



Code of Conduct for Personnel

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Introduction

The Code of Conduct for Personnel serve as a unified guide for all N-Clean companies, outlining how we are expected to act in our work, decision-making, and interactions with colleagues, customers, and other stakeholders. It is based on our core values—trust, commitment, and appreciation—and aligned with international standards of responsibility, including the United Nations Global Compact, the UN Universal Declaration of Human Rights, International Labour Organization (ILO) conventions, and applicable national legislation. The Code is further reinforced by the company’s internal policies, guidelines, and rules, as well as the industry’s collective labor agreements.

For personnel, the Code of Conduct provides clear instructions that help to understand what constitutes acceptable and expected behavior in the workplace. The Code supports day-to-day work, aids in making the right decisions even in challenging situations, and ensures that everyone can work in a safe, fair, and respectful environment. Adherence to the Code of Conduct is the responsibility of every personnel member and forms the foundation for trust, wellbeing, and success across the N-Clean companies.

We provide a confidential and secure channel through which personnel can report concerns or potential violations of principles of ethical conduct. The Code of Conduct is an integral part of the terms of employment within the N-Clean companies, and adherence to it is a requirement for all personnel.



Our values
guide
strategic and
operational
decision-
making.

A Word from the CEO

Ethics and responsibility are an integral part of N-Clean's strategy and everyday operations. They are reflected in the way we engage with customers, deliver high-quality services, and build trust both within our workplace and with our partners.

N-Clean is a nationwide service provider whose operations have a direct impact on people's daily lives. Together with our personnel, customers, and partners, we create clean, safe, and well-functioning environments. For this reason, it is of utmost importance that we always act in accordance with our values. This Code of Conduct provides clear guidance for decision-making and everyday choices, while supporting a culture of responsible conduct. We also expect our partners to commit to the same principles.

We all have a responsibility to act in accordance with the Code and to speak up about any concerns or deviations. Openness and prompt action ensure that our ethical principles are applied in practice and that any shortcomings can be addressed in a timely manner.

We appreciate your commitment to N-Clean's ethical principles.

