



**SITOWISE**

**SUSTAINABILITY REPORT 2019**

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This is Sitowise's first sustainability report. The sustainability program and key indicators are based on a materiality analysis conducted in 2018. In the coming years, Sitowise aims to adopt the GRI framework. The information mainly concerns actions and results in Finland.

# HIGHLIGHTS 2019



**33**  
NPS  
customer satisfaction



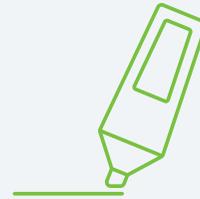
**21**  
eNPS  
employee satisfaction



**2,202 tonnes**  
CO<sub>2</sub>eq carbon handprint  
of land mass utilization



**98%**  
of clients  
would definitely or  
possibly choose Sitowise  
as a supplier again



**19%**  
of the buildings  
designed  
were energy class A



**12%**  
less kilometers  
driven in a passenger  
transport pilot study



**97%**  
of the personnel have  
completed a Code of Conduct  
online training



**63%**  
of infrastructure projects  
promoted at least three  
aspects of sustainability

THE FIGURES APPLY TO THE FINNISH OPERATIONS OF SITOWISE OY, SWH II OY AND SITOWISE RAKENNUTTAJAT OY



## FUTURE DECISIONS ARE MADE ON OUR WORKTABLES

We have had quite a spring. Last year, nobody could have foreseen that a global pandemic would turn our lives upside down in 2020. Through experience, we have noticed that a design and consultancy organization is able to seamlessly transition to remote work and learn new operating models and ways of working. At the same time, the built environment, comfortable housing and critical buildings such as hospitals are more important than ever – and we design all of these. We design buildings and infrastructure, and we implement smart solutions in fields such as mobility and emission reduction.

The extraordinary times we have been through will ensure that sustainability remains high on the public agenda. How do we look after our employees and their well-being? How do we stand behind our values and take responsibility for ensuring that the wheels of society keep turning? At the same time, we are also considering how our efforts could contribute to the advancement of the built environment and the well-being of people and the environment over the long term.



*"We have taken the first steps, and now we are pushing ourselves forwards."*

**Pekka Eloholma, CEO**

Last year, we set ourselves the bold vision of becoming the most responsible partner in our business sector, both through our handprint in projects and our own operations. We aim to play our part in promoting the realization of the global Sustainable Development Goals (SDG). We are creating a vibrant and sustainable society, from individual design choices to large-scale housing, mobility and leisure entities. Big decisions for the future are being made on our drawing boards, and as both a designer and a consultant, we have unbeatable opportunities to work responsibly with our clients on a large scale.

Buildings and Construction sectors account for 40% of global energy use, 30% of energy-related GHG emissions, so there is a pressing global need to move in this direction. The greatest impact that Sitowise can make is through its projects, whether small or large. When we work on projects, we play our part in looking after the health and safety of our environment and in mitigating and adapting to climate change. As they help to reduce emissions, our solutions make a huge difference to people's housing, everyday lives and mobility, as well as their carbon footprints.

This calls for decisive action in line with our values at Sitowise: courage, openness, cooperation and listening. We monitor our impacts by means such as indicators for the specific business areas of our projects, for example the E values of the buildings we design.

As an expert organization, the special know-how of our personnel is our most important capital. When experts are happy and feeling well, they are motivated to work in the best possible way. In terms of sustainability, we pay particular attention to job satisfaction and the age and gender distribution.

We also monitor the environmental impacts as an employer. We want to offer our experts working conditions that take sustainable development into account. We calculated our carbon footprint for the first time in 2019, and this will allow us to target our internal measures. It is important for us to encourage sustainability in the little everyday choices we make in working life.

Our endeavour to become the most responsible partner in the sector will be a marathon rather than a sprint, and one in which there is no real finish line, as this work will never be

completed. At Sitowise, we took our first steps on this journey in 2019 by preparing our first sustainability program, and now we are publishing our first report. These initial steps will be the basis for our efforts to push ourselves and our entire business sector forwards.

Although many of the things in the program and the report have long been inextricably linked to our work culture and projects, saying them out loud serves to clarify our role in sustainability and corporate responsibility and helps to measure and improve our operations.

We are aware that we are only just travelling towards our destination, and it will still require a lot of work and stronger rooting into the Sitowise culture.

## SITOWISE IN A NUTSHELL

83 per cent of Finland's national wealth is tied up in the value of the built environment\*. The real estate and construction sector accounts for 15% of Finland's gross domestic product and one-fifth of its employment\*. Sitowise provides expert services in this business sector, producing a safer, healthier and more comfortable living environment through expertise.

Sitowise is an expert corporation operating in the Nordic region, offering its clients the full range of design and consultancy services related to the built environment. Sitowise employs almost 1,800 experts who create spaces for living and day-to-day activity, such as houses, roads, transport solutions and smart information management for the built environment.

Sitowise provides services nationwide thanks to its comprehensive network of offices. Approximately in Finland 700 of the personnel work in regional offices, which bring robust local knowledge to bear to serve clients' needs on regional projects. In Sweden there are six regional offices and Sitowise also has employees in Estonia and Latvia.

The company's strategic goal is to be the most responsible partner in developing well-being living environment – this applies equally to projects and to the company's own operations. The foundations for the company's success rest on its value-driven personnel, who enjoy their work, are inspired by what they do, and are constantly expanding their expertise. Sitowise is owned by Intera Fund III LP and approximately 200 employees of the company.

\* [HTTPS://WWW.RIL.FI/MEDIA/2019/ROTI/ROTI\\_2019\\_RAPORTTI.PDF](https://www.ril.fi/media/2019/ROTI/ROTI_2019_RAPORTTI.PDF)

### KEY FIGURES FOR 2019



**1,769**

Number of personnel

PER 31.12.2019



**+17.5%**

Increase in net sales (pro forma)



