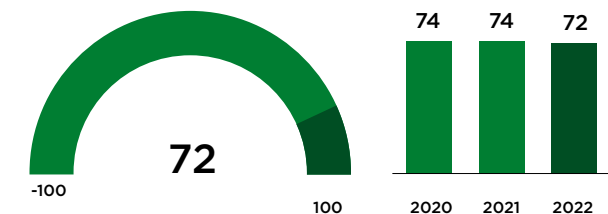
The total score of private healthcare service NPS index

Scale -100-100



The total score of public healthcare service NPS index

Scale -100-100



year was 89 in private healthcare services, and 72 in all of Mehiläinen's public healthcare services.

Mehiläinen still holds the top position in the question measuring preference in a survey for occupational healthcare decision-makers conducted by *Taloustutkimus*. Occupational healthcare decision-makers regarded the

personnel's professional skills as the most important component of a corporation's image and gave Mehiläinen the best rating in the sector in this area. The decision-makers also rate Mehiläinen as the leader in service quality, the range of services provided for companies and pioneering digital services. Mehiläinen's performance in the NPS index of occupational healthcare decision-makers improved significantly, with the NPS increasing the most among decision-makers in companies with more than 500 employees.

In social care services, customer experience is measured by a quality index developed by Mehiläinen. The quality index consists of five quality areas, each of which have their individual goals and metrics.

Data is gathered through qualitative reports and surveys, resulting in a quality index for each home, which is monitored regularly. In 2022, the quality index (scale 0-100) of care services for the elderly was 83.6, 86 for mental health services and 83 for services for the disabled. As part of its financing agreement, Mehiläinen is committed to improving the quality of care for the elderly, and thus the quality index, every year. Quality improvement efforts in social care services are reported in more detail in this report.

Health Centre Mehiläinen also measures the quality index, which is based on six quality areas approved by the Finnish Medical Association. In 2022, the quality index remained high at 86. In addition, a self-monitoring survey is carried out four times a year. The survey measures such topics as patient safety, information security, operating models and employee orientation. The

total score for public healthcare services was 91%.

Digital services helped maintain good access to care

The use of and demand for digital services continued to be very high in 2022. After all, the Digital Clinic is one of Mehiläinen's largest units. Despite the high demand for services and peak times, a good average level of access to services was maintained throughout the year, with an average response time of 16 minutes in the Digital Clinic in 2022.

As part of the new financing agreement signed in the spring, Mehiläinen committed to guaranteeing access to non-urgent care within seven business days in its own public health centres. Consequently, great efforts were made during the year in Mehiläinen's public services to ensure access to care. At the Ruoholahti health centre in Helsinki, for example, the effective teamwork model ensured rapid access to care.

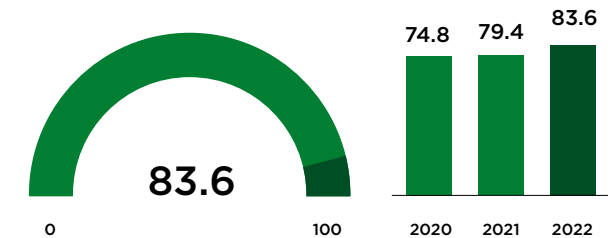
Service availability is generally measured with the T3 indicator indicating the third available non-urgent appointment. In 2022, the average time for a doctor's appointment at Mehiläinen's public health centres was 5.3 days.

More effective care through knowledge-based management

Effective treatment is the key indicator of smooth and efficient healthcare and is monitored at Mehiläinen in a variety of ways: for example, we monitor the control of various diseases, the quality and outcomes of orthopaedic surgeries and the effectiveness of treatment.

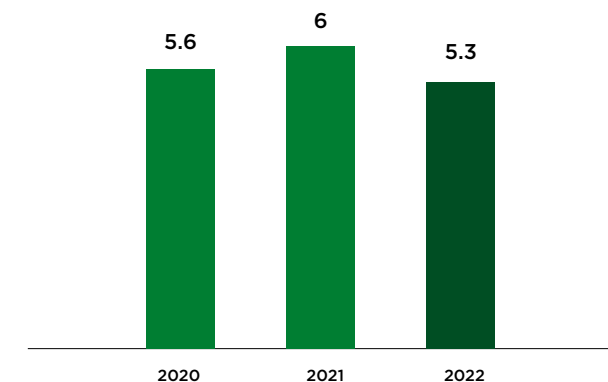
The total score of quality index for care services for the elderly

Scale 0-100



Access to care in Mehiläinen's public health centres, T3 time

Days



In 2022, Mehiläinen reached a new milestone in treatment quality as we were the first private service provider to be given access to the national back register, in which we can share treatment results related to back surgery. The national back register is a clinical quality register aimed to increase the national coverage of data in orthopaedics and neurosurgery by collecting information about back surgeries carried out in Finland. The first Mehiläinen patients entered in the register are from the Oulu hospital.

Mehiläinen is continuously developing ways to measure the quality and effectiveness of treatment and care driven by data. The use of data has played an important role in Mehiläinen's operating model for public healthcare services, for example. In 2022, the operating model produced significant findings at Harjun terveystieteiden yksikössä, among other units. The data covering Harjun terveystieteiden yksikössä showed how many coronary artery disease patients have appropriate medication. This information is significant for the medical staff in the correct referral of patients.

Mehiläinen's quality metrics continuously measure the balance of treatment for diabetes and cardiovascular diseases. The balance of treatment for these diseases is an important indicator, as these diseases are common in Finland and their treatment has a significant impact on public health. We have compared the results to the ambitious target levels of the recommendations of the Current Care Guidelines, but attaining these will still require work.

The effectiveness of the treatment of cardiovascular diseases is measured through LDL

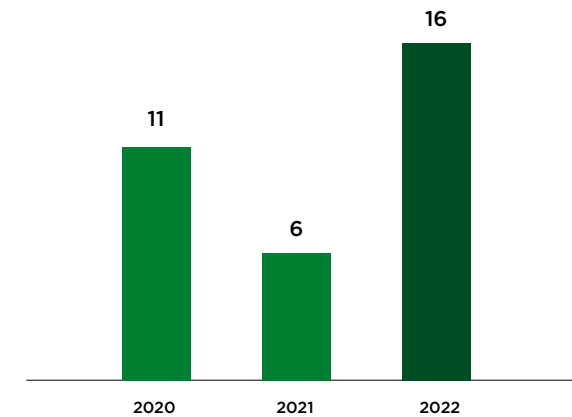
cholesterol levels as the average of a three-year monitoring period. According to the Current Care Guidelines, the target level for LDL cholesterol is < 1.8 mmol/l, while the average level of Mehiläinen's patients in 2022 was 2.15 mmol/l. For diabetes, monitoring involves the average LDL cholesterol level and a long-term assessment of blood glucose during a three-year monitoring period. According to the Current Care Guidelines, the target level for LDL cholesterol for people with diabetes is < 2.5 mmol/l and the target level for long-term blood glucose is < 53 mmol/mol. The averages for Mehiläinen's diabetes patients in 2022 were 2.59 mmol/l for LDL cholesterol and 51.06 mmol/mol for long-term blood glucose. The LDL cholesterol levels have decreased steadily in these patient groups since 2016, while there was a slight increase in 2022. Instead, the balance of treatment has improved regarding long-term blood glucose. In dental care, we measure the effectiveness of treatment through the permanence of dental fillings, i.e. the percentage of fillings that have stayed in the mouth for more than two years without requiring repair. A high figure indicates successful and durable fillings, whereas a low figure indicates weaker performance. In 2022, the percentage at Mehiläinen was 98.09%.

Patient safety is the basis of all treatment and care at Mehiläinen

Patient safety is a critical aspect of quality treatment, and we monitor and develop this area continuously. Patient safety is also monitored in Mehiläinen's quality metrics with several

Average response time of Digital Clinic*

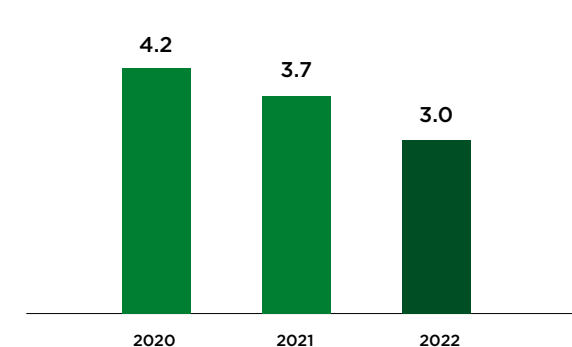
Min



* The number of visits to the Digital Clinic increased by 43% from the previous year which caused congestion in the service from time to time and increased the response time during peak hours.

Percentage of appointments at Mehiläinen at which CNS drugs were prescribed

%



indicators. The quality metrics also contain comparative data from previous years and on a monthly level.

A key monitored indicator is the amount of central nervous system (CNS) agents, such as sleeping pills and opioids, prescribed by physicians operating at Mehiläinen in proportion to appointments at Mehiläinen. In 2022, the prescription rate of opioids ranged from just under to just over 1.5%, while the rate of sleeping pills and tranquillisers was under 0.9%. The indicator helps monitor the trends in prescriptions. The prescription of CNS agents has remained at a reasonable level.

The indicator for the responsible use of antibiotics is the monthly rate of certain orally taken antibiotics prescribed at physician appointments for unspecified acute upper respiratory infections (visit diagnosis J06.9). An appointment is not counted if the secondary diagnosis specifies any other respiratory disease or if a diagnosis of asthma or chronic obstructive pulmonary disease has previously been recorded for the patient at Mehiläinen. In 2022, the proportion of such appointments generally remained at 3% per month, indicating the responsible prescription of antibiotics.

Safety is monitored in Finland through patient injuries. The Patient Insurance Centre compiles annual Finland-wide statistics on notices of injuries filed by patients. At Mehiläinen, we monitor patient injuries in both private and public services. In 2022, patient injuries acknowledged as such occurred at 0.003% of physicians' appointments at Mehiläinen's public health

centres and dental care units and 0.0006% of all appointments at private medical clinics and hospitals. The figures do not reflect the year of occurrence of the patient injury but the year of resolution, as the decisions take time and do not generally apply to appointments in the same year.

The patient safety policy at Mehiläinen hospitals include monitoring of the surgical wound infections of surgery patients. The hygiene coordinator monitors these infections and reports on them regularly. Infections are registered on reports automatically based on entries of surgical wound infections made in the patient record system. Infections related to treatment are monitored in cooperation with public-sector hygiene nurses. In order to ensure safety, checklists are used in surgeries at Mehiläinen to help improve patient safety.

In social care services, we monitor safety as an area of the quality index. The safety index (0–100) consists of safety assessments by residents, their loved ones, employees and service clients. The safety index is assessed monthly. In 2022, the average index for services for the elderly was 92.4, and correspondingly 91.2 in mental health services and 87.7 in disabled care services.