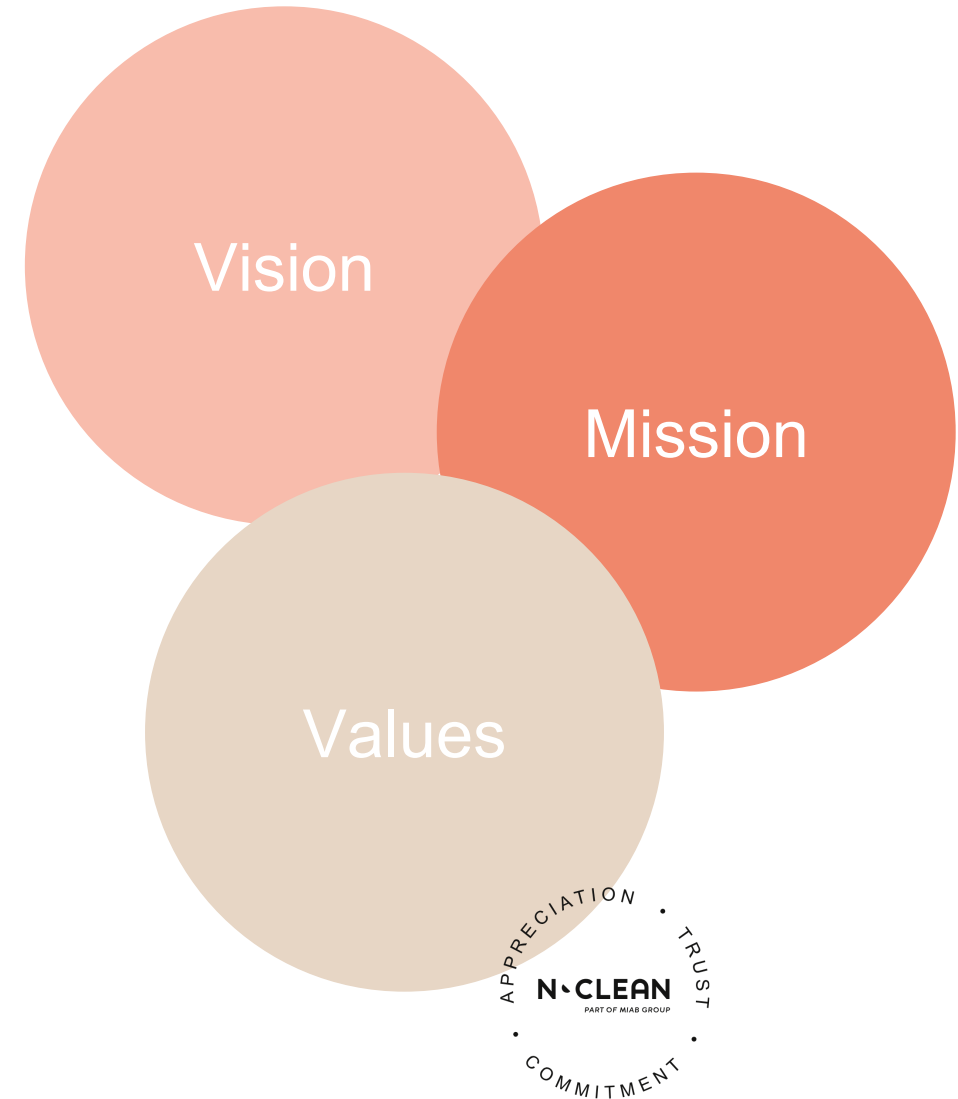
Santtu Jokinen
CEO
N-Clean Oy

In Turku 09.03.2026



Vision, Mission, and Values

- 1 Our Vision**
MIAB Group delivers customer-focused services and is the preferred employer and partner. We ensure our personnel have opportunities to grow and develop. Together, we make our customers' everyday lives easier.
- 2 Our Mission**
Customer-focused service and customer appreciation are at the core of MIAB Group's operations. We provide facility services throughout the Nordic region. Our experienced personnel keep the facilities of corporate and public sector clients clean, functional, and welcoming.
- 3 Our Values**
*Our values guide our everyday work and act as a strategy for everyone. They turn into practical guidelines that inspire daily goals and empower our personnel in their work. Our values are **appreciation, trust and commitment.***



Our Values

Appreciation

Appreciation unites our entire staff to operate according to common principles and practices. At N-Clean, we value each other, our work, our customers, our work environment and our tools. Appreciation creates the foundation for a workplace where everyone can succeed and feel like an important part of the community.



Trust

Trust at N-Clean is evident in all our activities and is conveyed in every encounter. It creates the foundation for openness, innovation, curiosity and courage. Trust is the key to our success, as it helps us build collaboration that takes us towards our common goal of being the best service company.



Commitment

Commitment guides daily operations and decision-making at N-Clean. For us, it means responsibility, dedication, and a strong will to develop ourselves, our team, and the entire company. Commitment creates the foundation for long-term cooperation and shared growth.



Our values guide strategic and operational decision-making.

Why the Values Are Important?

Values are not just words; they are reflected in our daily work, decision-making, and the way we interact with both colleagues and customers. They provide the foundation for a trusting and supportive work environment, where everyone can feel valued and important. Values also guide us when we face challenges or have to make difficult decisions.

Our Commitment:

- We act in accordance with our values in all situations.
- We foster trust through transparency and integrity.
- We are committed to continuous improvement and responsibility.
- We value each member of personnel and partner.

Our Activities Are Guided by Principles of Ethical Conduct and Certifications

Code of Conduct for Suppliers

Supplier Code of Conduct has been established for our supplier collaborations. We expect all our suppliers and subcontractors to adhere to our Code of Conduct. The Code sets out minimum requirements regarding, among other things, good business practices, personnel working conditions, and responsible and sustainable operations.

Code of Conduct for Personnel

Code of Conduct for Personnel offers clear instructions for daily practices and decision-making. It addresses key areas such as honesty, equality, prevention of bribery, workplace well-being, and conduct in line with the organization's values.

ISO 14001 – Environmental Management System Standard

The ISO 14001 certificate confirms that N-Clean identifies, measures, and reduces environmental impacts as part of its daily operations. The audits have reviewed, among other things, the use of chemicals, waste management, and environmental metrics at different sites.

ISO 9001 – Quality Management Standard

Our ISO 9001 certificate shows that N-Clean operates systematically and with a strong customer focus. The certification is granted following an audit carried out by an independent external body, assessing areas including management, HR processes, procurement, and customer service.