**33**

Customer satisfaction NPS



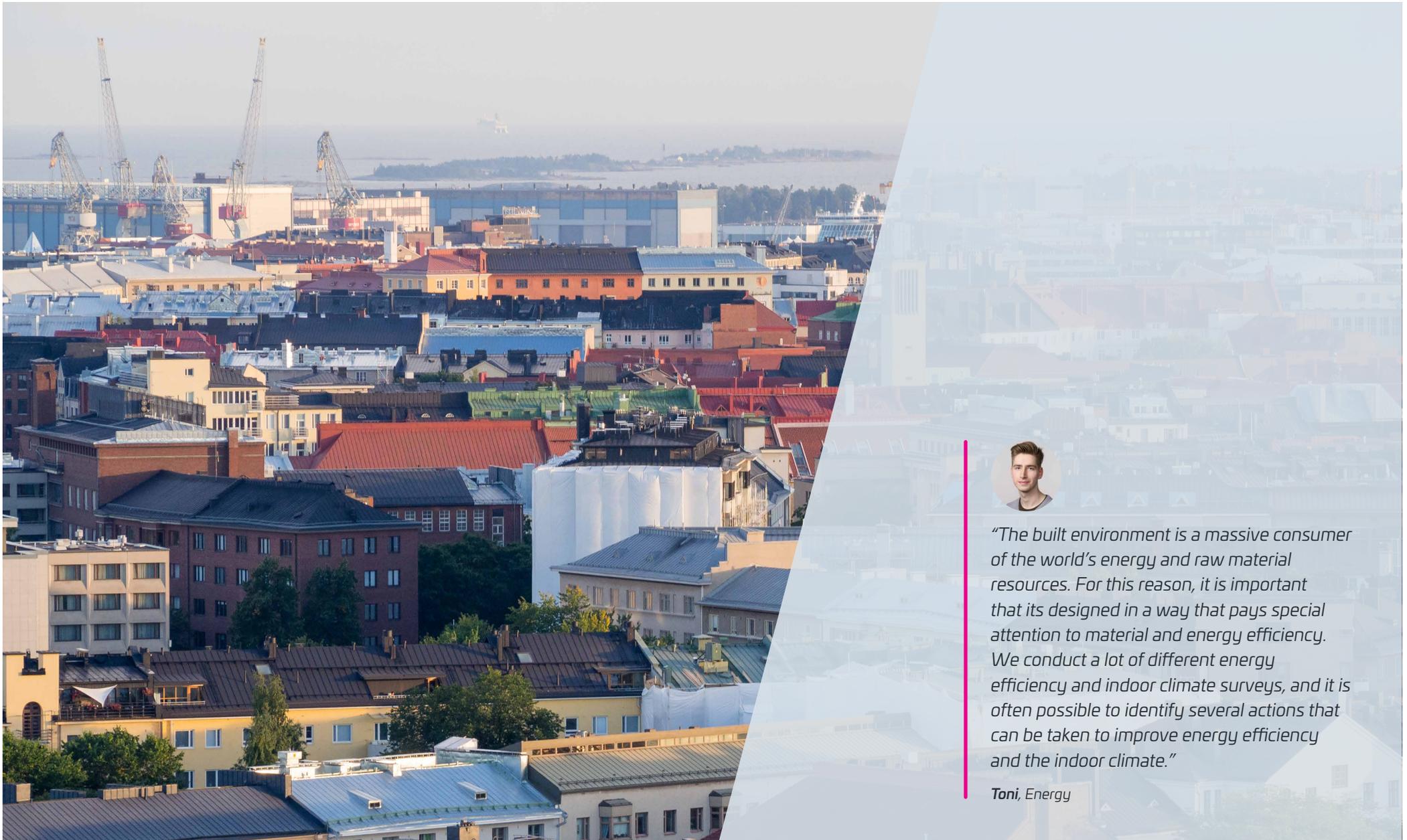
**EUR 18.1 million**

Operating profit (pro forma)



**1.08 tonnes**

Carbon footprint of each Sitowise employee

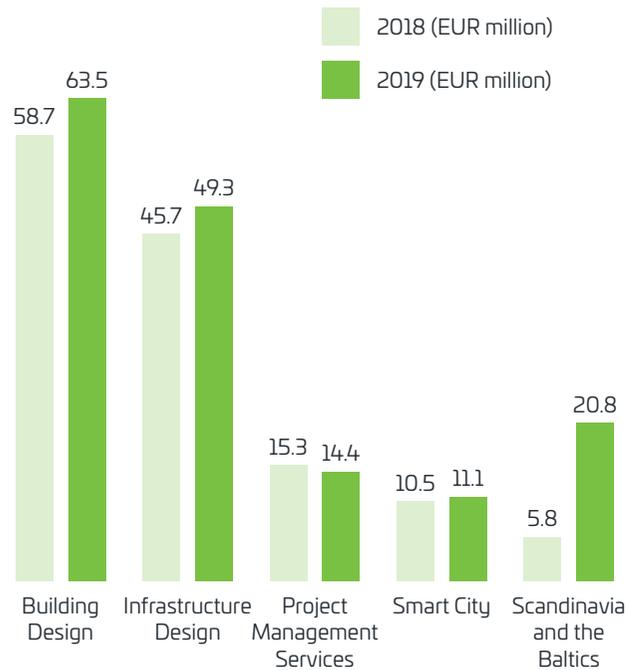


*“The built environment is a massive consumer of the world’s energy and raw material resources. For this reason, it is important that its designed in a way that pays special attention to material and energy efficiency. We conduct a lot of different energy efficiency and indoor climate surveys, and it is often possible to identify several actions that can be taken to improve energy efficiency and the indoor climate.”*

**Toni, Energy**

## BUSINESS AREAS AT SITOWISE

Distribution of net sales by business area



## BUILDING DESIGN

The experts in building design and consultancy create safe, healthy and comfortable spaces. Sitowise’s services cover the entire life-cycle of construction, from expert assignments during urban planning phase to designs for new buildings, surveys of buildings in use, repair planning and new real estate investment at the end of the life-cycle.

Finland’s building stock is burdened with an immense maintenance backlog. Sitowise offers solutions by combining knowledge-based management with expert work and taking into consideration the carbon neutrality targets incorporated into client’s strategies. The sector is shifting from monitoring the energy consumed by buildings in use to more holistic measures to optimise the carbon footprint throughout the design, construction and maintenance phases.

Services offered:

- Structural engineering
- HVAC engineering
- Electrical and telecommunications engineering
- Energy
- Automation
- Acoustics
- Fire safety
- Architecture
- Condition assessments and surveys
- Construction contracting and supervision
- Professional kitchen and hospital equipment design

In 2019, business area increased its net sales by 8.2% to EUR 63.5 (58.7) million and accounted for 40.0% of Sitowise’s total net sales.

## INFRASTRUCTURE DESIGN

The experts in the Infrastructure business area create functional transport connections and cities. Infrastructure projects are often part of a larger entity of societal measures: for example, railway and road design often affect a wide geographical area and a large number of people using the routes.

In addition to major projects, the business area influences the functionality of cities in many ways; for example, even smaller, more detailed projects such as lighting design can have a significant impact on the functionality of a place and the experience of the people who use it.

Services offered:

- Road and railway design and land use
- Bridge design
- Geoplanning and geological surveys
- Transport planning and surveys
- Rock and tunnel planning
- Street and urban spaces and urban design
- Streets and municipal infrastructure engineering and water services
- Studies and surveys related to the environment, nature, noise and chemicals

In 2019, business area increased its net sales by 7.8% to EUR 49.3 (45.7) million. The business area accounted for 31.0% of Sitowise’s total net sales.

21 eNPS

28 NPS

26 eNPS

39 NPS

## PROJECT MANAGEMENT SERVICES

**Business area** creates added value for real estate and land areas by providing services for developers, owners and construction contractors in areas and premises.

Project Management services:

- Construction contracting services for building construction
- Construction contracting services for infrastructure
- Project and real estate development services
- Project management services
- Circular economy services and surveys
- Soil resource logistics and processing of surplus soil resources
- Services for the telecommunications sector

In 2019, business area's net sales decreased by 5.8% to EUR 14.4 (15.3) million, being 9.0% of Sitowise's total net sales.

The order backlog developed positively throughout 2019, and by the end of the year, it had reached the highest level in the history of the business area. Long-term projects, including Kirkkonummi well-being centre and the City of Helsinki's construction logistics project, were the main drivers of growth in the order backlog.

