

# Sustainability Report 2019

**framery**  
SERIOUS ABOUT HAPPINESS

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## About this report

*This is our first sustainability report. Our aim is to show our progress and work on sustainability, as well as our management approaches that back up our three focus areas: economic value creation, social responsibility and environmental efficiency. The report has been compiled according to the Global Reporting Initiative Standards: Core option. The GRI is the world's most widely used responsibility reporting framework. You can find the GRI Standards index at the end of this report.*

# How we came here

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# CEO's greetings

*Sustainability has always been an integral part of the way we work. It is a part of our values and represents an important message that we want to convey to everyone we work with. However, we also recognize that simple words are not enough – we need to show too, that we walk the talk.*

## Coding our DNA into our sustainability processes

We can be proud of the fact that there has been a clear call from our employees to make our daily sustainability choices even more evident to all our stakeholders. This, our first sustainability report, is therefore a perfect way to put our actions into words.

In 2019, we took our first steps in making sustainability an official part of our processes, projects and our management systems. Through this report, we hope that all our employees and partners can get a better grip on our concrete sustainability work achieved to date and on our target state as the world's best producer of pods and office phone booths.

## Sustainability in a fast-growing company

We have grown from a start-up of two people into a global market-leader of

about 330 people in just nine years. I am happy to say that we have succeeded in doing this in a sustainable manner. We wish to continue our growth-path and move from a tight-knit family into a well-functioning power team.

In order to continue as a viable company, we still need to put more pressure on our supply chain and create more ways to work according to circular economy principles. I believe we still have many global achievements ahead of us.

And ... dear employees, customers and investors, please use our report information in your work and ask us for more information. We want to better understand your needs and requests with regards to our sustainability work.

Let's create together a phone booth business that makes the world happier!

A stylized, handwritten signature in black ink, consisting of a large, sweeping initial letter followed by a series of connected strokes.

# We are Framery

*Framery is the pioneer and the world's leading manufacturer of pods, phone booths and soundproof private spaces for solving noise and privacy issues in the offices. Our products make employees happier and more productive in the offices of dozens of the world's leading companies, including Microsoft, Puma and L'Oréal. In fact, 40% of all 'Forbes 100' companies use Framery. Today, our end-customers can be found in all inhabited continents.*

*Framery is one of the fastest growing companies in Europe and the fastest growing in the whole Nordic region. In 2019 our revenue was EUR 106 million euros. In 2019 the next three years growth is expected to continue rapidly.*

*Today, we are 330 people working in 13 countries. Our headquarters are in Tampere, Finland, where 90% percent of us work.*

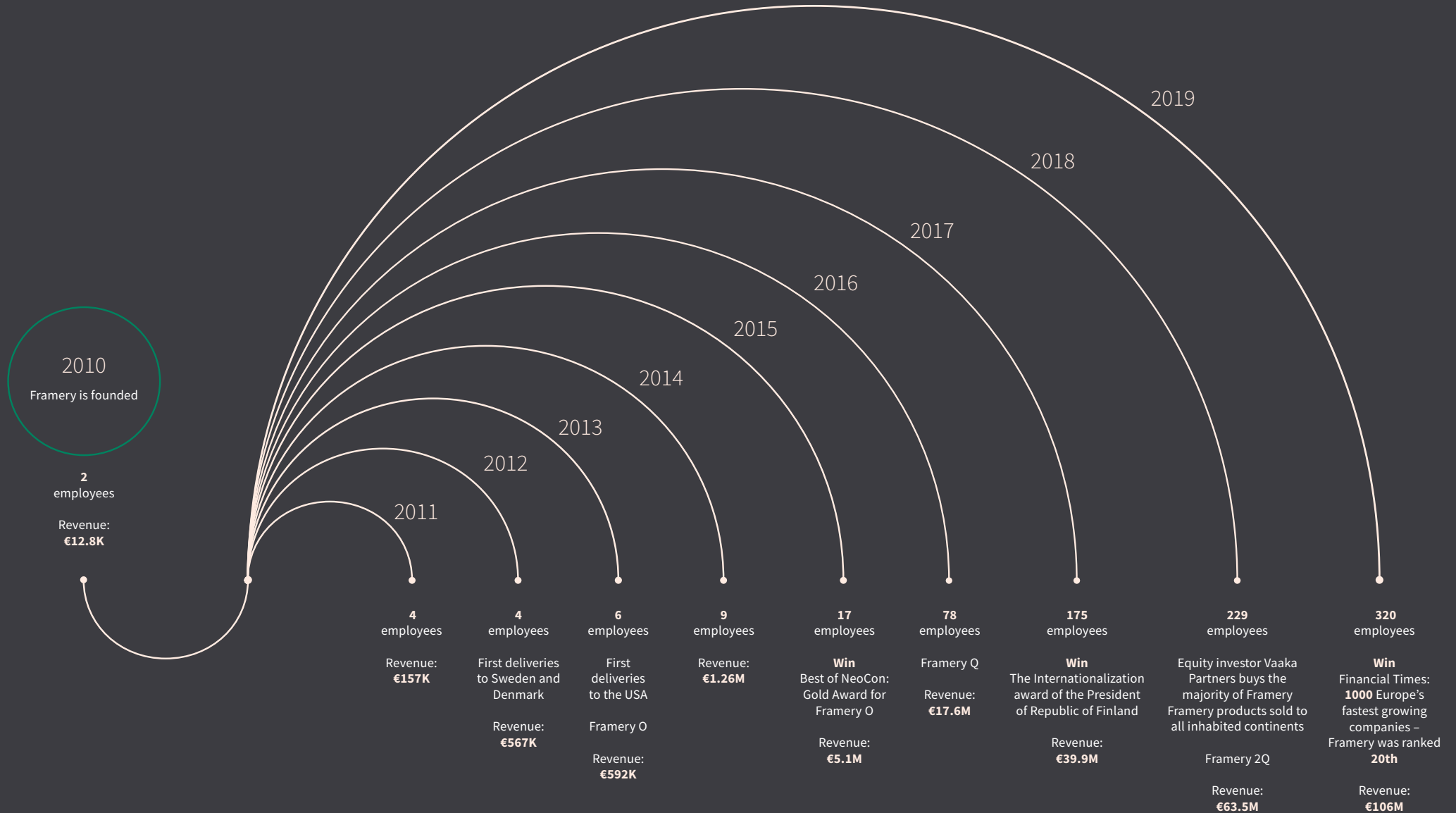
*With a strong focus on research and a commitment to practice what we preach inside our own company, we are determined to find keys to overall work-life happiness – in a sustainable manner.*

# framery

SERIOUS ABOUT HAPPINESS

WE ARE FRAMERY

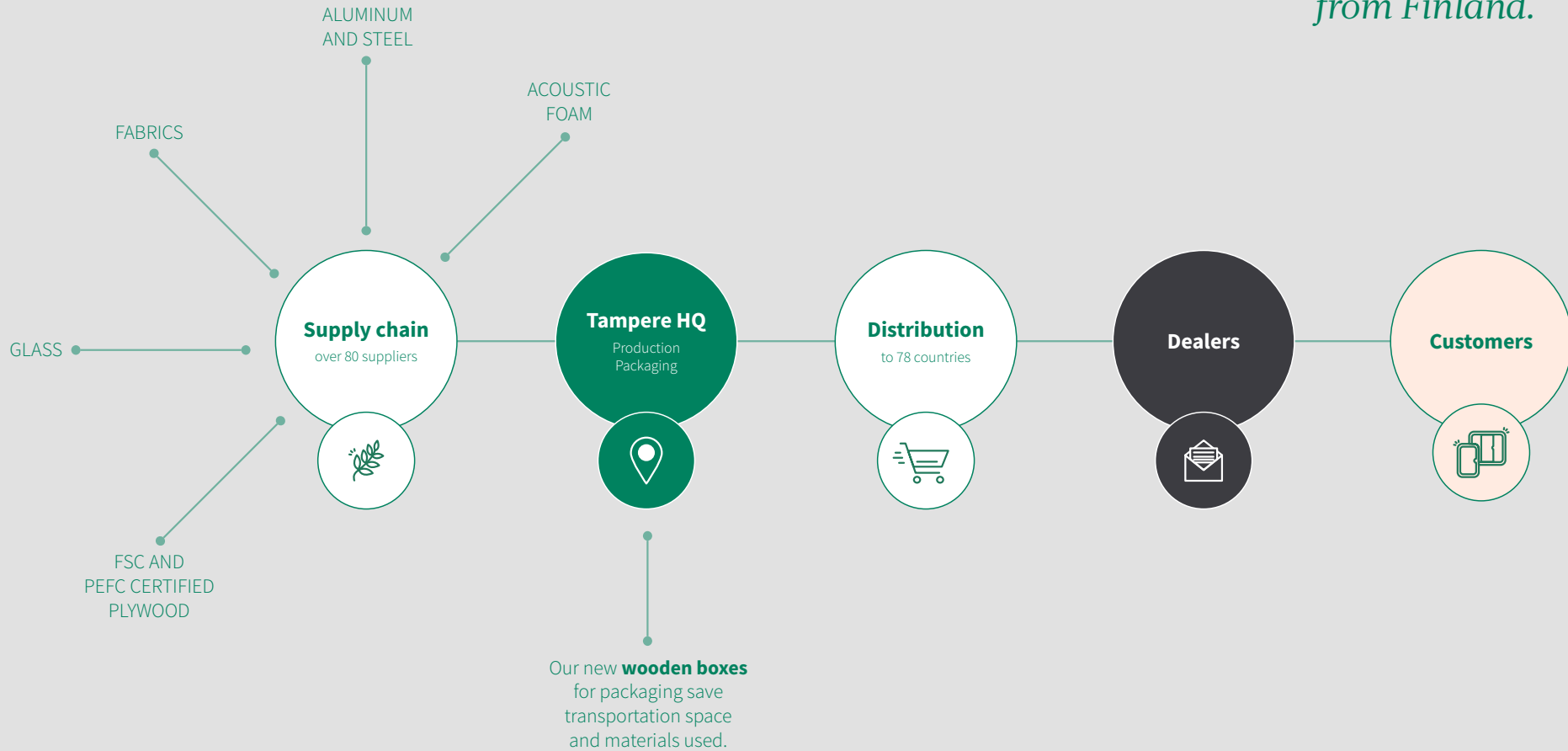
# Our journey



WE ARE FRAMERY

# Framery value chain

*99% of the purchasing volume comes from the EU and of this, over 50% from Finland.*



**Did you know?** We have a logistics center in Michigan, USA together with a partner to make deliveries more smooth in the US. This has also

been a smart way to decrease our emissions since we need to ship our products by air less than before. Ships rule!



