

Sustainability Report

2024

vieser



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About Vieser

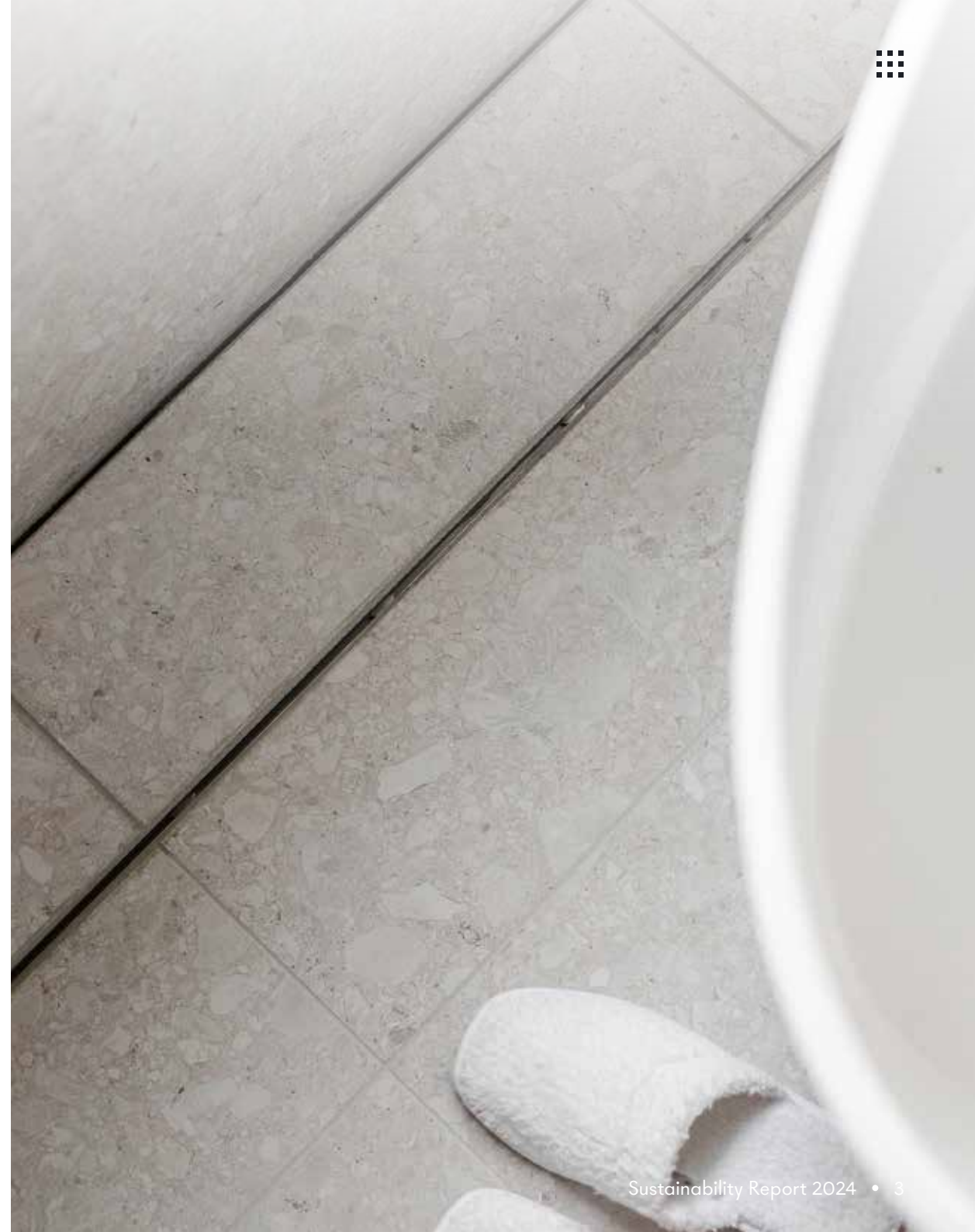
Vieser is a Finnish family-owned company that designs and sells high-quality floor drain solutions and unique design covers and bathroom products.

Founded in Kauhajoki in 1973, the company started manufacturing first-rate floor drain systems. Vieser founder Erkki Jyllilä decided to solve the challenge caused by rusting cast iron drains, leading to the creation of a unique floor drain product that gained a solid position in both Finland and the Nordic countries. Vieser began its' journey by acquiring expertise in plastics technology and molding, which only few had mastered at the time. Production started in Kauhajoki and today all production still takes place in Finland. Vieser floor drains play a small but crucial part in prolonging the life cycle of buildings. Since 1973, Vieser drains have been

installed in over 7 million bathrooms in Nordic homes. Vieser continuously develops its offering to provide the best solutions for customers' needs. We are fiercely value-driven, and sustainability is ingrained in our company culture. Our number one value is 'Caring' with a specific articulation of the natural world being one of our most important stakeholders to care for. Sustainable development is considered in the design of products and innovations, in materials and in recyclability — throughout the value chain. Our goal is to serve the markets with stylish solutions that belong in the modern home and improve customers' daily lives.