25 eNPS    33 NPS

## SMART CITY

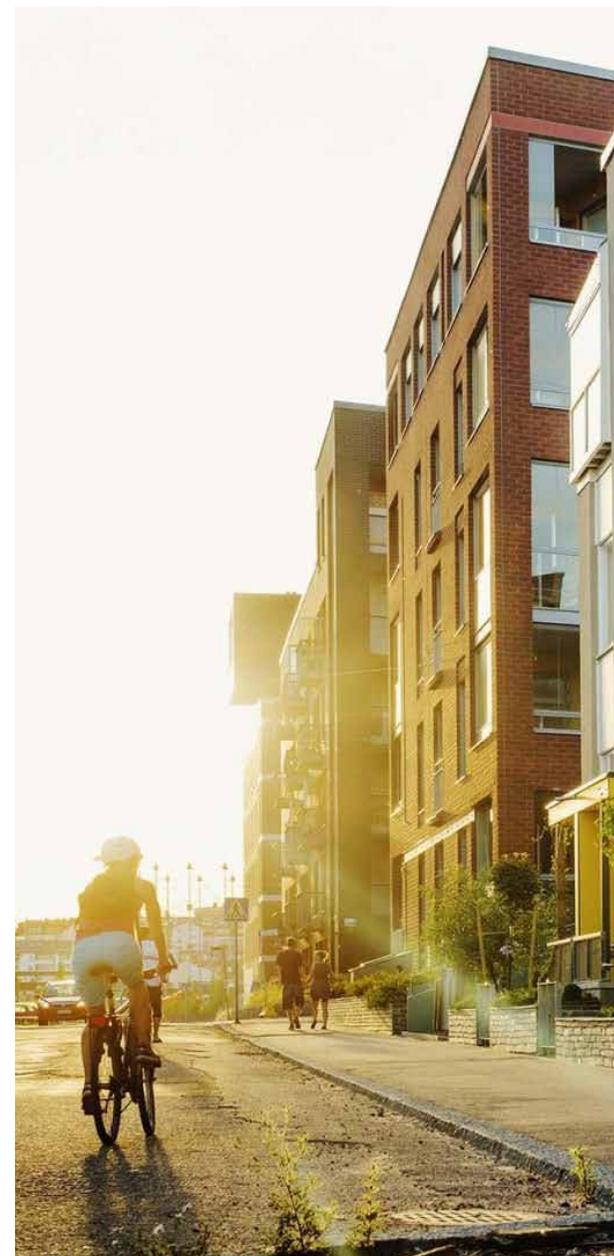
**The Smart City business area** creates the digital landscape and sustainable mobility of the future. Our experts work to help clients save costs, time and the environment, rationalize design and construction, and create a society in which data is put to use for decision-making and service development.

Smart City services:

- Smart data management for the built environment, transport infrastructure and urban development project
- The mobility revolution: intelligent transport, MaaS, traffic data and public transport planning
- Virtual environments, building information modelling and VR
- Telecommunications consulting, 5G and smart infrastructure
- Logistics

In 2019, net sales of Smart City services increased by 6.1% to EUR 11.1 (10.5) million. The business area accounted for 7.0% of Sitowise's total net sales.

20 eNPS    21 NPS



## SCANDINAVIA AND THE BALTICS

Sitowise aims to be a Nordic operator with a comprehensive service offering.

There is a growing need for building, infrastructure and software designers and consultants in the Nordic countries, and the projects demand a diverse range of expertise throughout the built environment life-cycle. Sitowise aims to develop and share its cross-border competences so that in the future, the right expert resources are available for challenging projects, irrespective of national borders.

Scandinavia and the Baltics services:

- Structural engineering
- GEO engineering
- HPAC and electrical design
- Construction and renovation engineering

At present, activities in Scandinavia and Baltics account for 13.1% of the Group's total net sales, most of which comes from Sweden. Sitowise also has offices in Estonia and Latvia, where employees work on projects located in Finland and Sweden.

Two substantial acquisitions were made in 2019, enabling the international operations unit to record net sales of EUR 20.8 (5.1) million for the financial period, 310.7% higher than in the preceding year.



*"At BTB (Sitowise subsidiary company), sustainability is important. We actively promote gender balance and diversity, with equal opportunities, rights and obligations. We have over 20 different nationalities among our employees. This increases diversity within the company and reflects both the Swedish population and our clients. In the long run, we believe that this makes us both a better employer and a more sustainable supplier for our clients.*

*We also contribute to sustainability through our cooperation with universities and colleges throughout the country. We accept trainees from both Swedish and foreign universities. We support students who are writing their degree projects by providing them with mentors, and we also hire people who are completely new to the labour market. We take an active, systematic approach to work environment issues, thereby ensuring that all employees, trainees and students have a good working environment. This creates a good work climate that allows our employees to thrive, which in turn leads to a higher level of commitment."*

**Linda**, HR Generalist



*"In many projects, solutions related to vegetation, aquatic systems and soil support ecosystem and biodiversity – or seek to minimise harm to them, as some losses always occur when cities are built. In my opinion, multidisciplinary design is the best way to take sustainability perspectives into consideration, as the connections between things can be acknowledged more effectively."*

*Vilja, Landscape Planning*



# STRATEGY AND VALUES



## SITOWISE'S STRATEGY

Sitowise Group aims to become the pioneer in sustainability in its business sector. The Group has set indicators for its sustainability and goals which are developed yearly. Reaching these goals help both the company and its clients and the society as a whole.

Sitowise's rock-solid expertise in multidisciplinary projects done in urban environment, affects people's everyday lives; how they live and travel, the premises they work in, and how they spend their leisure time.

Sitowise's experts create solutions that affect the well-being of people and the environment - everyday.

**Sitowise's strategy, which extends to 2022, can be crystallised in four focal points:**

1. Providing services from the subterranean to the sky – to meet the needs of the built environment and society.
2. Giving the best cooperation experience to customers.
3. Working as a pioneer and making rapid growth in smart solutions.
4. Focusing on the Nordic market in order to expand into a major operator in this region.



*"It is important to me that the values of the workplace match my own. I try to make my everyday journeys as sustainably as possible, so it would feel wrong to work for a company whose designs conflicted with this. I have noticed that sustainability is often a naturally built-in part of project activities. For example, the assessment of environmental perspectives and other aspects of sustainable development help to guide the project."*

*Tiina, Project Management Services*

Committed work community, top experts and functional efficiency will carry out the strategy. Sitowise has an inspiring and energetic work community for the best talents. Innovative and effective operating enables harnessing new opportunities presented by technology.

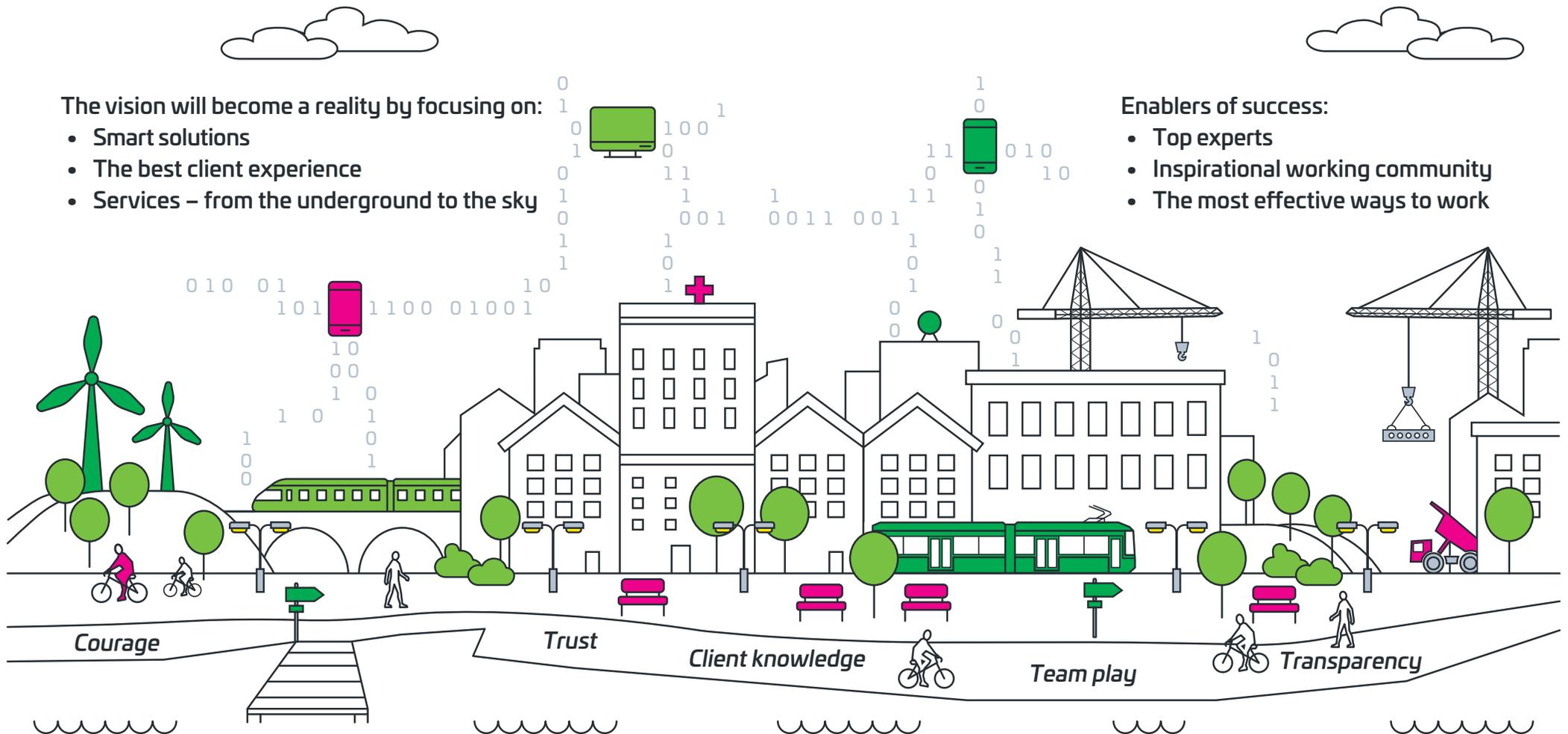
# The most responsible partner in developing well-being living environment.