Quality improvement work in social care services was harmonised in 2022

Significant development measures that were already partly started in 2021 were carried out in quality improvement work in Mehiläinen's social care services in 2022. As a key element, an upper level ERP system has been built for Mehiläinen's social care services, which now covers all service

The quality of treatment and care is also extensively developed driven by data. As a result of any deficiencies revealed by data, activities can be significantly improved and developed.

lines (services for the elderly, services for the disabled, child welfare services, and mental health rehabilitation). A quality manual has been prepared for each service line, which acts as a guide for quality improvement work carried out by employees and a tool for orientation and practical measures.

Quality improvement work in social care services is led in accordance with Mehiläinen Group's quality policy, and the Quality Manager of social care services is responsible for ensuring and developing the quality of social care services together with the business line management and the Group Chief Medical Officer.

Quality management work in the units is steered by annually updated self-monitoring plans. In addition, units fill in a regular self-monitoring survey, the results of which form a service line-specific self-monitoring index. The quality team provides support for units whose index indicates shortcomings. Units are also subject to regular self-monitoring visits, where pre-agreed topics are reviewed.

In addition to self-monitoring, external audits are conducted in the units every year to verify compliance with quality standards. Monitoring visits are also carried out by municipalities, Regional State Administrative Agencies and the Parliamentary Ombudsman, either as agreed or as unannounced visits. In 2022, an external audit was conducted for Mehiläinen's social care services. In the audit, quality assurance in Mehiläinen's social care services was found to be at a very good level, and the development areas identified in the audit were minor.

Mehiläinen's professionals have a legal obligation to report any irregularities detected and an obligation to report customer and occupational safety incidents using electronic tools. In 2022, the irregularity reporting process underwent a complete update in social care services. The use of the previous HaiPro system was discontinued, and it was replaced by a tool developed with an external service provider that better serves the needs of social care services. In the new model, notifications of any severe irregularities are also directly sent to the management which makes the processing of irregularities, as well as any resulting further measures, quicker and more effective. The new process also helps reduce the probability of irregularities.

In Mehiläinen's social care services, quality promises steer operations in five different areas: individual care, guidance and support, tasty and healthy food, safety, a comfortable personal home, and a sense of community and participation. The fulfilment of these promises is measured regularly through quality surveys targeted at residents,

their loved ones and employees. The results of the survey form a quality index for each unit and service line, indicating the perceived fulfilment of the quality promises.

In addition to the quality index based on the experience of residents, their loved ones and employees, other quality indicators obtained directly from the customer information system are in use. In 2021, these indicators were adopted in services for the elderly to monitor the implementation of personal moments, outdoor activities, functionality, cooperation with loved ones and documentation. These indicators were also deployed in mental health and disabled care services in 2022.

In its social care services, Mehiläinen also sees to the fulfilment of its customers' right of self-determination. The right of self-determination means that patients have the right to participation in decision-making concerning themselves, and the right to non-discrimination, personal liberties and integrity. In Finland, the right of self-determination is prescribed by law, especially regarding services for the disabled, but the legislation is also expected to be extended to services for the elderly, among others, in the future. In 2022, Mehiläinen developed its activities to ensure the fulfilment of the right of self-determination in all its service lines. Mehiläinen has appointed a team for the right of self-determination, which works in close cooperation with corresponding regional and municipal teams. Mehiläinen provides its personnel with regular training regarding the right of self-determination, and a manual for the right of self-determination is also under preparation.

Mehiläinen takes active care of the fulfilment of residents' right of self-determination in all social care service units. This work is supervised by Mehiläinen's dedicated team, and a manual for the right of self-determination is also under preparation.

The functional capacity of residents is measured in the units using various indicators. The most common of these is the Residential Assessment Instrument (RAI), which is widely used in the industry. In services for the elderly, nationwide RAI surveys are carried out twice a year under the coordination of THL. In addition to the nationwide assessment, Mehiläinen has introduced weekly unit-level monitoring of the eight most important RAI indicators, implemented by the unit-specific RAI supervisors. The results of the RAI assessments are used not only in the management of daily quality work, but also in identifying personnel competence development needs.

There are also several other documented feedback channels for residents, their loved ones and employees. Complaints from authorities and responses to them are also monitored. Service line-specific processes were created during the year for handling complaints in order to ensure quality.



SUSTAINABILITY THEMES

DRIVING SOCIAL RESPONSIBILITY, THROUGH INNOVATION AND AGILITY

Our growth is stable, we create new jobs and export Finnish healthcare expertise to the international market. Mehiläinen invests in the development of social and healthcare service innovations and new operating models in all the countries in which it operates. We develop digital social and healthcare services, leading the way in the industry.

Mehiläinen's values of "growth and development" as well as "partnership and entrepreneurship" form the basis of all our activities. The overall responsibility for business operations and the implementation of the Group strategy lies with the group's CEO. The directors of the business areas, business lines and support functions are responsible for their respective operations. The CFO leads the tax policy and responsible financial management. Mehiläinen's business activities and their development are guided by the quality, tax, financing and corporate responsibility policies. The innovation and assessment of new services are supported by Mehiläinen's customer panel and physician panel, as well as other feedback channels.

Mehiläinen's mission is to improve health and well-being to benefit both our customers and society as a whole. By serving our customers as effectively as possible, we seek profitable growth, which in turn also creates value for our owners. Mehiläinen's owners include a number of major Finnish and international institutional investors.

Mehiläinen's revenue in 2022 was EUR 1,632.8 million (2021: 1,398.9) and underlying operating profit before depreciation and amortisation of intangible assets arising from business combinations, impairments and items affecting comparability (underlying EBITA) was EUR 137.6 million (2021: 163.6). Employee benefit expenses paid by Mehiläinen amounted to EUR 784.8

million (2021: 645.5), fees to private practitioners in Finland totalled to EUR 243.9 million (2021: 210.2), and other operating expenses were EUR 165.7 million (2021: 134.2). Interest on loans and other finance expenses totalled EUR 84.4 million (2021: 77.2) and corporate tax paid was EUR 17.9 million (2021: 19.2). Mehiläinen's net profit in 2022 was EUR -9.4 million (2021: 24.9). The company's investments, including business combinations, in 2022 amounted to EUR 218.1 million (2021: 159.7). As in previous years, Mehiläinen did not pay out dividends to its shareholders, as it retained all distributable assets to develop the company's operations and services in accordance with its dividend distribution policy.

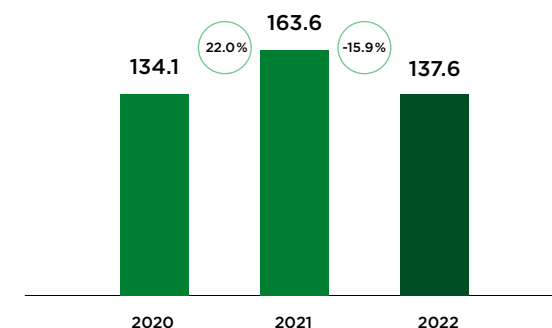
In the light of the 2021 figures, Mehiläinen was the fourth largest private employer and increased the number of personnel the most in Finland according to the survey published by financial magazine Talouselämä. Only the cooperatives OP Group and S Group, as well as the state-owned company Posti, were larger corporate employers than Mehiläinen.

We employ more than 33,000 social and healthcare professionals (2021: 29,000). In 2022, we created 2,400 new jobs and hired 4,200 new professionals.

Mehiläinen also aims to be a pioneer and forerunner in its industry, thereby encouraging all providers of public and healthcare and social care services to develop a customer-driven approach and improve the effectiveness and cost-efficiency of treatment. Fair and open competition among service providers benefits all of Finnish society.

Operating profit (EBITA)*

EUR million

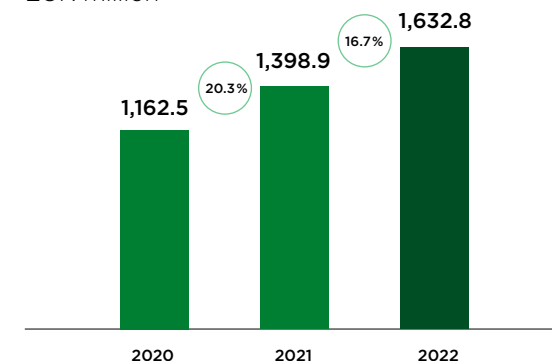


● Change %

*Underlying operating profit before depreciation, amortisation and impairment arising from business transactions and items affecting comparability.

Revenue

EUR million



● Change %

Digital services continued their strong growth

Mehiläinen's aim is to make the export of healthcare services, particularly in digital services, its future growth engine and a new export product for Finland. In 2022, Mehiläinen shaped the industry by developing and launching new digital healthcare services in Finland and its other operating countries. Digital services also played a significant role in maintaining the availability and accessibility of care geographically.

Through its digital platform, Mehiläinen provides 1.5 million visits to physicians and nurses annually, of which more than 90,000 visits are already provided for public healthcare customers. At the end of the year, 1.8 million users had registered for the Oma-Mehiläinen service.

BeeHealthy, Mehiläinen's subsidiary established in 2021 which focuses on internationalisation, took steps forward and launched a significant contract with Mediclinic, expanding exports of services to two new continents. At the end of 2022, BeeHealthy had many international service contracts.

The growing demand for digital services was also reflected in development needs. During the year, development teams were expanded to respond to the growing customer base for digital services. We recruited more than 70 new experts in digital services in Finland and the BeeHealthy teams. In addition, BeeHealthy entered into a significant cooperation contract with a healthcare service

provider in the Netherlands, which sped up the growth and internationalisation of our digital services even further.

Digital services also played a significant role in how Mehiläinen was able to support and help public healthcare in Finland in dissolving the delays in care accumulated during the coronavirus pandemic. Mehiläinen's new digital services also help prepare for the ongoing health and social services reform in Finland and meet the new and growing needs of the new well-being services counties which started at the beginning of 2023.

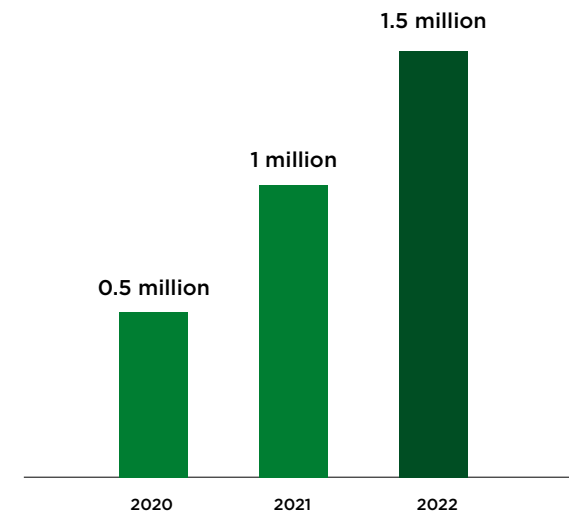
Digital services also expanded in Sweden and Estonia

Mehiläinen's services also expanded and became more established internationally. In Sweden, we operate under the name Meliva. Meliva mainly provides publicly funded services based on the freedom of choice at 17 health centres focused on primary healthcare for more than 110,000 listed customers. In 2022, Meliva also launched its digital service application on the platform developed by BeeHealthy.

