

## Itella Corporate Responsibility Principles

Itella is a reliable and open bearer of responsibility.

In accordance with the Global Compact principles of the United Nations, we are committed to promoting fundamental rights of labor, environmental protection, the eradication of corruption, and human rights. We monitor the results of our corporate responsibility program and report them according to the indicators of the Global Reporting Initiative (GRI).

Itella's corporate responsibility principles are based on the company's values. The Employee Code of Conduct, addressing all employees of Itella Group, contains a more detailed discussion of compliance with laws and regulations, the applicable principles of fair business, non-discrimination and equal opportunity, the avoidance of conflicts of interest, the prohibition on unethical commercial practices, and environmental responsibility. The Employee Code of Conduct also contains a more detailed description of the principles governing the reporting, investigation, and sanction procedures in terms of non-compliant behavior. If Itella becomes aware of a case in which the Employee Code of Conduct has possibly been breached, the case is always investigated discreetly and without delay.

We require the Group's partners to comply with equivalent, ethically sustainable principles.

Itella's corporate responsibility policy comprises four strong sectors: social responsibility, HR responsibility, environmental responsibility, and financial responsibility.

### **Social responsibility**

Reliability has always been the key principle of Itella's operations. Social responsibility forms a part of our everyday activity.

Itella's functional and efficient infrastructure produces reliable services for all groups of customers.

Itella processes all information and product flows securely and in confidence.

Itella provides its customers in Finland with information and product flow management services throughout the country.

Itella engages in ethical, open, and transparent operations with all its stakeholder groups.

We do not engage in the direct or indirect endorsement of political parties or participate in the funding of individual candidates' campaigns.

### **Responsibility as employer**

Itella wants to be the best employer in its sector and to follow shared values in all of its operations.

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Itella is a major employer, offering diverse tasks to its staff. Itella is an equal-opportunity, international, multicultural, and tolerant workplace.

The Itella way of leadership is based on the shared values of Itella Group. Good leadership supports the attainment of the company's goals and fosters a positive work climate.

Itella actively promotes its personnel's well-being at work. Well-being at work is invested in at every stage of a career.

### **Environmental responsibility**

Itella identifies, evaluates, and manages areas of its operations that have an impact on the environment and its environmental policy includes a commitment to reduce the environmental impact of Itella's own activities. Through its services, Itella also helps its customers and society at large to reduce environmental loads.

Itella systematically reduces the energy consumption and emissions of its transports and properties.

Itella offers carbon-neutral services for all its delivery products.

New digital services developed by Itella also reduce the environmental load.

### **Financial responsibility**

Itella complies with responsible business practices in all of its activities.

Itella wants to grow profitably because only a financially sound company can realize its responsibility towards society, its personnel, the environment, and all stakeholder groups.

Itella makes long-term financial plans, anticipating changes in the market, customer demands, and its risk scenarios both in Finland and abroad.

Itella develops innovative, effective solutions for physical and digital services.

Itella Group's financial reporting complies with the International Financial Reporting Standards (IFRS). Our Disclosure Policy describes how we meet our duty of disclosure concerning financial reporting. The transparency of Itella's governance is assured by compliance with the Finnish Corporate Governance Code for listed companies.

These principles were approved by Itella's Management Board on June 17, 2011, and adopted by the Board of Directors on June 22, 2011.