The vision will become a reality by focusing on:

- Smart solutions
- The best client experience
- Services – from the underground to the sky

Enablers of success:

- Top experts
- Inspirational working community
- The most effective ways to work



## VALUES GUIDE RESPONSIBLE ACTIONS

All of our actions are based on five values, which form the foundation for the Group's business operations and corporate responsibility. Sitowise's activities are measured against its values in everyday actions within the work community and in business decisions and solutions.



**We are open**

We hold a monthly CEO info, where we discuss relevant matters openly and honestly, and where all employees can ask questions and give their comments.



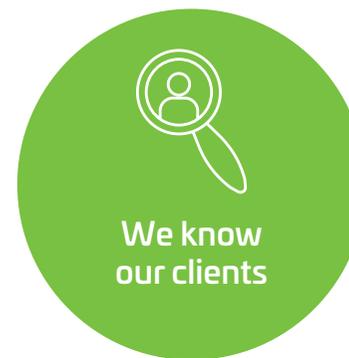
**We trust each other**

We trust our colleagues and we give them responsibility. Our interns, taking part of our NextGen -program, get straight into the heart of the action in projects and customer meetings.



**We work as one team**

Every employee is an important part of the team, making unique contributions. About 10% of our employees are interns.



**We know our clients**

In the customer satisfaction survey, as many as 95% of respondents gave us an excellent or good rating when asked whether they would recommend Sitowise to others.



**We are brave**

We have set ourselves the brave target of being the most responsible partner in our business sector. This will require us to develop our operations and report on them.



*“Many of the challenging situations in building projects are due to a lack of communication. Engineers don't speak architecture, and clients don't speak structural engineering. The information models we create are a key tool in the implementation of projects. Building Information Modelling highlights many conflicts and helps to produce better, more accurate designs.”*

**Auli**, Structural Design

# SUSTAINABILITY AT SITOWISE

## SUSTAINABLE DEVELOPMENT GOALS

► **The UN's Sustainable Development Goals** set out the global targets for sustainable development until 2030. There are a total of 17 global goals and 169 sub-goals.

Sitowise has identified the goals on which its work and business can have the greatest impact. These goals are numbered 3, 8, 9, 11 and 13, and they are presented in the adjacent image. Sitowise's expert work also makes a substantial contribution to achieving goals 6, 7, 14 and 15.



### Goal 3: Good Health and Well-being.

Sitowise creates living environments in which one of the key principles is to support the health and well-being of people and nature.



### Goal 8: Decent Work and Economic Growth.

The well-being and job satisfaction of Sitowise's almost 1,800 experts is the cornerstone of everything we do.



### Goal 9: Industry, Innovation and Infrastructure.

Sitowise helps its clients to make industry and infrastructure more sustainable through expert design, the development of innovations and digital solutions.



### Goal 11: Sustainable Cities and Communities.

Design and consultancy in the field of sustainable cities and built environments and digital solutions, driven by the needs of clients, lead to information-based solutions for developing a more responsible future. Good design ensures sustainable cities, where communities can flourish.



### Goal 13: Climate Action.

One of the cornerstones of future living environments will be to curb climate change and adapt to it. Concrete plans enable clients to reach their climate goals and reduce their emissions.



By building sustainable living environments, Sitowise also makes strong contribution to **goals 6 (Clean Water and Sanitation), 7 (Affordable and Clean Energy), 14 (Life Below Water) and 15 (Life on Land)**.

## MANAGING SUSTAINABILITY

At Sitowise, sustainability work is guided by **sustainability program**, **Code of Conduct** and other guidelines, as well as by common principles of corporate social responsibility and legislation. Metrics have been created to monitor sustainability, and matters concerning corporate responsibility are addressed regularly at meetings of the company's Board of Directors and Management Team.

Sitowise's Board of Directors is responsible for approving the key policies on corporate responsibility, and the Group's Management Team is responsible for approving the aforementioned documents. The CEO is ultimately responsible for the company's sustainability program.

Chief Communications and Corporate Responsibility Officer manages and develops sustainability work and monitors and reports on metrics, goals and achievements. Corporate Responsibility Director reports to the CEO on activities undertaken as part of sustainability work and provides separate reports on the various aspects of sustainability and their progress when necessary.

The business area directors and supervisors are responsible for the practical implementation of measures in operations. The horizontal services, such as communications, HR, IT, finance, purchases, HSQ, support the business in achieving sustainability goals.

The Group also has a confidential whistleblowing channel that can be used to report concerns anonymously. In 2019, four whistleblowing notifications were received from the company's own personnel, two of which were concerned HR matters, one was related to discrimination and one concerned environmental matters. The notifications were processed, and the Chief Human Resources Officer and the HSQ Director responded to them. The notifications did not lead to any alterations in guidelines or practices.



*"Responsible transport planning seeks to achieve comprehensive solutions. Sustainable transport does not only mean efficient public transport. We analyse the entire travel chain, because cycling, walking and driving, as well as changing the mode of mobility, must all work efficiently."*

**Annika**, Transport Planning



### SUSTAINABILITY PROGRAM

Sitowise's ambitious vision is to be the most responsible partner in developing well-being living environment. This means that company must operate responsibly, on projects and in own operations. The most significant environmental impacts of an expert organization arise from the services provided and the

solutions produced.

The Group's first sustainability program was drawn up in 2019, and the most relevant sustainability themes were identified. The program is based on a materiality analysis that examined the views of Sitowise and its stakeholders on the most critical issues of sustainability in company's operations.

The sustainability program has three focus areas: well-being experts, well-being communities and well-being clients. In addition to these, the environmental impact of the company's own operations is monitored.

### Sustainability focus areas and indicators



## STAKEHOLDER COOPERATION

Active dialogue and understanding of stakeholder expectations is important. The company's business areas are responsible for ongoing cooperation with clients and partners.