Qualitas and Unimed, Mehiläinen's Estonian subsidiaries, are market leaders in occupational healthcare and dental health services in Estonia. They also provide other specialised healthcare services. In 2022, significant investments were made in digital services in Estonia, where a separate Digital Clinic mobile app was launched.

Total number of appointments at the Digital Clinic*

Visits



Demand for private healthcare services increased

2022 was a busy year in Mehiläinen's private healthcare services. Demand and the number of appointments increased significantly as a result of the slow access to care in the public sector. Regular physician's appointments and remote appointments increased by 11% from 2021, while Hammas Mehiläinen appointments increased by nearly 9%. Digital healthcare services showed the highest growth, with Digital Clinic discussions increasing by as much as 43% from the previous year.

In addition, customer volumes increased significantly in Mehiläinen's occupational healthcare services. The growing need for services was based on an increase in infections after the coronavirus pandemic, mental health disorders and musculoskeletal disorders, as well as challenges in the availability of public healthcare. We were able to respond to the growing need for services through digital services, with various digital services accounting for up to 40% of all physician's appointments. In 2022, occupational healthcare services also responded more diversely to the significantly growing demand for mental health services. Customers were helped more quickly with a lower threshold, and focus was placed on brief psychotherapy.

During the coronavirus pandemic, delays in dental health services increased, and Mehiläinen invested particularly in Hammas Mehiläinen's services in 2022. Dental health services were integrated even more closely into the activities of our medical clinics, and dental health specialists also provided extensive advice, self-care instructions and recommendations at Mehiläinen's Digital Clinic.

The availability and accessibility of Mehiläinen's private healthcare services also improved through new medical clinics. New medical clinics were opened in Vantaa, Tampere, Kalajoki and Haapavesi. Currently, the northernmost medical clinic is in Sodankylä after Lääkäriasema Aslak was merged into Mehiläinen's service network.



Therapy services as an even stronger part of Mehiläinen

Mehiläinen's goal is to step up its provision of various therapy services as part of its social and healthcare services. Mental health problems present a major societal challenge, and Mehiläinen aims to invest more significantly in improving the availability of mental health services, preventative activities, and the development of effectiveness of care in the future. Mehiläinen's digital expertise will also be significantly used in speech and therapy services, as well as psychiatric services.

In 2022, we carried out various measures to achieve this goal. Mehiläinen became the market leader in speech and therapy services after acquiring Tutoris, a provider of rehabilitation and care services.

The range of services that maintain the ability to work was expanded through Mehiläinen's acquisition of the physiotherapy service provider Fysios. Physiotherapy services help customers in the treatment of musculoskeletal disorders, for example. As part of Mehiläinen, the activities of Fysios will be expanded and developed, focusing especially on the

integration of digital and in-person physiotherapy services.

Mehiläinen strengthened its role as a public healthcare service provider

In 2022, Mehiläinen played a significant role in supporting the provision of public healthcare services. Mehiläinen's various units help dissolve the delays in care caused by the coronavirus pandemic and labour shortage, while also meeting the need for services in the public sector. The availability and quality of care and the guaranteed access to care were at an excellent level in the Länsi-Pohja and Siikalatva regions and at Harjun terveys, among others. The Ruoholahti health centre in Helsinki, maintained by Mehiläinen, also succeeded commendably in keeping its service promise in 2022. Mehiläinen's pop-up model for dissolving delays in dental healthcare was adopted in Rovaniemi and Kemi. In the challenging operating environment, Mehiläinen's public healthcare services were carried out smoothly and with a high level of quality, without any significant queues.

The Center for remote healthcare was established at the beginning of 2022 for public healthcare services to speed up customers' access to care. It provides remote telephone appointments with its multi-professional physician-led team.

Mehiläinen's subsidiary BeeHealthy launched the SuomiSote remote service platform for the Finnish public sector. It enables services for social care service customers and healthcare

patients, as well as the provision of care for customers with chronic diseases, flexibly in digital channels. The SuomiSote platform also earned the prize for the most impactful act of the year for BeeHealthy in 2022. At the end of the year, Mehiläinen appointed a digital service team, which focuses on providing public healthcare services and is now preparing to provide even more diverse services for customers of the SuomiSote platform.

Mehiläinen brought more international professionals to Finland

The labour shortage in the social and healthcare service sector was one of the most significant challenges of 2022. In addition to long-term investments in personnel activities and recruitment, Healthcare Staffing Solutions (HSS), Mehiläinen's subsidiary established in 2020, played an important role in solving the situation. The goal of HSS is to help solve the growing need for personnel in the social and healthcare sector. More skilled professionals are needed in Finland to provide the elderly with high-quality care now and in the future. Through the high-quality and transparent international training and recruitment process of HSS, we are doing our part to find solutions for the labour shortage.

In 2022, HSS brought 400 new care assistants to Finland, primarily of Filipina background. During the year, the first 15 care service students who arrived in Finland graduated from the study programme. During its three operating years, HSS has brought



social and healthcare service professionals to Finland who now work in Mehiläinen's units and in the service of external customers. International recruitment by Mehiläinen benefits the Finnish healthcare sector in general and helps respond to the challenges related to the availability of workforce.

Compared to recruitment in our countries of operation, international recruitment requires a different kind of attention to issues such as human rights. At HSS, the principle is that we recruit students ourselves and do not use subcontractors for recruitment. This allows us to make sure that we know the persons to be recruited, ensure that

the recruiting criteria are met, and prevent the risk of human trafficking. HSS does not require students to have a previous degree in the field, as we provide them with care assistant training from scratch. In this way, we prevent the flow of professionals outside the country of departure and the recruitment of trained professionals for less qualified work in the target country.

HSS is responsible for the integration of the incoming employees into Finland by taking care of the practical matters required for settling in a new country, such as finding and renting a home, banking and orientation in each new residential area. HSS also offers assistance to its employees who encounter problems.

At HSS, we keep a close eye on the development of international students' training, their training success, the attractiveness of training based on the number of applicants, and employee satisfaction. The number of applicants has increased to almost 5,000 a month after the first recruitment, for which we received 25 applications. We monitor students' satisfaction with teaching and correspondingly their success in tests and discussions in real time using the study platform. All of these indicators produced better results than expected in 2022. How the development of students' Finnish skills can be supported sufficiently after their arrival in Finland has been identified as a future area for development.

Tax policy and tax footprint

Mehiläinen's tax citizenship is guided by the company's tax policy, which is based on the company's strategy and values. Mehiläinen's aim is to be a good taxpayer and a forerunner in the industry as a promoter of an open tax policy. The tax policy is also published on Mehiläinen's website.

Mehiläinen engages closely with authorities through, for example, enhanced customer relationship with the tax authorities. This mode of relationship is an operating model recommended by the OECD for relationship between large companies and the tax authority. This cooperation model requires, among others, an open tax structure towards the Tax Administration.

The primary principles of Mehiläinen's tax policy

Mehiläinen is committed to paying taxes and tax-like payments based on current legislation and to publish its tax information in accordance with legislation and the company's own transparency goals. Mehiläinen requires all employees who work in Mehiläinen's business operations, particularly with tax issues, to comply with the tax policy. The company also requires compliance with the tax policy from external advisers when Mehiläinen's tax-related reporting and other tasks have been outsourced. Mehiläinen does not, through its own operations, support tax planning by its entrepreneur physicians or

Mehiläinen's tax policy is also published on the company's website. Mehiläinen cooperates closely with the authorities through, for example, enhanced customer cooperation with the tax authorities.

other partners, which deviates from industry practices and commonly accepted operating models.

Mehiläinen's tax policy is guided by the following principles:

- The company pays its taxes in the country in which it conducts business.
- There are always business justifications for tax-related matters.
- The company's taxation is transparent and the company regularly publishes up-to-date information on its taxes.
- Taxation does not drive the company's activities or the establishment of a location outside of the countries in which it engages in business.

Process descriptions have been drawn up of Mehiläinen's main tax processes, describing

the tasks that seek to ensure the accuracy of tax reporting and the appropriateness of internal practices. Tax process-related controls are assessed regularly. If there are changes in the business that affect taxation, they must be reported to the accountant of the relevant company. In significant issues, the impact of the changes on tax reporting will be evaluated together with the Group Financial Manager/ Financial Director. External tax consultants may be used as needed.

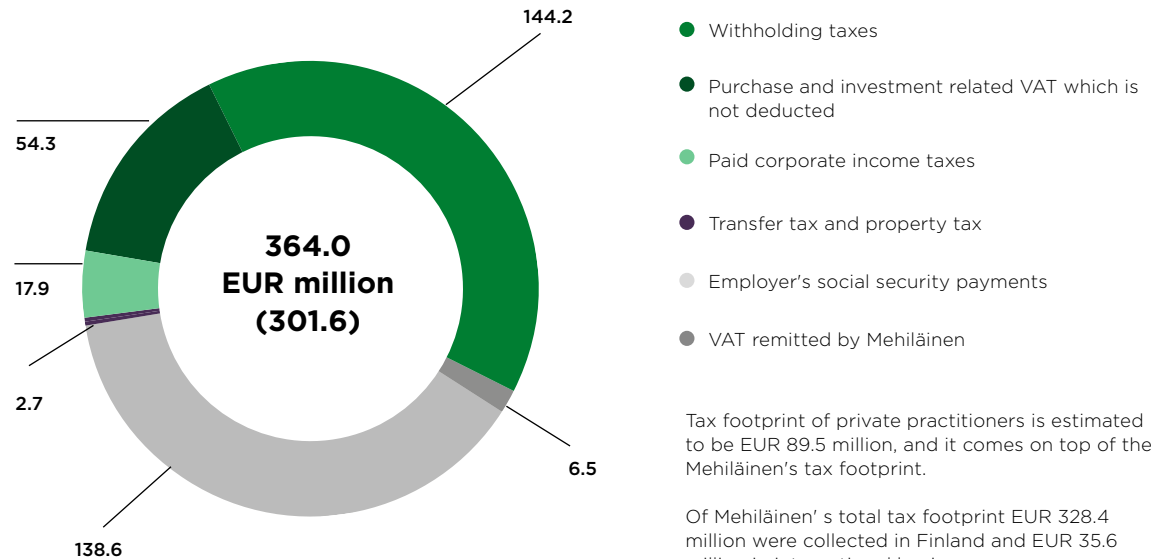
At Mehiläinen, the tax risk is managed following the same principles that apply to other business risks. Decision-making processes address financial and other grounds, as well as the relevance of the matter.

Finnish Healthcare Services Sarl, the parent company of the group, reports the actual country-by-country reporting to the tax authority of its own domicile (Luxembourg) within 12 months of the end of the financial period. The information of Mehiläinen Group, itemised by country, will be provided for this report annually. The Finnish Mehiläinen companies submit a Notification of Reporting Obligation regarding country-by-country reporting to the Finnish Tax Administration once a year.

Mehiläinen's tax footprint

The tax footprint indicates the impact of Mehiläinen on the surrounding society as a payer of taxes and tax-like charges. Mehiläinen's tax footprint report is published annually. The tax footprint addresses the

Tax footprint
EUR million



impact of all the countries in which Mehiläinen operates. Regular tax reporting supports the transparency of taxation.

