

SUSTAINABILITY

Aspo sustainability report 2020

Socially, financially and environmentally sustainable business is a requirement for producing long-term value. A responsibly led, growing company can create jobs, tax revenues and wellbeing.

As a conglomerate, Aspo's different businesses partly have highly different focus areas in their sustainability. ESL Shipping has actively reduced its environmental footprint by minimizing its fleet's emissions and energy consumption. The operations of Leipurin focus on product safety, and the reduction of waste and wastage. Product safety is also essential for Telko, which acts as a link between industrial customers and international raw material manufacturers. However, Aspo's Code of Conduct defines a common set of rules for responsible business in all the Group's subsidiaries.

At the end of 2020, Aspo's Board of Directors defined a new sustainability target for the Group: Aspo's businesses aim to be forerunners in sustainability in their respective industries. We know that there is a lot of work to be done, and that every one of our businesses must develop. According to the target set by the Board of Directors, all of Aspo's businesses have started to define their own sustainability goals and indicators, relevant in their respective sectors, and develop their reporting processes. From now on, the progress of sustainability activities will be monitored in the sustainability reports of each business and in Aspo Group's annual sustainability report. Business-specific sustainability targets will be published separately during this year.

Since 2018, Aspo has been a member of the UN's Global Compact initiative, and the Group's operations are steered by the ten Global Compact principles related to human rights, working life principles, the environment and the prevention of corruption. In 2019, Aspo also became a member of the corporate responsibility network FIBS.

The stakeholder survey and the materiality assessment prepared on its basis help us to steer our Group-level sustainability and stakeholder processes toward the factors that are most significant for our stakeholders and are also related to the key financial, social and environ-

mental impacts of our business operations. Based on the materiality assessment, Aspo's most significant areas of responsibility are the engagement of employees and the improvement of wellbeing at work, openness and compliance with regulations and the Code of Conduct, environmentally friendly innovation and reduced emissions, as well as product safety. In addition to the ambitious business-specific targets to be published in 2021, all businesses will monitor these Group-level priorities.

Aspo Group's CEO is in charge of the management of Aspo's sustainability. The CEO reports to the company's Board of Directors in accordance with the risk management policy. Every year, Aspo reports the fulfillment of the Global Compact principles as part of this account of non-financial information in accordance with the requirements set out in the Finnish Accounting Act and EU Directive 2014/95/EU. The Board of Directors of Aspo approves and signs this information annually when approving the financial statements.