In 2019, stakeholder cooperation contained among other things:

- Green Building Council Finland committees
- SKOL ry committees
- SAFA committees
- Building Smart Finland activity
- ITS Finland activity
- InfraRYL rock figure updating
- Infra BIM Open event
- RATA2020 seminar
- Fibs
- Elävät kaupunkikeskustat ry activity



Most important stakeholders	Key expectations	Interaction	Measures
Clients	Ethical and responsible operations, high-quality services, reliable cooperation	Client meetings, active client communications, project meetings and communications, fairs and events, annual client satisfaction survey, project survey, client newsletter	Code of Conduct, consistent tender process, quality assurance, handling of complaints
Personnel	Ethical and responsible operations as an employer, developing occupational well-being, employees possibilities to develop as an expert, transparency and active information sharing	Internal communication channels: intranet, Yammer, Teams, internal newsletter  Personnel meetings: CEO's monthly briefing for the entire personnel, business unit infos and team meetings  Team leader support: monthly info for team leaders, monthly info letter, ongoing support from HR	Appraisal process, Code of Conduct and whistleblowing system, other work-related guidelines, training, ongoing dialogue, employee surveys, supporting team leaders, joint information security practices and safety instructions
Educational institutions and student organisations	Cooperation in teaching, access to information, educating future experts, recruitment, offering internships	Teaching and courses at institutions of higher education, recruitment fairs and events, student visits, cooperation with student organisations	Contractual partnerships with various institutions of higher education, Vastuullinen kesäduuni -campaign, NextGen internship program
Partners and subcontractors	Ethical and responsible cooperation in line with the code of conduct of various parties, high-quality operations, reliability, unbiased sharing of information	Active stakeholder cooperation, project meetings and communications	Contracts, operating methods required by Sitowise's Code of Conduct, subcontractor audits
Owners	Profitability, responsible operations	Active owner communications	Developing operations according to the strategy, implementing the Code of Conduct in practice, annual reporting

## SUSTAINABILITY OPPORTUNITIES AND CHALLENGES

There are many sustainability opportunities and risks associated with Sitowise's operations, and these have been identified in special workshops. Sustainability perspectives present a great opportunity for the business, and the most significant services in terms of environmental impact have been identified. In addition, to increase the sustainable impact, various services have been scrutinized to find and develop more sustainable solutions.

One major opportunity is the experts' substantive know-how directly related to sustainability, as there is a clear demand in the market for more responsible solutions and digital services. In addition, well-being professionals play a key role in an expert organization, and Sitowise's high rate of employee satisfaction enables it to offer high-quality work.

One challenge in the beginning of Sitowise's sustainability work has been to the lack of measurement and tangibility. Special attention will be paid to this in 2020 to ensure that actions and impacts can be evaluated more effectively. Sitowise develops operating methods and sets targets to support company's sustainability vision.



*"In Urban Planning and Design, environmentally friendly solutions are shown for example in placement of buildings and streets, the management of landmasses in the area, and improvements to the preconditions for walking, cycling and public transport."*

*Pia, Urban Planning and Design*



## CASE | Waste heat from a laundry



*We developed a solution that reduces heating emissions and saves citizens' money responsibly by using geothermal energy and clothes-dryers to heat an administrative building. The creative heating solution deployed in an extension to the central administrative building of the Kårkulla municipal federation makes use of the heat from tumble-dryers in a laundry.*

# WELL-BEING EXPERTS

Sitowise Group has expanded rapidly in recent years, and the company now employs almost 1,800 experts in Finland, Sweden, Estonia and Latvia dedicated to creating a sustainable living environment. The Group's key value is the well-being and motivation of its employees. One key value for the company is to make sure that the experts can be proud of their work and have a concrete possibility to make an influence on the environment and communities around them.

## EMPLOYEE SATISFACTION AND REALIZATION OF THINGS MEANINGFUL TO PERSONNEL

Sitowise uses an annual employee survey as a metric, and the results are reviewed by the company's Board of Directors, Management Team and supervisors in each business area and sector.

Sitowise's employee satisfaction rating is high, and the company's experts feel that things that matter to them are realized in their work. The job satisfaction rating was 76 (on a scale from 0 to 100), and the score for the realization of things that matter to employees was 73 (on a scale from 0 to 100).

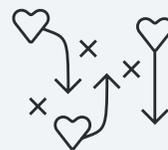
The Group also monitors the gender and age structure of its personnel. 34 percent of Sitowise's employees are women, and 66 percent are men. The average age of employees is 39. The table below shows the age structure of the personnel, excluding the employees in Sweden.

### Age distribution of employees

Less than 20 years	20-29 years	30-39 years	40-49 years	50-59 years	More than 60 years
10	356	543	304	235	133



## CASE | Office campus supporting occupational well-being



One of our offices is located on the Säterinportti office campus in Espoo, a site that became the first property in Finland to be awarded WELL certification in November. Sitowise has invested in employee well-being

in many ways, including from the standpoints of comfort and technical building services. Employees have access to areas such as a comfort zone designed for rest and relaxing work.

## THE CODE OF CONDUCT APPLIES TO EVERYONE AT SITOWISE

Sitowise's Code of Conduct, which employees commit to follow in their everyday work, was drawn up in 2019. An online course was created to ensure that the Code of Conduct was successfully cascaded to the employees and group's Board of Directors. Course is part of the entention for new employees. By August 2019, 97 per cent of Sitowise's employees had completed the course, so the process was highly successful in ensuring that the personnel are committed to the Code of Conduct.



## CASE | Energy-efficient buildings

Sitowise created an ambitious design for the Väre buildings in Otaniemi, Espoo, in order to enable Otaniemi to reach its objective of being self-sufficient in terms of energy. Renewable geothermal energy supplies 90 per cent of the heat and 95 per cent of the cooling for Väre, and the remainder is provided by solar panels on the roof. If necessary, district heating is available as a backup energy source.



► [Find out more on our website](#)



*“One perk of working at Sitowise is the highly comprehensive occupational health care service and insurance policies. I have had quick access to physiotherapy, examinations and specialist physician services whenever I have needed them. This efficient service has saved me from enduring bigger problems, and I have quickly got back into my old routines in my free time as well as at work.”*

*Kirsi, Communications*

# WELL-BEING COMMUNITIES

The best results are achieved through cooperation. Sitowise aims to be involved in communities as a meaningful contributor and partner to help build a sustainable shared future.

## COOPERATION WITH EDUCATIONAL INSTITUTIONS AND COMMITTEES

Educational cooperation plays a significant role in building the futures of young people and in developing Sitowise.

Sitowise's experts share their expertise by working as mentors to young people, and the company also provides on-the-job learning, which can lead to employment. This enables young people to gain work experience and passes down Sitowise's expertise to the next generation.

Sitowise employs approximately 200 students yearly. In addition to summer jobs, students who are further on in their studies can apply to join the NextGen internship program, which includes special training days. The NextGen program has received excellent feedback from interns as well as from Sitowise employees.

The Group engages in wide-ranging cooperation with educational institutions, and it has entered into several cooperation contracts with various institutions of higher education. The partnership revolves around enhancing the existing operating models in the construction sector, creating innovations, improving the availability of workforce, and producing and improving advanced and qualification training courses.