# Highlights and challenges

## HIGHLIGHTS



### We made it official! Framery ♥ Sustainability

The year 2019 was a lot about making sustainability more visible in all our processes. One example of this is that we collected all the information on our mission, vision and culture, and published it in our Culture Handbook.

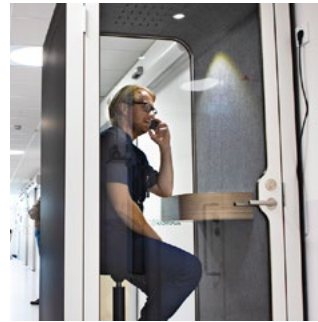
On the environmental side, 2019 was all about creating more robust projects and processes. We also increased our knowledge on our product's entire life-cycle and our emissions across all scopes.



### Employee wellbeing in focus

From September to December 2019, we paid extra-special attention to the wellbeing of our employees. During those months, Framerians had the opportunity to e.g. try out CrossFit, ice swimming or to take part in a group that focused on achieving better sleep.

[Read more on page 26.](#)



### Chipping in for a children's hospital

Every year, Framery chooses a campaign or a fundraiser to support. Last fall, we came across the Tampere Children's Hospital Support Foundation which has actively been raising funds for the Tampere University Hospital, and particularly its children's section. Framery's O and Q pods were placed in the Child and Adolescent Psychiatry, Paediatric Haematology and Oncology sections of the hospital to increase personal privacy and safe spaces for sensitive discussions.

[Read more on page 21.](#)



### Basking in solar power

In 2019, Framery made a contract with Tampreen Sähkölaitos. Tampereen Sähkölaitos is an energy group that produces Finnish energy and develops energy solutions. For the next five years, Framery will rent 60 sun panels, as well have a guarantee of origin for renewable energy. We are proud to say that we are running on 100% renewable electricity!

## CHALLENGES

### *It's now or never*

Since we have just started out on our "official sustainability" path, we have only recently understood that there have been a few low-hanging fruits that we should have been able to tackle earlier. One example of this relates to our newly implemented plan to collect comprehensive data on our CO<sub>2</sub> emissions and energy consumption so we can offer new ways to minimize our global footprint and increase our handprint. We are also looking forward to starting better discussions with our supply chain. Furthermore, as in sustainability fore-runners in our market, we hope to also inspire other businesses to consequently walk the talk.

# Sustainability at Framery

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# Our sustainability work

We have always had responsible people working for us and we believe that our choices and actions as a company have been reasonable and fair. However, we have now understood the link between corporate sustainability and the need to report on our most material questions in an open and transparent way to all our stakeholders.

## Our role in a sustainable world

We understand the serious environmental and social threats we are all facing, globally. These critical challenges include climate change, resource scarcity, loss of biodiversity and the ever-changing work-life challenges.

We realize that Framery has both a positive and negative impact on the environment and that we also impact

the people that fall within our operations, as well as our global customers. We aim to make three million people happier with our pods and we provide thousands of workplaces, directly and indirectly. On the other hand, we also use mother earth's valuable offerings in our products. We constantly seek to make our footprint smaller and handprint bigger to be sure we are not just creating happiness today, but happiness also for future generations.

## Memberships in association

Since 2018, Framery has been committed to the United Nations Global Compact corporate responsibility initiative and its principles in the areas of human rights, labor, the environment and anti-corruption.

*We constantly seek to make our footprint smaller and handprint bigger to be sure we are not just creating happiness today, but happiness also for future generations.*

In addition, Framery is a member of BIFMA, a not-for-profit trade association for business and institutional furniture manufacturers, FEMB, the European Office Furniture Federation, Kasvuryhmä Suomi ry, an organization that brings together the most ambitious scaleups in Finland, as well as Tampere Chamber of Commerce and Industry, a leading business organization in the Tampere Region.

## Our most material topics

In order to report and focus on the right issues in our sustainability work, we have conducted several surveys with our stakeholders. In 2019, we held a workshop for the key management and conducted surveys for our dealers, architects, customers, competitors and employees. According to this workshop and the surveys our most material topics are:

- Occupational health and safety
- Job satisfaction
- Sustainable materials that last
- Energy and emissions
- Certifications and standards
- Customer satisfaction

Based on these results, we have created our own sustainability agenda and grouped these topics into three focus areas. In addition, we have also included other relevant topics to ensure a sustainable future for Framery.

# Our sustainability agenda

*An agenda that addresses eight topics identified as material to us.*



## Economic value creation

Customers

Investors

Society



## Social responsibility

The Framarian culture

Employees and the wider workforce



## Environmental efficiency

Materials

Circular economy

Energy and greenhouse gas emissions

# Our management approach

Our guidelines and policies steer our sustainability work in the right direction. Find out more how we lead each of our focus areas below:

	Customers	Investors	Society	The Framarian culture	Employees and the wider workforce	Materials	Circular economy	Energy and greenhouse gas emissions
Policies	Culture Handbook, Code of Conduct	Vaaka Partner's ESG policy	Culture Handbook, Code of Conduct, Supplier Code of Conduct	Culture Handbook, Code of Conduct, Supplier Code of Conduct	Culture Handbook, Code of Conduct, Supplier Code of Conduct	Environmental Policy, Code of Conduct, Supplier Code of Conduct		
Commitments	UN Global Compact, UN SDG 3, 12	UN Global Compact, UN SDG 16	UN Global Compact, UN SDG 3, 8	UN Global Compact (Anti-corruption), UN SDG 16	UN Global Compact (Labor), UN SDG's 3, 5, 8	UN Global Compact, UN SDG's 12,13,15, ISO 14001. We are committed to continuously improving our environmental performance, taking the whole life-cycle into consideration. Products designed based on sustainable, healthy materials, long lifetime, modularity, recyclability.  Improved processes to reduce energy and material use, emissions and environmental risks. We commit to minimizing our footprint and maximizing our handprint.		
Goals and targets	Our purpose is to offer our customer's employees better workday concentration, collaboration and recovery, leading to lowered stress levels and improved efficiency. Our vision via our products is to make three million people happier by the year 2022.	We are committed to creating sustainable value for our investors.	Increased efficiency at work. Reduction of sick leave and healthcare cost. We create jobs in our supply chain and pay taxes.	Conduct our business ethically. Our employees live by our values. Our suppliers follow the Supplier Code of Conduct.	Our vision is that Framery offers hundreds of people proverbsly the best place to work.	Increase the material efficiency in our supply chain.	Offering circular solutions for our customers.	Reduce the amount of GHG emissions in our operations.
Responsibilities, Resources	Management team, Head of Sales, Head of Product, Product and offering Steering Group, Future Steering Group	CEO, board meetings	Management team, Sustainability Steering Group	Management team, Sustainability Steering Group	Management team, Head of People & Culture. HR team, team leaders, OHS committee	Management team, Sustainability Steering Group		

	Customers	Investors	Society	The Frameryan culture	Employees and the wider workforce	Materials	Circular economy	Energy and greenhouse gas emissions
Grievance mechanisms	QR code in booths for feedback. Contact via <a href="http://www-pages.frameryacoustics.com">www-pages (sustainability@frameryacoustics.com)</a> Contact with global sales team members. Normal claim processes.	Regular board meetings	Contact via <a href="http://www-pages.frameryacoustics.com">www-pages (sustainability@frameryacoustics.com)</a>	Close relationships and open communication with our suppliers. Strategic purchasers and quality engineers in dialogue with suppliers.	Flat hierarchy and instant feedback face-to-face. Utilizing our Impraise program enabling feedback between people online. Intranet improvement ideas feedback system. Happiness insurance process. HSEQ Online for occupational health and safety incidents and observations.	HSEQ Online program for environmental observation and incident reporting. Contact via <a href="mailto:sustainability@frameryacoustics.com">www-pages (sustainability@frameryacoustics.com)</a>		
Specific actions; Projects, processes, programs, initiatives	Joint study with Firstbeat measuring stress levels before and after users have experienced a Framery pod. Results indicate that employees experience recovery while working and taking breaks in Framery pods. Also, happier due to lower stress levels. Conducted extensive marketing research. Recruited 21 new salespersons globally and implemented our 4-wheel drive sales approach. Dealer portal was taken in more widely. Salesforce CRM-system was taken in use. New September product release including improvements and new features for our products. Environmental Product Declarations (EPD) published.	Annual ESG review at board meeting. Decision to start publishing annual sustainability report.	Collaboration with schools and universities. Collaboration with local activity center. Annual charity donation to Tampere children's hospital.	Code of Conduct, culture handbook including our values and Supplier Code of Conduct released. Over 90% of suppliers signed the Supplier Code of Conduct.	Supervisor trainings, Wellbeing months	Packaging development project for increased material efficiency. Starting the circulation of metal pallets between suppliers instead of disposable wooden pallets.	Starting to pilot Framery Subscribed. Circular Economy Integration in the Nordic Industry for enhanced sustainability and competitiveness (CIRCit) research project participation.	Starting collaboration with local electricity utility company in order to obtain solar electricity from their solar panel park. Kilometri-kisa encouraging employees to cycle to work instead of using private cars.
How did we do?	Further developed internal and external processes. Major 2020 renewal and relaunch of dealer portal and creation of sales e-learning training.	First sustainability report for investors in 2019. Developing the report further in 2020.	Defined in our Code of Conduct our approach to charity, donations and political activity. Decision to systematically select and support only one bigger charity cause per year.	Created the Code of Conduct in 2019. In 2020, will create and implement anti-corruption training for our employees.	Created a written-down policy for our employees in 2019. Will make it a part of our everyday practices in 2020.	Conducted assessment of environmental risks and ISO 14001 external audits were conducted. Internal audits, incident reports, supplier audits were conducted regularly throughout 2019. Building our Design for Environment (DfE) in R&D process even more robustly in 2020.		