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Vieser floor drains play a small but crucial part in prolonging the life cycle of buildings.



Message from the CEO

Building a responsible business has been at the very heart of our strategy for several years. Our ambition remains two-fold: We want to take every conceivable step to reduce our emissions to reach carbon neutrality by 2030 but also, crucially, dedicate time and effort into identifying true opportunities to create positive handprint by solving true problems.

As we say, the journey of sustainable development is a marathon, not a sprint. But besides stamina, clairvoyance is needed, to allow for an organization to see beyond the next hurdle and steer the course. Keeping the big picture of planetary boundaries in central focus guides us to choose wisely every day.

The construction landscape today is rapidly evolving to meet the needs of its various stakeholders, ranging from regulatory bodies and financiers to industry partners, consumers — and, crucially, our planet. The building industry, whilst fulfilling its critical role in our societies, is responsible for a third of all gashouse emissions on a global scale, mainly through material spend and energy used during construction. In this context, Vieser has a crucial role to play in safeguarding these buildings with first-in-class floor drain solutions, whose technical lifespan extends to some 60 years. The longevity and quality of our solutions is our most important

contribution toward responsible business, outsized in its overall impact. Whilst we cannot compromise on the technical quality of our drains, we have introduced recycled materials to where we can: to our B-parts whose lifespan is short as well as our packaging material, thus underlining our commitment to circular design. A large part of our social responsibility contribution stems from our local manufacturing practices: We know our suppliers well and can work closely with them if any adjustments are needed. All our main suppliers have signed our Supplier Code of Conduct as a pledge to our shared direction.

At Vieser, we take good care of our working community. As a testament to this, Vieser was chosen as one the Most Inspiring Workplaces in Finland in 2024. We are fiercely value-driven and our number one value is ‘Caring’, with a specific articulation of the natural world being one of our most important stakeholders to care for, in addition to our customers and ourselves.

‘Collaboration’ underpins our active role in learning and sharing these lessons within our group as well as in a wider ecosystem; one outcome manifesting itself as the Circular Economy Center of Excellence within Paree, lead by Vieser.

Our ‘Pioneering’ spirit guides us to solve problems with positive handprint as our ultimate goal, and ‘design for sustainability’ as the framework for our new product development work. Finally, our contribution to social impact is also prevalent in our strive for equality and diversity, as is clearly demonstrated in the composition of our leadership team where women leaders make up the majority, as well as our organization more widely.

As a family company, we take our responsibility towards our stakeholders seriously and have a true will to create a lasting, positive legacy.



Annika Jyllilä-Vertigans
Vieser Oy

Highlights 2024



Vieser earned the
"Most Inspiring
Workplaces
in Finland"
recognition

Ensured
our double
materiality
analysis is still
valid

We have kicked-
off using recycled
plastic in some of
our B-parts

Vieser launched
a Circular Design
handbook



We increased the
Scope 3 emissions
data coverage.

Supplier Code of
Conduct signed
by all major direct
suppliers



Plastic used
in packaging
changed to
recycled plastic

Our strategy

Our company mission is to offer ‘Simply smart living for a better tomorrow’ through smart bathroom solutions to our partners across our current market areas. Our focus remains on Scandinavia, in addition to serving our domestic markets and meeting the needs of various stakeholder groups, including construction industry professionals, channel partners and homeowners.

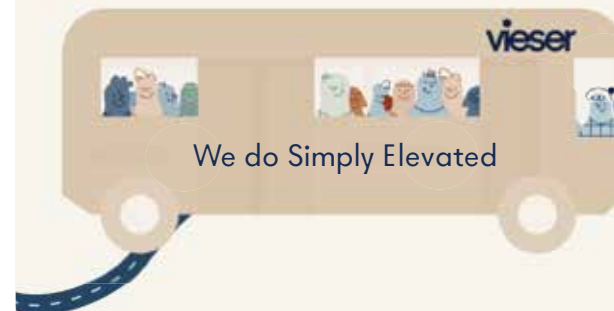
We are heading towards operational excellence, solid growth and market leadership in design drains by doing Simply Elevated basing our decisions on our values – Caring, Collaborative, Dedicated and Pioneering.