### **CASE | Children in Järvenpää get to school safely – temporary facilities altered the routes to school**

*In Järvenpää, it became necessary to take temporary school facilities into use and transfer children from their familiar school surroundings to new sites. This meant that children needed to take new and unfamiliar routes to school. Parents were very concerned about traffic safety along the routes, and feared that this might lead to children being brought to school by car. An increase in drop-off and pick-up traffic would further harm traffic safety. The problem would be centred on the school environment where children need to come and go. The desire was to ensure that children continued to come to school on foot or by bicycle, just as before.*

*This would reduce the amount of drop-off and pick-up traffic, but it would also be particularly important for children's everyday exercise, helping to keep them healthy.*

*Järvenpää introduced a wide range of measures to ensure safety on journeys to and from school, and the project was considered successful and genuinely beneficial. If these measures had not been taken, mobility would not have been taken into consideration as effectively. In the future, the project will serve as a prime example of how to take into consideration the transition of pupils to new school routes.*





*"We work continuously with educational institutions in training, development and project cooperation, where among other things, we help to develop programs and at the same time get great young people to work with us."*

**Marja, HR**



In 2019, Sitowise services were presented at several events, including Yrityspäivät job fair in Tampere, Aalto Talent Expo in Espoo, and Pesti Career Day in Oulu. In addition, the company engaged in numerous smaller events with educational institutions, provided lectures at educational institutions, and arranged workshops, design sprints and visits to the company's various business sectors.

Sitowise is also involved in several committees and associations involved in supporting and enhancing the construction of sustainable environments.

### COOPERATION WITH SUPPLIERS AND CONTRACTUAL PARTNERS

Responsible operations and Code of Conduct gives main guide to cooperation with suppliers and contractual partners. Sitowise requires suppliers and partners to operate in accordance with the principles set out in the Group's Code of Conduct. The aim is to achieve open and mutually beneficial cooperation.

The Valvoja service is used to ensure that partners comply with their societal obligations.

### PARTICIPATION IN SUSTAINABILITY CAMPAIGNS

Sitowise's employees are encouraged to participate in various national and international sustainability related campaigns. In 2019, employees took part in the European Sustainable Development Week, the Green Building Council's World Green Building Week, and Motiva's Energy Awareness Week, as well as "take-the-stairs" days and Kilometrikisa -cycling competition.

### OFFERING PUBLIC INFORMATION SERVICES

Sitowise offers and maintains many public information services for purposes such as searching for geoinformation and municipal land-use planning. Thousands of people use these information services every day. The services include numerous digital tools for knowledge management, data collection and maintenance, enabling entities working with the built environment to make sustainable decisions. The tools also provide residents and other project partners with a means to make themselves heard.

### SPONSORSHIPS

Each year, Sitowise prepares sponsorship guidelines that set an annual budget and suitable targets for sponsorship. In 2019, as part of the "well-being communities" aspect of the sustainability program, the sponsorship sites were primary and secondary schools providing basic education, upper secondary schools and vocational institutions.

## WELL-BEING CLIENTS

Client well-being is a prerequisite for business continuity. Sitowise aims to support its clients in achieving their own sustainability goals while challenging and encouraging them to create new solutions.

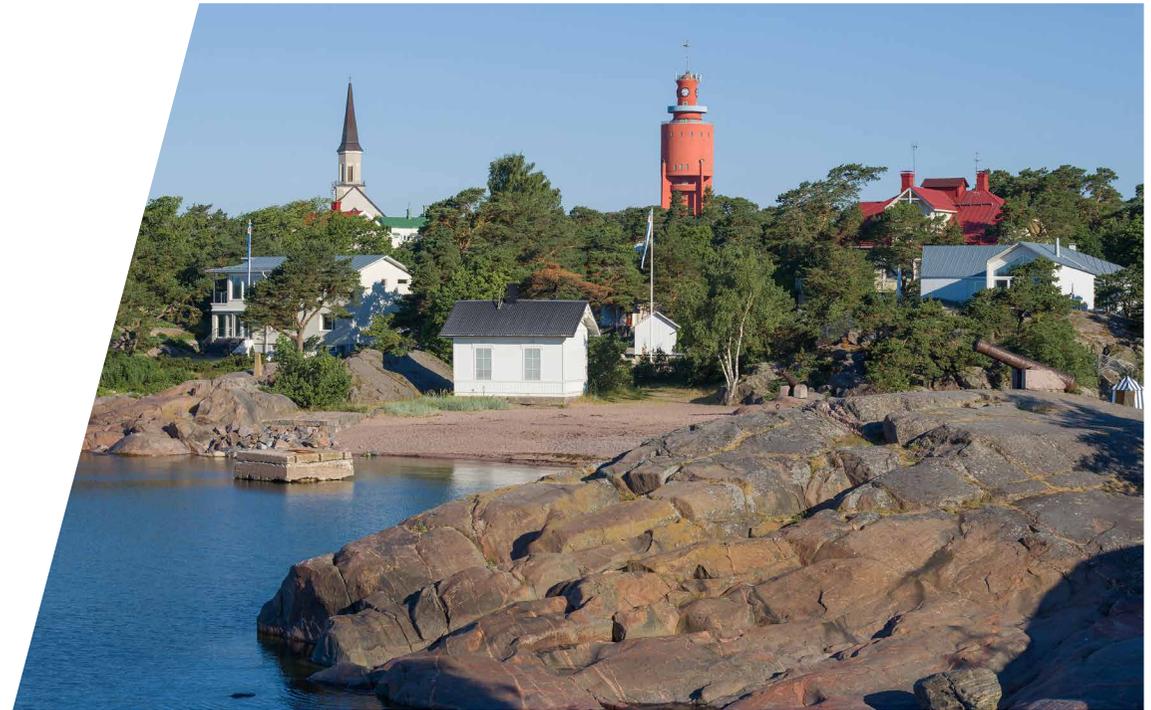
### MOST SIGNIFICANT ENVIRONMENTAL IMPACTS ARISE THROUGH PROJECTS

Services and competences to promote sustainability and conserve the environment are constantly developed. This work is a normal part of company's day-to-day project work, but crystallising it, saying it aloud and making it visible – both internally and externally – is an important aspect of sustainability work.

In 2019, sustainability indicators were defined for each business sector. Also sustainability workshops were launched together with business units to give clients even more responsible solutions and ways of verifying the impacts of the projects.

The purpose of sustainability workshops is to take note of the opportunities offered by responsible operations and consider how we could call upon clients and the sector as a whole to constantly make more responsible choices in the future.

The sustainability indicators established for each business are presented on the next few pages of this report.



### **CASE** | Receiving citizens' feedback with the help of a digital service



*In 2019, the town of Hanko began using Sitowise's Louhi Feedback service as the feedback system for the entire town. Hanko had previously used Louhi Feedback to process citizens' feedback in engineering divisions, but the service was rolled out across all of the town's departments, from sports services to the museum division. Digital*

*feedback channels bring municipal activities and development closer to citizens. It also becomes much easier for municipal employees to receive valuable information from residents about what works well and what needs to be improved. In 2019, more than 150 comments were received via the feedback system in Hanko.*

## ENERGY-EFFICIENT BUILDINGS IN THE HOUSING BUSINESS

The buildings designed by Sitowise have a major impact on the carbon footprints of their users. Of the buildings designed by Sitowise in 2019, 18.7 per cent had an energy class of A (year 2018 14 per cent).

Of the buildings designed

**18.7%**

were of energy class A



*"The basic goal of housing design regulations has always been to build a safe and healthy living environment. Now the regulations are being supplemented by requirements to reduce carbon footprints, promote the circular economy and, among other things, improve the adaptability of premises, in addition to increasing energy efficiency. These requirements will be taken into consideration in designs, and ever better solutions will be sought."*

**Johannes**, Technical Building Services



IMAGE ARKITEHDIT DAVIDSSON TARKELA OY

## CASE | Renovation that respects history



Sitowise acted as the designer on a hybrid alliance project in Kuopio to reconstruct a museum that was completed in 1907 and that held enormous significance to the community. In addition, an extension, going by the name 'Hila', was to be constructed on the building following an architecture competition. During

the project Sitowise improved the health, safety, functionality and accessibility of the building. Company created an architectural-historical report and library of documents relating the site for the people of Kuopio to use and to further the goal of a responsible future.