Ethical Conduct and Duty to Report

We expect all N-Clean personnel, suppliers, and subcontractors to act in accordance with our ethical principles in their daily work. However, we recognize that situations may occasionally arise in any organization where things do not go as they should, or where unlawful or unethical conduct may occur unintentionally. We encourage personnel and other stakeholders to report any suspected violations of our ethical principles. This allows us to address potential issues at an early stage and prevent them from recurring.

As a first step, we encourage you to contact your immediate supervisor. If the matter is serious, if you feel your concern has not been addressed appropriately, or if you prefer not to raise the issue with your supervisor, you may submit a report confidentially—and, if you wish, anonymously—through N-Clean’s Whistleblowing channel. The purpose of the reporting channel is to ensure the anonymity of the reporter. All reports are handled confidentially, and retaliation against anyone making a report is strictly prohibited under any circumstances.



Support and Guidance

If you require support or guidance regarding our ethical principles, you can turn to your supervisor, HR, finance and business representatives, or N-Clean management. We encourage open and transparent communication to ensure a shared understanding and that our ethical principles are upheld throughout the organization.



Ethical Business Practices

We operate as a responsible and organized employer, complying with Finnish legislation, labor market regulations, and the management systems in accordance with ISO 9001 and ISO 14001 standards, to ensure high-quality, environmentally responsible operations that support our customers.

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Personnel Conduct

As a N-Clean member of personnel, you are committed to complying with the law and acting in accordance with the company's values and guidelines in all aspects of your work:

- You are expected to act with honesty, sound judgment, and responsibility, even in situations where specific guidelines are not provided.
- You avoid conflicts of interest and report any potential conflicts to your supervisor.
- You treat colleagues, customers, and partners with appreciation, fairness, and equality.
- Discrimination and harassment are not acceptable in any form.
- Work is carried out free from substances and in a safe manner.

If you are unsure about the correct course of action, you should raise the matter with your supervisor or another responsible person.



Why Your Actions Matter?

- Your behavior helps ensure that N-Clean is a safe, fair, and reliable workplace for everyone.
- By following our values and operating principles, you are able to make the right and responsible decisions in your daily work.
- You protect colleagues, customers, and the company from risks, misconduct, and conflicts of interest.
- You promote a positive work environment, trust, and collaboration.
- Your actions support N-Clean's values and enhance the company's reputation as a responsible organization.
- Through your actions, you enable high-quality, sustainable, and ethical business practices.

Our Commitment

As a N-Clean member of personnel, I am aware of N-Clean's values and operating principles. I commit to acting in accordance with them in my daily work. I conduct myself ethically, responsibly, and with genuine appreciation for the company's interests, ensuring that my actions support a safe, confidential, and respectful work environment. I openly report any potential conflicts of interest or misconduct. I maintain my work capacity so that I can perform my duties reliably and safely. I seek guidance and support whenever I encounter situations where the correct course of action is unclear.

Prevention of Corruption and Bribery

A **bribe** is any item of value or benefit offered with the intent of obtaining an improper business advantage or other illegal or unjustified gain. Examples of bribes include, but are not limited to, money, gifts, entertainment, travel, promises of employment or future business relationships, or even charitable donations if they are given for an improper purpose.

A **corruption** is the abuse of a position of trust for the purpose of obtaining an improper personal gain.

A **money laundering** is a method used to conceal the origin of illegally obtained funds. The money is routed through multiple financial transactions and business activities so that it appears legitimate. The purpose of this process is to make it very difficult for authorities and law enforcement to trace the source of the funds.



Why is Prevention Important?

The prevention of bribery, corruption, and money laundering protects N-Clean, its personnel, and its customers from legal, financial, and reputational risks. Proactive measures ensure that business is conducted honestly, transparently, and in compliance with the law, while maintaining trust with customers, partners, and authorities. Clear principles help identify and prevent unethical behavior before it occurs, support fair competition, and reinforce a responsible corporate culture aligned with N-Clean's values.

Our Commitment

We are committed to neither giving nor receiving money or other items of value that could be considered a bribe or act of corruption. We only accept modest and customary gifts or hospitality when they are lawful, transparent, given on behalf of the company, and based on a legitimate business purpose without improper influence. Cash or cash-equivalent benefits are not permitted, nor do we offer or accept gifts from government officials or political actors without prior approval.

We are committed to avoiding conflicts of interest and do not allow personal or family-related benefits to influence our professional judgment. We participate in events offered by third parties only when their primary purpose is a legitimate and justified business meeting. We also do not knowingly engage in transactions that facilitate money laundering or the transfer of illegally obtained funds.