# Our stakeholder engagement

*We believe that only a happy Framarian can make our customers more happy. This can only be ensured through respecting, listening to and understanding our other stakeholders, since we are all in a continuous chain of actions and reactions. This is how we engaged with our stakeholders in 2019.*

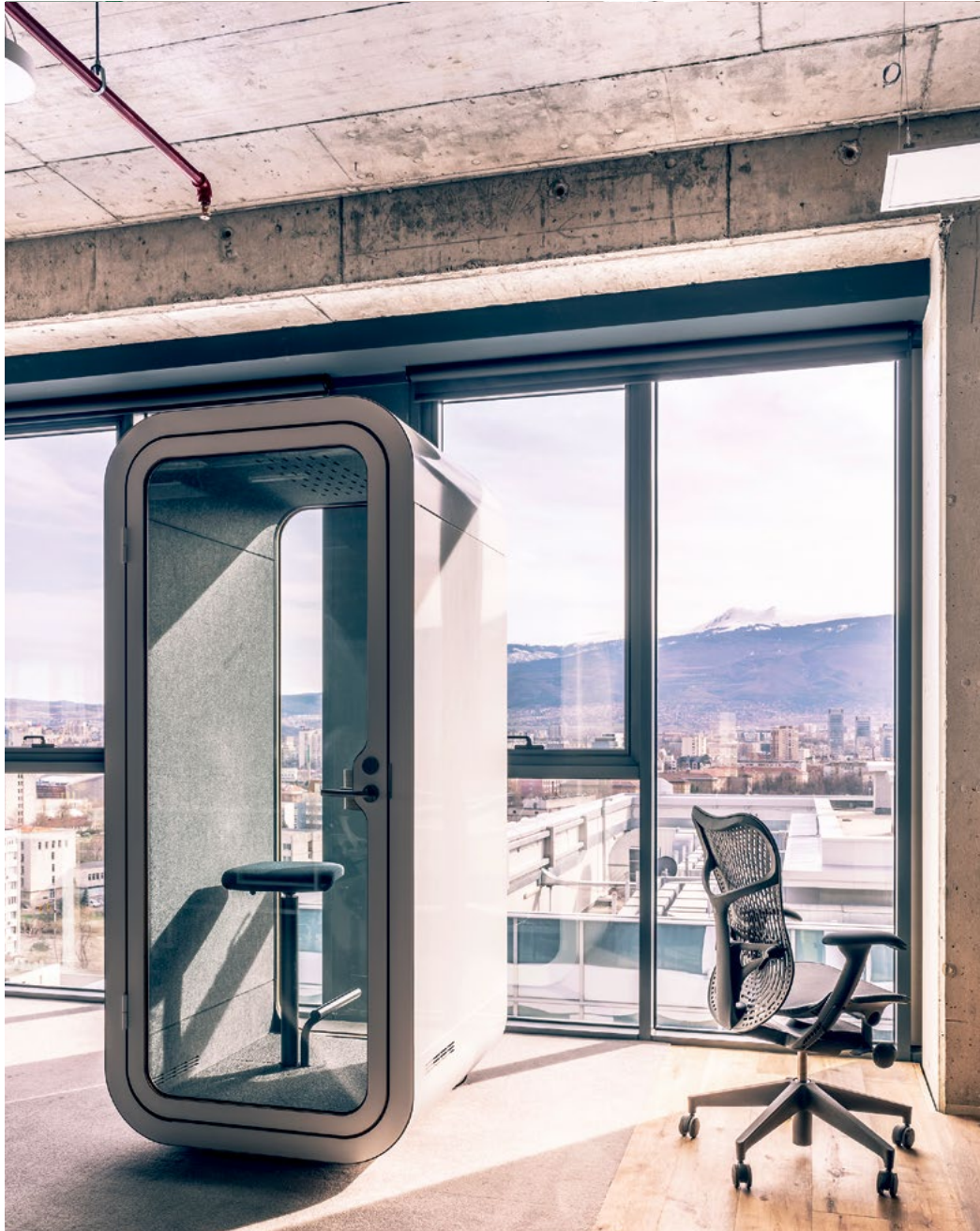
Stakeholder group	Expectations and needs	How we responded
Employees and the wider workforce	Happiness, safety, complying with agreements, maintaining jobs, IT- security, equality and welfare at work, career development and feedback, personal growth, job satisfaction, equitable salary.	Improving our management system, going through a safety review, launching a training and personnel plan, taking care of occupational health, cooperation with pension insurance companies, following labor unions' demands, continuing our Happiness insurance, providing lunch, and sport & culture benefits.
Customers	Top-notch product features, safety, quality, responsibility and sustainability, construction rules, specifications, information on the products.	Enhancing our management system work, certificates, adding informative labels to our products, communication, enhancing eco-efficiency in our material design, effective customer service and claim handling system, product quality improvement -projects.
Suppliers	Reliable relationship, on-time payment, ability to forecast, accuracy of specification.	Open communication, product quality improvement -projects, customer service for suppliers, supplier audits.
Dealers & partners	Safety, quality, responsibility and sustainability, construction rules, specifications, informative labels, safety when assembling, knowing delivery and installation times, having support and a reliable relationship.	Adjusting our management system work, certificates, adding informative labels to our products, open communication, enhancing eco-efficiency in our material design, having certified assembling partners, precise requirement surveys, effective claim handling systems.
Owners, board & financiers	Responsible action, profitability, long-term growth	Open communication, board ESG review
Media	Creating and following a global PR strategy that holds different themes within thought leadership, product placement and companywide news. Active approach seeking new editorial opportunities with strategic themes, collaborations with major influencers in design industry and submitting Framery or its products to relevant design award programs.	Proactive media work towards all relevant media in our field of business as well as in the business media. Keeping website and social media channels up to date.
Universities	Training and thesis positions, employment opportunities, research subjects, lecturers, excursion possibilities.	Training and thesis positions available, apprenticeship positions, hosting factory visits, participating in career events.
Authorities	Obeying the laws, offering employment possibilities, approvals on product safety, accuracy of reporting.	Open communication

# Economic value creation

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# Economic value creation

*Framery has been able to become the pioneer and trendsetter in its field by creating a completely new global market for pods and office phone booths. In 2019, our turnover was MEUR 106. With our strong growth we can also support society, create a better working environment for our customers and accumulate sustainable growth for our investor's portfolios.*

## A fast-growing pioneer

Framery has led the emerging market of open office noise solutions, growing organically from EUR 1 million to over EUR 106 million during the last five years. Despite more than 100 direct competitors entering the field during this time, Framery has been successful in further strengthening its position as the global market leader. At the same time, we have managed to create a product that makes people happy all over the world.

In 20th place, Framery is the highest ranked Nordic company in the FT1000. The FT1000 is compiled by the Financial Times and Statista, ranking the European businesses that achieved the highest annual net sales growth between 2014-2017.

We set ambitious growth targets for 2019. We were already able to achieve these goals during the third quarter of

the year. In 2019, our revenues were EUR 106 million. This result means that we have grown 8312,7% during the last five years.

## Our key solutions to growth

What's our secret to sustainable growth? Well, simply, we don't engage in any funny business. We pay our taxes fair and square; we do honest deals with our partners and dealers; we pay fair wages and we offer our customers the best possible product. Furthermore, we have continued to keep all our production at our Tampere headquarters in Finland. This way, we can support our local community by offering jobs in our home municipality of Pirkanmaa.

## Biggest turnovers come from exports

Over 90% of our turnover comes from exports. We have a large network

of distributors taking our products to our dealers in 73 countries. We want to maintain a good relationship with all our suppliers and dealers and remind them about our sustainability needs through our Supplier Code of Conduct. Currently, 98% of our suppliers have signed the Code. In addition, we do not support any monopoly dealer arrangements in any country. In order to make sure that we have both functional and rapid deliveries to the United States, in 2019, we started a new logistics hub in Michigan, together with a partner. This way, we can offer our customers fast deliveries, as well as minimize our carbon footprint, since we can now ship large deliveries of pods without using cross-continental flights.

