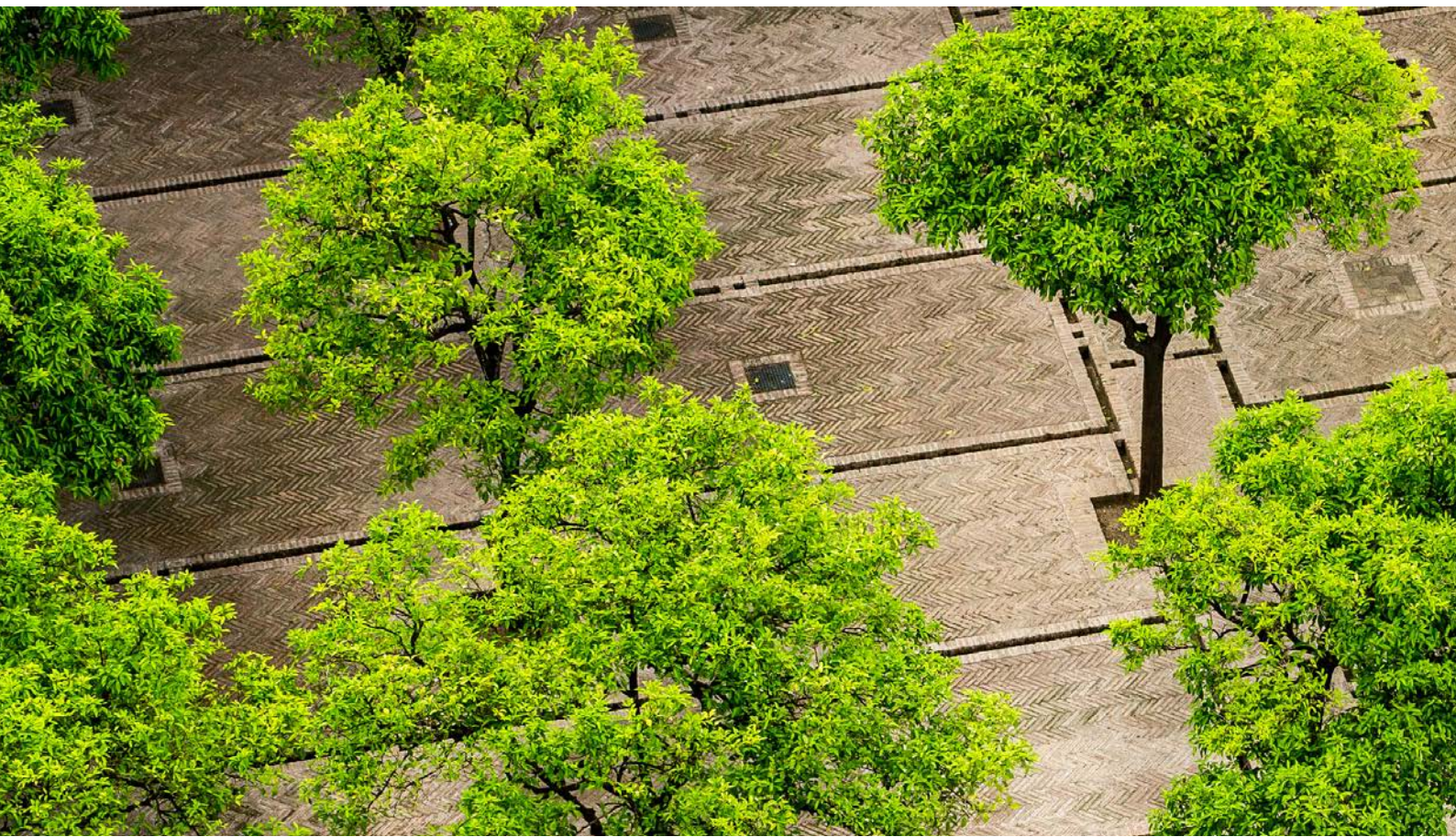


Code of conduct

We want to ensure our responsibility as the largest accommodation business in the Nordics.

Our business is growing by providing the best accommodation for large and small businesses alike, providing a professional service with 15 years of experience. By constantly developing our service we guarantee a superior experience for all our customers.

We are the pioneers in providing versatile accommodation services responsibly and professionally. Helping with accommodation solutions and providing a temporary home in all the phases of life is what we do best. Our responsibility is reflected in our day-to-day safety and sustainable business development. We promise to act responsibly by taking care of all the accommodation needs.



1. FORENOM CULTURE AND CARING FOR THE COMMUNITY

Support – Super friendly – Simplicity

Community spirit is the benchmark of success for us at Forenom. Each Forenom member wants to work towards responsible activities in their own professional capacity. Forenom offers development opportunities and training to strengthen the skills of our employees, thus ensuring sustainable development of our people. This is reflected in the satisfaction and in low turnover of our employees.