## INFRASTRUCTURE PROJECTS TAKE THE ENVIRONMENT INTO CONSIDERATION

Sitowise's infrastructure projects have a major impact on society's emissions. The sustainability of infrastructure projects is monitored annually using a checklist for projects. In 2019, 63 per cent of infrastructure projects promoted at least three aspects of sustainability. One of the most significant impacts was the promotion of walking, cycling and public transport. The checklist model is based on ► **the Green Building Council's** definition of sustainable infrastructure.

# 63%

of infrastructure projects promoted at least three aspects of sustainability



*"Large projects can also do nature a favour. New environments, habitat banks or favourable landscaping can be designed for species displaced by construction. When I am involved in a project from an early stage, I can do a lot."*

**Jaakko**, Environmental Impact and Responsibility



## CASE | Smart parking policy in Oulu

Oulu, like many other large towns and cities, has included sustainability and infill development in its growth themes. Oulu addressed these themes by reassessing the parking space quotas throughout the city and preparing a strategic-level parking program for the period up to 2040.

A well-thought-out parking policy promotes the use of genuinely sustainable modes of transport and creates the means of reaching emission-reduction targets. Oulu aimed to improve its parking system as a part of a modern, customer-oriented transport service environment.

The goal of the new parking space quotas was to promote the realization of a high-quality urban structure and the development of a diverse range of mobility services. The parking space quotas encourage the development of centralised parking solutions that favour the absence of reserved parking

spaces and the use of alternating parking patterns.

The parking program seeks to enable a clear growth in the share of sustainable modes of transport in line with the city's environmental program, and this will have a direct impact in terms of managing and mitigating the growth in the need for parking capacity.

The project considered users' needs in addition to environmental factors and emissions targets. Residents and other stakeholders were consulted during planning, and the ideas and feedback they provided were used to refine the end result. It is important to include users in the design process: it ensures that the outcome serves them in the best possible way and is well received. It also helps users to understand the reasoning behind the decisions.

## CARBON FOOTPRINT OF PROJECT MANAGEMENT SERVICES

One of the largest impacts of Projects Management Services is connected with Sitowise's experts and service called Maapörssi. Sitowise's services optimize the use and transport of land masses by reducing the need for virgin soil by utilising the mass already generated by another project and shortening journeys by acquiring the soil as close as possible. In 2019, the carbon handprint of these solutions was a fuel saving of 2,202 tonnes CO<sub>2</sub>-eq.

# 2,202 tonnes CO<sub>2</sub>-eq

of land mass reused  
carbon handprint



*"The recycling of land masses is constantly becoming more systematic in Oulu. Recycled materials, such as crushed concrete and brick, are directed from demolition projects to infrastructure construction more efficiently than before."*

**Kari**, Region manager



IMAGE HARRI SAARINEN

## CASE | The City of Oulu is promoting sustainable land use and infrastructure construction

Sitowise's experts have helped the City of Oulu to develop the circular economy on infrastructure projects for many years. Expertise is required throughout the project life cycle, from the permit process to design and from implementation to maintenance. Circular economy solutions create a network, which is why every perspective must be managed simultaneously.

The City aims to balance masses regionally. Information on the land masses produced and needed by projects run by

different operators is stored in a shared material bank. This reduces the use and transportation of natural raw materials, as well as the need to dump surplus land masses.

The new operating methods already being put into practice. The circular economy is a part of the planning process for the Tahkokangas residential area, and it is present in requests for proposals for infrastructure projects, which specify where surplus land masses must be used. In addition, the City encourages the use of recycled material.



## SMART CITY REDUCES CLIENT'S CARBON FOOTPRINTS

Smart solutions reduce emissions from sources such as transport. For example, a pilot project in 2019 led to a 12.3-percent reduction in passenger transportation trips by combining journeys and using intelligent routing. This resulted in lower fuel consumption and emissions.

# 12.3%

shorter journeys for  
our clients



*"The information systems we develop and maintain help us to reduce the harmful effects of client's operations and save resources. Digital solutions enable reductions in excavation work, shorter journeys or faster work."*

**Janne**, Smart City



## CASE | Modelling the emissions of maritime traffic

Sitowise has created a total emissions model and an emission comparison model that enables maritime operators to calculate the emissions arising from maritime cargo traffic between Finland and other countries, the external costs of this traffic and the fuel costs, as well as to monitor development and prepare various scenarios for analysis. In the future,

increasingly stringent emissions restrictions will be imposed on maritime traffic, requiring emissions trends in international shipments to be monitored. Operators in the sector will need to track the trends in the emissions of Finland's maritime imports and exports throughout the entire journey, including the stages outside Finland's territorial waters.

## CUSTOMER SATISFACTION AND INFORMATION SECURITY

Sitowise monitors customer satisfaction annually by conducting interview based survey. One of the outcomes of this work is the Net Promoter Score. In 2019, the NPS was 33, which is slightly lower than in the preceding year (38). Successes were identified in areas such as willingness to serve, friendliness, reliability as a partner, and the responsibility of operations. The feedback has been analysed, and operations will be developed on the basis of it.

Information security is very important to clients, and it is a part of the Group's Code of Conduct. No major information security incidents occurred in 2019. Clients are under more stringent data processing, security and protection requirements, and this was acknowledged and addressed in 2019. Several clients visited Sitowise premises to audit information security capabilities during the year.

## BUILDING INFORMATION MODELLING UNDERPINS ERROR-FREE CONSTRUCTION

By combining sustainability and digital solutions, Sitowise is heading towards a more sustainable future every day. Information modelling helps to design and construct buildings more cost-efficiently and with fewer errors. There is currently no reliable way of measuring how much of Sitowise's work uses building information modeling or the effectiveness of this, but it is clear that the meaning of BIM increases in the future.



*"Our projects are often related to information management, status overviews, standardisation, digitalisation and data utilisation in general. Digitalisation is an important driver of responsible and sustainable decisionmaking."*

**Juha**, Smart City



# ENVIRONMENTAL IMPACT OF OWN OPERATIONS

Sitowise's most significant environmental impacts comes from the projects, but the company also keeps an eye on its own footprint and aims to provide responsible working conditions to enable its personnel to make responsible everyday choices in their own activities.

The environmental impacts of Sitowise's own operations mainly arise due to offices, procurement and business trips. These are guided by joint procedures.

## CONTENT OF THE CARBON FOOTPRINT

The carbon footprint of Sitowise's own operations was calculated for the first time in 2019. The calculation included the electricity and heating consumed at the offices, work-related travel by car, airplane and train, paper consumption and office equipment. The aim is to calculate this every year and refine the calculation gradually.

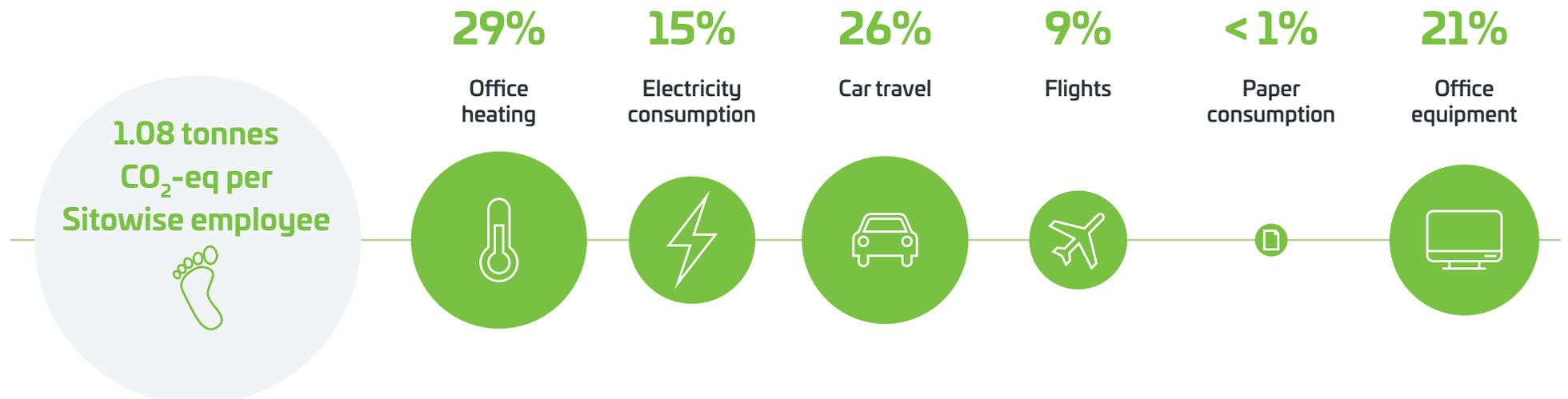
This year, the result was 1.08 tonnes CO<sub>2</sub>-eq per Sitowise employee. Almost half of this is due to the consumption of electricity and heat at the offices.

