



# Handbook of Values N-Clean Oy

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PART OF MIAB GROUP

# Purpose of the Handbook

This Handbook of Values represents, in its entirety, N-Clean's value promise to our entire organization, our customers, our suppliers, and our partners. It brings together the key operating principles and everyday foundations that guide our work at N-Clean as part of the MIAB Group.

Our value promise describes how we act toward one another, our customers, and our work. Value promises are concrete actions through which we build trust, strengthen cooperation, and ensure that working at N-Clean is humane, high-quality, and goal-oriented.

The value promises are not optional; we commit to them every working day, in all situations, and at every level of the organization.

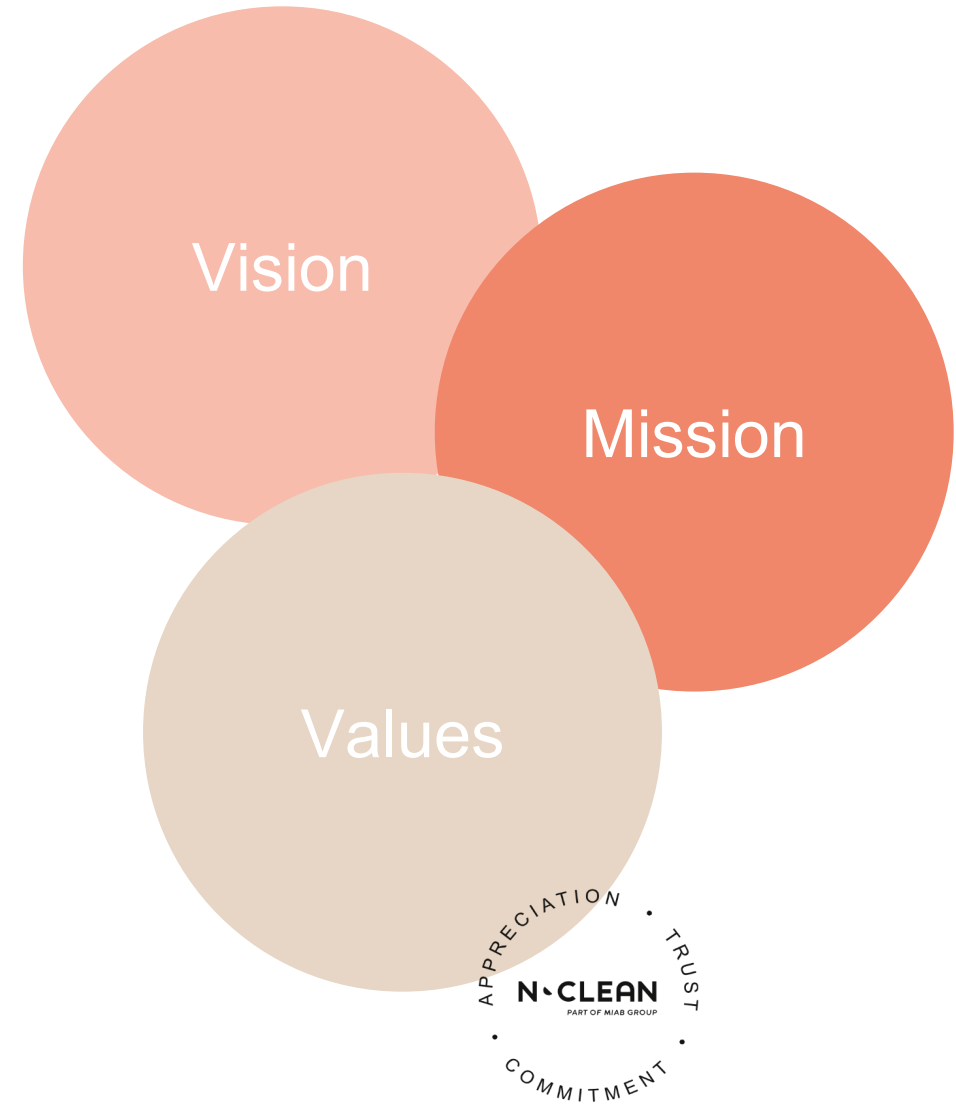
100% of the staff  
have  
participated in  
the creation of  
the Values  
Handbook.

Our values  
guide  
strategic and  
operational  
decision-  
making.