Conflicts of Interest

A conflict of interest arises when an personnel's personal, family-related, or financial interests could, or could reasonably be perceived to, influence their impartiality, judgment, or decision-making in work-related matters. A conflict of interest can be actual, potential, or apparent.



Why is It Important to Avoid Conflicts of Interest?

Avoiding conflicts of interest is important to ensure that all decisions and actions are based on impartiality and the best interests of N-Clean. When personal, family-related, or other affiliations do not—nor appear to—affect decision-making, actions remain fair, transparent, and reliable.

From a leadership perspective, managing conflicts of interest is essential for fostering a credible and effective management culture. Effective and professional leadership ensures that emotions, personal relationships, or internal dynamics do not influence task allocation, decision-making, or performance evaluation. This prevents favoritism and inequality while supporting equal opportunities for all personnel.

Identifying and addressing conflicts of interest openly promotes clear communication, smooth collaboration, and effective teamwork. At the same time, it reduces the risk of rumors, workplace politics, and potential personnel-related disputes, supporting a safe, inclusive, and respectful work environment. Upholding professionalism and transparency helps N-Clean operate efficiently, engage personnel, and build a strong, positive corporate culture.

Our Commitment

We are committed to promoting a positive, safe, and professional work environment in which everyone is treated fairly and with appreciation. We recognize that personal relationships may develop within the workplace, but we require that professional roles and responsibilities always remain the priority. We expect all personnel to act professionally toward colleagues, supervisors, and subordinates, and that personal relationships do not influence the execution of duties, decision-making, or the workplace atmosphere. Any romantic or close personal relationships that arise at work must be promptly disclosed to a supervisor or HR, so that potential conflicts of interest can be assessed and addressed transparently. If a relationship creates a conflict of interest or gives the appearance of favoritism, we will take the necessary measures to ensure an impartial and equitable work environment. Such measures may include changes to tasks, responsibilities, or organizational arrangements. Decisions will be made on a case-by-case basis, taking into account the interests of both the individuals involved and the organization as a whole.

Fair Competition

Fair competition refers to a market and business environment in which companies operate on an equal footing, following common, transparent, and consistently applied rules. All participants have the same opportunities to succeed or fail based on their own skills, products, and services, without receiving undue advantages or disadvantages.

Fair competition enables open rivalry between companies, encourages operational development and innovation, and enhances customer choice and service quality. By committing to the principles of fair competition, we ensure lawful and responsible business practices while maintaining trust among customers, partners, and other stakeholders.



Why Does Fair Competition Matter?

Fair competition reflects our commitment to our values and ethical business practices: honesty, responsibility, and fairness. By competing fairly, we ensure that success is based on skill, quality, and continuous improvement rather than improper or illegal means. Fair competition strengthens trust among customers, partners, and other stakeholders, fosters innovation, and improves the quality of products and services. At the same time, it protects personnel and the company from reputational and liability risks, and supports sustainable, values-driven business over the long term.

Our Commitment

- We conduct all our business in accordance with the principles of fair and free competition.
- We comply with applicable competition laws and other market regulations.
- We act openly, honestly, and responsibly in our dealings with customers, competitors, and partners.
- We do not tolerate actions that distort competition or provide undue advantages.
- We build our success on expertise, quality, and continuous improvement.
- We promote an ethical culture that strengthens trust and supports sustainable business.

Data Confidentiality, Privacy, and Security

Confidentiality is a principle and practice whereby sensitive information, data, or communications are kept private and restricted to authorized individuals or parties. It ensures that confidential or private information is not disclosed, shared, or made accessible to parties who are not entitled to it.

Privacy is a fundamental right and expectation that individuals have to control their own lives, personal data, and activities, and to ensure that certain matters are kept confidential or separate from others.

Data security refers to the protection of digital data, information systems, and confidential information from unauthorized access, disclosure, alteration, or destruction. It encompasses a set of measures and technologies designed to ensure the confidentiality, integrity, and availability of information.



Why This Matters?

The security and confidentiality of information are critical aspects of responsible and ethical conduct in a digital environment, where organizations and individuals rely heavily on digital data for business, communication, and everyday operations. Breaches of confidentiality, privacy, or data security can result in significant financial losses, legal consequences, and serious reputational damage for both the company and individuals.