Mehiläinen's full tax footprint in 2022 amounted to EUR 364.0 million (2021: 301.6), consisting of EUR 17.9 million in corporate taxes paid by the company (2021: 19.2), as well as non-deductible VAT of EUR 54.3 million paid on purchases and investments (2021: 46.8), EUR 6.5 million in VAT (2021: 4.5), EUR 138.6 million in

employer's contributions (2021: 110.4), EUR 144.2 million in taxes withheld from salaries (2021: 119.4), EUR 1.6 million in transfer taxes (2021: 0.6) and EUR 1.1 million in real estate taxes (2021: 0.8) paid by the company.

In addition to the tax footprint, the private practitioners working at Mehiläinen also pay taxes on the remunerations they receive from Mehiläinen, amounting to an estimated EUR 89.5 million (2021: 76.5).

Mehiläinen, tax footprint

	2022					2021				
	Finland	Estonia	Sweden	Germany	Group, total	Finland	Estonia	Sweden	Germany	Group, total
Taxes borne, EUR million										
Corporate tax	16.6	0.0	1.0	0.3	17.9	19.2	0.0	0.0	0.0	19.2
Employer's social security payments	124.5	6.6	6.2	1.2	138.6	104.3	4.5	1.5	0.1	110.4
Property tax	1.1	0.0	0.0	0.0	1.1	0.8	0.0	0.0	0.0	0.8
Transfer tax	1.6				1.6	0.6				0.6
Taxes borne total, EUR million	143.9	6.6	7.2	1.5	159.2	124.8	4.5	1.5	0.1	130.9
Taxes collected, EUR million										
VAT remitted by Mehiläinen	5.1	0.1	1.2	0.0	6.5	3.8	0.1	0.7	0.0	4.5
Withholding taxes	132.4	3.9	6.1	1.7	144.2	115.5	2.6	1.2	0.1	119.4
Taxes collected total, EUR million	137.6	3.9	7.4	1.7	150.6	119.2	2.7	1.9	0.1	123.8
Taxes borne and collected total, EUR million	281.4	10.5	14.6	3.2	309.8	244.1	7.2	3.4	0.1	254.7
Other										
Purchase-related VAT not deducted by Mehiläinen	47.0	2.5	3.7	1.2	54.3	43.4	1.8	1.5	0.1	46.8
Tax footprint total, EUR million	328.4	13.0	18.2	4.4	364.0	287.5	9.0	4.9	0.2	301.6
Private practitioners' tax footprint					89.5					76.5
Taxes total including private practitioners, EUR million	328.4	13.0	18.2	4.4	453.6	287.5	9.0	4.9	0.2	378.1

The table presents the most significant taxes and tax-like charges that the company is obligated to pay or withhold in accordance with local tax legislation in its operating countries. The combined tax footprint of other countries is EUR 0.0 (0.0) million.

SUSTAINABILITY THEMES

ATTRACTIVE AND MEANINGFUL WORKPLACE

Mehiläinen's professionals are the key to our success. We invest in the comprehensive well-being of our employees, good leadership, and giving everyone the opportunity to develop and shine in their work. We foster equality and non-discrimination in our working community. Here at Mehiläinen, we are on a lifelong mission.

Mehiläinen's goal is to be the most attractive workplace in its sector. In 2022, we once again carried out a number of measures to strengthen and improve the employee experience of our personnel and our company's employer image.

This report mainly discusses personnel-related matters within the framework of Finnish regulation. In each country in which we operate, our activities are in compliance with local regulations, supported by our group.

Since 2019, Mehiläinen has systematically developed personnel reporting and analytics. Knowledge-based management, modelling good leadership, basing personnel decisions on information and a data-driven response to deviations are common practices at Mehiläinen.

In addition to reporting and analytics, we increase our understanding of our personnel through an experience-based set of metrics. Mehiläinen's personnel pulse survey is conducted every month and the specialist pulse survey every quarter to maintain an updated overview. In addition, we conducted several surveys in 2022 to develop ourselves as an employer and a working community even further.

Mehiläinen's HR administration is led by the HR Director in accordance with the strategic guidelines and decisions of the company's management team. HR administration comprises the HR management team and four teams that work in close cooperation with the business area management and supervisors, as well as support functions in order to ensure high-quality services

and excellent employee experiences. HR activities are guided by Mehiläinen's personnel policy, Code of Conduct and sustainability policy.

Excellent results in the personnel survey and employer image

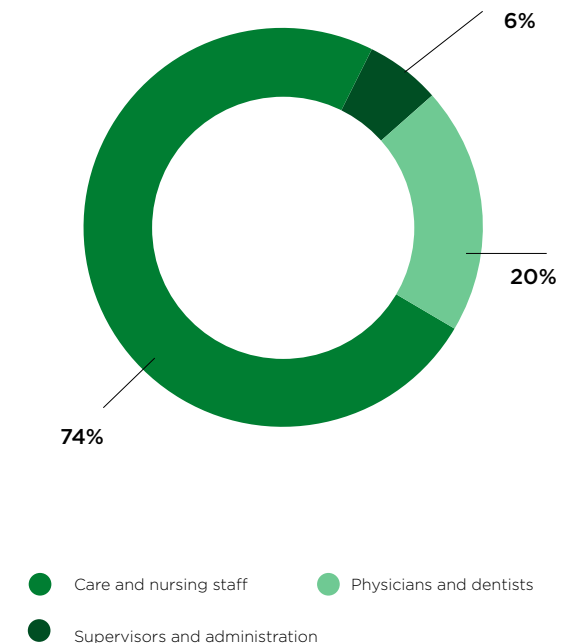
Mehiläinen's 2022 personnel survey produced excellent results. The personnel survey had a record number of respondents, more than 8,800 Mehiläinen employees, and the response rate was 56%. In addition, employees from our companies in Sweden, Estonia and Germany responded to the survey. Employees were able to respond in Finnish, English, German, Estonian and Swedish.

All indices measured by the survey showed an increase throughout our organisation, including Mehiläinen's companies in Sweden, Estonia and Germany. The personnel survey's total index increased from the previous year to a record high of 4.0/5.0. In addition to the total index, the employee engagement index showed the highest increase, being 4.15/5.0. As development areas, we identified the management of everyone's own work, and the relationship between work and leisure, especially in specialist and managerial positions.

Mehiläinen's goal is to be the most attractive workplace in its sector. In 2022, the work done for this goal was reflected in the results of the student survey conducted by Universum Communications, the world's leading company specialised in studying and developing the employer image. Based on the survey, Mehiläinen is the most ideal workplace in the Finnish healthcare sector, climbing to first place after

Students selected Mehiläinen as the most ideal workplace in the healthcare sector in 2022.

Personnel groups, %



Gender distribution in various employment relationships at the end of 2022

	Female	Male	Other	Not disclosed	Total
Number of employees (headcount)	22,975.00	4,585.00	-	52.00	27,612.00
Number of permanent employees (hc)*	21,048.00	4,181.00	-	44.00	25,273.00
Number of temporary employees (hc)*	1,104.00	269.00	-	-	1,373.00
Number of non-guaranteed hours employees (hc)*	9,965.00	1,994.00	-	33.00	11,992.00
Number of full-time employees (hc)*	8,051.00	1,545.00	-	8.00	9,604.00
Number of part-time employees (hc)*	3,784.00	807.00	-	3.00	4,594.00

*The figures include the gender distribution in various employment relationships in Finnish units. HR systems will be developed in our other operating countries to also obtain corresponding figures in the future.

Regional distribution of various employment relationships at the end of 2022

	Finland	Sweden	Germany	Estonia	Total
Number of employees (headcount)	26,117.00	529.00	270.00	696.00	27,612.00
Number of permanent employees (hc)	24,844.00	427.00	219.00	607.00	26,097.00
Number of temporary employees (hc)	1,273.00	102.00	51.00	81.00	1,507.00
Number of non-guaranteed hours employees (hc)*	11,919.00	N/A	N/A	N/A	11,919.00
Number of full-time employees (hc)*	9,604.00	N/A	N/A	N/A	9,604.00
Number of part-time employees (hc)*	4,594.00	N/A	N/A	N/A	4,594.00

*The figures include the number of personnel in various employment relationships in Finnish units. HR systems will be developed in our other operating countries to also obtain corresponding figures in the future.

being second in the previous year. Mehiläinen also came first in Rekrygaala's "Employer Brand of the Year" category. The jury recognised Mehiläinen for its hard work in improving its employer image in a sector that is experiencing a significant labour shortage.

Investments in recruitment amidst a labour shortage

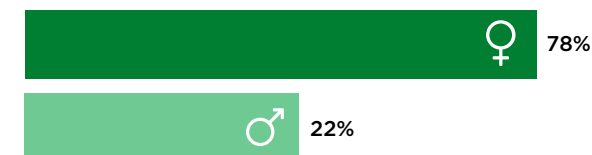
In 2022, the labour shortage presented the most significant challenge in the entire sector, both in Finland and in Mehiläinen's other operating

countries. As a result, the key themes of the year were developing recruitment, investing in it, and ensuring the sufficiency of employees. The general labour shortage was also reflected in Mehiläinen Group's activities in all of its operating countries as a specific challenge.

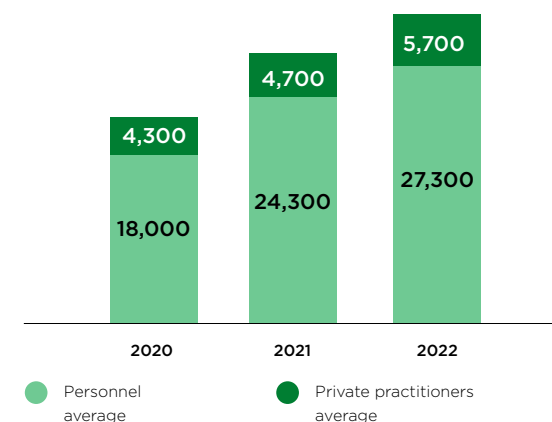
In 2022, Mehiläinen employed an average of 33,000 professionals and private practitioners, of whom 26,117 professionals and 5,699 private practitioners worked in Finland.

Despite the difficult situation, the number of personnel at Mehiläinen increased by roughly

Personnel by sex, %



Number of personnel



2,800 employment relationships and some 1,500 employment relationships converted into full-time relationships in Finland during the year. Mehiläinen's employment relationships converted into full-time relationships increased by as much as 19.3% from the previous year.

Measured by annual work units, the largest personnel groups in Mehiläinen are practical care and nursing staff (74%), physicians and dentists (20%), and supervisors and support services (6%). Fixed-term employees account for 5% of our personnel. In addition, Mehiläinen

employs a large number of employees with a partial ability to work, including employees with limited mobility. By being a significant employer for employees with a partial ability to work, Mehiläinen strengthens non-discrimination and the opportunities of inclusion among healthcare professionals. In 2022, more than 400 professionals of over 70 years of age worked at Mehiläinen. Elderly employees are a significant asset for Mehiläinen, for whom various programmes to supplement and strengthen their skillsets have been built within the company.