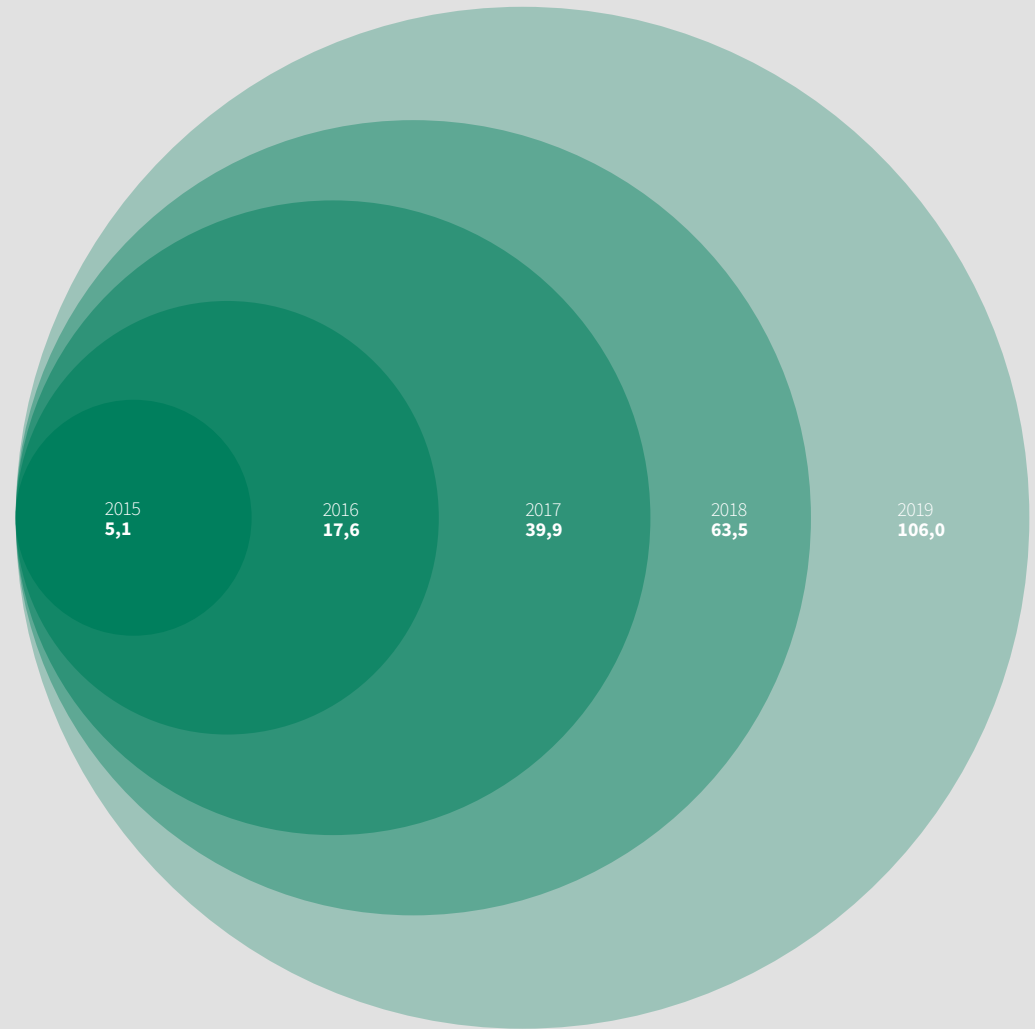
[Read more about our environmental work on page 30.](#)

**Zero tolerance for corruption**

No end justifies the means, and that’s why we have a zero-tolerance policy on corruption. The biggest risks regarding corruption can occur when working with our suppliers and dealers. To that end, we make sure supplier contracts are clear and the suppliers’ responsibilities are evident. In addition, we have set clear in-house rules on who can sign our major contracts. This way we can also minimize the risks of exploitation and bribery. There were no incidents of corruption recorded during 2019, nor indeed have there been any since our founding in 2010.

*No end justifies the means, and that’s why we have a zero-tolerance policy on corruption.*

Net Sales, MEUR





## Customers

Daily, nearly 50,000 booths and pods serve our over 4000 end-customers, contributing to their wellbeing – all the way from usability and acoustics, to aesthetics and sustainability. Many of the world's leading companies use our products to help make their people happier and to save time, space and money. Around 40% of all 'Forbes 100' companies use Framery products, including Microsoft, Puma and L'Oréal.

### Sustainability is not all about how we do it but why we do it

How often have you had to take a private phone call in the bathroom, or occupied a conference room on your own just to take a phone call? How many times have you had to put on your headphones to help you 'ignore' the loud phone call your colleague is making next to you? Open office spaces have many plus sides, but silence (and privacy) is not one of them.

We want to offer a more stress-free environment to our customers. We like to think that our products also help our customers work in a more productive way, creating even more economic value around us – as well as, finally, happiness. Therefore, our target is to make three million people happier around the world by 2022. Sustainability through happiness represents a core mission that runs through everything we do.

### Sky-high growth in turnover

In 2019, we had two targets when it came to our customers and sales. The first target aimed at growing our turnover from EUR 63 million to EUR 87 million. This target was reached in November and we achieved EUR 106 million by the end of the year.

Our second target was to reinforce our sales team. This was also achieved. In addition, a new sales strategy was created and successfully implemented. Furthermore, a new CRM tool was taken into use, helping us to keep in constant contact with our customers and our authorized dealers.

### More impact, more happiness

We collect feedback from our customers globally through our everyday contact. In addition, we have QR-codes built into every single door of each one of our products where users can leave instant feedback or comments. We have received a lot of useful feedback so far, but we are still looking for the best way of finding the right contact points and methods to engage with our end-customers.

We still have a great deal of work to do and more people to make happier. We are looking into incorporating pods and booths into e.g. hospitals, schools, universities, airports and production plants because we need to facilitate the making of private and sensitive calls also in public spaces.

What are our pods made of?  
Find out more starting from [page 31](#).

# Investors

In 2017, Framery received a new boost when the Finnish Private Equity Investor, Vaaka Partners, became the majority shareholder in the company. Vaaka Partners has proven to be a very important enabler of growth.

Together with Vaaka Partners, Framery has been able to bring on-board valuable knowhow and talent that enables us to respond to the challenges our accelerating growth has delivered over the past year. Vaaka Partners and its co-investors own 60% of the company. The rest of Framery is owned by Framery’s founders, operative management and private investors.

The investors of the private equity funds managed by Vaaka Partners are leading Finnish and international institutional investors. Pension insurance companies and fund-of-funds are the largest investor groups. Vaaka Partners is registered with the Financial Services Authority in compliance with the Alternative Investment Fund Manager’s act. Vaaka Partners follows the UN

Principles for Responsible Investment in its investment activities and aims to improve long-run risk-adjusted returns from its investments by taking into account ESG-factors (environmental, social, governance).

### A sustainability nudge from the investors

All investor related questions regarding sustainability come through Vaaka Partners. Framery holds its board meetings once a month. Vaaka Partners has two seats on the board where representatives named by Vaaka Partners sit. Vaaka Partners has steered Framery into taking sustainability questions one step further. This first published report is, for example, evidence of how Framery has taken the guidance into action, since we also believe that sustainability should be transparently communicated and integrated into the strategy and management approaches of our company. We will continue the journey down this road in the future as well.



Direct economic value created, MEUR

	2015	2016	2017	2018	2019
Operating costs	4,6	13,6	31,6	51,0	90,8
Employee wages and benefits	0,8	1,9	4,7	7,4	12,6
Payments to providers of capital	0,0	0,1	0,4	0,8	0,0
Community investments	0,0	0,0	0,0	0,0	0,0

# Society

Our biggest economic impact on society flows from our tax footprint and the jobs we offer directly and indirectly through our own pay list, as well as through our suppliers and dealers.

## Our tax footprint

As a responsible taxpayer, Framery commits to all applicable tax laws, rules and regulations in all jurisdictions where it conducts its business activities.

Since all of our production and most of our employees are situated in Finland, the country also receives most of our taxes. In 2019, Framery paid EUR 2,5 million in taxes to governments in countries where it has operations.

A total of EUR 19,1 million was paid directly (taxes borne) while EUR 4,8 million was collected on behalf of governments.

## Jobs created

During the past five years, Framery has employed over 300 people directly and, most notably during 2019, employed 175 new recruits. Furthermore, as we also have an ever-widening network of suppliers and dealers, our indirect employment is consequently even larger. As we advance our aim of creating happier jobs at Framery, we believe that

our employees are also able to spread the happiness outside work and across wider society as a whole. By employing people we can also create more wealth and well-being around us.

## Spreading happiness

Every year, Framery chooses a campaign or a fundraiser to support. In 2019, we chose the Tampere Children's Hospital Support Foundation, which has been actively raising funds for the Tampere University Hospital.

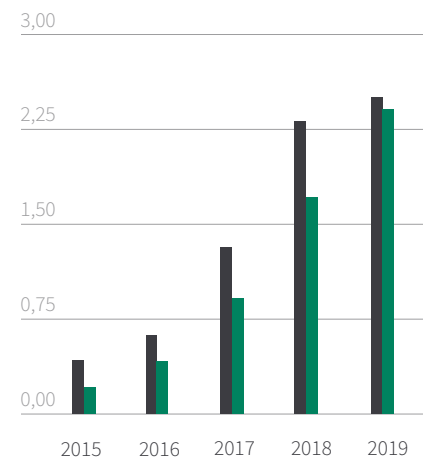
After hearing more about the hospital's needs, we soon understood that thousands of families experience a lack of privacy in hospitals around the world. Framery was happy to provide O- and Q-pods for the Child and Adolescent Psychiatry, Paediatric Haematology and Oncology sections to add much-needed privacy and safe spaces.

Our charity cause for 2020 will focus on donating to a cancer foundation fighting breast cancer. We are also looking into the possibilities of collaborating with a foundation working towards increasing breast cancer awareness in the United States.

[Read more about how we support our employees on page 26.](#)

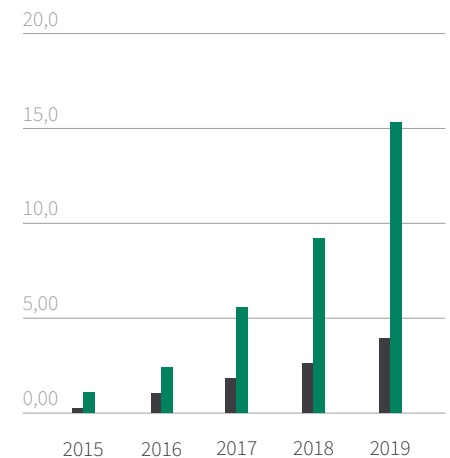


Tax footprint: Taxes collected, MEUR



- VAT
- Employee's social security

Tax footprint: Taxes borne, MEUR



- Corporate income tax
- Employer charges

# Social responsibility





# Social responsibility

*We want to take special care of our employees, customers and all the people we work with. We have a strong organizational culture backing up our sky-high growth and the happiness of our people.*

## The Framerian culture

We are committed to complying with national and international legislation and ethical principles, which are binding on all our employees. In addition, we have created a unique Framerian culture that emphasizes transparency, fair decision-making and openness.