Vieser strategy 2025-2027

Towards operational excellence, solid growth and market leadership in design drains across the Nordics

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Alone we can do so little, together we can do so much



Win with innovative and future-proof product development



Excellence in production - right partners to ensure quality



Win in logistics and warehousing – Ensure efficiency and availability



Drive New Vision for Growth

Prepared for the future of

- Urban sustainable solutions
- Digitalization of built environment
- Changing customer needs

Together we will develop:

- Pan-Nordic Sales Excellence
- Pan-Nordic Operations
- Insight management & Future Casting
- Innovation to Impact
- Sustainability

Simply smart living

for a better tomorrow








CARING COLLABORATIVE DEDICATED PIONEERING



Value creation

Resources	
	PEOPLE/PERSONNEL <ul style="list-style-type: none">• 17 employees
	MARKETS <ul style="list-style-type: none">• Active in 4 key markets (FI, SE, NO, EE)
	INTANGIBLE ASSETS <ul style="list-style-type: none">• Brand• Patents/design/IPR• Supplier relationships• Customer relationships
	ECONOMIC RESOURCES <ul style="list-style-type: none">• Balance EUR 2.9 million• Equity EUR 2.1 million
	PROCESSES & WOW <ul style="list-style-type: none">• Innovation and NPD• Sourcing• Customer management (sales and service)• Product management• Insight and data-driven management



Added value & Impacts	
	CUSTOMERS & END USERS <ul style="list-style-type: none">• Certified, type approved, safe, high-quality products (Eurofins/RI, SE / Säker Vatten/SINTEF/ISO9001/ISO14001)• Tech support• Long lasting products/sustainable products
	PERSONNEL <ul style="list-style-type: none">• Wages and salaries EUR 2.0 million• Focus on training (PLF, language, stress management)
	SUPPLIERS <ul style="list-style-type: none">• EUR 2.3 million purchases• SCoC
	PARTNERSHIPS <ul style="list-style-type: none">• Innovation partnerships – Creating new solutions• Commercial partnerships – Creating impact
	OWNERS <ul style="list-style-type: none">• Group contribution EUR 500,000–1.5 million/a• Shared learning, insight & capabilities
Common value & Impacts	
	SOCIETAL IMPACTS <ul style="list-style-type: none">• Taxes and tax-like fees EUR 1.3 million*
	ENVIRONMENT <ul style="list-style-type: none">• Emissions (Scope 1, 2 & 3) 809 tCO₂e• Carbon neutral 2030

*corporate tax, value added tax (VAT), withholding tax, source tax and pension costs

Sustainability at Vieser

For Vieser, sustainable development means a commitment to long-term goals and clear operating models throughout the entire business. Sustainability and profitability are of equal importance to us, and we strive to maximize both.

Sustainable values are rooted in our origin story and prevalent in our everyday activities. Our values – Caring, Collaborative, Pioneering and Dedicated – support sustainable development. Sustainability has been one of our key strategic focus areas since 2020 when we did our first materiality assessment with our main stakeholders.

For us, sustainability is not just a choice, it is also critical to our market access and long-term business success. It is important to continuously reduce our footprint while increasing our handprint both in our own operations and through collaborations with our supply chain. Innovating sustainable products and services to disrupt norms and meet evolving market demands is crucial

to our success. Being responsible strengthens the brand, builds credibility, cultivates trust and engages our stakeholders.

Sustainability governance structure

At Vieser, sustainability is owned by the board of directors, CEO and the leadership team. The CEO bears the ultimate responsibility for the successful implementation of Vieser's strategy, including sustainability. Vieser's Board approves the sustainability targets, road map and KPIs, and sustainability related topics are regularly discussed at the meetings. Sustainability is one of the

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At Vieser, we have complementary goals of equal priority: maximizing both sustainability and profit.



performance metrics used by top management in annual target setting.

Vieser’s Leadership team evaluates sustainability risks as part of its business risk evaluation. Sustainability related risks and opportunities were also part of the Double Materiality Assessment done in 2023 and reviewed in 2024 with no changes made.

The Vieser Head of Sustainability is part of Paree Group’s Sustainability Team, which consists of the subsidiary sustainability heads led by the Group Head of Sustainability. This team manages common sustainability topics and ensures related cooperation between the companies. Paree also has a Sustainability Steering group, which consists of all subsidiary CEOs, Paree Group CEO, CFO and Head of Sustainability and coordinates common sustainability matters within the group. Additionally, the Paree Group Circular Economy Centre of Excellence advances key activities and cooperation within the Group.

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To succeed, we have set long-term goals and clear operating models throughout the entire business.