# Vision, Mission, and Values

- 1 Our Vision**  
MIAB Group delivers customer-focused services and is the preferred employer and partner. We ensure our personnel has 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.**





”

Each of us is responsible for acting in accordance with our values. Adhering to these values is both a prerequisite and a requirement for being part of our work community.

“

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# Definitions of 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 act as our compass: guiding our decisions, our collaboration, and development of our community in a long-term.**

# Putting Our Values into Practice

- ✓ We appreciate others' time by preparing for meetings, being fully present, and adhering to schedules.
  - ✓ We treat our colleagues the way we would like to be treated ourselves.
  - ✓ We greet others when we meet them and show genuine interest in how they are doing.
  - ✓ We encourage one another.
  - ✓ We value our customers, colleagues, partners, and competitors.
  - ✓ We show appreciation.
- ✓ We give and seek constructive feedback to ensure continuous improvement in quality and skills.
  - ✓ We appreciate safety and quality practices and take care of our tools and shared property.
  - ✓ We share information clearly—and, when necessary, in multiple languages—so that everyone understands what is being done and why.
  - ✓ We say good things about each other even when they're not around.
  - ✓ We are present for one another and participate actively.

# Putting Our Values into Practice

- ✓ We trust ourselves and each other.
  - ✓ We adhere to our common guidelines.
  - ✓ We handle confidential information with confidentiality.
  - ✓ We communicate openly and act with honesty.
  - ✓ We do what we say.
  - ✓ We maintain honesty and act ethically, even when no one is looking.
  - ✓ We take responsibility for our tasks.
- ✓ We have the courage to ask for help when we need it.
  - ✓ We honor our promises, commitments, and deadlines.
  - ✓ We have the courage to express how we feel.
  - ✓ We have the courage to hold ourselves and others accountable.
  - ✓ We fix issues immediately, at the point where they occur.
  - ✓ Trust is shown through consistent decisions and stable, exemplary leadership.

# Putting Our Values into Practice

- ✓ We are committed to developing the company's operations as well as our own skills.
- ✓ We work persistently toward shared goals.
- ✓ We arrive on time and prepared.
- ✓ We are committed to doing what is right, even when it is not the easiest choice.
- ✓ We are committed to resolving conflicts.
- ✓ We support one another to achieve success.
- ✓ We are committed to our goals and values.

- ✓ We are committed to completing what we start.
- ✓ We lead by example and foster a positive work environment.
- ✓ We appreciate confidentiality obligations.
- ✓ We follow guidelines and processes because they ensure quality and safety in our work.
- ✓ We raise issues and correct them.
- ✓ We develop our skills.
- ✓ We are committed to building success together.



Our values are evident in everyday behavior and in how we grow our work, partnerships, and shared culture.



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# The Pillars of Our Culture

The pillars of our culture are **humanity**, a **growth mindset**, and **psychological safety**.

We treat one another with appreciation and see each person as an individual. We believe in continuous learning and development. We proactively seek new perspectives and sustainable solutions.

We build an environment where everyone can share their ideas openly and safely.



## Humanity

- We show care and concern for ourselves and for others.
- We are empathetic, inclusive, equitable, and fair.
- We support well-being at work.
- It is important to us that coming to work is enjoyable every day.
- We have the courage to fail.
- We celebrate successes.



## Growth Mindset

- We strive to grow and succeed for the success of the company.
- Our company offers various career paths to support professional growth.
- We are goal-oriented and motivated.
- We are innovative and forward-looking.
- We have a desire to help.
- We apply creative problem-solving and inspire one another within the workplace.
- We all contribute to the success of N-Clean.
- We invest in training our personnel.
- We trust our management system and operate in accordance with it.



## Psychological Safety

- Everyone is free to be themselves.
- We communicate openly and honestly.
- We are on the same side, as one team.
- We speak honestly about unpleasant and difficult matters.
- Shared practices and processes clarify daily work and provide security in how we operate.
- We maintain a safe workplace by following occupational safety guidelines.
- We move away from a culture of supervision and work together, supporting one another.

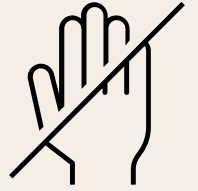
# Prioritizing Human Rights and Working Conditions

We strictly adhere to and monitor human rights and good working conditions. These principles guide all our activities:

- ✓ Timely payment of salaries
- ✓ No threshold money
- ✓ No exploitation
- ✓ Whistleblowing channel
- ✓ We ensure compliance with confidentiality obligations
- ✓ We understand that equality is a human right and earned responsibility is fairness.
- ✓ We treat everyone equally and with appreciation.
- ✓ Our actions are responsible and transparent, from the recruitment process to exit interviews.
- ✓ We maintain open and active communication with personnel representatives.