### **Our mission and vision are the foundations of our culture**

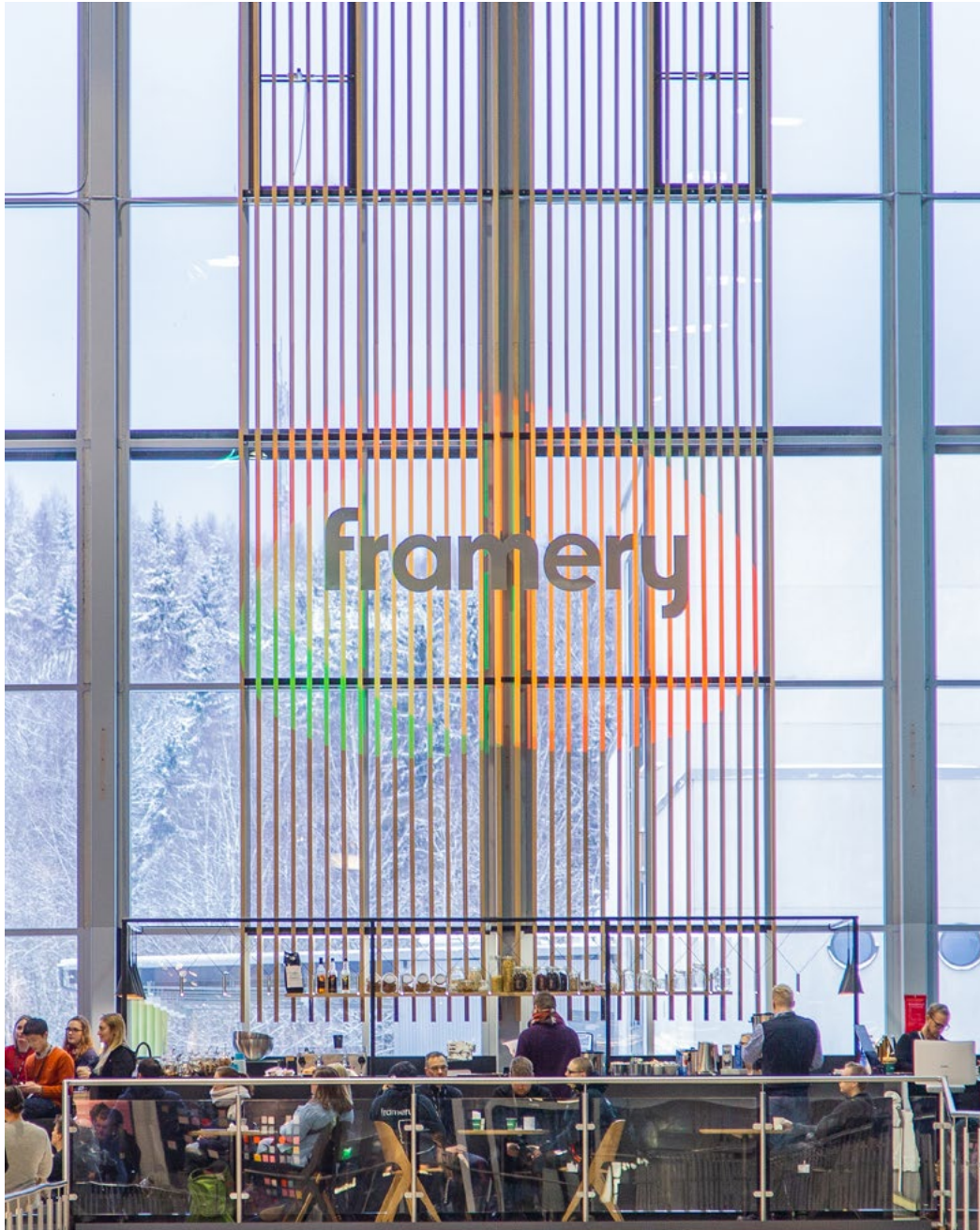
Our mission is clear: we are serious about happiness. Happiness drives our work and is our sole purpose, since it is the essence and reason for everything we do. Happiness can be found through the impact of our

products, our commitment to our people and in the way we work.

Our vision is to make three million people happier by the year 2022 because they can use our products. Framery will also offer hundreds of people around the world a provenly happy and fulfilling place to work. By working by our mission and vision, we can create a world that is a little bit better than it would be without us.

### **Framery lives by its values**

Every one of us is responsible for living according to our values. Our values are



the abilities and practices that we especially appreciate in our colleagues, as well as what we base our decision-making on. They are at the core of our culture and create our shared practices, rules and goals. The values we expect each of us and future colleagues to live by are:

- Respect
- Courage
- Transparent communication
- Impact
- Curiosity
- Good judgment
- Responsibility

When we recruit new colleagues, consider pay raises or individual growth, we always keep our values in mind.

#### **Our flat organization creates a unique culture**

While there are great cultures in many companies, our unique way of working makes Framery a one-of-a-kind.

One of the key elements of a happy company is transparency. The idea is simple: our organization is flat – no strong hierarchy, no unnecessary middle management, no hidden secret processes. All the information regarding the operation of our company is available to Framerians on our internal Wiki-intranet.

Another major contributor to workplace happiness is fair decision-making – we want to invite everybody into the decision-making process and not make

*Our organization is flat: no strong hierarchy, no unnecessary middle management, no hidden secret processes.*

conclusions at the managerial level that employees are forced to act upon. Hence, open and engaging communications and events have a big role in our culture. We have created a working combination for different needs:

#### **Frequent events:**

- Framery talks once a month to all employees on topical questions.
- Company partner updates on financial performance and quarterly reports.
- ‘Thank God it’s Wednesday’ - coffees at the Framery headquarters provide weekly updates to the employees.
- Team meetings also reflecting information from the executive team.
- Frevents (Framery + events = Frevents!) give everyone the chance to organize leisure activities.



**Channels for internal communications:**

- Slack is our instant messaging tool for sharing information related to everything we do.
- Framery's Decision App is a digital decision-making tool that makes decision-making 100% transparent. Employees can see the arguments why each decision is being made and also contribute if they have a good idea to make Framery happier.
- Wiki is our very own Wikipedia where employees can find all there is to know about Framery. Our guidelines, materials, processes, teams... you name it!
- Our news bulletin Framery News contains info about on-going or upcoming projects, events and greetings from teams.

We feel that it is important that everybody has the chance to speak up and there should be no hesitation in bringing any questions or ideas into open conversation. We believe everyone should feel comfortable in grabbing even our CEO by the sleeve and sharing their thoughts. One of the key channels for internal communication and development for every Framerian is a close relationship and interaction with their team leader and People & Culture Business Partner.

Still not happy? We want to be sure everyone feels included and content and that's why we have the world's first happiness insurance. It's simple: if a Framerian feels that something at work strongly decreases their general happiness, as a company we will do everything we can to fix it. If we don't succeed, the person will receive EUR 5,000 compensation. In 2019, conversations were conducted with four people, and the insurance settlement has not been deemed necessary once.

**The Culture Handbook**

In 2019, we collected all the information on our mission, vision and culture in our Culture Handbook. The Culture Handbook reveals how our culture is defined and how we can support Framerians. The Culture Handbook also contains our promises to our current and future employees on what kind of a workplace we can offer.

The handbook was created as a joint mission between a working group, the executive team and the entire staff. Employees had the chance to e.g. take part in open workshops about values.

Internally, the Culture Handbook creates our Code of Conduct, but for external use we have created a separate document. You can request the document from [sustainability@frameryacoustics.com](mailto:sustainability@frameryacoustics.com).



# Employees and the wider workforce

## From a small family into a dream team

Framery employs approximately 330 people in over 10 different countries. Our growth has been considerable – in 2019, the number of Framerians increased by 175 new workers. All of our production happens at our headquarters in Tampere, Finland where we have 131 employees working to get our products ready for our clients. Our sales team is our most 'global' team, working in 30 different locations around the world. In our production unit we also start all employments as leased work with an opportunity to continue the six-month period on our own pay lists.

Growing at a fast pace creates opportunities, as well as challenges. Thanks to continuous growth we can offer our

employee's opportunities to develop in an evolving environment. However, this means that we must also take special care of our employees' health and wellbeing.

In order to become a high-performing team, we introduced several new structures and management approaches in 2019. Every year we set new strategic goals. During 2019, we focused on:

- Training our supervisors
- Improving our internal communications and developing our wellbeing agenda and talent management.
- We have been pleased to see that our work on supporting our supervisors has been appreciated, receiving a score of 4.3/5 in our employee questionnaires.

*In 2019, we introduced Objective and Key Results (OKRs) to help measure our performance.*

Sadly, 2019 didn't end without a bump in the road. We had to hold employee cooperation negotiations with four people working in the design team. The goal of this process was not to find economic savings but to make sure that our products remain internationally well known as well as best in market. Additionally, the process was also looked at in terms of how we can respond to the cyclical nature of our design work better.