Our hired employees in Finland are covered by statutory pension security and parental leave benefits. We comply with universally applicable collective agreements and are organised through an employers' union. Our hired professionals are covered by statutory occupational accident and occupational disease insurance. We provide our hired employees with occupational healthcare services and statutory pension benefits. In other countries, our personnel are employed in accordance with local legislation, and the mandatory legislation of each country apply to them with regard to employment terms, pensions and wages. In Sweden, Meliva is a member of the employers' union, and local HR is constantly adding Meliva's companies to the scope of the general collective agreement. We always commit to complying with applicable law and the regulations and recommendations of the competent authorities. We do not accept the use of child labour, any form of forced labour, or any other human rights violations in our operations or our procurement chain.

A workplace with less discrimination and more equality

Mehiläinen Group's non-discrimination and equality plan guides our activities. We conducted Mehiläinen's equality survey for the second time, and it was responded to by more than 2,000 Mehiläinen employees in Finland. The number of respondents nearly doubled from the previous year (2021: 1351). In 2023, the equality survey will also extend to Mehiläinen's other operating countries: Estonia, Sweden and Germany.

The survey showed that Mehiläinen personnel's experiences of non-discrimination and inclusion improved during the year. According to the survey, the most significant development area at Mehiläinen is the experience of exclusion in the working community. It was experienced by roughly a quarter of all respondents (25%). However, the figure decreased by 6% from the previous year. The responses also showed that Mehiläinen is working better than before for inclusion. For example, our group uses gender-neutral professional titles, and we provide our professionals with non-discrimination and equality training from the perspectives of the working community and customer activities. Mehiläinen, together with Seta – LGBTI Rights in Finland, has also provided its personnel with training on how to encounter sexual and gender diversity in customer work. In addition, it held coaching sessions to prepare working communities to accept foreign employees. In 2022, Mehiläinen was also an official partner of Helsinki Pride.

Mehiläinen's professionals have a non-discriminating and inclusive approach to customers. Equality in the working community is considered to be fulfilled well.

During the year, Mehiläinen also strengthened the way how foreign employees and employees with a foreign background are accepted in working communities. The goal is to improve the way how new employees settle and integrate in their new working community. Coaching is provided as an intensive period of six months immediately after an employee arrives in Finland.

Good leadership is reflected in employee well-being

Good leadership is subject to constant investment and development at Mehiläinen. Based on our personnel surveys, successful supervisory work is a key prerequisite for good employee experience and satisfaction at Mehiläinen. Good in-person supervisory work also enables improvement of quality and customer experience. As part of in-person supervisory work, performance assessments and development plans apply to all of us at Mehiläinen.

Investments in good leadership were reflected in the excellent results of our personnel survey. The majority of the indices that showed the most positive development can be linked to the

improved quality of supervisory work. Employees were more satisfied than before with the consistency of supervisory work, equality, the acceptance of difference, and the equal distribution of work. According to the personnel survey, our group succeeded well in terms of leadership. In 2022, the supervisory index was 4.1/5.0, marking the highest level measured so far.

Good leadership plays an important role in maintaining employee well-being. We have developed our supervisors' skills in identifying and supporting employees with a work ability risk, and in using the methods of work ability risk cost management. Mehiläinen has identified supervisory work based on early caring to be key in preventing extended sick leave, for example. In addition, supervisors work in close cooperation with occupational healthcare, and the personnel's ability to work is also studied proactively using analytics.

One of Mehiläinen's goals is to offer a meaningful workplace for its personnel. According to the personnel survey, this goal was also achieved well. Employees consider their work meaningful, and their experience of inclusion improved from the previous year. Mehiläinen's professionals feel that they can have an impact on their work and the service experience of customers.

Each year, we reward a large number of professionals for excellent performance. In 2022, a total of 245 professionals and 53 teams across Mehiläinen were once again awarded as star performers.

Mehiläinen's sustainability programme aims to reduce personnel turnover. Turnover

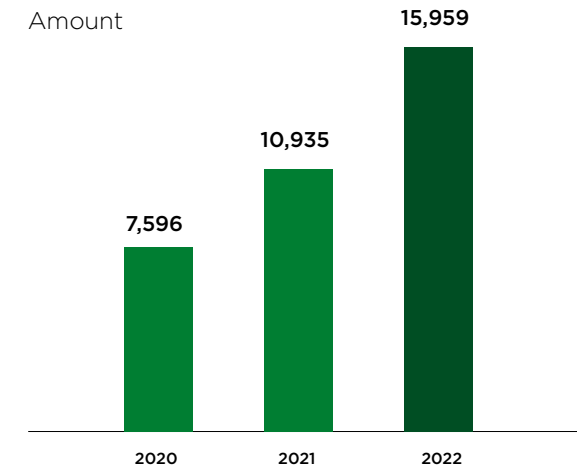
is considered to be a good indicator of job satisfaction, occupational well-being and the commitment of professionals to the organisation. In 2022, the overall personnel turnover largely remained at the previous year's level at 16%. While the turnover is still higher than Mehiläinen's target level, it is clearly better than the general level in the sector (roughly 20%). The worsening labour shortage and the increased opportunities to change jobs increased the general turnover in the sector in 2022. In Mehiläinen's largest personnel groups, the turnover was 20% among practical nurses, 16 % among nurses, and 9% among physicians (2021: 19%, 16%, 10%).

In 2022, the amount of sick leave increased slightly among the personnel. This increase mainly resulted from the coronavirus pandemic. After its outbreak, absences have so far remained roughly 1% higher. This has had some negative impact on resources and costs. To prevent extended sick leave, Mehiläinen is working in close cooperation with occupational healthcare. The aim is to reduce the amount and duration of sick leave by increasing early support, activating the models of lighter and replacement work, intensifying workplace rehabilitation for employees with a work ability risk, and increasing customised solutions to support the ability to work. In addition, Mehiläinen continues to develop practices for self-reported sick leave. In the self-reported model, professionals agree upon absences with their supervisor. This model has been advanced actively in public healthcare services, in particular.

Mehiläinen Group pays wages during 72 working days of pregnancy and parental leave

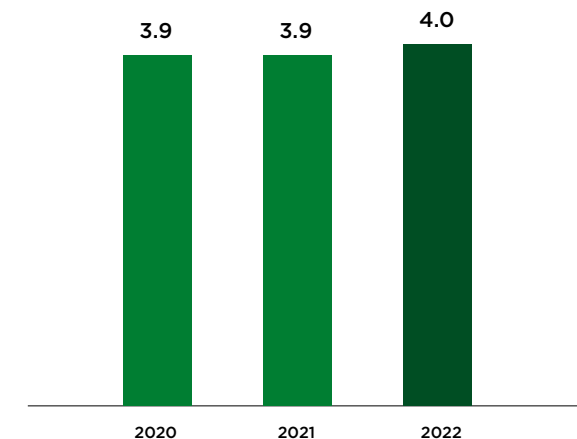
Training days

Amount



Total index for personnel survey

Scale 1-5



to employees within the scope of the collective agreement if the employment relationship has continued for at least three months before the start of pregnancy leave.

Diverse career paths and continuous learning

Mehiläinen provides its employees with a broad range of career development opportunities and an opportunity for continuous learning. In addition, each employee holds a performance review with their supervisor. In the 2022 personnel survey, 59% of the respondents reported having participated in a review in the past year, showing a slight increase from the previous year (2021: roughly 57%).

In 2022, Mehiläinen arranged a total of 15,954 days of training, which amounts to an average of 8 hours per employee, an increase of 33% from the previous year.

As the spearhead of training provided for the personnel, we continued the Mehiläinen Executive Education coaching programme aimed at Mehiläinen's supervisors and designed in cooperation with Aalto EE. Some 120 Mehiläinen supervisors and managers from the management team to the team supervisor level participated in the programme in 2022. In addition, the coaching programme also expanded to Mehiläinen's new countries of operation. The international MEE programme had participants from Finland, Estonia, Germany, Sweden and Singapore. In addition, supervisors were provided with LAT (vocational degree for near supervisors) and JYET (vocational degree

for leadership and business management) training, with dozens of supervisors from different business areas participating.

In Mehiläinen's social care services, training was also arranged for supervisors at the service area level as part of quality management work.

Mehiläinen not only provides training for its own personnel representatives: we provided training for specialising doctors in general practice, occupational healthcare and several somatic areas. The Workday system, deployed throughout the group last year, was used in personnel training and development. It provides employees and supervisors with an excellent platform for competence and leadership development, performance management and day-to-day work. The training range collected in the Workday environment covers about 600 courses, from orientation to continuing education for the personnel. As part of the process, we also provide the personnel with Code of Conduct training.

Mehiläinen also invests in continuous learning within the group and encourages its employees to explore its internal career opportunities. In the personnel survey, some 33% of the respondents indicated that they are interested to learn more about Mehiläinen's job opportunities. The Workday system also enables the systematic assessment of the skills of professionals and the communication of development and learning needs and wishes to supervisors. In Workday, the personnel can highlight their skills and qualities to advance their career development, ensure a better

customer experience and use skillsets in working communities. In 2022, the personnel reported a total of 35,000 skills or competencies in the HR system through Workday (2021: more than 30,000). Information was reported by employees, ranging from the latest recruits to Mehiläinen's top management.

The use of the Workday platform and the Moodle online learning environment has also become a standard practice in the provision of orientation for new employees. In 2022, the improvement of the orientation process was especially developed in Mehiläinen's social care services. The process was developed to be more harmonised and easier to measure and monitor. Orientation is provided personally between the employee and their supervisor, while following a ready-made model and material. The progress of orientation can be monitored using the Workday platform.

Language training for international professionals

In 2022, Mehiläinen's subsidiary Healthcare Staffing Solutions (HSS) brought some 400 new care assistants, mainly of Filipina background, to Finland. In the HSS training model, care assistants can study further to qualify as a practical nurse. In 2022, 15 care professionals arrived in Finland in 2021 graduated from this study line.

In the HSS training model, students study Finnish and the theoretical studies of a practical nurse degree programme required for care assistant training in their country of departure. Training is free of charge for students.



Studies take place in Superkoulu, a digital learning and recruitment platform developed by HSS. Once the participants arrive in Finland, they will complete their training as care assistants through competence demonstrations in cooperation with Sataedu, for example, and can then work in that role. Further studies to qualify as a practical nurse are enabled through apprenticeship training.

Finnish studies are a key part of training. Language studies are offered in accordance with the Finnish education system and intensely for the first year. HSS is responsible for language studies using its digital learning platform. During training, students complete the language proficiency tests required for working as a healthcare and social service professional in accordance with the Common European Framework of Reference for Languages (CEFR). The language test must be passed to be accepted to the working community.

In 2022, HSS activities were integrated even more closely into Mehiläinen through shared personnel practices, for example. International professionals recruited by HSS work as healthcare and social service professionals in Finland and are within the scope of the Finnish collective agreement with the same terms and conditions as their Finnish colleagues. The care assistants working in Mehiläinen's units are part of the Mehiläinen personnel and entitled to the company's same employee benefits and all other benefits as its personnel recruited in Finland.

