# LINKOSUO sustainability report summary 2021



## Sustainability at Linkosuo Corporate

Sustainability is at the core of our operations, and it is essential to understand the environmental impact our business. We have composed a sustainability program in order to develop our sustainability work and to monitor our goals. The sustainability program is based on the expectations of our stakeholders, the megatrends that shape our operating models and the United Nations' Sustainable Development Goals. Our sustainability work is divided into three main themes: innovative high-quality products, towards carbon neutral operations, fair and successful cooperation at the core.

The sustainability themes and their sustainability promises for 2030 are common for the entire Linkosuo Corporation. The short-term promises are company specific for Linkosuo Bakery and Linkosuo Cafe, and they can be found from our comprehensive sustainability report. On the following pages, we review the sustainability achievements in 2021 by company. Innovative high-quality products

We want to provide wellbeing through healthy products for our customers. We ensure continuous product development, that is driven by consumer expectations and desires. Our operations rely on monitored product safety and open and clear communication.

> Nation's best by bravely experimenting

Towards carbon neutral operations

We reduce the carbon footprint of our operations in many varying ways, such as domestic and local raw materials and production, that are at the core of our business. Our goal is to transfer towards carbon neutral operations, and we are constantly looking for sustainable packaging solutions and waste minimization.

Carbon neutral operator by the year 2035

Fair and successful cooperation at the core

Diverse personnel and successful customer relations enable our operation. We take care of our employee satisfaction and their possibilities for skill-development. We confirm that we continue to be economically viable and practice ethical business.

Most wanted employer and partner at the food industry

## Linkosuo Bakery – Achievements in 2021

#### Innovative products

We are devoted in product development, and in 2021 we launched several new products and renewed some of our classics. One of our product novelties was Väinämöisen kauranappi (*oat button*), as a respond to the growing popularity of oats. In addition to health aspects, we have focused on sustainable packaging and favorable package size in our product development.

### Sustainability throughout the supply chain

We know the origin of the raw materials we use, and we always prefer domestic alternatives. Raw materials are procured through reliable suppliers and we strive for long-term cooperation agreements. We have compiled a Code of Conduct, to which we require our suppliers to commit.

### Supervised product safety

Linkosuo Bakery has IFS FOOD 7 standard in use, which operation is annually audited and certified. In recent years the standard has been developed to a more digital direction. The benefits of digitalisation are faster response in case of deviations and work safety 'close calls', as well as data analysis.

### **Employee satisfaction**

2021 was an intermediate year in the biennial personnel survey, and the survey is executed again in 2022. However, employees were heard by the value survey regarding to our new strategy, and in a stakeholder survey.

## Linkosuo Bakery – Achievements in 2021

### Domestic and local

Similar to previous year, all used grain was domestic in 2021. The bakery products now indicate their origin with two labels, as Hyvää Suomesta -label is used in addition to Avainlippu. Hyvää Suomesta (*Good from Finland*) -label is awarded to products that are manufactured and packaged in Finland, and which raw materials are at least 75% domestic.

### Minimization of waste

Linkosuo Bakery's strategic goal has for long been to reduce food waste and related material losses. By identifying the production phases where waste is generated and by improving them, the bakery has reduced excess waste by 250,000 kg during the last four years.

### Actions to reduce the carbon footprint

Our carbon footprint in relation to production was  $0.53 \text{ kgCO}_2$  / kg of dough, which is 7 % less than in 2020. In 2021, we decided to replace natural gas partly with district heating, which will have a significant reduction to our emissions in the future. In addition, we conducted an energy review in our bakery.

### Sustainable solutions for packaging

All our packaging are 100% recyclable. In 2021, we have continued plastic reduction and increased the use of packaging suitable for cardboard collection. We use water-based inks and a more environmentally friendly EGP-printing technology in our packages.

## Linkosuo Cafe – Achievements in 2021

#### Well-being from healthy products

We ensure our lunch selection is versatile and nutritious, and we have increased the amount of vegetables served. We consider different customer needs extensively, in terms of allergies and, for example, in the vegan diet. If necessary, we carry out product development in cooperation with local actors, to ensure that products fulfill standards.

### Open communication

In 2021, we reformed our website for easier use. Lunch menus and operating hours of our restaurants are now available conveniently with a single click. Our online store is also integrated to the new website, so orders for parties of all sizes are easily carried out through the site. The production management system, which is in use for internal communications, is currently developed in cooperation with the service provider, to increase its informative features.

### Product safety and control

The effectiveness of self-monitoring of the cafes are measured with Oiva inspections. In 2021, approximately one third of Linkosuo Cafes were rated as Excellent, and two thirds received the second highest rating, Good. Proofs of the origin and its documentation are taken care of according to official requirements.

#### Successful customer relations

In 2021 we conducted a stakeholder survey, in which customer satisfaction and successful customer relations received very good ratings from both, our consumer and business customers. We monitor the received feedback actively, and in addition we have direct consumers contacts in cafes and restaurants within every cash register situation. There is also immediate feedback contact with private and company customers who use our catering services, allowing a quick respond to any modification necessities.

## Linkosuo Cafe – Achievements in 2021

### Domestic and local

We emphasize domestic products and raw materials according to the seasons. For example, apart from cheeses, all dairy products in use are 100 % domestic. We prefer MSC and ASC certified fish and only domestic poultry and red meat, when available, will be used in our cafes and restaurants in the future.

#### Minimization of food waste

Twice a year we carry out internal audits in our cafes, in which waste generation and its documenting are monitored. As in previous years, our target is that waste generation is less than 3 %. In 2021, we planned a week designated for food waste (*Hä-vikki-viikko*) in order to elaborate its monitoring. Our cafes have gained several recognitions regarding the ResQ Club application, and in 2021 nearly 11,700 portions were saved through the app.

#### Actions to reduce the carbon footprint

We calculate and report the emissions originating from our operations annually. The carbon dioxide emissions from the electricity use in our cafes decreased by 23.4% from 2020. In addition, the food portions sold through the ResQ Club application corresponded to more than 29,000 kg of CO<sub>2</sub> emissions saved.

## Sustainable materials

Disposable plastic materials in our cafes and restaurants have been replaced either with recyclable RPET plastic or bio-based materials, and we try to find biodegradable alternatives for recycled plastics. All our packaging materials are recyclable, and disposable plastics such as straws have been discarded.

## Linkosuo Corporation's sustainability key figures in 2021

Innovative high-quality products

94,62 % the audit result from IFS FOOD standard

100 % of bakery products made in Finland

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12 new products



Towards carbon neutral operations

- 250 tons less production waste from the year 2018

83 % of waste utilized as material and 17% as energy

× 50.

- 11,8 % less carbon dioxide еміssions Fair and successful cooperation at the core

212 employees 17,4 M€ turnover

14 % of income from exports







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