



**Terveystalo Group's environmental  
policy**

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## 1 Purpose and scope

Terveystalo Group's environmental policy describes the environmental principles that all employees, directors, officers, board members, consultants, and other personnel working under the leadership of Terveystalo Group are expected to follow.

### The role of this policy is:

- Support our sustainability commitments
- Provide a framework for function-specific instructions
- Reduce our negative environmental impact
- Increase environmental awareness in the organisation
- Communicate our environmental guidelines to stakeholders
- Support decision-making throughout the organisation

In addition to the content of this policy, Terveystalo Group is committed to fully complying with applicable current legislation, official regulations, and operating practices ensuring occupational and patient safety in the industry, and continuously improving environmentally friendly practices.

## 2 Communication and management

Terveystalo communicates externally about its environmental sustainability work as part of the sustainability section of the Annual Report and through the Terveystalo Group's website and CDP environmental reporting platform. Terveystalo Group's employees receive up-to-date information on environmental issues through internal communication channels.

Terveystalo's environmental management system is certified under the ISO 14001 standard. The standard provides a framework for the continuous development of processes and practices that minimise negative environmental impacts.

We require our strategic suppliers to have a documented and operational environmental management system.

All our employees are responsible for reporting any environmental incidents detected. The responsible party must immediately report the observation, root cause, and corrective actions to the Efecte feedback system.

### **3 Sustainable healthcare services**

We are constantly working towards integrated, data-driven healthcare. Digital healthcare solutions play a major role in improving availability, effectiveness and resource efficiency of care and reducing the environmental footprint. We offer and develop solutions to guide patients to the right specialist, to the right channel at the right time. An example of this is our AI-enabled symptom assessment tool, which streamlines both access to treatment and the work of professionals. We encourage and guide patients to choose a digital channel in cases that can be resolved remotely. At the same time, we reduce emissions related to travelling to appointments.

We continuously invest in the development of innovative, energy-efficient digital health technologies.

### **4 Reducing emissions**

We are committed to the goals of international climate conventions to curb global warming. Our goal is to reduce direct and indirect CO2 emissions (Scope 1 and 2) by 80% by 2025 (from the 2018 level) and our operations will be emission-free by 2030. We monitor and report emissions from our operations transparently following the GHG protocol.

We promote the use of low-emission and electric cars in vehicles and transport. We reduce business travel.

We reduce energy consumption. We increase the share of green energy in our energy consumption by purchasing renewable and emission-free energy. We aim to use green electricity in all our locations and hospitals. Our goal is for green electricity to account for 100 per cent of the electricity procured by 2025.

We develop the measurement of our impact throughout the value chain and work with our key suppliers to reduce emissions in the value chain.

### **5 Zero landfill waste**

Our goal is that the waste generated by our operations (hospitals, facilities) does not end up in landfills, but is recovered 100%.

We always minimise the amount of waste generated by our operations. When waste cannot be prevented, it is recycled for beneficial use. Terveystalo has instructions on waste management. We use guidelines to identify and ensure the safe handling of all waste types at different stages of waste disposal. Special attention has been paid to the treatment of special healthcare waste in the guidelines. All employees are responsible for sorting and recycling. We actively utilise external partners to maximise the utilisation of waste.

## 6 Lifecycle Management of Medical Devices

Terveystalo minimises the environmental impact of medical devices through both direct and indirect measures. We follow consistent life cycle management processes for the investment, commissioning, repair, and scheduled maintenance, removal, and transfer of medical equipment. As part of equipment management, we also assess the needs for consumables and disposables related to the equipment.

The procurement of healthcare equipment is carried out under the annual investment plan, considering technical and clinical requirements and sustainability issues. In addition to compliance and equipment safety, we assess the longevity of equipment, upgradeability, and parallel digital solutions when investing in equipment. By investing in long-life and upgradeable equipment, we reduce the need to fully replace physical equipment.

As part of our equipment lifecycle management, we also consider the necessary maintenance and servicing of the equipment, spare parts availability, and equipment rotation. We optimise equipment life expectancy by maximising equipment rotation and upgradeability to meet the volume needs of our service production. In addition to physical equipment management, we use digital solutions to minimise the physical equipment load and the environmental impact of migration. At the same time, we are streamlining and expanding the accessibility of our service network to our customers.

We assess equipment lifecycle continuity, serviceability, and spare parts options before equipment is taken out of service. We centralise equipment transfers to selected partners to optimise logistics. For equipment disposal, we work with distributors and manufacturers to return equipment for recycling, spare parts, and/or reprocessing. Key equipment suppliers and partners are committed to Terveystalo's Supplier Code of Conduct as part of supply chain management and Terveystalo's procurement policy. Supplier requirements also include environmental considerations.

## 7 Sustainable pharmaceutical supply

In Terveystalo's operations, the environmental load caused by medicines can be minimised through systematic use and appropriate disposal. We minimise the amount of pharmaceutical waste by efficiently circulating the stock of medicines and ordering medicines only as needed. Environmental aspects are also considered in the tendering process for the procurement of medicines and products in connection with updating the selection of basic medicines.

We ensure safe and appropriate use of medicines and the right kind of medicine procurement. Purchasing the right medicine in the right amount saves resources and reduces pharmaceutical waste. We regularly instruct and train our personnel in the correct handling and labelling of pharmaceutical waste.

Pharmaceutical waste is treated as hazardous waste, and its transport and disposal are carried out by trained parties. In the management of hazardous waste, we consider the guidance of the Ministry of the Environment and the Health Care Waste Guide.

## 8 Sustainable procurement

We consider the durability of the materials we use and actively seek new, more sustainable alternatives. We work with major material suppliers to find and deploy more competitive and sustainable new raw materials. We are also looking into new potential material suppliers. All suppliers must commit to Terveystalo Group's Code of Conduct for

Suppliers, which sets out the social and environmental requirements for their operations. We minimise the loss of perishable products and materials through active inventory management. We continuously evaluate and improve our procurement processes to advance our sustainability goals.

We also take environmental aspects into account in all our premise renovation projects.

## 9 Definitions

### Recycling

the process of collecting, sorting, and reprocessing discarded materials for use in another manufacturing process to make the original material or object or for the manufacture of other products, materials, or substances. Recycling aims to minimise the recovery of natural resources and their disposal in landfills and incineration.

### Scope 1

Direct greenhouse gas emissions from sources owned or controlled by the company.

### Scope 2

Indirect greenhouse gas emissions from the production of purchased energy (e.g. electricity, heating and cooling purchased by the organisation).