

A photograph of two women in business suits standing in an office hallway, smiling and talking. They are both wearing lanyards with 'N-CLEAN' logos. The woman on the left is holding a tablet. The background shows office cubicles and a modern interior with recessed lighting.

Supplier Code of Conduct

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N-CLEAN
PART OF MIAB GROUP

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1. Values

- N-Clean is a property services company whose core business is cleaning services. N-Clean is part of the international MIAB Group, and together we ensure the smooth running of our customers' daily lives and the impeccable cleanliness of their premises. In Finland, the MIAB Group companies include N-Clean Oy, N-Clean Facility Services Oy, Siivouspalvelu Pro Duo Oy, and N-Clean Tech Oy. In this document these companies are referred as "N-Clean"
- At N-Clean, we are committed to responsible and ethical business practices throughout our value chain.
- This Supplier Code of Conduct sets out the minimum requirements for N-Clean's suppliers and subcontractors.
- N-Clean encourages all its partners to continuously develop their business and assess their impacts.
- N-Clean's values guide the operations of our entire company, and we expect all our partners to familiarize themselves with our values and act accordingly.

Respect

At N-Clean, we value each other, our work, our customers, our work environment, and our tools. Respect creates a foundation for a workplace where everyone can succeed and feel like an important part of the community.



Trust

Trust is visible in all our activities and is present in every encounter. It forms the basis for openness, innovation, curiosity, and courage. Trust is key to our success, as it enables us to build cooperation that drives us toward our shared goal of being the best service company.

Commitment

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

2. Compliance with Laws and Regulations

- N-Clean requires that suppliers comply with all applicable laws, regulations, and directives in all their business activities.
- We require our suppliers and subcontractors to commit to our ethical principles and to follow good business practices in all their operations.

3. Human Rights and Working Conditions

Equal Treatment:

- Suppliers must treat all employees equally, regardless of gender, age, ethnic background, religion, sexual orientation, or other personal characteristics. Recruitment, pay, career development, and working conditions must be based on competence and job requirements.

Occupational Safety

- Suppliers must ensure a safe and healthy working environment for their employees, including appropriate facilities, protective equipment, safety training, and risk prevention. There must be no violence, harassment, or other inappropriate behavior at the workplace. Suppliers must also prepare for emergencies and ensure employees know how to act in hazardous situations.

Child and Forced Labor

- Suppliers must not use child labor or forced labor under any circumstances. All work must be voluntary, and employees must have the right to terminate their employment without fear of punishment. Suppliers must ensure these principles are followed throughout their subcontracting chains.

Working Hours, Pay, and Conditions

- Suppliers must respect the fundamental rights of all employees and comply with national and international labor regulations, such as ILO conventions. Employees must have the right to reasonable working hours, appropriate pay, organization, and safe working conditions. Suppliers must promote an open and respectful work atmosphere where employees' voices are heard.

4. Good Business Practice

Fair Competition

- Suppliers must conduct their business honestly and transparently, complying with all applicable competition laws. Unfair practices such as price manipulation, cartels, or defamation of competitors are not acceptable. The N-Clean requires its suppliers to act responsibly and promote fair competition in their operations and throughout the supply chain.

Gifts:

- Suppliers should not offer gifts, benefits, or hospitality to N-Clean staff that could influence decision-making or create the impression of improper influence. Small tokens of appreciation based on courtesy are allowed but must be reasonable, rare, and transparent.

Conflicts of Interest:

- Suppliers must identify and avoid situations where personal, or business interests may conflict. Any potential conflicts of interest, such as family relationships, financial ties, or other influencing factors, must be reported immediately.

5. Confidentiality and Data Handling

Confidentiality

- Suppliers must treat all company and customer information as confidential. Such information must not be disclosed to third parties without written permission from the company, nor used for personal or others' benefit.

Data Protection

- Suppliers must comply with applicable data protection laws and ensure that personal data is processed lawfully, securely, and transparently.

Information Security

- Suppliers must ensure that their systems, processes, and staff adequately protect information from unauthorized access, loss, or damage. If a supplier detects or suspects a data breach, it must be reported to N-Clean immediately.

6. Environment

- The supplier commits to complying with all environmental laws, regulations, and provisions.
- The supplier must assess and measure the environmental impacts of its operations (e.g., CO₂ emissions, energy consumption) with sufficient accuracy, taking into account the type and scale of its activities.
- The supplier must be prepared to provide information about its environmental impacts within the agreed schedule and in the agreed format. Suppliers are encouraged to report their environmental impacts in accordance with the EU Corporate Sustainability Reporting Directive (CSRD) or the Voluntary Sustainability Reporting Standard for Small and Medium-sized Enterprises (VSME).

7. Monitoring of the Supplier Code of Conduct

- N-Clean reserves the right to audit suppliers' operations.
- Suppliers are obliged to report immediately any observed or suspected breaches of the Supplier Code of Conduct, either in their own operations or in their supply chain. Open and responsible communication is essential for maintaining trust and cooperation.
- If N-Clean identifies that a supplier is acting contrary to this Supplier Code of Conduct and does not correct its actions within 30 days of notification, N-Clean reserves the right to terminate the supplier relationship and all its obligations.

8. Whistleblowing Channel

- Suppliers must have anonymous reporting channels as required by law.
- N-Clean's whistleblowing channel can be found on the company's website:
<https://app.falcony.io/ncleanwb/links/whistleblowing>
 - Through the channel, you can confidentially report any suspected breaches of ethical principles or misconduct. Reports must be made in good faith.
- For any questions regarding the Code of Conduct, you can always contact your N-Clean representative.



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