Sustainability targets and focus areas

<p>Right thing to do</p> <p>We integrate sustainability seamlessly into our management system, making it a core component of decision-making and reflected in compensation structures. We foster a workplace culture where employees feel proud of the organization’s sustainable practices and where diversity is not just embraced but celebrated. We empower every individual within the organization to contribute to sustainability through everyday grassroots actions, reinforcing our collective commitment to a better future. By strategically addressing sustainability key areas, we can position ourselves as a leader in sustainability.</p>	<p>Compliance related requirements</p> <p>Our goal is to ensure that all relevant sustainability laws and regulations as well as our internal guidelines and group-level sustainability guidance are followed accordingly. Our dedication to meeting these requirements demonstrates our commitment to responsible business practices.</p>	<p>Customer expectations and requirements</p> <p>We aim to position ourselves as an industry leader in sustainability within our business segment and become the supplier of choice when sustainability is the primary criterion. We implement a comprehensive collaboration scheme with suppliers, imposing stringent sustainability requirements.</p>	<p>New business opportunities</p> <p>We explore and capitalize on new business opportunities by piloting a pioneering sustainability business area. We embrace an ecosystem and collaboration viewpoint, identifying strategic partners to foster innovative solutions within the circular economy framework. This initiative aims to not only expand our business horizons but also contribute significantly to sustainable practices, ensuring a positive impact on both our organization and the broader ecosystem.</p>	<p>Reporting and communications</p> <p>We effectively communicate our sustainability vision to stakeholders and the public, ensuring that it becomes an integral part of our brand identity. We align the core of our brand with sustainability principles, creating a brand that not only speaks about sustainability but embodies it in every aspect.</p>
<p>KPIs*</p>				
<p>→ Sustainability awareness and engagement of our employees, scale 1–5 (employee engagement survey)</p> <p>→ Sustainability included in Vieser’s incentive scheme from 2024</p> <p>→ SBTi-aligned targets in place in 2026</p>	<p>→ Mandatory bi-annual Code of Conduct training for all personnel</p> <p>→ Supplier collaboration and Code of Conduct signed</p>	<p>→ Environmental product declarations (EPDs) in use</p> <p>→ Long term goal is to replace virgin material with recycled material in packaging and to increase the use of recycled material in products</p> <p>→ Supporting our customers by offering sufficient sustainability data</p>	<p>→ Vieser participates in Paree Circular Economy Centre of Excellence and other collaborations</p> <p>→ 1–2 new business areas identified</p>	<p>→ Improve the quality of sustainability data annually</p> <p>→ Annual sustainability reporting</p> <p>→ Sustainability part of brand communications</p>

*Targets will be revisited during 2025

Double Materiality Assessment

The Double Materiality Assessment (DMA) offers tools and insight to align our future business strategy, targets, and governance with sustainability efforts.

In 2023, Vieser conducted the DMA that aims to identify, evaluate, and prioritize the environmental and social sustainability impacts, risks, and opportunities on the medium-term horizon. The analysis also considered how short- and long-term views would affect the assessment. The assessment included two key dimensions: impact materiality and financial materiality. The former covered both positive and negative impacts (actual and potential) and the latter covered business risks and opportunities, their likelihood of occurrence and the magnitude of potential financial effects. The materiality assessment encompassed the entire value chain, including both internal and external (upstream-downstream) activities.

Each sustainability topic under the two key dimensions were scored to identify the key material

topics. As a result, six material topics were identified and validated by the Vieser leadership team: climate change, resource use and circular economy, own workforce, workers in the value chain, consumers and end-users, and business conduct. The assessment and the six material topics were reviewed in 2024, and no changes were made. The identified six material topics will guide Vieser's sustainability efforts and reporting in the future.

The Double Materiality Assessment identified six material topics for Vieser:



Climate change



Resource use and circular economy



Own workforce



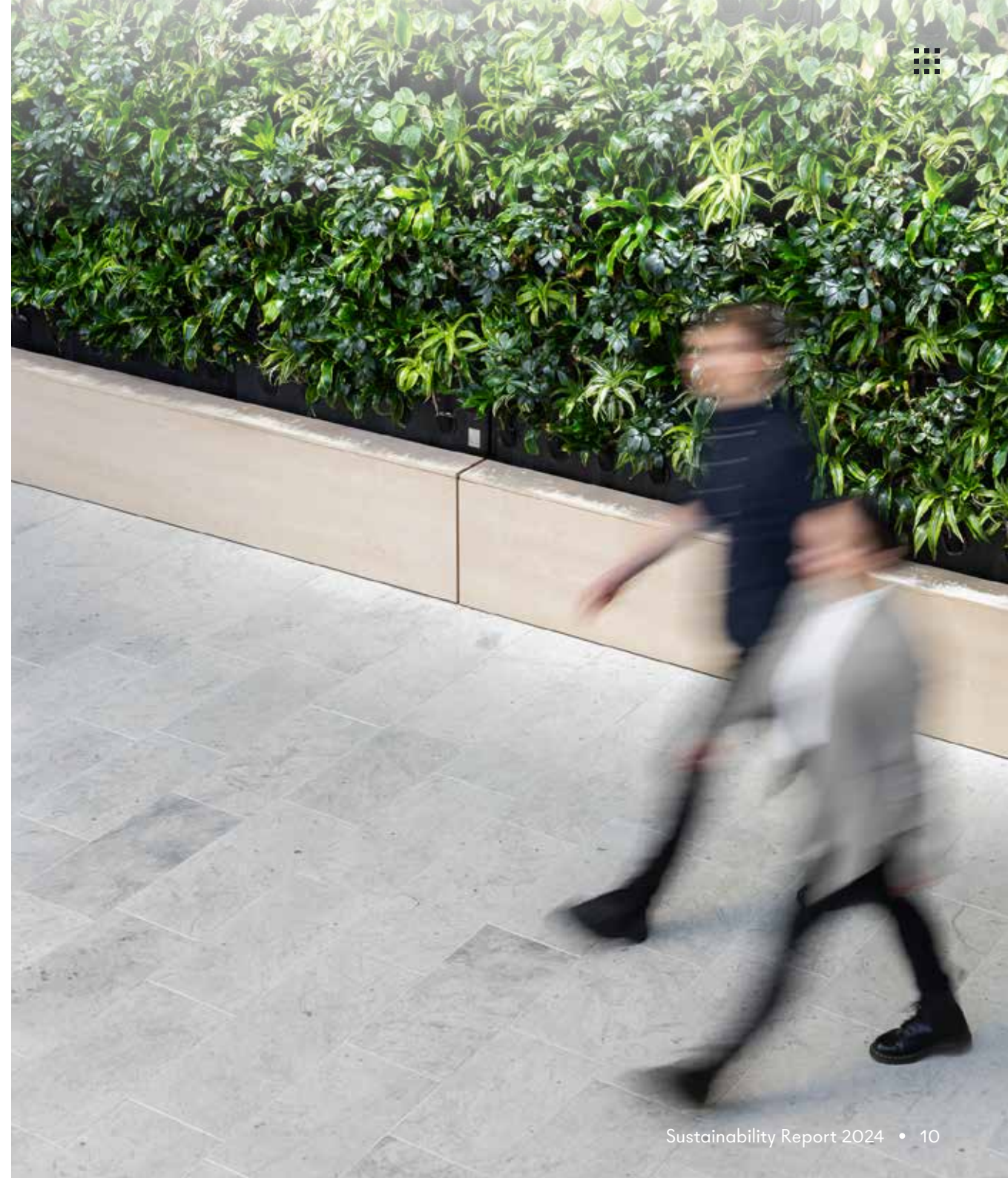
Workers in the value chain



Consumers and end-users



Business conduct



Stakeholder engagement

Stakeholder group	Key expectations	Interaction with stakeholders
Authorities and regulators	Compliance with laws and regulations	External audits, communications with authorities
Contract manufacturers, subcontractors, suppliers, service providers	Sustainable partners Contractual action Honesty and fairness	Sustainable operations Supplier assessments and audits, supplier meetings, supplier surveys
Customers, distributors and end-users	Support to fulfill sustainability requirements from their stakeholders Operations in accordance with relevant laws and regulations Safe products for construction industry professionals and end-users	Regular customer feedback, distributor meetings, trainings, customer service (phone calls)
Local communities	Sustainable operations Compliance with laws and regulations	Discussions and communications, answers to inquiries
Owners	Management of sustainability risks and opportunities Sustainable operations Compliance with laws and regulations	Board of directors meetings, quarterly Paree Group information sessions
Personnel	The company operates in a sustainable manner Occupational health and safety Fairness, respect for others	Employee engagement survey, regular employee meetings and updates, whistleblower channel

Stakeholder engagement

Engaging in both informal and formal dialogues with our stakeholders is essential to comprehend their concerns and expectations and to gain an understanding of the business environment. Our key stakeholders are our owners, customers and personnel. On top of those, we want to engage with many other parties listed in the table above. Vieser is a member of Green Building Council Finland, and together with Paree Group, of several other organizations, including Finnish Business & Society (FIBS ry), UN Global

Compact, The Association of Finnish Work, Chamber of Commerce and Family Business Association (Perheyritysten liitto). Our goal in participating is to engage in discussion, understand the systemic problems of sustainability, identify business opportunities, learn from our stakeholders and provide our employees with opportunities for sustainability education, aiming to support our business and sustainability efforts.

Climate

Vieser conducted its first verified CO2 emissions calculation in 2024 based on 2023 data. This year we have calculated our carbon footprint for all three scopes and all relevant Scope 3 categories based on 2024 numbers. Also the 2024 data has been verified.

We aim to improve the quality of the data every year. For this year’s reporting we have increased the Scope 3 coverage by including also purchased services in Category 1 in addition to purchased goods. We are also reporting on all other categories relevant to us, not only the major ones as we did in 2023. The relevant categories are Categories 1, 2, 3, 4, 5, 6, 7, 9 and 12, though we still miss relevant information on Category 12 (End-of-life treatment of sold products).

Vieser’s total carbon footprint in 2024 amounted to 809 tCO₂e. Scope 1 & 2 generated 40 tCO₂e (5%) and Scope 3 generated 769 tCO₂e (90%). Scope 3 Category 1 stands for the majority of Vieser’s emission 90%. The newly added Purchased services stood for 21% of the Category 1 emissions. Purchased services were mainly calculated based on spend using NAICS 2024 as information was not available from the service providers. Vieser does not own any manufacturing