Helsinki February 19, 2021

ASPO Plc

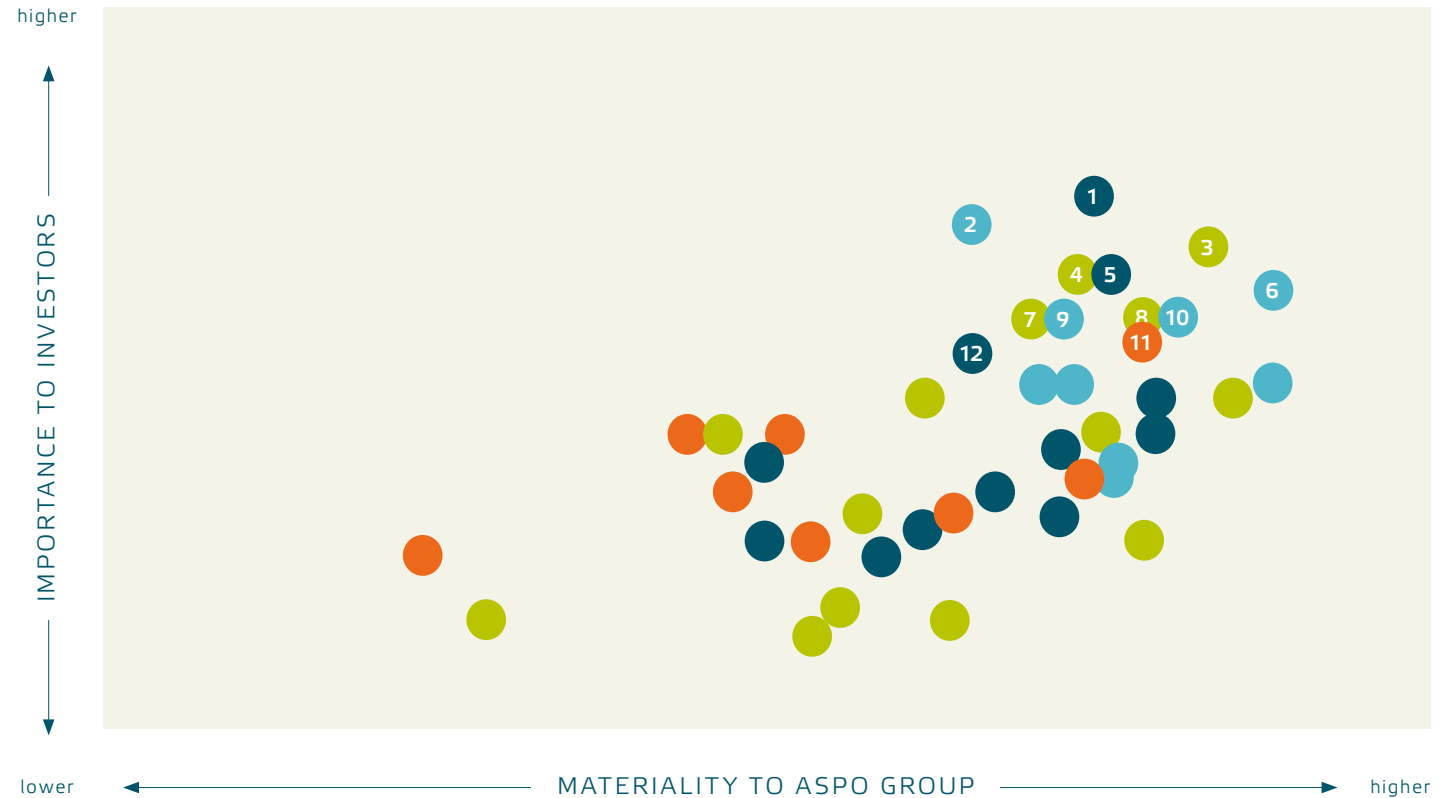
Board of Directors

CEO



ASPO GROUP'S SUSTAINABILITY MATRIX

The stakeholder survey conducted during 2018 and 2019 investigated the opinions of Aspo's shareholders and potential investors regarding some 40 different sustainability areas and their impact on Aspo's business operations. The areas were defined by an external consulting company and Aspo's Group Executive Committee. Selected management personnel from Aspo Group and its businesses, as well as members of the Board of Directors, also responded to the survey. The diagram represents how respondents to the stakeholder survey rated the most significant sustainability themes.



- **Social responsibility**
- **Corporate governance**
- **Environmental responsibility**
- **Other sustainability topics**

- 1 Engagement of employees and job satisfaction
- 2 Transparency (e.g. publication of financial and non-financial information, remuneration of members of the management and governance)
- 3 Environmentally friendly innovation (e.g. new low-emission vessels, green product portfolios)
- 4 More effective and reduced use of fuel (e.g. route optimization)
- 5 Improved wellbeing at work
- 6 Compliance with the Code of Conduct (e.g. prevention of corruption and the support of human rights in Aspo's operations and supply chain)
- 7 Increased share of recycled, renewable or biodegradable products
- 8 Climate change mitigation, reduced CO₂ emissions and carbon neutrality
- 9 Governance (e.g. governance structure, shareholders' rights, ethical business, compliance program)
- 10 Risk management
- 11 Product safety
- 12 Management of human capital

ENVIRONMENTAL RESPONSIBILITY

Investments for the good of the environment

Planned environmental investments for 2021

8 MEUR

For Aspo, environmental responsibility means selections and concrete actions for the good of the environment in all its businesses. In a conglomerate, key business-related environmental aspects and impact may vary significantly between different subsidiaries.

Actions and selections are supported by environmental guidelines and regulations that define a common set of rules for the Group's subsidiaries. Their leading principle is the continuous improvement of businesses. In order to address environmental aspects in supply chains, Aspo has prepared the Supplier Code of Conduct. Aspo's reputation as a responsible conglomerate that attends to its environmental impact is an important competitive factor for Aspo. After all, environmental issues are valuable to customers and other stakeholders.