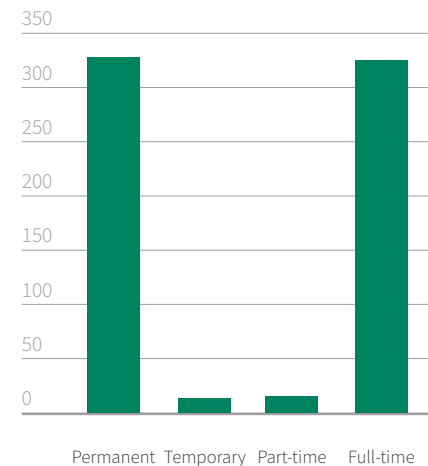
## Finding the right talent

For us, recruitment is not a one-way selection process; instead, we want to find people who also want to be part of the Framery story. We want to employ new colleagues who wish to develop themselves and Framery with us. We search for the world's best people and offer them the chance to develop. We want our employees to be able to flourish in their work and to get to use their potential to the full. However, finding the right talent isn't always easy. In 2019, we had, for example, big needs to fulfil our fast-growing pace of orders in our production and supply chain functions.

## Keeping the team motivated

Only well-trained supervisors can help our employees find their right paths and career plans. In 2019, every one of our supervisors participated in supervisory training. We look forward to continuing our supervisor training throughout 2020. We want to also keep all our employees

Employees by contract type, number



on their best performance levels. All Framerians can take part in trainings. These questions are usually discussed and decided on at a team level, together with their supervisor.

At Framery, performance reviews are ongoing throughout the year. In 2019, we introduced Objective and Key Results (OKRs) to help measure our performance and to ensure that each employee has clear goals and gets ongoing feedback and support to grow. The purpose of OKRs is to connect company, team, and personal goals to measurable results while having all team members and leaders work together in one unified direction. We are aiming to develop our OKRs system during 2020.

Framerians have a large degree of freedom and responsibility in what they do. However, they have found the bonus program helps them keep up to date in the direction they should be going. We have a fair bonus system in place.

### Come as you are

We believe that we must be kind to ourselves and show empathy to our colleagues. As Framerians come in many shapes and sizes, promoting equality and diversity is important.

We come from different cultures, we have different kinds of work experiences, we represent different genders and we come in all ages. Understanding and valuing different personalities is also a key part of our culture – and a key to thriving in global competition.

*Understanding and valuing different personalities is also a key part of our culture – and a key to thriving in global competition.*

This is also evidently very important to our own employees. When we had our headquarters renewed, our own employees requested gender-neutral toilet facilities. Today, we have two gender-neutral toilets also being used by our visitors, also in the use of our visitors creating sometimes intriguing discussions with our global partners and customers.

In 2019, we received no reported incidents of discrimination.

### Health and safety

We cannot perform at the highest level as a team if we are unable to give our absolute best as individuals. This requires an understanding of our own limits, recovery times and suitable working practices, if we are to get the maximal potential out of ourselves and our work. Health and safety issues are managed in our People & Culture function and are also a part of daily work in production. In 2019, we renewed our work safety operations, and held elections for new health and safety representatives. We also have an active occupational health and safety committee that has representatives from all employee groups.

### Helping employees take care of themselves

Framerians are happy with their work and we have even received a Great Place To Work certification in recognition of this. However, we are

still fighting against two main issues when it comes to health. Musculo-skeletal system diseases and mental health issues are the most common reasons for longer periods of sick leave at Framery.

In order to support the wellbeing of our employees, we pay special attention to three focus areas:

1. We create a culture that supports being yourself in your everyday work. We want to have everyone come as they are.
2. We promote taking care of yourself. We offer information and the tools on e.g. nutrition, ergonomics and sleeping. This year we have, for example, collaborated with Hints Performance coaching.
3. We continue on our search for the best high-performance culture, where we can offer a model where everyone has a chance to take part and act. We believe that through frequent feedback and having the best management approaches we can get there.

In addition, to support our employees' mental health, we offer a mental training Slack channel in collaboration with our occupational healthcare. The channel offers an occupation healthcare professional ready to discuss everyday concerns of our employees and helps bring mental health services closer to our people.

Injury rate 2019

4,91%

\*per 1 million hours worked

Lost day rate 2019

31,1%

\*per 1 million hours worked

Absentee rate 2019

4,69%

**Safety is taken seriously**

Framerians come first when it comes to workplace safety. No customer order can ever shake our safety standards – no matter how big.

Our biggest safety risks are in our production, but during 2019 we have started paying more attention also to work safety at the office. Most typical injuries are related to small cuts in the production of day-to-day tasks.

Each employee has a duty to intervene if they believe that they see ways of working that are deficient in terms of occupational welfare or safety. All accidents, anomalies, observations and improvement suggestions related to safety must be entered in the Framery HSEQ-Online occupational safety system. This is such an important question that we have wanted to reward the best occupational safety observations with cinema tickets at our Framery Wednesday coffee. In 2019, there were 245 safety observations entered into the system. Production supervisors go through the entries in their weekly occupational safety reviews. If an employee makes an entry in HSEQ-Online, they will receive an answer within two weeks. The answer always states what actions we are taking or will take, and on what schedule.

This well-established process allows the occupational health and safety organization to find out about all safety-related events. It also means we can constantly improve employees' safety and working conditions.



CASE

OUR CAFETERIA IS A SOCIAL HOTSPOT

*This is a family tradition we won't be giving up on!*

Would you like to have your morning porridge for just 50 cents or a salad for four euros? The Framery cafeteria is situated right in the center of Framery's headquarters in Tampere. Sure, the cafeteria helps to stop the coffee tooth from aching (yes, that's a saying in Finnish) and our stomachs from rumbling, but all in all it serves a much higher purpose. Our employees can connect daily and meet colleagues they normally wouldn't. In addition, we have been able to keep our prices low because the cafeteria doesn't seek to make a profit. Even though we are looking to become a dream team and not a family, this is a family tradition we won't be giving up on!

*Framery received the Great Place to Work® (GPTW) Certification in 2017, 2018 and 2019.*

**We are a great place to work – provenly**

Framery received the Great Place to Work® (GPTW) Certification in 2017, 2018 and 2019. The certification is a way for an organization to measure the level of its corporate culture, to compare it to the results of the best companies to work for, and to develop the business to a new level. The GPTW- organization has a very straightforward goal to develop companies throughout the world; better business – better jobs for people – a better society. In 2018, we were ranked as the 22nd best place to work.

Although the GPTW competition is just once in a year, the framework helps us to keep our finger on the pulse and implement systematic follow-up actions to understand how

we can even better meet our employees’ individual needs in the future.

We also conduct in-house-surveys on our employee’s engagement level three times a year and a work health survey once a year.

**It was a heck of a year – now what?**

We went through a heavy set of changes last year. In 2020, we will make sure all the new systems are well in place, and develop our talents to meet the needs of the future. In addition, we will continue developing our leadership work and running it to become a true attraction point for us. We also need to work on our employer branding to make sure we are known also outside the Pirkanmaa municipality and get a better reach on true talents from e.g. Helsinki and beyond. The world is not enough!



CASE FROM JUNGLE JUICE POP UP- BAR TO A BETTER NIGHT’S SLEEP – THE WELLBEING MONTHS AT FRAMERY

*We want to continue supporting our employees in balancing a healthy life.*

Framerians have been able to hold leisure time events, Frevents, for several year now by offering a monthly budget. In 2019, we kicked it up a notch. During September and December, the normal budget limitation was ‘thrown in the trash’ and we started our wellbeing months. People have been trying out boxing, CrossFit and climbing and many also went to the theater. In addition, we have had an expert deliver a talk on realizing better choices in your everyday life and a Jungle Juice pop-up in our cafeteria, highlighting the importance of healthy snacks during the afternoon.

We have also taken more notice of health issues. Together with our health care provider, we have started groups to get rid of nicotine dependence and to get better sleep. Our wellbeing months in 2019 have been an excellent try-out in preparation for this year 2020. We want to continue supporting our employees in balancing a healthy life.

# Environmental efficiency

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CIRCULAR ECONOMY	34
ENERGY AND GREENHOUSE GAS EMISSIONS	35



# Environmental efficiency

*We are aware of the serious environmental threats that our world is facing; climate change, resource scarcity, loss of biodiversity. This challenging context motivates us to do our part in helping to create a more sustainable world. The shift towards a circular economy is indispensable. By converting our business models to be more circular, we are future-proofing our business and respecting planetary boundaries at the same time.*

## How we work

**At Framery, we have two clear goals:**

1. We want to minimize our footprint and maximize our handprint and
2. We want to move from a take-make-waste -culture into a circular economy.

We approach these environmental questions through systematic environmental management and continuous improvement of our environmental performance by taking the whole life-cycle of our products into consideration.

Our Environmental Policy is the starting point for our work. We need everyone at Framery to commit to this policy, to work together, and to remember that even the smallest contribution matters.

Each step we take to increase our environmental efficiency is also moving us towards a circular economy. We also follow the ISO 14001 environmental management system standard and have received external verification for it.

In order to achieve our goals, the year 2019 was all about creating more robust projects and processes. In addition, we increased our knowledge on e.g. our products' life-cycle and our emissions in all scopes. Now, we are more prepared to offer fact-based information to our stakeholders.

In 2019, we also conducted targeted environmental trainings for 34 Framerians working with the supply chain and product development.

Our strategic focus areas for the year 2019 were framed against our strategic goals. We were able to reach our short-term environmental targets:

1. Developing our home base: we increased environmental efficiency in our processes.
2. Famous and desirable brand: we boosted our transparency (by e.g. starting to work on this report!) and released [Environmental Product Declarations](#) (EPD) based on Life-Cycle Assessments (LCA) on the O and Q pod.
3. Best customer value: we developed better eco-efficient solutions and applied circular economy ideas to our products (Subscribed model).

# Materials

## Creating environmentally sustainable pods for our customers

We create durable, safe and eco-efficient pods for our customers. All of our pods are manufactured at our headquarters in Tampere, Finland. Almost all of our components are sourced from the EU, and mostly from Northern Europe. Furthermore, a large percentage of these components are sourced nationally; over 50% of the purchased volume comes from Finland and the rest from Europe. This cuts down transport emissions, as well as reduces risks related to the supply chain.