Maintaining data security is not only a technical requirement but also a key part of preserving trust, complying with laws, and acting in accordance with our values. Personnel has a responsibility to protect the information in their possession and to act diligently, ensuring business continuity, stakeholder trust, and a safe operating environment for all.

Our Commitment

We are committed to protecting confidential information, respecting privacy, and ensuring data security in all our operations. We handle personal, customer, and company information carefully, in compliance with applicable laws, and only for predefined, legitimate purposes. We do not tolerate unauthorized disclosure, use, or processing of information and act proactively to prevent data breaches.

Data security is a shared responsibility and a fundamental part of our ethical conduct, business continuity, and the trust placed in us by personnel, customers, and partners.



Human Rights and Responsibility

N-Clean is committed to the ten principles of the UN Global Compact and promotes, in its operations, human rights, fundamental labor rights, environmental responsibility, and anti-corruption measures as part of responsible and ethical business practices.

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Fair Working Conditions and Freedom of Assembly

Fair working conditions refer to a work environment where personnel are treated fairly, respectfully, and equally, in accordance with applicable laws and collective agreements. This includes safe and healthy working conditions, reasonable and transparent working hours, fair compensation and benefits, and the opportunity to be heard and treated without discrimination or improper conduct. Fair working conditions also encompass proper onboarding, clear responsibilities and expectations, support for work ability, and the right to participate in and influence one's own work. In this way, a work community is created that fosters well-being, professional development, and responsible conduct in line with our values.

Freedom of assembly is a fundamental right that allows personnel to assemble and join labor organizations and participate in their activities without fear of discrimination or adverse consequences. In the workplace, this particularly relates to the right to organize and collectively represent interests, including personnel's ability to choose their representatives and engage in dialogue with the employer. The employer respects personnel's rights to organize, assemble, and express collective views on workplace matters, and supports open and constructive dialogue within the work community.



Why This Matters?

Freedom of association and fair working conditions are important because they form the foundation for a just, safe, and respectful work environment. Freedom of assembly allows personnel the right to organize, be heard, and participate in dialogue regarding working conditions, supporting a balanced and trust-based relationship between the employer and staff. Fair working conditions ensure that work is carried out in safe and healthy environments, under fair terms, and without discrimination or improper treatment. Together, these principles promote personnel well-being, engagement, and equality, while supporting a values-driven, responsible, and sustainable organizational culture.

Our Commitment

- We respect personnel' freedom of association, right to organize, and the right to collective representation.
- We support open and constructive dialogue with personnel and their representatives.
- We provide written, clear, and understandable terms of employment.
- We provide at least the legally required minimum wage and uphold fair, consistent, and transparent pay practices.
- We ensure adequate rest periods and statutory annual leave.
- Overtime is voluntary and compensated in accordance with the law and collective agreements.
- We provide occupational health services and promote personnel' work ability and well-being.
- We ensure a safe, healthy, and respectful work environment, free from discrimination or inappropriate treatment.

Diversity, Equity, and Inclusion

Diversity means that our work community is made up of people with different backgrounds, experiences, skills, and characteristics. Our workforce represents a wide range of nationalities, languages, age groups, and life situations, which we consider a strength. Diversity is reflected in everyday practices such as recruitment, communication, leadership, and the way our work community operates.

Equity means that all personnel is treated equally and fairly, regardless of factors such as age, gender, gender identity or expression, nationality, language, ethnic background, religion, beliefs, health status, disability, family situation, union membership, or sexual orientation. Equity is both a legal obligation and a deliberate value-based choice that guides all our actions as an employer.

Inclusion means that personnel has the opportunity to be heard, participate, and influence their own work and work community. Inclusion is promoted through open communication, regular discussions, performance reviews, personnel surveys, and effective reporting and feedback channels. The goal is a work community where everyone feels valued, accepted, and genuinely part of the collective effort.

Together, diversity, equity, and inclusion at N-Clean create a safe, respectful, and participatory work environment where discrimination, harassment, or inappropriate conduct is not tolerated in any form, and where everyone has equal opportunities to succeed, grow, and advance in their careers.

Why This Matters?