FOCUS ON THE MANAGEMENT OF ENVIRONMENTAL RISKS

The Group has classified environmental damage resulting from its operations and especially from fuel processing in the shipping company's operations and the practices of its partners, for example, in the transport and storage of chemicals as significant risks associated with the environment. Changing regulations, such as stricter environmental laws, any changes in energy policies and the development of fuel taxation, can also have a significant impact on operating conditions and costs. Aspo actively monitors the regulatory situation and aims to develop its operations cost-effectively and in a timely manner in order to manage potential investment needs following the changing regulations.

Aspo prepares for and controls risks through productive environmental management. For example, ESL Shipping, which operates in the sensitive ecosystem of the Baltic Sea, has its own environmental management system, certified by ISO 140001. In 2020, ESL Shipping registered three (2019: 3) minor oil spills. As a result of these incidents, less than five liters of oil or liquefied natural gas were released into the environment. These were handled properly and resulted in no consequences from the authorities.


TOWARDS FOSSIL-FREE SEA TRANSPORTATION

A more effective use of energy and raw materials plays a key role in reducing the Group's environmental impact. The most significant environmental aspects for ESL Shipping are related to the improved energy efficiency and the reduced carbon footprint of its fleet. All ESL Shipping's vessels are fueled by environmentally friendly low-sulfur oil or nearly sulfur-free liquefied natural gas, which significantly reduces carbon dioxide emissions. In recent years, Aspo has invested more than EUR 100 million in the development of its shipping company, and a significant part of this investment has been directed at improving the fleet's energy and cost-effectiveness. Environmental investments of approximately EUR 8 million in ESL Shipping's current vessels have been planned for 2021.

The International Maritime Organization (IMO) has set strict emission targets for sea transportation for the next few years: greenhouse gas emissions must be reduced by 40% by 2030 and 70% by 2050 from the 2008 level. To achieve these goals, new technologies and new fossil-free fuels will be needed. ESL Shipping is in an excellent position to start this journey to change, and testing the use of biogas in its vessels was one of the shipping company's key environmental goals in 2020. Methane contained by biogas originates from a biogenic substance which means that it contains zero fossil carbon. In June 2020, M/S Viikki was fueled with LNG, plus a truckload of biogas, which was delivered to SSAB's port in Raahе from Gasum's terminal in Pori. This was the first time biogas was used as a ship fuel in Finland.

ESL Shipping's vessels account for the majority of Aspo Group's carbon dioxide emissions. In 2020, the shipping company's carbon dioxide emissions decreased by roughly 7%. As a result of stricter regulations on sulfur content in fuel, ESL Shipping's sulfur emissions decreased to one third compared with the previous year. The coronavirus pandemic reduced demand for transportation and also caused longer than normal waiting times and ballast trips for vessels, and as a consequence ESL Shipping's carbon dioxide emissions per tonne and mile remained at the 2019 level.

In 2020, the installation of the ballast water treatment systems required by new environmental regulations on ESL Shipping's vessels continued, and it will also continue in 2021. The purpose of these treatment systems is to prevent alien plant and animal species from accessing new living environments through ballast water.



In 2020, ESL Shipping's carbon dioxide emissions decreased by approximately 7%.

THE GOAL IS TO MINIMIZE FOOD WASTE AND TO INCREASE THE REUSE OF WASTE

The goal of Leipurin is to reduce its environmental footprint especially by minimizing food waste and the volume of waste. Food waste comes from the disposal of product batches that have expired in warehouses, packages broken due to improper handling and the delivery of incorrect product batches to customers. Leipurin has significantly reduced its waste in recent years. In addition, the utilization of waste has been increased by raising the amount of waste used as feed and recycled waste. Leipurin has succeeded in reducing waste, for example, by improving the efficiency of procurement activities and holding monthly meetings between procurement, sales and quality. These have helped to accelerate the storage turnover rate.