# What Is Not Acceptable at N-Clean

*To stand behind our actions with pride,  
we also speak openly about the  
behaviors we do not accept at N-Clean.*



## We Do Not:

- × Take what isn't ours.
- × Remove, use, or borrow the property of a client, colleague, or anyone else.
- × Leave tasks unfinished or disregard agreed-upon rules.
- × Act deceitfully or inappropriately behind someone's back.
- × Tolerate deliberate security risks or inappropriate behavior.
- × Violate the principles of fairness.
- × Make decisions on inappropriate grounds.
- × Assume, guess, or fail to report risky situations.
- × Accept bribes, benefits, or hospitality that could influence decision-making or create the appearance of improper influence.

# Long-term Partnerships with Stakeholders

We build strong partnerships with our customers, suppliers, and business partners. Strong partnerships with different stakeholders are built not only on our values but also on openness and transparency in our operations.

Partnerships do not form on their own—they require mutual commitment to effective, long-term collaboration.

We build customer partnerships by focusing on long-term needs. Together with our supplier partners, we continuously develop our operations and expertise to meet our customers' present and future expectations.



## Suppliers, Customers + Internal Customers

- Strong internal and external partnerships.
- We treat internal customers as we would treat paying customers.
- We develop our operations in a more environmentally friendly direction in collaboration with all stakeholders.
- Strong customer collaboration enables us to perform successfully on all key indicators.
- Customers trust us in their facilities, even when they are not present.
- We appreciate feedback and value our customers' opinions.
- We require our suppliers and subcontractors to commit to our values throughout the entire supply chain.
- We are privileged to deliver services to our clients.

## Colleagues

- New personnel, new units, and staff joining through acquisitions are immediately integrated into our community.
- We act with courage and do not fear mistakes.
- Recognizing the value of colleagues – regardless of your role, you are equally valued by us.
- We collaborate across teams and regions.
- Every action matters.

## Management and Owners (Company)

- Management works closely to personnel.
- Management trusts that matters are handled correctly and according to processes.
- Successes are acknowledged.
- Transparent leadership and fair decisions.

# Our Activities Are Guided by Ethical Standards and Certifications

## Code of Conducts 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.



# What Our Personnel Says

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**"We take responsibility for our own tasks as well as for shared goals, and we understand how our contributions support the overall success of the company."**

*– Etelä-Suomi (Facilities) & Facility Services*

**"We value each other – building trust through clear practices and committing to a fair, consistent, and equitable daily work environment."**

*– Pohjois-Suomi, Kajaani and Kuusamo*

**"A warm atmosphere and a welcoming feeling everywhere – appreciation is part of everyday life."**

*– Keski-Suomi and Pohjanmaa*

**"At N-Clean, we work together, support each other, and value every team member."**

*– Ships and Varsinais-Suomi*

**"We commit to working together in accordance with agreed processes, with a strong sense of teamwork guiding our actions."**

*– Oulu Area*

**"Common rules, punctuality, and consideration for customer needs shape our everyday operations."**

*– Pirkanmaa and Kanta-Häme*

**"We carry out our work in a way that supports the company's reputation, customer satisfaction, and profitable operations."**

*– Itä- and Kaakkois-Suomi*

**"Trust is built by acting consistently, keeping promises, and communicating openly."**

*– Etelä-Suomi (Hotels)*

**"We meet each person as an individual – we pause, stay present, and ensure that everyone is truly heard and seen."**

*– Human Resources & Payroll Administration*

**"Customers must be able to trust that they receive exactly the service we agreed upon. We never mislead customers in billing or in any other matter — we operate with full transparency in everything we do."**

*– Sales & Marketing*

**"We value each other, our environment, and society."**

*– Business Development & Centralized Resourcing*

**"Open sharing of information among employees and across functions. Understanding how one's own work contribution affects the whole."**

*– Financial Management*

**"We create an atmosphere of trust, where even difficult matters can be discussed safely."**

*–Regional Management Team*

**"We commit to shared ways of working and common ground rules."**

*– Management Team*

**"Working together and helping others at the core."**

*– N-Cleantech*

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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.*