High-quality occupational healthcare services supporting well-being at work

Occupational healthcare services for the employees are arranged following good occupational healthcare practices and data protection. The occupational healthcare contract is extensive and includes, in addition to statutory activities, medical care, specialist consultations, digital services and a comprehensive mental health service package.

Mehiläinen has developed operating models for mental health in the Mental Health at Work Programme of the Finnish Institute of Occupational Health and in the Peace of Mind network. MIELI Mental Health Finland gave Mehiläinen the "Supporting mental health at work" certificate in 2022 in recognition of its merited systematic activities to support its employees' well-being at work. Mehiläinen provided its personnel with low-threshold mental health services to develop well-being, and the service range was also expanded by providing brief therapy.

Occupational healthcare services are available to all Mehiläinen employees. As Mehiläinen's private practitioners are not in an employment relationship, they are not within the scope of occupational healthcare, and they arrange their own occupational healthcare as self-employed individuals.

The group's occupational health action plan describes the objectives, operating model and content of occupational healthcare activities. Local occupational health teams convene the supervisors and update the unit-specific action plans annually. Cooperation between

the company and occupational healthcare services is supported by the ERP system for the management of work ability, including its digital solutions. Occupational healthcare services financed by the employer are complemented by employee benefits, including physical exercise, that support occupational well-being.

Effective management of work ability in 2022

The management of work ability aims to ensure the safety of work environments and smooth day-to-day operations, promote employees' occupational well-being, and manage disability risks and risk costs.

Measurable and centrally managed goals have been set for the management of work ability.

The occupational health and safety managers of the business lines coordinate occupational health and safety cooperation in their area together with the supervisors and personnel representatives. In 2022, the number of occupational health and safety managers and representatives increased by 20% to nearly 400 at Mehiläinen. In addition, Mehiläinen's all business areas (private and public healthcare services, and social care services) have introduced a new role: the chief occupational health and safety representative. Mehiläinen deployed a two-year training programme to increase the occupational health and safety personnel's competence level. Mehiläinen's work ability coordinator works to support the return of employees with an earnings-related pension risk to work and to support supervisors.

Premature retirement is prevented by supporting the return of employees with a partial work ability to work through adjusted tasks, by means of work trials and partial sickness allowance, and by providing employees with part-time work solutions, re-training or the opportunity to work in other tasks. Successful experiences were obtained of the measures above, which has helped to manage earnings-related pension risk costs.

Work ability risks and risk costs were managed successfully as in the previous year. Early identification and follow-up of persons at risk of losing their work ability was intense, and persons at risk of premature retirement were given appropriate support in a timely manner. Partial disability pension arrangements were carried out successfully, and more employees than before were relocated. The trend in the earnings-related contribution category continued to be positive and the costs of premature retirement can be regarded as well under control. Despite the increase in the number of personnel, the pension expenditure on disability pensions decreased significantly.

The management of personnel risks emphasises interaction between supervisors, occupational safety and health personnel and HR management in cooperation with occupational healthcare, pension companies and accident insurance companies. An occupational well-being programme is drawn up for each business area, including the occupational health and safety action plan referred to in the Occupational Safety and Health Act. The programme sets out goals and practices for the management of

personnel risks, occupational health and safety activities, and activities that maintain employees' work ability, and provides a framework for their implementation. This is also addressed in orientation: safety walks are part of the orientation process.

Occupational health and safety cooperation is integrated into business and management. Occupational health and safety issues that concern everyone are handled through representative cooperation in the occupational well-being groups of the business areas and include the statutory activities of occupational health and safety committees. Regional activities are coordinated by the occupational health and safety managers appointed by business area. Local occupational health and safety issues are handled at workplaces in cooperation with supervisors and personnel.

Occupational accidents continued to decrease

In 2022, the number of occupational accidents and that of incapacity cases resulting from accidents continued to decrease. Despite the increase in the number of personnel, the number of occupational accidents decreased by a quarter and the number of days of incapacity for work caused by accidents decreased by roughly a fifth. The incidence of accidents in Finland was 4,4 per 100 employees.

The good results stem from close cooperation and development between supervisors, HR management and occupational healthcare. Those experiencing an accident are provided

with individual support, and their care path will be built in accordance with the relevant case management model. As a result of the model, those experiencing an accident will be referred to intensified support, care and rehabilitation. The model helps employees return more quickly to work. Driven by positive development, Mehiläinen's accident costs decreased from the previous year.

The identification of the hazards and adverse effects of work, as well as risk assessments, are carried out at the workplace together with the personnel representatives on an annual basis. Risk assessments are used to determine the working conditions, stress factors and possible hazards or risk factors in each location. The assessments comprise self-monitoring that aims to identify and prevent accidents and hazardous situations and support well-being at work. Other sources of information, such as the results of the personnel survey and workplace surveys, are also used in the assessment of occupational safety risks. All near misses and occupational safety hazards are to be recorded in the ERP system. Occupational accidents and commuting accidents are reported and investigated in accordance with the group's guidelines. The significance of any irregularities is assessed and corrective measures at the workplace are agreed under the lead of the supervisor. Regional and unit-specific occupational safety representatives play an active role in local occupational health and safety cooperation. Occupational health and safety activities in the business areas are coordinated by the business lines' own occupational health and safety managers.

SUSTAINABILITY THEMES

SUSTAINABLE DEVELOPMENT AT MEHILÄINEN

It is important for Mehiläinen to operate sustainably, openly and efficiently throughout the value chain. We know our responsibility as a part of society and want to act accordingly. Our goal is that an ethical mode of operation drives all our activities, and customers and professionals view us as the most responsible actor in the industry.

Several policies spanning throughout the organisation and our Code of Conduct guide the sustainability, effectiveness and openness of Mehiläinen Group's activities. Mehiläinen's financing and anti-fraud policies were updated in 2021. In addition, the sanction policy was drawn up in 2022 due to Russia's invasion of Ukraine. Sustainable development at Mehiläinen is guided in accordance with the company's sustainability, quality and procurement policies.

The overall responsibility for the sustainability of Mehiläinen Group's operations lies with the CEO. The group's Quality Manager is responsible for the environmental system, the Procurement Director for procurement management, the IT Director for information security, and the Data Protection Officer for data protection.

Significant investments in cybersecurity

Data security, the safety of patient data and confidentiality form the critical basis of Mehiläinen's operations. In 2022, Russia's invasion of Ukraine changed the state of security in Europe, significantly increasing the level of data security threats. As a result, Mehiläinen significantly increased its investments in cybersecurity.

The level of data security protocols concerning data connections, encryption, user identification, applications and expertise at Mehiläinen are as high as possible. We apply various measures that guarantee the company's high level of data security. Connections to

Mehiläinen's systems are tested regularly by an external data security company. All software available in the market has vulnerabilities that are fixed when they are detected. Mehiläinen applies a wide range of measures that aim to ensure that the latest versions of software where any possible vulnerabilities have been fixed are used. The use of systems and networks is monitored and, if any abnormal behaviour or traffic is detected, an alarm is triggered.

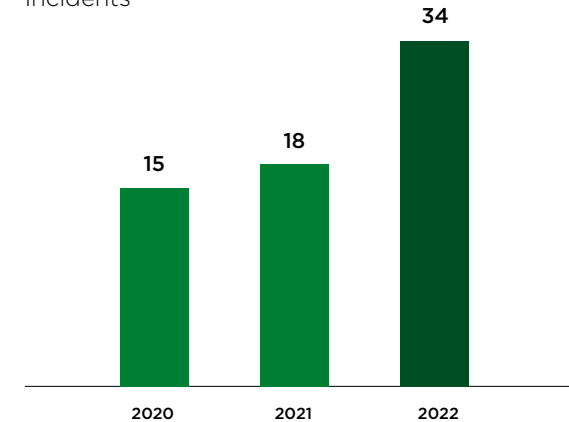
In 2022, we improved our capabilities through recruitment, training, new partnerships, strategies, and reporting. We engaged in a significant new data security partnership with Elisa and Palo Alto Networks, through which Mehiläinen is now provided with modern data security monitoring and capabilities to respond to active threats. In addition, we recruited four new international-level data security specialists who now constitute Mehiläinen's information security team. In 2022, we also adopted the bug bounty programme to find any data security gaps in Mehiläinen's systems. As a result of the programme, we developed our data security and increased its testing.

Furthermore, we began a reformation of internal training, through which we will develop data security training at Mehiläinen as a whole and also our personnel's ability to identify phishing attempts, react to them and report them. We also launched various projects to improve our ability to recover from crises and safeguard the continuity of business and patient care.

In 2022, we reported 34 data security violations to the data protection authority as required by the EU General Data Protection Regulation (GDPR).

Data security breaches reported to the data protection authority

Incidents



Data protection and data security are part of Mehiläinen's ISO 9001 certified quality management system. We store our patient data in a category A patient information system approved by authorities. Mehiläinen's information systems and services for private services are managed and provided through high-level data security ISO 27001 certified data centres. In public-sector services, we follow the client's policy. Particular attention is also paid to data security in the context of business transactions.

We comply with the GDPR, current legislation and the guidelines regarding the processing of personal data issued by the authorities. Data security risk management is part of Mehiläinen's overall risk management efforts. We monitor the risks related to our activities regularly and develop our activities on an ongoing basis.

Responsible and sustainable procurement

Procurement is a centrally managed activity at Mehiläinen. Mehiläinen's procurement organisation negotiates product and service agreements for all business lines. Procurement is developed in close cooperation with the businesses to ensure that the purchased products and services support Mehiläinen's wide range of activities in the best possible way. The procurement policy is based on Mehiläinen's strategy and values: we implement a responsible and open procurement policy.

Mehiläinen has grown more international in recent years, and in 2022, it also advanced the procurement activities of its international companies so that they comply with the same procurement and sustainability policies and principle of supplier selection. Due to Russia's invasion of Ukraine in 2022 and its geopolitical consequences, we prepared a sanction policy for Mehiläinen and added the supplier affirmation to agreements to ensure that our suppliers are not subject to sanctions or export restrictions.

The goal of procurement activities is a unified supplier and product portfolio, responsible partners, high-quality products and services at competitive rates, and a smooth procurement process. The procurement team actively monitors the activities of the suppliers and changes in the market, and organises tendering for products and services regularly. Supplier assessment, approval and monitoring are constantly being developed to ensure high-quality products and services and to improve the security of supply, including under exceptional circumstances.

Mehiläinen's suppliers and supply chains play an important role in fulfilling Mehiläinen's own sustainable business requirements.

Procurement involved various challenges in 2022. Suppliers' delivery reliability varied due to the war in Ukraine and the pandemic, as a result of which we were engaged in close cooperation with our suppliers and estimated the volumes of products to be stored for emergencies. In addition, high inflation rates presented challenges in production chains and pricing. However, close cooperation with suppliers and responsible partners ensured the smooth flow of our operations and competitive prices. We were also able to hold on to the quality and eco-friendliness of our products.