In our material selections we prioritize long-lasting, renewable, recyclable and non-toxic materials. Framery pods are made primarily of plywood, glass, steel, aluminum, polyester, polyamide, PMMA plastic, polyurethane foam, nylon, and wool. Over half of all the materials used are renewable and 16% is recycled. To further prolong the long service life of our products, they can also be subjected to maintenance procedures. Only worn parts need to be replaced.

R&D also plays a key role in our environmental work. The life-cycle environmental impact can be evaluated and determined during the design process. We can make a difference by

creating and selecting alternatives that have a smaller environmental impact and are designed with circularity in mind. In the future, we look forward to creating pods that are enduring, easy to renew and update and can be effortlessly taken apart and rebuilt.

### Energy efficiency

Motion sensor lights are installed in our pods by applying specially-designed, automatically-adjusting LED lamps and ventilation systems into them. Framery O conforms to Low Voltage Directive (LVD) 2006/95/EC. The power consumption is 13 W when in use, and 0.8 W in standby. Likewise, Framery Q consumes 20 W and after leaving the pod, consumption drops 90% to around 2.1 W. So, even fast charging your mobile phone may require more energy than using our pods.

### Nordic birch plywood

We make our structural elements from plywood. We prefer to use birch plywood from Finland, Scandinavia or the Baltic States. All of our wood material suppliers have either FSC® or PEFC™ certificates. The wood we use also provides a carbon sink during the long life-cycle of our pods. One phone booth pod can bind up to 1,760 kg of CO<sub>2</sub> during its entire life-cycle.

### Soundproof glass and steel panels

We use laminated safety glass, which is specially made for soundproofing. Our glass is 15% recycled during the glass

*The wood we use also provides a carbon sink during the long life-cycle of our pods.*

manufacturing process. All of our aluminum and steel parts are recycled during the initial manufacturing processes.

### Recycled premium felts

We build all our pods using felt that is made from 60-70% recycled plastics. Polyethylene terephthalate (PET) and Polyethersulfone (PES) are, for example, made from old recycled plastic bottles. The felt is dust-free and does not irritate skin or lungs or release harmful particles into indoor air.

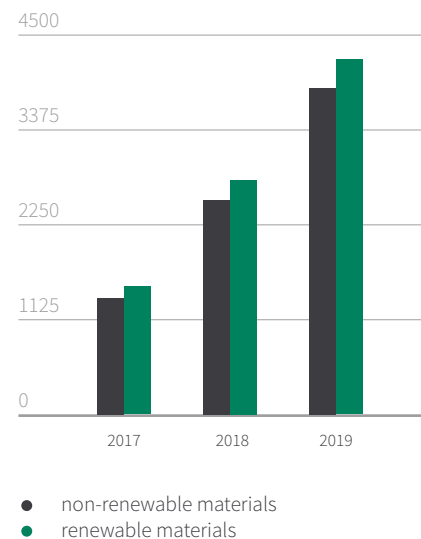
### Safe acoustic foam

We use only the highest-quality acoustic foam in our pods. The foam is made from 60% recycled, heat-bound polyester fibers, and has been granted an M1 Emission Classification. Furthermore, our chosen foam has been acknowledged by the Finnish Allergy and Asthma Federation, since it does not absorb humidity or provide a breeding ground for any harmful microbes. We are also looking forward to seeing new innovations in manufacturing foam from e.g. renewable cellulose.

### Safety comes first

Our design and engineering teams go through immense research and testing to ensure Framery pods won't cause any harm – whether it be from dangerous emissions from the pod or fire, or other natural disasters outside the pod. Actually, our pods can even be safer than the room where they are situated.

Materials by weight, metric tons





Currently, 98% of our suppliers have signed our Supplier Code of Conduct.

**Our products are certified**

We want to make sure our pods are provenly safe and eco-efficient. We have acquired the following certificates:

- Framery’s environmental management system is certified according to ISO 14001
- We have conducted Life-Cycle Assessments according to ISO 14040 and 14044
- Environmental Product Declarations which conform to ISO 14025 and have a cradle to grave scope. They are type III EPD with third-party certification, including external verification and external critical review: [O EPD](#) and [Q EPD](#)
- Published and complete Health Product Declarations with full disclosure of known hazards in compliance with the Health Product Declaration open Standard: [O HPD](#) and [Q HPD](#)

- Our products have been tested in accordance with M1 Emission Classification in laboratories accredited under ISO/IEC 17025.
- All our wood is FSC® or PEFC™ certified
- All our fabrics are EU Ecolabel marked

**Working together with our suppliers**

We are committed to selecting like-minded partners who are ready to collaborate with us on environmental matters. Together, we can seek solutions to reduce the negative, and increase the positive environmental impact throughout the supply chain. This is important because our main environmental impact is caused by upstream processes of raw material production and the manufacturing of components. Currently, 98% of our suppliers have signed our Supplier Code of Conduct.



CASE	LESS PACKAGING MATERIALS, LESS EMISSIONS
<p><i>Thanks to this innovation we have been able to save an estimated 363,000 kg of timber per year.</i></p>	<p>Snip, clip and send! Our new wooden boxes enable a more sustainable way of shipping our pods out to the world. Thanks to this rather simple innovation we have been able to renew the transport packaging of our products in a way that enables us to save an estimated 363,000 kg of timber per year. Additionally, more pod packages can be transported at once and an empty package can be disassembled without breaking it, which enables its reuse. We have also been able to minimize the amount of trucks we need, since we can fit more pods in one delivery. This way we have also been able to reduce our emissions since we need less kilometers per shipment of pods. Easy, economical and eco-efficient can truly come in one package.</p>

# Circular economy

## Understanding our circular economy opportunities

In order to gain more comprehensive and in-depth understanding of the opportunities provided by a circular economy, Framery participated in the Nordic CIRCit research project during 2019. We focused on three different work packages: Closing the product cycle, Circular value chains and Circular business models.

At the same time we also started running ‘product as a service’ pilot project in Finland and Sweden, called Framery Subscribed. It represents a new business model promoting circular economy thinking in our field.

## Circularity in our production

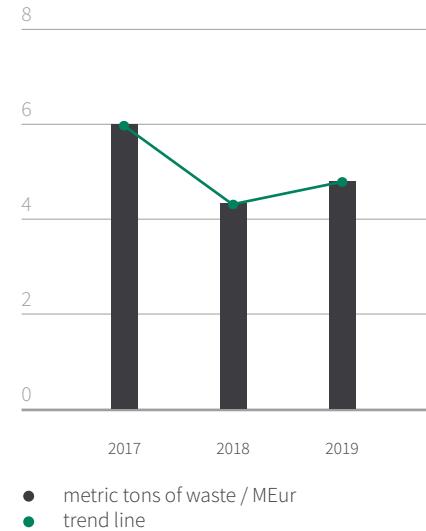
Minimizing waste at the office and at the production site is important to us.

We are constantly finding opportunities to avoiding waste in the first place and increasing the recycling rate. One concrete example is that we got rid of the disposable transport stands on our glass component deliveries. These days, we’re reusing and circulating durable metal stands between ourselves and the glass manufacturers.

In 2019, 64% of our waste was recycled, 34% turned into energy, 1% taken to the landfill and 0.4% composted.

Due to our production processes, we don’t have any risks of spills of chemicals, oils, fuels or other substances, since most of our production materials come as readymade components. We don’t use any water in our processes either, thus there’s no need for industrial wastewater handling.

Waste intensity ratio



## Circular product design

Circularity is also shown in our product design. Our pods are modular, they can be easily disassembled and reassembled. This enables their reuse. Also spare parts are provided for updating and maintaining our products. Another design related circularity example is that for our 2Q standard meeting space, we took the center piece of O pod door and turned it into a table. Materials are chosen so that they support circularity: the felts and are made from 60-70% recycled plastic bottles.

Read more about the materials in chapter [Materials page 32](#).

Waste, by type and disposable method (kg)

	2017	2018	2019
<b>Hazardous</b>			
Recycling, metric tons	0,07	0,04	0,30
<b>Non-hazardous</b>			
Energy recovery, metric tons	170,9	178,3	172,7
Recycling, metric tons	65,7	91,4	328,4
Landfill, metric tons	0,0	0,0	5,2
Composting, metric tons	1,3	1,9	1,9

# Energy and greenhouse gas emissions

## Minimizing our footprint

In 2019, Framery made screening calculations on its different scopes of GHG emissions. Now we can better understand the impact of different parts of our operations.

We own two company cars, which means our direct GHG emissions (Scope 1) are very low.

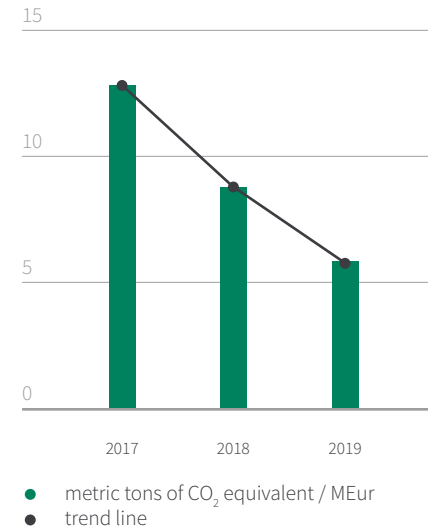
Our indirect GHG emissions from the generation of purchased energy (Scope 2) are formed from electricity and district heat that we use in our headquarters and production. As our headquarters is a rented establishment, we can therefore only try to bring forth more sustainable choices to our landlord by e.g. encouraging the move into LED-lamps or purchasing biobased district heat. In order to reduce our Scope 2

market-based greenhouse gas emissions, we voluntarily purchase 100% renewable electricity (hydropower) guaranteed of origin irrespective of our landlord. We also support the local production of renewable energy as we made a contract to start leasing 60 solar panels from Tarastejärvi solar plant for five years from year 2020 forward.