We operate according to a Collective agreement for the hotel, restaurant and leisure industry together with all the laws and regulations associated with it, which also includes employee's working hours and work permits.

We offer occupational health service to ensure the wellness and health of all our employees.

2. STRATEGY

Three values at Forenom guide everything we do. They help us offer a superior service experience for all our customers.

All of our teams **work together** to deliver the best service for our customers - working together and **respecting each other**. A great service experience requires co-operation in addition to bold individual performances in serving our customers. Each one of us is a **courageous solver** in delivering our customers' needs.

MISSION

WHY DO WE EXIST

We facilitate the mobility of companies' labour and organize solutions in their accommodation needs.

VISION

WHAT IS OUR GOAL

We want to be the strongest and largest housing provider in Northern Europe in 2020.



3. SUSTAINABLE DEVELOPMENT

We collect continuous input to the long-term viability of our business. We involve long-term partners, such as security and safety companies, as well as publish reports on the environmental impact of our larger real estate. For example, the LEED certificate granted to our Aparthotel Leppävaara requires regular reporting on consumption of water, electricity and material. In addition, we use Fiksuvesi remote monitoring in several locations. We at Forenom only buy CO₂ –free green electricity.

We are a member in tilaajavastuu.fi – register’s Reliable partner program, which works to prevent grey economy and promotes equal competition between companies, as well as compliance with employment conditions.

We take social responsibility seriously and ensure equality by employing people from different areas, regardless of nationality, to add skilled staff as part of an enthusiastic and multicultural community.

We adhere to the hotels and restaurants Act (28.4.2006/308). Openness of Government Activities Act (621/1999) and Personal Data Act (523/1999) is followed to protect confidentiality, transfer and other processing of personal data.

The mobility of a company’s labour force is supported in our Relocation services. We work in close collaboration with government agencies, such as the Finnish immigration service, police, Social Services, Local register offices and Finnish tax administration.

Ensuring information security and privacy is a prerequisite for our operation and the quality of our services. Customer confidence in our operations is a priority for Forenom. Each of our employees become familiar with the personnel security guidelines and confidentiality agreements at the beginning of their employment relationship. All our systems data is safely and securely stored in our partners' data centres’.

4. ENVIRONMENT AND RESPONSIBILITY FOR OUR FUTURE

We see to the environmental impact of our operation in different ways. We use eco-labelled detergent in our service management. Driving routes are planned area-wise and service visits are conducted with a one-visit principal, which thereby minimizes fuel emissions.

We mainly use energy saving light bulbs, as well as A-class energy consumer appliances. Many of our larger locations are equipped with self-directed led -lighting. Water consumption is minimized with the use of water-saving faucets as often as possible.

We follow the guidelines laid down in the organization of waste management and recycling.

- In our larger locations (such as aparthotels and hostels), we organize sorting of waste and instruct in their use. As the holder of the real estates, Forenom is responsible for the organization of waste management.



- In apartment accommodation, the arrangement of waste management is the responsibility of the apartment complex. Forenom ensures that the proper instructions are available in all of our apartments.

5. SECURITY

Our larger locations have emergency plans, which have been drawn up in cooperation with a security and safety company. The plans are updated and managed according to the relevant safety guidelines. Our occupants may acquaint themselves with the property-specific safety-related guidelines, such as the locations of the emergency exits and general safety arrangements.

We continually monitor the state of security and report findings through a mobile service developed for assessment of safety hazards and risks.

The functionality of our systems and equipment is reviewed monthly by our security and safety partner, along with the assessment of the general safety.

Annual security reviews monitor and measure the development and overall level of safety in our accommodation locations.

Our code locking system allows us to monitor the safe movement of our customers, thus ensuring our customers' comfort and peace of mind. Security video surveillance in our bigger locations allows us to assess potential problem situations.

During our Moving in service, our accommodation consultant will guide the occupant through the use of the apartment, as well as in other matters related to housing. In order to ensure the safety of our occupants and due to risk management, this service includes guiding, for example, in use of household appliances. We also advise our occupants in many everyday practical matters, such as disposal of garbage and sorting.

Our comprehensive liability insurance covers damages caused by our operations. In addition, the furniture in all our apartments are insured with contents insurance. Our customers have the opportunity to use our Deductible -service to insure any self-inflicted damage.

Forenom cover stones

MISSION

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VISION

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VALUES

RESPECTING EACH INDIVIDUAL
COURAGEOUS SOLVER
WORKING TOGETHER

SERVICE IDENTITY
SUPPORT
SUPER-FRIENDLY
SIMPLICITY