

PARTNER CODE OF CONDUCT



Mantsinen Group LTD Oy

We provide efficient and ecologically sustainable solutions for our customers aiming to be top players in the global logistics chain.

We are a multinational family business with roots stemming deep into our local community. Our operations are divided into two business units: the manufacture of material handling machines and equipment, and logistics services. We provide logistics services in Finland and strive to be the most valued outsourcing partner in the forestry and scrap handling industries and terminal operations.

We manufacture our material handling machines at our Ylämylly factory from where they are delivered to customers around the world through our extensive partner network. Our product offering is complemented by a wide variety of services ranging from consulting to training, maintenance, and spare parts services.

A WORD FROM THE CEO



Trust. That word sums up the essence and values of our company. We need to trust each other and be worthy of each others' trust, both within our company and between partners.

We come from Finland, the happiest country in the world. The cornerstone of Finnish happiness is our trust in the functioning of our society. Shared experiences, rules, and structures help maintain trust. When we deal with different parties, we can fairly well predict how things will turn out. Our happiness is founded on stability and peace of mind stemming from this predictability.

Predictability is a prerequisite for trust in business, too.

Once we are able to predict each other's actions and reactions, our co-operation will become more efficient and our daily lives smoother. A strong level of trust enables us to act responsibly together with our partners.

The Mantsinen Code of Conduct has evolved over the decades. Now, we have written down these implicit practices and ground rules by which we operate, so that we can work better together and continuously improve the responsibility of our operations.

**With predictability. With trust.
While building a more sustainable future.**

Mia Mantsinen
CEO

INTRODUCTION

The Partner Code of Conduct describes what we expect and require of our stakeholders. Our expectations are based on Mantsinen Group Ltd Oy's Code of Conduct, which lays down our internal operating methods, i.e. our common ground rules.

Our requirements are binding on our suppliers as an integral part of the contract. Acting against this Partner Code of Conduct is always a breach of contract due to which Mantsinen has the right to terminate the contract and/or end the cooperation with the supplier at its own discretion.

Meeting the requirements is strongly recommended for other stakeholders as well.

At Mantsinen, we encourage both our own personnel and all our stakeholders to comprehensively develop and continuously improve the responsibility of their operations.

Terms used in this document

Partner = All our stakeholders

Must (comply) = Mandatory

We expect = Strongly recommended

CORNERSTONES OF OUR MANTSINEN GANG

It is important for us to know our stakeholders, and we hope that you, too, will consider it important. Before familiarising yourself with our expectations for our stakeholders, please go through our values, mission and vision. Our values are the pillars of Mantsinen, and as our partner, you can rest assured that we will abide by these principles in all our co-operation.

OUR VALUES

WE KEEP OUR WORD

Honesty and keeping our word are at the core of everything we do.

WE ARE OPEN AND HONEST

We value our customers, coworkers, and partners. We believe in open communication and operate in a transparent and measurable way.

WE CREATE SOLUTIONS

We have emerged from the desire to innovate and take up challenges. These things continue to be part of our daily work and ensure the world's leading products and services.

WE LIVE AND BREATHE THE MANTSINEN SPIRIT

Together, we strive for a common goal. Our corporate culture guides everything we do, every day.

OUR MISSION

Our mission is to create solutions for more efficient material handling and a more sustainable world.

OUR VISION

VISION, LOGISTIC SERVICES

We provide our services in a safe and responsible manner. We take the environment and equal working conditions into account in all our operations. Customer satisfaction and workplace atmosphere are at an excellent level.

We will continue to be pioneers in our industry – while taking care of our competitiveness.

VISION, MATERIAL HANDLING MACHINES

Our solutions are responsible and our operations are economically and ecologically sustainable. Our customer and personnel satisfaction are at an excellent level.

We are on the way to becoming the clear pioneer in our industry – the one others will follow.

OUR EXPECTATIONS FOR PARTNERS

COMPLIANCE

Our partners must comply with all local and international binding obligations related to their operations and act in accordance with stakeholder expectations and contracts.

To ensure compliance and develop their operations, we expect our partners to act in accordance with the international standards relevant to their operations and to allocate sufficient resources for ensuring compliance.

FAIR COMPETITION

Our partners must follow good business practices and have zero tolerance for corruption, money laundering, bribery, competition manipulation, and market abuse in all their forms.

FAIR CONDITIONS OF EMPLOYMENT

Our partners must comply with local, international, and industry-specific requirements related to employer-employee relations and always conclude employment contracts in writing.

DATA SECURITY AND PRIVACY

Our partners must take due care in processing confidential information as required by the sensitivity of the content and abide by local requirements when processing personal data.

QUALITY CONTROL

Our partners must meet the agreed qualitative criteria and use a quality management system suitable for their operations.

SAFETY

Our partners must meet local and international requirements, provide safe working conditions for everyone and follow the given instructions when operating in our company areas.

OCCUPATIONAL HEALTH AND WELL-BEING AT WORK

Our partners must meet local and international requirements for occupational health and well-being at work, and they must always provide humane working conditions for their personnel.

ENVIRONMENTAL PROTECTION

Our partners must abide by local and international requirements, be aware of the environmental impacts of their operations, and strive to reduce negative environmental impacts as best they can.





COMPETENCE DEVELOPMENT

Our partners must introduce and train their personnel to their tasks in as much detail as required by the work in question.

CONFLICTS OF INTEREST AND HOSPITALITY

Our partners must inform the representative of our company of any co-operations and affiliations that may give rise to a conflict of interest. We expect our partners to act in accordance with the principles of reasonable hospitality in the absence of more detailed instructions.

TREATMENT OF MANTSINEN'S PROPERTY

Our partners must adequately protect the property of our company in all its forms from misuse and crime.

RELATIONS WITH STAKEHOLDERS

In our mutual co-operation, we expect active engagement and pursuit for our common interests from our partners.

COMMUNICATION

We expect our partners to do as we do. We value honesty and openness in all our communications.

CONFIRMATION OF MEETING THE REQUIREMENTS

Upon request, our partners must provide documentation of their operations meeting our requirements within a reasonable time and arrange for an audit of their operations by a representative of our company or a third party.

CLOSING WORDS

Thank you for familiarising yourself with our requirements and expectations. As you can see, it is important to us that our partners comply with regulations and provide every individual with a safe and healthy working environment. For more information about our expectations, please contact your contact person at Mantsinen. We are happy to help, and look forward to our emerging co-operation!



#mantsinen
#frontrunner
#mantsinenfamily
#materialhandlingmachine
#materialhandler
#materialhandlingequipment
#materialhandling