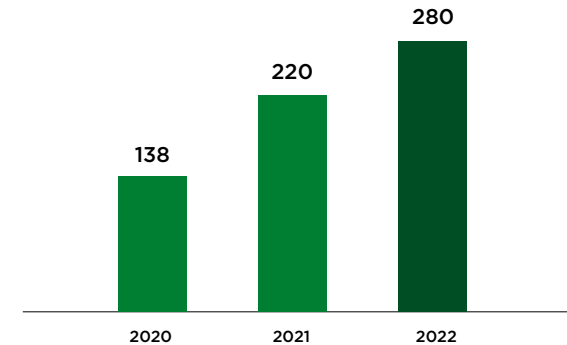
Suppliers commit to the sustainable Supplier Code of Conduct

We require our suppliers to commit to the Supplier Code of Conduct, which defines the sustainability requirements for Mehiläinen's suppliers. Suppliers must be financially sound and observe the law, good governance and honest business practices.

In their operations, they must take account of quality, environmental and safety considerations, as well as social responsibility. Suppliers are required to comply with national labour legislation and ILO Conventions. Suppliers must commit to the sustainability requirements in order to be accepted as Mehiläinen's partner. Suppliers must ensure that the requirements of the Code of Conduct are followed in the subcontracting chain of their products or services. Compliance with the requirements is

Number of suppliers committed to the Supplier Code of Conduct

Amount



assessed through surveys, meetings and by including them in supplier contracts.

Discussing sustainability considerations is an important aspect of supplier collaboration, and in 2022, we increased suppliers' understanding of Mehiläinen's sustainability goals. In our selections, we focused more than before on sustainable and carbon-neutral products, and requested prices for carbon-neutral options in tendering. In October 2022, we shifted to the use of carbon-neutral printing paper in all of our units in Finland. Logistics and goods deliveries are also optimised with the suppliers, thereby also reducing the environmental impact.

Mehiläinen's Supplier Code of Conduct has been signed by 280 suppliers. In 2022, 84% of the centralised procurement volume suppliers were committed to Mehiläinen's sustainability requirements, which means an increase of 3 percentage points from 2021.



Mehiläinen's environmental system

In our operations, we seek to identify and prevent any adverse effects on the environment. We expect everyone working at Mehiläinen to commit to environmental responsibility in their work. Environmental considerations are part of Mehiläinen's operating and quality system, and each Mehiläinen unit must have its own environmental programme.

We develop our operations to decrease the amount of waste disposed of and paper and water used, consume less energy and reduce the environmental impact of travelling. We take into account the environmental effects of business, implement a sustainable procurement policy and establish work processes and methods in a way that reduces environmental loads. Our proprietary digital solutions also contribute to reducing our environmental impact.

Mehiläinen's environmental activities meet the requirements set by Finnish legislation and the authorities. In addition, Mehiläinen's environmental and energy-efficiency activities meet the requirements of the ISO 14001 and ETJ+ standards, and the related certificates were renewed in 2022.

The maintenance and monitoring of the environmental plans of Mehiläinen's units were advanced in 2022. For example, an energy-management report was prepared for social care service units to monitor their energy consumption and costs. We have piloted minute-based water monitoring at 15 locations of Mehiläinen's social care services, and are collecting experiences to help develop activities.

Mehiläinen carries out regular supplier assessments to evaluate collaboration and suppliers' performance and sustainability. Suppliers in business-critical categories are also audited. In 2022, 82 suppliers were assessed with a response rate of 90%. The assessment was implemented as an electronic self-assessment, and responses were reviewed and rated.

In 2022, Mehiläinen also audited suppliers whose activities or products involved manufacturing country or category risks. Suppliers' risk assessments were also used to determine the probability and impact of risk materialisation.

EcoVadis, a company providing sustainability

assessments, also annually evaluates sustainability in Mehiläinen's procurement chain. In 2022, EcoVadis awarded Mehiläinen a gold level rating for our sustainability activities for the second year in a row. Only 5% of the more than 90,000 companies assessed and only 3,5% of companies in the sector receive a gold rating for promoting sustainable development. Mehiläinen's assessments improved in the rating of ethical ways of working and sustainable procurement. Mehiläinen's procurement activities were rated high in the assessment, and the active development of sustainable procurement received a special recognition.

Mehiläinen aims to leave a smaller carbon footprint

Mehiläinen's aim is to reduce its carbon footprint relative to revenue for direct emissions by a minimum of 3% compared to the previous year, at least until 2025. Mehiläinen is also committed to this reduction target as part of its financing agreement. In addition to direct emissions (scope 1 and scope 2), Mehiläinen's carbon footprint calculation also covers the group's indirect emissions (scope 3). Mehiläinen's carbon footprint is calculated by an external expert company.

Mehiläinen's carbon footprint relative to revenue decreased by 10% compared to 2021 (2021: 3%). The larger number of cars compared with the previous year increased the group's direct emissions in 2022. The group's emissions were reduced by switching to carbon-neutral district heating in several social care service units, while business expansions and increased travel caused an increase.

Energy efficiency and zero-emission district heating

In Mehiläinen Group, the most significant energy consumption is generated in the leased premises for social care services and child welfare services, accounting for 80% of the group's total energy consumption. Social care service units have been given access to the energy efficiency system, in which each unit can monitor their energy consumption.

The energy crisis, started by Russia's invasion of Ukraine in 2022, affected the

availability and price of energy. To improve the energy situation, Mehiläinen carried out various energy-saving measures, such as optimising heating systems, lowering the room temperature where possible, and defining more detailed instructions for the use of saunas at care homes, for example.

The electricity consumed by Mehiläinen is acquired through the guarantee of origin system and is produced from 100% renewable sources. In terms of heating, Mehiläinen is committed to constantly seeking zero-emission options. In most of the social service premises, heating is provided by district heating, which is produced locally using a large variety of production methods. In 2022, Mehiläinen registered in the Energy Authority's guarantee of origin register as the first Finnish user of heat. The registration enables Mehiläinen to enter into agreements with energy companies on purchasing guarantees of origin, and therefore also agree on the purchase and use of zero-emission district heating. Mehiläinen entered into an agreement on purchasing guarantees of origin for all district heating purchased in 2022.

In all new building projects in Mehiläinen's social care services, geothermal heat has been chosen as the primary heating system. Currently, geothermal heat is used in 31 Mehiläinen properties.

In information management, Mehiläinen's service production has been transferred from traditional data centre production to energy-efficient and thus environmentally friendlier production facilities.

Mehiläinen's carbon footprint

tonnes (tCO ₂)	2021*	2022
Scope 1	2,281	2,522
Scope 2	1,449	0
Scope 3	77,088	82,200

*Baseline figures have been specified; the figures are not comparable with the 2021 Sustainability Report.

CO₂ emissions total

51.9

tCO₂e/MEUR

Total emissions in relation to turnover decreased 10% from 2021 (2021: 3%).

Electricity and heat consumption

Mehiläinen – Finland (total)
MWh

	2021	2022
Electricity consumption	37,421	39,760
Heating energy	23,727	28,907

Waste management at Mehiläinen

Mehiläinen's aim is to continuously develop our operations to reduce the amount of waste disposed of and the paper used. At the group level, we support individual responsibility by providing information, training and tools to promote environmental issues. In 2022, Mehiläinen selected its waste management company through a national bidding process in Finland, and waste sorting and recycling will be developed further as a result of the selection.

In 2022, the amount of mixed waste generated by units in Finland decreased by 9% from the previous year. Reporting does not include locations within the scope of municipal waste management. Each unit has a unit-level waste management plan as part of the environmental plan.

Distribution of municipal waste 2022

Mixed waste	47%	596.78
Biowaste	16%	203.88
Carton	7%	94.15
Waste paper	7%	83.79
Cardboard	5%	64
Confidential documents	4%	51.96
Energy	4%	50.18
Other	10%	130.23
Total		1274.96

Mehiläinen prepares even more thoroughly for exceptional circumstances

During the coronavirus pandemic, Mehiläinen achieved significant improvements in preparation for various exceptional circumstances. These activities were also continued extensively in 2022. We focused on the significant increase in data security threats due to Russia's invasion of Ukraine and the preparation for potential power outages due to the energy crisis.

Mehiläinen has a dedicated preparation team, which works closely with different authorities. Mehiläinen's information security team, led by the CIO, is responsible for preparation related to data security. A team led by Mehiläinen's HR Director is responsible for operational preparation for power outages and other exceptional circumstances. In addition, different units conducted drills to prepare for possible power outages.

Reporting irregularities at Mehiläinen

Everyone who works at Mehiläinen commits to complying with the company's Code of Conduct. The Code of Conduct is implemented in the day-to-day activities of each Mehiläinen unit. As a rule, any irregularities are primarily resolved within the work community and line organisation.

The primary channel for reporting non-compliant activities is through the immediate supervisor, the internal feedback channel or, if necessary, the hazardous situation

Mehiläinen's preparation for various data security threats and exceptional circumstances in society is led by a dedicated preparation team. Mehiläinen is engaged in close cooperation with the authorities in this preparation.

notification channel. If the matter cannot be handled within the organisation or through the supervisor, or if called for by the severity of the issue, employees can file a notification via a separate anonymous whistleblowing channel.

Employees are encouraged to file a notification if they suspect serious non-compliance with the Code of Conduct or some other irregularity or unethical conduct at Mehiläinen. The notification can concern financial irregularities, abuse, conflicts of interest, bribery, negligence, or other action or behaviour that is non-compliant with the Code of Conduct or illegal. All contacts via the whistleblowing channel are handled confidentially in the risk management team. In 2022, a total of nine notifications were received through the whistleblowing channel.



REPORTING PRINCIPLES

- 47** General reporting principles
- 48** GRI index
- 53** Assurance report



REPORTING PRINCIPLES

GENERAL REPORTING PRINCIPLES

This report covers our activities in the 2022 calendar year. Reporting covers all the business areas in Mehiläinen Group and all countries of operation, unless otherwise specified. The report provides information on the most material topics of responsibility. Ethical guidelines and the Code of Conduct apply to Mehiläinen's own activities as well as the private practitioners operating at Mehiläinen.

The report seeks to provide a balanced and comprehensive description of Mehiläinen's sustainability. It takes into consideration our stakeholders' views and the social impact of Mehiläinen's operations. The materiality analysis was conducted in 2022 with the most important stakeholders and acts as the basis for this report. Most of the indicators describing the materiality of our activities are GRI indicators, but they also include Mehiläinen's own indicators to reflect the special characteristics of the social

and healthcare sector in order to ensure good customer experience and quality of services.

All key indicators are provided for a period of at least three years. The key financial liability indicators are based on the annual report and financial statements of the Board of Directors, which has been verified by Ernst & Young Oy. Mehiläinen's management team and the Audit Committee of the Board of Directors have approved the sustainability report. Our sustainability report has been externally verified.