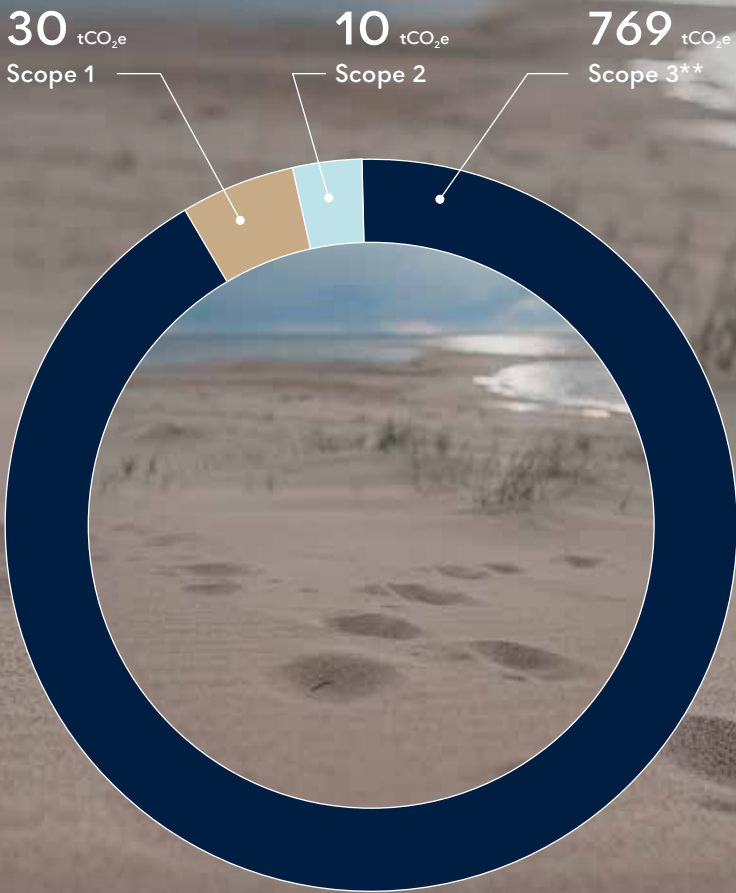
facilities so Purchased goods CO₂e were provided by its supply chain.

Vieser has conducted its carbon footprint calculation according to the standards and guidance described in the GHG Protocol (GHG Protocol version 2004, amendment 2013). OpenCO 2net Oy has performed a limited assurance on greenhouse gas (GHG) emissions inventory (Scope 1, 2 and 3) for the year 2024, for Paree Group including its subsidiaries Cubist, Innokas Medical, Serres and Vieser.

Our 2024 CDP SME (Carbon Disclosure Project score for small and medium-sized enterprises) Climate Score was SME B, which is the highest SME score level in 2024. Vieser made a significant improvement from the previous year’s SME D.

For further information on carbon footprint calculations and verification please [see](#).

Total GHG emissions



GHG emissions, tCO₂e

	2024	2023
Scope 1	30	30
Scope 2*	10	17
Scope 3**	769	533
Total	809	580

* Market-based Scope2 figures have been used in calculations.
** In 2024, we have included all relevant categories (1, 2, 3, 4, 5, 6, 7, 9 and 12), and included services in addition to products in Category 1.

Resource use and circular economy

Vieser is committed to reducing the use of virgin resources and working toward a circular economy, which is also one of our material focus areas. We aim to reduce our footprint and increase our handprint.

In 2024 Vieser started using recycled plastic for chosen products in production and switched to recycled plastic in packaging. The material can also be recycled. The reduce, reuse and recycle theme is also the main focus of the Paree Group Circular Economy Center of Excellence where Vieser and the other subsidiaries share information, invite guest-speakers and work towards more sustainable solutions in production.

Another focus area is R&D and last year Vieser launched a Circular Design handbook to influence development of new products at an early stage when it is possible to have a major impact on the final product.

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Vieser will focus on closer collaboration with suppliers, customers and other key stakeholders working towards a future where materials are continually reused and recycled.

As Vieser does not have its own production facilities, collaboration is the best way forward towards circular economy. Vieser is focusing on closer collaboration with suppliers, customers and other key stakeholders working towards a future where materials are reduced and recycled.



Own workforce

As a value-driven organization, Vieser considers its personnel its greatest asset, whose well-being is at the heart of value creation.

Vieser's Human Resources (HR) services are provided by Paree Group. At Paree Group, the HR function is dedicated to fostering a work environment that prioritizes employee engagement, well-being and continuous development. Our social targets align with our commitment to social sustainability, encompassing various aspects of talent acquisition, performance management and reward, leadership and culture, and competence development.

Caring for employee well-being

Vieser has been actively gathering feedback from its employees for several years, using an external partner to conduct an annual employee

survey. The primary goal is to enhance employee engagement by leveraging insights from the survey and implementing development actions based on identified needs. This process aims to establish a foundation for an improved employee experience and operational efficiency by recognizing strengths and pinpointing areas for potential development within Vieser.