According to our LCA's, the biggest percentage of our environmental impacts arises from our upstream processes. We continue to work closely with our suppliers to make sure we can help further mitigate the impact of climate change.

We look forward to offering better information on other indirect GHG emissions (not included in Scope 2) in our value chain (Scope 3) in 2021.

GHG intensity ratio



Greenhouse gas emissions CO<sub>2</sub> equivalent

	2017	2018	2019
Scope 1, metric tons of CO <sub>2</sub> equivalent	5,5	11,6	6,2
Scope 2 market based, metric tons of CO <sub>2</sub> equivalent	507,0	538,0	611,9
Scope 2 location based, metric tons of CO <sub>2</sub> equivalent	781,1	929,1	912,1

*Our pods enable excellent video conferencing possibilities, and therefore make it possible for our users to avoid unnecessary business travel.*

**Maximizing our handprint**

Minimizing our footprint is important, but on the other hand, we can also be proud of the fact that that our products create a strong carbon handprint, by offering climate change mitigation potential to our customers.

For example, our pods enable excellent video conferencing possibilities, and therefore make it possible for our users to avoid unnecessary business travel. The annual carbon footprint of our O pod is 284 kg when calculated for the whole life-cycle of 10 years. This equals the carbon footprint of a return flight from Helsinki to Amsterdam for one person. If the pod helps to reduce the same amount of traveling per year, all other traveling avoided from this point is carbon negative, meaning that our solution is responsible for producing a handprint rather than a footprint.

Our products also tackle the problem of building unnecessary meeting rooms. Building a meeting room takes

considerably more energy and materials than manufacturing a pod, particularly in a situation where a space needs to be remodeled or demolished. Furthermore, our pods can be moved to a new location, and they also save space, as meetings usually take place between 2-4 people. In addition, the power required to run a large and infrequently used meeting room is not energy efficient, whereas our pods use close to no electricity when not in use.

[Read more about the Energy efficiency on page 32.](#)

**Towards a vision and strategy**

During early 2020, we are aiming to create a more robust environmental program by creating a detailed vision and strategy for our environmental work. The work of 2019 was of much use in terms of making more advised choices and in choosing the most impactful paths.



CASE ZERO FOR HERO

*For the next five years, Framery will rent 60 sun panels along with guarantees of origin for renewable energy.*

Anything can happen just from an initiative from three Framerians. On the 18 December, 2019, Framery signed a contract with Tampereen Sähkölaitos and announced the news to our delighted employees. For the next five years, Framery will rent 60 sun panels along with guarantees of origin for renewable energy. We are proud to say that we are now running on 100% renewable electricity and that we are the second biggest solar panel renter of Tampereen Sähkölaitos!

# Reporting principles

03

# How our report was created

## Reporting period

This report covers our sustainability operations for the calendar year beginning January 1, 2019 and ending December 31, 2019. It contains data for Framery's operations, excluding leased workers, dealers and suppliers, unless clearly stated. The report is Framery's first sustainability report and will consequently be published annually.

## Reporting boundaries

This report is based on our most material issues. Our material topics were identified through several research projects conducted in 2019 (read more on [page 32](#)).

We understand more, and continue to learn more, about our impact on the people and the environment around us. We see our operations impacting the

following stakeholder groups and areas:

- **Economic value created:** investors, customers, employees, society at large
- **Employees and the wider workforce:** our employees, wider workforce
- **Environmental efficiency:** environmental causes throughout our products life-cycle, society at large

## Accordance with GRI and assurance

This report has been prepared in accordance with the GRI Standards: Core option. GRI is a non-profit organization that promotes sustainability and leads in the field of non-financial reporting.

The report has been read and approved by the executive team at Framery. The information contained in the report has not been externally assured.

## Contact us

For more information about Framery's work on sustainability, responsibility and happiness, please contact us at: [sustainability@frameryacoustics.com](mailto:sustainability@frameryacoustics.com).

# GRI Standards index

Code	GRI content	Location	Comments
<b>GRI 102: General disclosures</b>			
<b>Organizational profile</b>			
102-1	Name of the organization	Cover page	
102-2	Activities, brands, products, and services	We are Framery p. 6-8	
102-3	Location of headquarters	We are Framery p. 6	
102-4	Location of operations	We are Framery p. 6, Framery value chain p. 8, Sales team locations: <a href="https://www.frameryacoustics.com/en/contact/contact-sales/">https://www.frameryacoustics.com/en/contact/contact-sales/</a>	
102-5	Ownership and legal form	Economic value creation, Investors p.20	
102-6	Markets served	We are Framery p. 6	
102-7	Scale of the organization	Our journey p. 7	
102-8	Information on employees and other workers	Employees and the wider workforce p. 26	Framery and its employees have chosen to work gender neutral. But for the sake of the GRI report it will report the numbers in the index: Permanent: women 91, men 236. Temporary : women 4, men 8. Part-time: women 3, men 12. Full-time: women 92, men 232.
102-9	Supply chain	Framery value chain p. 8, Materials p. 32	
102-10	Significant changes to the organization and its supply chain	CEO's greetings p. 5	
102-11	Precautionary Principle or approach	GRI index	Framery follows the Precautionary Principle.
102-12	External initiatives	Our sustainability work p. 11	
102-13	Membership of associations	Our sustainability work p. 11	
<b>Strategy</b>			
102-14	Statement from senior decision-maker	CEO's greetings p. 5	
<b>Ethics and integrity</b>			
102-16	Values, principles, standards, and norms of behavior	The Framarian culture p. 23-25	

Code	GRI content	Location	Comments
<b>GRI 102: General disclosures</b>			
<b>Governance structure</b>			
102-18	Governance structure	Our management approach p. 13-14, Executive team: <a href="https://www.frameryacoustics.com/en/company/executive-team/">https://www.frameryacoustics.com/en/company/executive-team/</a> , <a href="https://www.vaakapartners.fi/en/portfolio_page/framery/">https://www.vaakapartners.fi/en/portfolio_page/framery/</a>	
<b>Stakeholder engagement</b>			
102-40	List of stakeholder groups	Our stakeholder engagement p. 15	
102-41	Collective bargaining agreements	GRI index	85 percent of our workers are covered by a collective bargaining agreement.
102-42	Identifying and selecting stakeholders	Our stakeholder engagement p. 15	Stakeholder groups have been identified by listing key business stakeholders and partners and the actors interested in the impact of our work.
102-43	Approach to stakeholder engagement	Our stakeholder engagement p. 15	
102-44	Key topics and concerns raised	Our stakeholder engagement p. 15	
<b>Reporting practice</b>			
102-45	Entities included in the consolidated financial statements	GRI index	As a non-listed company Framery has not published any financial statements publicly.
102-46	Defining report content and topic Boundaries	Our sustainability work p. 11, How our report was created p. 38	
102-47	List of material topics	Our sustainability work p. 11-12	
102-48	Restatements of information	GRI index	This is Framery's first sustainability report, hence no restatements of information.
102-49	Changes in reporting	GRI index	This is Framery's first sustainability report, hence no changes in reporting.
102-50	Reporting period	GRI index	This report covers the calendar year 2019.
102-51	Date of most recent report	GRI index	This is Framery's first sustainability report.
102-52	Reporting cycle	GRI index	Framery plans on annual reporting on sustainability.
102-53	Contact point for questions regarding the report	How our report was created p. 38	
102-54	Claims of reporting in accordance with the GRI Standards	How our report was created p. 38	
102-55	GRI content index	GRI index	
102-56	External assurance	How our report was created p. 38	



Code	GRI content	Location	Comments
<b>GRI 103: Management approach</b>			
103-1	Explanation of the material topic and its Boundary	Our management approach p. 13-14	
103-2	The management approach and its components	Our management approach p. 13-14	
103-3	Evaluation of the management approach	Our management approach p. 13-14	
<b>ECONOMIC VALUE CREATION</b>			
<b>GRI 201: Economic performance</b>			
201-1	Direct economic value generated and distributed	Economic value creation, Investors p. 20, Society p. 21	
<b>GRI 203: Indirect economic impacts</b>			
203-2	Significant indirect economic impacts	Economic value creation, Society p. 21	
<b>SOCIAL RESPONSIBILITY</b>			
<b>GRI 403: Occupational health and safety 2016</b>			
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Social Responsibility, Employees and the wider workforce p. 26-29	
<b>GRI 404: Training and education</b>			
404-1	Average hours of training per year per employee	Social Responsibility, Employees and the wider workforce p. 26	
404-2	Programs for upgrading employee skills and transition assistance programs	Social Responsibility, Employees and the wider workforce p. 26, 29 (case)	
404-3	Percentage of employees receiving regular performance and career development reviews	Social Responsibility, Employees and the wider workforce p. 26	
<b>GRI 406: Non-discrimination</b>			
406-1	Incidents of discrimination and corrective actions taken	Social Responsibility, Employees and wider workforce p. 26	
<b>ENVIRONMENTAL EFFICIENCY</b>			
<b>GRI 301: Materials</b>			
301-1	Materials used by weight or volume	Environmental efficiency, Materials p. 32	
301-2	Recycled input materials used	Environmental efficiency, Circular economy p. 34	
<b>GRI 305: Emissions</b>			
305-1	Direct (Scope 1) GHG emissions	Environmental efficiency, Energy and greenhouse gas emissions p. 35	
305-2	Energy indirect (Scope 2) GHG emissions	Environmental efficiency, Energy and greenhouse gas emissions p. 35	
305-4	GHG emissions intensity	Environmental efficiency, Energy and greenhouse gas emissions p. 35	
<b>GRI 306: Effluents and waste</b>			
306-2	Waste by type and disposal method	Environmental efficiency, Circular economy p. 34	

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