REPORTING PRINCIPLES

GRI INDEX

GRI Standard	Content	Location	Comments
GRI 2: General disclosures (2021)			
Organizational profile			
2-1	Organizational details	Front page; Mehiläinen in brief p. 7; Back page	
2-2	Entities included in the organization's sustainability reporting	General reporting principles p. 47	
2-3	Reporting period, frequency and contact point	Contact information p. 52; GRI index	Reporting period is 1.1.-31.12.2022. Sustainability reporting has been conducted annually since 2020.
2-4	Restatements of information	GRI Index	CO ₂ figures: Baseline figures have been specified; the figures are not comparable with the 2021 Sustainability Report.
2-5	External assurance	Assurance report p. 51	
Activities and workers			
2-6	Activities, value chain and other business relationships	CEO's Summary pp. 4-6; Mehiläinen in brief p. 7; Sustainable development pp. 42-43	
2-7	Employees	An attractive and meaningful workplace p. 34	
2-8	Workers who are not employees	An attractive and meaningful workplace p. 34	Reported partially. Mehiläinen's goal is that all its core operations and key support services are provided by its own personnel. As a rule, external employees will only be used if Mehiläinen's employees are unavailable, there is a temporary need and/or the skills required are short-term or so specific that it would be unnecessary to develop them internally. Data about these personnel volumes are unavailable. The most common groups of other employees include certain expert tasks for which Mehiläinen does not have permanent employees: certain IT, HR technology and digital services, cleaning, security and other property services, support services, operations for which it is difficult to obtain Mehiläinen's own employees, private practitioners in various tasks (physicians forming the majority), senior physicians who are partly private practitioners and partly employees, certain individuals with a physician's background and also another position.



GRI Standard	Content	Location	Comments
Governance			
2-9	Governance structure and composition	Mehiläinen's year pp. 54-55; Report of the Board of Directors and financial statements 2022 p. 10; mehilainen.fi/en/company-information/mehilainen-management	
2-10	Nomination and selection of the highest governance body	Report of the Board of Directors and financial statements 2022 p. 10	Reported partially
2-11	Chair of the highest governance body	Report of the Board of Directors and financial statements 2022 p. 10	
2-12	Role of the highest governance body in overseeing the management of impacts	Sustainability management p. 16	
2-13	Delegation of responsibility for managing impacts	Sustainability management p. 16	
2-14	Role of the highest governance body in sustainability reporting	Sustainability management p. 16	
2-15	Conflicts of interest	Report of the Board of Directors and financial statements 2022 p. 83; Mehiläinen's Code of Conduct	
2-16	Communication of critical concerns	Report of the Board of Directors and financial statements 2022 p. 16-17	
2-17	Collective knowledge of the highest governance body	Sustainability management p. 16	
2-18	Evaluation of the performance of the highest governance body	GRI-index	The Board evaluate's its performance regularly. When concerns on sustainability matters arise, these are brought to the agenda of the audit committee. The audit committee evaluates its performance in a separate process.
2-19	Remuneration policies	Report of the Board of Directors and financial statements 2022 p. 83	Reported partially. The Mehiläinen remuneration principles is approved by the Board of Directors. The Annual General Meeting resolves on the remuneration of the Board of Directors. Remuneration is paid only to external Board Members. The Board of Directors resolves on the remuneration of the CEO based on the Remuneration Committee proposal. The remuneration consists of the monthly salary including fringe benefits and a performance bonus incentive. Performance bonus targets are set to support execution of Group's strategy and financial performance. Remuneration of the management team and key personnel consists of a basic salary and an annual performance bonus, the amount of which varies based on the person's position and responsibility. The group's performance bonuses are confirmed by the group's Board of Directors. Deviations from the remuneration principles is approved by the Board of Directors.
2-20	Process to determine remuneration	GRI-index	Reported partially item 2-19
2-21	Annual total compensation ratio	GRI-index	



GRI Standard	Content	Location	Comments
Strategy, policies and practices			
2-22	Statement on sustainable development strategy	CEO's Summary p. 4–6	
2-23	Policy commitments	Sustainability management p. 16; Pioneer in quality treatment and care p. 19; Driving social responsibility, through innovation and agility p. 25; Attractive and meaningful workplace p. 33; Sustainable development p. 41; Report of the Board of Directors and financial statements 2022 p. 14	
2-24	Embedding policy commitments	Sustainability management p. 16; Pioneer in quality treatment and care p. 19; Driving social responsibility, through innovation and agility p. 25; Attractive and meaningful workplace p. 33; Sustainable development p. 41; Report of the Board of Directors and financial statements 2022 p. 14	
2-25	Processes to remediate negative impacts	Pioneer in quality treatment and care pp. 19–23; Report of the Board of Directors and financial statements 2022 p. 16	
2-26	Mechanisms for seeking advice and raising concerns	Sustainable development p. 45	
2-27	Compliance with laws and regulations	GRI Index	No violations in 2022
2-28	Membership associations	Sustainability stakeholders p. 15	
Stakeholder engagement			
2-29	Approach to stakeholder engagement	Sustainability stakeholders p. 15	
2-30	Collective bargaining agreements	GRI index	We apply relevant general collective agreements to all employment relationships in accordance with the collective agreement to be complied with in the sector of the group company in question and within the scope of application of the collective agreement in question.
GRI 3: Material Topics (2021)			
3-1	Process to determine material topics	Our sustainability activities and material topics p. 10	
3-2	List of material topics	Our sustainability activities and material topics p. 10	
3-3	Management of material topics	Sustainability management p. 16; Pioneer in quality treatment and care p. 19; Driving social responsibility, through innovation and agility p. 25; Attractive and meaningful workplace p. 33; Sustainable development p. 40	
Economic standards			
GRI 201: Economic performance (2016)			
201-1	Direct economic value generated and distributed	Mehiläinen in brief p. 7; Driving social responsibility, through innovation and agility pp. 29–31; Report of the Board of Directors and financial statements 2022 p. 32–37	



GRI Standard	Content	Location	Comments
GRI 203: Indirect economic impacts (2016)			
203-2	Significant indirect economic impacts	Driving social responsibility, through innovation and agility p. 25-27; Mehiläinen's year pp. 21-42; Mehiläinen's year p. 49	
GRI 205: Anti-corruption (2016)			
205-3	Confirmed incidents of corruption and actions taken	GRI index	No incidents of corruption in 2021
GRI 207: Tax (2019)			
207-1	Approach to tax	Driving social responsibility, through innovation and agility p. 29-31	
207-2	Tax governance, control, and risk management	Driving social responsibility, through innovation and agility p. 29-31	
207-3	Stakeholder engagement and management of concerns related to tax	Sustainability stakeholders p. 15; Driving social responsibility, through innovation and agility p. 29-31	
207-4	Country-by-country reporting	Driving social responsibility, through innovation and agility p. 29-31	
Environmental standards			
GRI 306: Waste (2020)			
306-3	Waste generated	Sustainable development at Mehiläinen p. 45	
Social standards			
GRI 401: Employment (2016)			
401-1	New employee hires and employee turnover	Attractive and meaningful workplace p. 36	Reported partially
GRI 403: Occupational health and safety (2018)			
403-1	Occupational health and safety management system	Attractive and meaningful workplace p. 38	
403-2	Hazard identification, risk assessment, and incident investigation	Attractive and meaningful workplace p. 38-39	
403-3	Occupational health services	Attractive and meaningful workplace p. 38	
403-4	Worker participation, consultation, and communication on occupational health and safety	Attractive and meaningful workplace p. 38-39	
403-5	Worker training on occupational health and safety	Attractive and meaningful workplace p. 38	
403-6	Promotion of worker health	Attractive and meaningful workplace p. 38-39	
403-9	Work-related injuries	Attractive and meaningful workplace p. 39	



GRI Standard	Content	Location	Comments
GRI 404: Training and education (2016)			
404-1	Average hours of training per year per employee	Attractive and meaningful workplace p. 36	Reported partially
404-2	Programs for upgrading employee skills and transition assistance programs	Attractive and meaningful workplace p. 36–38	
404-3	Percentage of employees receiving regular performance and career development reviews	Attractive and meaningful workplace p. 36	
Mehiläinen's own indicators			
Own indicator	NPS (Net Promoter Score) in private and public healthcare services	Pioneer in quality treatment and care p. 19	
Own indicator	Quality index of care services for the elderly	Pioneer in quality treatment and care p. 20	
Own indicator	Access to care in Mehiläinen's public health centres	Pioneer in quality treatment and care p. 20	

INDEPENDENT ACCOUNTANT'S ASSURANCE REPORT

(Translated from the original report in Finnish language)

To the Management of Mehiläinen Konserni Oy

Scope

We have been engaged by Mehiläinen Oy (hereafter Mehiläinen) to perform a 'limited assurance engagement,' as defined by International Standards on Assurance Engagements, hereafter referred to as the engagement, to report on Mehiläinen's Sustainability Report 2022 (the "Subject Matter") for the period 1.1-31.12.2022.

Criteria applied by Mehiläinen

In preparing the environmental information in Sustainability Accounts 2022, Mehiläinen applied the Global Reporting Initiative Sustainability Reporting Standards and Mehiläinen's own internal reporting principles (Criteria). As a result, the subject matter information may not be suitable for another purpose.

Mehiläinen's responsibilities

Mehiläinen's management is responsible for selecting the Criteria, and for presenting the

Annual and Sustainability Report 2022 in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

Ernst & Young's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information ('ISAE 3000'), and the terms of reference for this engagement as agreed with Mehiläinen on 16.08.2022. Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects,

the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and have the required competencies and experience to conduct this assurance engagement.

Ernst & Young also applies International Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and



Related Services Engagements, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the sustainability report 2022 and related information, and applying analytical and other appropriate procedures.

Our procedures included:

- a. Forming an understanding of Mehiläinen's material sustainability reporting topics, which the company is responsible of reporting as well as forming an understanding of the organization, and operations,
- b. Interviews with senior management to understand Mehiläinen's sustainability management,
- c. Interviews with personnel responsible for gathering and consolidation of the corporate responsibility information to understand the systems, processes and controls related to gathering and consolidating the information,
- d. Assessing corporate responsibility data from internal and external sources and checking the data to reporting information on a sample basis to check the accuracy of the data,
- e. Performing recalculation of reported information and evaluating the correctness of underlying data and narrative disclosures,

We also performed such other procedures as we considered necessary in the circumstances.

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Annual and Sustainability Report 2022 for the period 1.1.-31.12.2022, in order for it to be in accordance with the Criteria.

Helsinki, 15 February 2023

Ernst & Young Oy
Authorized Public Accountant Firm

Mikko Ryttilähti
Authorized Public Accountant

Nathalie Clément
Leader of Climate Change & Sustainability Services

CONTACT INFORMATION

We hope that this report succeeded in shedding light on our activities to develop sustainability at Mehiläinen. If you have any questions or feedback regarding sustainability at Mehiläinen, please contact Kaisla Lahdensuo, Chief Medical Officer.



Kaisla Lahdensuo
Chief Medical Officer
and Quality, Sustainability
(acting)
kaisla.lahdensuo@mehilainen.fi

Pohjoinen Hesperiankatu 17 C

00260 Helsinki, Finland

mehilainen.fi