The survey provides management with accurate information to address any existing issues and fortify the organization's strengths for the future. This, in turn, supports employees in their day-to-day activities and fosters long-term development and engagement. The People Power Index, which offers an overall rating of the survey results, indicated an excellent performance for Vieser in 2024, reaching level seven (81.4/AAA) on a seven-point scale. Notably Vieser has outperformed the employers' general norm in Finland for the past five years (2020–2024)*. In 2024, Vieser earned the "Most Inspiring Workplaces in Finland" recognition. This highlights the company's high level of

Vieser People Power index

81.4 / AAA

(Paree Group Average: 72.6;
Finland norm: 69.5)



employee dedication and its long-term, inclusive approach to operational development. The recognition is given annually to organizations that participate in the Eezy Flow PeoplePower® survey and achieve exceptional employee survey results.

* Eezy Flow Oy.

Equality and diversity

Vieser is committed to promoting equality, preventing discrimination and cultivating an inclusive work environment. We systematically adhere to the obligations set forth by the Act on Equality between Women and Men and the Non-Discrimination Act. The Equality Plan, prepared in

accordance with the obligations imposed by the Equality Act outlines procedures that underscore our commitment to systematically promoting diversity, equality and inclusion in the workplace. Our operations align with the vision, strategy and values approved by the company’s board of directors, emphasizing fairness and equality in how we treat our staff.

Guided by our values, Vieser strives to treat the employees with equity and fairness, promoting equality in various aspects, including recruitment, employee development, support, career opportunities and the reconciliation of work and family life.

We are committed to fostering diversity and inclusion. As of December 31, 2024, 59% of our workforce were women, and they held 67% of the managerial positions. These are notable figures in the traditionally male-dominated construction industry.

Competence development

Vieser’s commitment to competence development aligns with our overarching goals. The aim is to identify and cultivate the skills essential for implementing our strategy and achieving our annual

targets. Our dedication to equal opportunities for professional development is evident in various initiatives across our organization. The Paree Leading for Future program facilitated by Henley Business School and coaching training for people managers exemplify our commitment to comprehensive and impactful learning experiences.

Moreover, our employees are provided with group-wide webinar trainings, spanning topics such as social media, supervisors’ rights and responsibilities, AI principles, diversity and inclusion. These initiatives not only align with our competence development goals but also showcase our proactive approach in providing valuable skills to our employees.

Personnel demographics

	2024	2023
Total number of employees 31 December 2024	17	18
Employees by personnel group		
White-collar	17 (100%)	18 (100%)
Blue-collar	0	0
Employees by employment contract type		
Permanent employees	17 (100%)	18 (100%)
Temporary employees	0	0
Employees by age group		
Below 20 years	0	0
20–29 years	0	0
30–39 years	6 (35%)	8 (45%)
40–49 years	4 (24%)	4 (22%)
50–59 years	7 (41%)	6 (33%)
Over 60 years	0	0
Average age of employees, years	46.2	43.7
Newcomers		
White-collar	1 (100%)	5 (100%)
Blue-collar	0	0
Leavers		
White-collar	0	5 (100%)
Blue-collar	0	0
Attrition rate (white-collars, 12 months rolling)	0%	17%
Retirements		
Retirement (old age pension)	0	0
Retirement (other)	0	0
Average retirement age	n/a	n/a

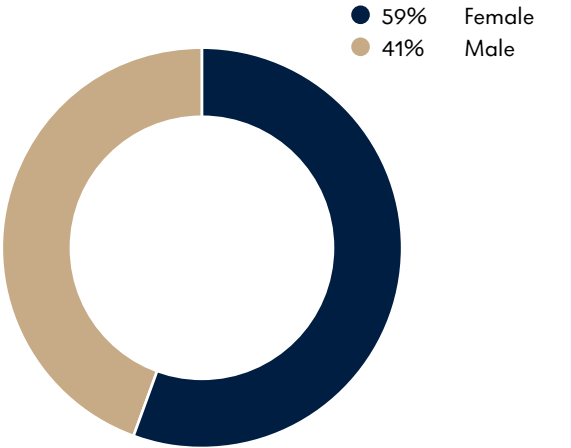
Employee survey index

	2024	2023
Employee survey response rate	94%	78,9%
PeoplePower index	81.4	81.4
PeoplePower rating	AAA	AAA

Gender distribution

	2024	2023
Female	10 (59%)	10 (56%)
Male	7 (41%)	8 (44%)
Women in managerial positions	67%	60%

Employees by gender



Performance discussions

Performance management at Vieser is a strategic, annual, and business-driven process geared toward enhancing individual and collective performance. This involves continuous dialogue throughout the year, encompassing performance reviews, target setting and discussions on the Individual Development Plan (IDP). The process focuses not only on what goals are achieved but also on how they are achieved, emphasizing value-based behaviors.

Target and development discussions take place systematically between supervisors and team members during the first quarter of the year, with records stored in the HR system. Regular follow-ups, including a mid-year review, ensure alignment with objectives and offers additional support where needed.

Occupational health and safety

Vieser maintains a systematic approach to occupational health and safety management, which ensures that these activities are well-organized and effective. Our organizational culture places a high value on safety, quality and continuous development.

The well-being of our personnel is key, and we invest in it in several ways, for example, by organizing trainings or talks on topics such as resilience and stress management tools and by taking care of the ergonomics at the office. We cherish an organizational culture that promotes both mental and physical well-being.