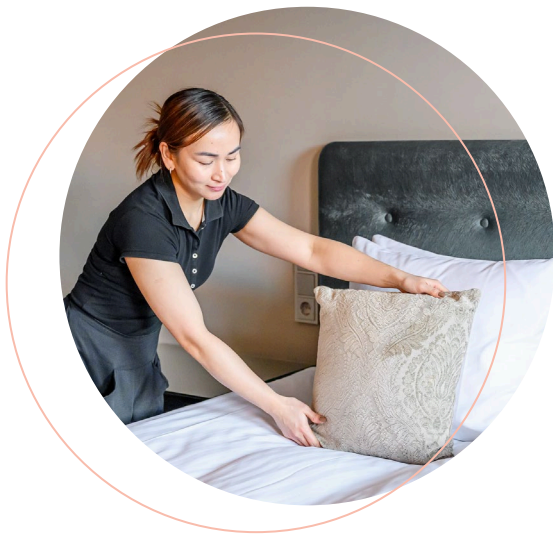
Diversity, equity, and inclusion directly support operational quality, innovation, and the company's success. By leveraging different perspectives, backgrounds, and experiences within the workforce, better solutions and stronger problem-solving emerge. Equity ensures fair opportunities for all, which builds trust and engagement, while inclusion fosters a sense of belonging that enhances personnel well-being and productivity. At the same time, DEI principles help attract and retain talent, reduce turnover, and strengthen organizational resilience. DEI is not only about values—it is a strategic choice that enhances competitiveness and supports sustainable, long-term growth.

Our Commitment

- We treat everyone fairly and with respect. We are open to the ideas and perspectives of personnel and consciously seek opportunities to listen to diverse viewpoints when building teams and collaborating on projects.
- We provide equal opportunities for all personnel to develop their skills and advance their careers through diverse training and development programs, as well as a fair and transparent selection process.
- We ensure that our supervisors have the knowledge and skills to work effectively with people from diverse cultural backgrounds and promote a work environment where diversity is valued and a respectful, equitable, and inclusive culture is actively supported.

Health, Safety, and Wellbeing

Occupational safety and health refers to a systematic and comprehensive approach to identifying, managing, and mitigating workplace hazards and risks to ensure personnel' physical and mental well-being and safety. It includes identifying potential workplace hazards, assessing risks, implementing control measures, and promoting a safety-conscious culture. Occupational safety also involves personnel training and onboarding, compliance with applicable laws and regulations, and the continuous monitoring and improvement of workplace safety standards.



Why This Matters?

Occupational health and safety is essential not only for protecting personnel but also for improving productivity, reducing time lost due to personnel absences, and minimizing the financial and legal risks associated with workplace accidents and health-related issues.

Our Commitment

We are committed to ensuring a safe and healthy work environment for all personnel. We take care of occupational well-being and safety not only to protect personnel' physical and mental health but also to promote smooth work processes, productivity, and endurance at work. By preventing workplace accidents and occupational health risks, we reduce absences and minimize the financial and legal risks associated with our operations.

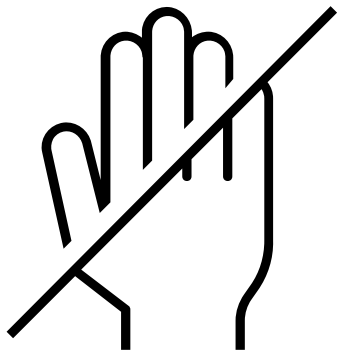
Work ability management and occupational safety are essential components of N-Clean's responsible employment practices and sustainable business operations.



Prohibition of Labor Exploitation

Workplace exploitation refers to situations in which personnel is treated unfairly, inhumanely, or unlawfully by taking advantage of their vulnerable position. The use of child labor is one of the most serious forms of workplace exploitation.

Exploitation can occur, for example, through coercion, deception, or abuse of power, leaving the a member of personnel with no real ability to influence their working conditions or to leave the situation without adverse consequences. Workplace exploitation violates human dignity and fundamental rights and is contrary to the principles of fair working conditions and responsible employment practices.



Why This Matters?

Prohibiting and actively preventing workplace exploitation protects fundamental rights, promotes human dignity and freedom, and combats modern slavery. It safeguards individuals from abuse, ensures fair and ethical business practices, and supports the development of a just and equitable society where everyone has the opportunity to live freely, independently, and with dignity.

Our Commitment

N-Clean does not tolerate workplace exploitation in any form. The company complies with applicable laws, collective agreements, and human rights principles, and expects the same from its partners and subcontractors. Any suspected misconduct is addressed promptly, and reporting channels are available to confidentially report suspected cases of exploitation.