Business-related travel by road and air also accounts for a substantial proportion of the emissions. Road transport emissions

were 436 tonnes, and air travel emissions to 157 tonnes. Sitowise's employees are keen users to low-emission rail transport: last year, Sitowise employees travelled more than 1.2 million kilometres on Finland's railway network.

Sitowise aims to reduce its carbon footprint per employee. This is mainly done by supporting sustainable mobility on business-related trips and switching to renewable electricity in the offices. Eight of the offices have already switched to renewable electricity. Sitowise has announced a public commitment to switch to renewable electricity at all of its offices, and this will take place in phases in cooperation with the real estate owners.

### Sitowise's carbon footprint 2019





### TOWARDS SUSTAINABLE MOBILITY

Sitowise supports sustainable mobility among its personnel by offering environmentally friendly alternatives. The offices have bicycles and cars for employees to borrow, and in the larger towns and cities, there are travel cards for public transport. Sitowise has set emissions limits for our leasing cars. Commuting vouchers encourage the use of public transport.

As an employer, it is important to offer facilities at the offices to encourage cycling, including adequate changing rooms, washing facilities and storage spaces. Developing these measures will be planned based on a employee mobility survey and an analysis of the environmental friendliness status of offices.

An employee mobility survey is conducted every few years. The next survey will take place in autumn 2020. The results are used as the basis for considering actions to take in support of sustainable mobility.

### ANALYSING THE ENVIRONMENTAL FRIENDLINESS OF OFFICES

During 2019, Sitowise has been creating a comparable analysis of the environmental friendliness of company's offices. Analysis helps to take environmental friendliness into account when comparing and acquiring business premiseses, and comparing and enhancing the environmental friendliness of different offices. The development of the assessment tool will continue, and the process will be completed in 2020.

# KEY INDICATORS FOR SUSTAINABILITY PROGRAM

Indicator	Result 2019
<b>Well-being experts</b>	
Employee satisfaction (scale from 0 to 100)	76
Gender distribution (F/M)	34/66
Age distribution, number of people (< 20/20–29/30–39/40–49/50–59/> 60)	10/356/543/304/235/133
Achieving things that are meaningful to personnel (scale from 0 to 100)	73
<b>Well-being communities</b>	
Sustainability campaigns	We are developing a reporting tool.
Collaboration with educational institutions	We are developing a reporting tool.
Numbers of users of our public information services (users per day)*	10,000
<b>Well-being clients</b>	
Proportion of designed buildings gaining energy class A (%)	18.7
Infrastructure design projects that save the environment (%)**	63
Carbon handprint of land mass reuse (tonnes CO <sub>2</sub> -eq)	2,202
Reduction in customer journeys through controlled transport (%)	12.3
Use of building information modelling in designs of new-build sites	We are developing a reporting tool.
NPS (customer satisfaction)	33
<b>Environmental impacts of own operations</b>	
Carbon footprint of operations per person (tonnes CO <sub>2</sub> -eq)	1.08
Electricity consumption (kWh)***	1,166,903
Distance driven (km)****	2,869,879
Distance driven per person (km)	1,864
Distance flown (km)	630,901
Distance flown per person (km)	410
Use of remote meetings (number of video meetings)	55,100
Use of remote meetings (number of video meetings per person)	36
Paper consumption (reams)	3,196
Paper consumption (reams per person)	2.08

The indicators have been calculated for the offices in Finland. The age distribution includes the employees in Estonia and Latvia.

- \* This indicator was estimated on the basis of the number of users of municipal public information services throughout the year and the estimated number of users.
- \*\* Sitowise monitors the realization of sustainability on infrastructure projects every year. The criteria are based on the Green Building Council's definition of sustainable infrastructure. A design project is reported as contributing to saving the environment if it promotes at least three aspects of sustainability. The perspectives are related to matters such as reducing traffic emissions and promoting biodiversity.
- \*\*\* The electricity consumption of the Espoo offices was used as the basis for estimating the electricity consumption of the other offices.
- \*\*\*\* The distance that employees drive by car is given by the number of kilometres included on travel expense claims and the distances driven in shared cars.



*“Ecological contexts can also be examined in conjunction with projects, including, for example, how animals can get to the other side of a motorway without endangering themselves or the road-users. On one project, we built an otter shelf underneath a motorway bridge.”*

*Lauri, Water Services*

## PRINCIPLES FOR CALCULATING THE KEY INDICATORS FOR THE SUSTAINABILITY PROGRAM

The sustainability reporting period is the financial period from 1 January 2019 to 31 December 2019.

The electricity and heat consumption of the offices in Finland was estimated with the help of the consumption values for the Espoo offices. The average emissions arising from purchased electricity in Finland (181 g/kWh) were used as the electricity emission factor. Heat consumption was estimated on the basis of the floor area of the Espoo buildings and the year of construction. The heat emission factor is the average emission factor for district heating published by Motiva.

The distance driven by car is given by the number of kilometres included on travel expense claims and the distances driven in shared cars. The emissions were calculated using an average CO<sub>2</sub> emission value of 152 gCO<sub>2</sub>/km. The distances of flights and the associated emissions were derived from reports by our partners, FCM Travel and Tricorona Climate Partner. Rail journeys and emissions were obtained from VR's travel and purchase reports.

Paper consumption was derived from reports by the supplier of printing solutions. The report does not itemise the numbers of single-sided and double-sided pages. The most method for calculating emissions assumes the worst – a scenario in which all pages were single-sided (by default, printers are set to use double-sided printing). The emissions were calculated using the emission factor provided by the WWF's climate calculator.

The emissions from office equipment were assessed according to the average service life of the devices and the emission factors provided by the WWF's climate calculator. It is assumed that every employee has a computer, two screens and a mobile phone.

The number of digital service users was estimated on the basis of the usage statistics for the public information services.

The energy classes of designed buildings were obtained from the register of energy certificates maintained by ARA and the energy certificates signed by Sitowise itself.

The infrastructure design projects that contributed to saving the environment have been identified with the help of analyses conducted on the projects. The analysis is based on the Green

Building Council's definition of sustainable infrastructure. A design project is considered responsible if it achieves at least three aspects of the definition.

The carbon handprint of land mass reuse was calculated in cooperation between Sitowise and Maapörssi on the basis of the amount of fuel saved thanks to optimised transportation. The calculation takes into consideration coupon transactions of land masses, crushed concrete and an estimate of the other masses transported by Maapörssi. The reduction in journeys achieved on the passenger transport pilot project was calculated by comparing the journeys without automatic combination and the smart routing.

The most responsible partner  
in developing well-being  
living environment.

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