Dependent on local practices, employees have access to comprehensive occupational health services, including entry health checks, periodic health checks, workplace surveys and medical care. Additionally, we provide health insurance for all personnel, and follow up and analyze sick leaves and their causes.



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Performance management at Vieser is a strategic, annual, and business-driven process geared toward enhancing individual and collective performance.

Responsible sourcing

At Vieser we are committed to sustainability, and we expect the same from our partners.

We aim to select only suppliers whose social and environmental standards are consistent with our own and who act in a way that is consistent with the principles and values of our Supplier and Distributor Codes of Conduct. Our main first-tier suppliers are based in Finland, covering over 90% of our procurement; the rest are based in Western Europe.

In 2024, our main first-tier suppliers signed our Supplier Code of Conduct and 98% of our product purchase spend was with the signed suppliers. We also completed the supplier risk assessment and started working on a supplier self-assessment

questionnaire that will be distributed in 2025. Additionally, we plan to roll out the Distributor Code of Conduct.

Once we have a clear understanding of our partners' sustainability practices, we will start sustainability audits, prioritizing the most risky partnerships. At the end of the day, our goal is to promote sustainability in collaboration with our partners.

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Our goal is to promote sustainability in collaboration with our partners.



Consumers and end-users

Knowing what consumers and end-users expect of us and fulfilling these expectations calls for frequent and open interaction. The feedback we receive helps us meet the expectations and develop our offering.

Since 2023, we have been collecting detailed data from customer calls to help us better understand who the key stakeholders contacting us are and what the key topics are. In 2024, we started collecting more information by registering the answers to three key questions from the customer encounters we had during the year. Other channels for interaction are our customer service channels (via our web site) and social media. On our website, consumers and end-users can find installation instructions, maintenance instructions, tiling examples, type approvals and certifications to help them choose and use our products safely. There

are also FAQ documents and customer service contact information to help them find answers to their questions. Reference cases and photos show different real-life examples on user cases of Vieser products. Consumers and end-users can contact us on our website with any questions or concerns. There is a “Contact us” button, a phone number and an email address. Several people in our organization answer consumer or end-user questions. Depending on the topic, it could be technical support, portfolio, sales or new product development. We also engage with our consumers and end-users on social media. Vieser has global Instagram, LinkedIn, Pinterest and YouTube accounts as well as local Facebook accounts (FI, SE and NO). On social media, we share information and inspiration as well as interact with our consumers and end-users. We provide product training when needed. Our technical support visits technical schools and other institutions to share information on the safe installation, usage and maintenance of our products. In 2024, we opened an easy-access booking system for product training on our web site.

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We maintain a quality management system in accordance with the standards of ISO 9001:2015 and ISO 14001:2015.



Quality system

Our goal is profitable growth resulting from customer satisfaction. We ensure the realization of our goal by applying high-quality operational methods and by offering customer-oriented products and solutions. Our share of claims is below 1%. We comply with local regulation that affect our industry and take social and environmental responsibility. We undertake to meet the requirements of the quality and environmental standards that we have chosen and to maintain a quality management system in accordance

with the standards of ISO 9001:2015 and ISO 14001:2015.

The purpose of the quality system is to:

- implement the company's quality and environmental policy.
- verify and demonstrate the company's ability to produce products that meet customer and legal requirements.
- ensure customer satisfaction.
- enable continuous improvement.
- respond to the requirements of ISO 9001:2015 and ISO 14001:2015 standards.

Business conduct

At Vieser, we consider responsibility a collective endeavor. Knowing and following applicable laws and regulations is a basic requirement for all of us.

Our Code of Conduct applies to everyone in our company, at every level, including employees, management and board members. Our Code of Conduct is a set of rules that outlines what we expect from our staff. It includes, for example, general guidance on anti-corruption, environmental topics, human rights, and harassment prevention. The Code of Conduct is supplemented with various policies, principles and guidelines, including our environmental policy. Everybody at Vieser must participate in the Code of Conduct training and testing bi-annually. New employees are trained as part of their onboarding. Our eLearning platform is available in both Finnish and English.

We use our Supplier Code of Conduct as criteria for evaluating and sustaining relationships with suppliers. Our commitment is to do business with partners whose social and

environmental standards align with our own, adhering to the principles and values outlined in our Supplier or Distributor Codes of Conduct. Vieser is part of Paree Group's whistleblowing channel, which is available to both internal and external stakeholders of the entire group. Through the First Whistle grievance channel, reporting of concerns can be done in good faith, anonymously if desired and without any fear of reprisal. All reported cases undergo a thorough investigation and follow-up. In 2024, one notification was sent through the channel.

Vieser did not make any political contributions in 2024. Vieser shares its recommendations to policy making via industry associations, as appropriate.





Vieser has a crucial role to play in prolonging the life cycle of buildings with first-in-class floor drain solutions.

Vieser's products have been manufactured in Finland since the beginning, 1973.

vieser.fi

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