Sustainable Development

Sustainable development refers to continuous and planned progress aimed at ensuring good living conditions for both current and future generations, without compromising natural resources, human rights, or the functioning of society. Sustainable development is based on balancing human well-being, environmental capacity, and economic activity so that they support and reinforce each other.

Sustainable development is built on three interconnected pillars:

- Environmental sustainability refers to the responsible use of natural resources, protection of the environment, and the reduction of climate and biodiversity impacts.
- Social and cultural sustainability emphasizes human rights, equity, safe working conditions, well-being, and opportunities for participation and personal development.
- Economic sustainability refers to long-term and responsible financial management, where growth is not based on excessive debt, depletion of natural resources, or the exploitation of people.

The core idea of sustainable development is that economic, social, and environmental solutions are interdependent. In business, this means making responsible choices that support both long-term business success and the well-being of people and the environment.



Why This Matters?

Sustainable development ensures the long-term well-being of people, the carrying capacity of the environment, and the continuity of N-Clean's business. By acting responsibly, we protect the environment, promote safe and fair working conditions, and ensure that our operations are ethical and compliant with the law. Sustainable development helps us manage risks, meet the expectations of customers and society, and build trust in N-Clean. Each personnel member's daily choices contribute to our ability to act responsibly today and succeed in the future.

Our Commitment

N-Clean is committed to promoting sustainable development in accordance with the ten principles of the UN Global Compact and the UN Sustainable Development Goals (SDGs). We act responsibly in all our operations with respect to human rights, fundamental labor rights, environmental protection, and anti-corruption. By integrating these principles into our daily work and decision-making, we strengthen ethical business practices, responsible operations, and long-term sustainable growth.

We adhere to the ISO 14001 Environmental Management System standard to ensure continuous environmental improvement through annual environmental objectives, programs, and action plans. We regularly monitor our operations throughout the year to minimize negative environmental impacts and to identify and address environmental risks and opportunities.

Our 10 Key Ethical Commitments



Personnel Conduct and Our Values

Our values — appreciation, trust, and commitment — guide all our actions. Our personnel are expected to act in accordance with our values and operating principles. In situations where the right course of action is unclear, personnel have a responsibility to seek guidance and support.



Fair Competition

We conduct all our business in accordance with the principles of fair and free competition. We comply with competition laws and act openly, honestly, and responsibly toward our customers, competitors, and business partners.



Prevention of Corruption and Bribery

We do not give or receive bribes or improper benefits. We also do not engage in transactions that facilitate money laundering or the transfer of illegally obtained funds.



Conflicts of Interest

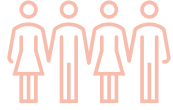
We expect all personnel to act professionally in their relationships with colleagues, supervisors, and subordinates. Personal relationships must not influence the performance of work tasks, decision-making, or the workplace atmosphere.



Data Confidentiality, Privacy, and Security

We are committed to safeguarding confidential information, respecting privacy, and ensuring information security in all our operations. We handle personal data, customer information, and company data carefully, in compliance with applicable laws, and only for predefined, legitimate purposes.

Our 10 Key Ethical Commitments



Diversity, Equity, and Inclusion

We treat everyone fairly and value diverse perspectives. We provide equal opportunities for skills development and career advancement.



Health, Safety, and Wellbeing

We ensure a safe and healthy work environment for all personnel and support their work ability. We strive to prevent workplace accidents and occupational health risks.



Labor Exploitation

We do not tolerate workforce exploitation in any form. We comply with applicable laws and address any suspected misconduct promptly. Reporting channels are available to confidentially report suspected cases of exploitation.



Fair Competition and Freedom of Assembly

We respect personnel' right to organize and maintain open dialogue with personnel and their representatives. We provide clear employment terms and fair compensation, and we ensure adequate rest periods and annual leave.



Sustainable Development

We promote sustainable development in line with the ten principles of the UN Global Compact and the UN Sustainable Development Goals (SDGs). We act responsibly in all our operations with respect to human rights, fundamental labor rights, environmental protection, and anti-corruption. Additionally, our ISO 14001 certification ensures that we identify, measure, and reduce our environmental impacts as part of our daily operations.

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At N-Clean, you work in a community where people care about you, value your skills, and celebrate your achievements. You commit to the company, and the company commits to you. This ensures that everyone can do their work safely, with pride, and in a positive spirit.