In addition to reducing the environmental impact of their own operations, Aspo Group's businesses provide their customers with solutions that help them to reduce environmental loads in their entire production and supply chains. The largest environmental impact of Leipurin and Telko, which operate in the fields of trade and logistics, come from elsewhere in the supply chain. As defined by Aspo's Board of Directors, the goal of these companies is to be the best and the most responsible partners for their customers and principals in their respective fields and to reduce emissions in the entire supply chain through their expertise.

DEVELOPING RESPONSIBLE PLASTICS RAW MATERIALS

Telko is playing its part in improving the circular economy involving plastics and is providing its customers with environmentally sustainable solutions. Research and development operations have increased to develop the range of alternate plastic raw materials. Furthermore, Telko aims to increase fiber-based and recycled plastics, and their relative proportion. Telko was the first Finnish distributor to receive the ISCC Plus certificate. ISCC Plus is a certificate granted for bio-based plastics. Accordingly, Telko can provide plastic raw materials produced in line with mass balance principles for its customers.

The Green Portfolio business, focusing on Telko's sustainability, still covered a fairly small part of Telko's net sales in 2020. However, the Green Portfolio business is expected to become commercially significant in the next few years. Demand is expected in western markets, in particular, while customers in eastern markets are also interested in raw materials suitable for the manufacture of biodegradable plastic bags and solvent-free paints, for example.



WASTE - LEIPURIN

tons	2020	2019	2018	Change ² , %
Utilized	218.50	271.33	88.78	-19.5
share of total sales ¹	2.16	2.34	0.73	-7.5
Landfill	118.47	152.27	298.36	-22.2
share of total sales ¹	1.17	1.32	2.46	-11.1
Energy	55.14	22.87	42.49	141.1
share of total sales ¹	0.55	0.20	0.35	173.1

¹ Share of total sales reported waste ton per EUR million

² Change 2019-2020

PERSONNEL

Professional personnel is our most important resource

The engagement of employees and wellbeing at work comprise one of the most significant areas of responsibility in Aspo Group. We aim to contribute to this by providing opportunities for professional development for our employees at all levels of the organization, building an encouraging atmosphere and attending to wellbeing at work.

THE IMPACT OF THE CORONAVIRUS PANDEMIC EXTENDED TO THE ENTIRE PERSONNEL

The global coronavirus pandemic made 2020 a challenging year in various ways, making the protection of the health of the personnel and stakeholders, in particular, an even larger priority.

Apart from ESL Shipping's maritime crew, the Group's entire personnel already started to work remotely full-time at the first stages of the pandemic. To minimize contact and to protect the health of the personnel, remote working guidelines applied to the personnel of all companies, regardless of the country in question and official instructions in each area. The transition to remote working and the adoption of new tools and ways of working went very smoothly throughout the Group.

Positive experiences were also reflected in the personnel survey, which also studied the impact of the changes caused by the pandemic on job satisfaction: More than 85% of the Group's personnel thought that remote working was an overall success. In addition, more than 92% of the personnel felt that they had performed well, despite the coronavirus restrictions and changes in working methods. The pandemic has had a significant impact on the global economy, and Aspo Group was also forced to adapt its operations in various ways in 2020, also concerning the personnel.

THE CODE OF CONDUCT DEFINES A COMMON SET OF RULES

Aspo treats its employees in a just and equal manner in all countries where it operates. The applicable local legislation and regulations are complied with in all contracts of employment. These concern, among other things, working hours, remuneration, development opportunities, human rights and working conditions. Aspo is committed to respecting internationally accepted human rights as defined in the Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights.

Aspo's Code of Conduct defines a common set for rules for the Group's entire personnel. We reject any discrimination based on education, competence, position, personality, way of life, work experience, ethnic origin, religion, gender, sexual orientation, age, nationality, abilities or other qualities.

The most significant social risks are associated with occupational safety and health, and the availability and commitment of the personnel. In the conglomerate, work environments range from cargo vessels to chemical warehouses, and specific focus is placed on safety guidelines and training in different businesses. The goal is that there are zero occupational accidents.

JOB SATISFACTION REMAINS AT AN EXCELLENT LEVEL

Aspo regularly assesses the satisfaction of employees with their own tasks, the quality of management, and Aspo as an employer by conducting an annual personnel survey. Despite the exceptional operating environment and coronavirus restrictions, overall job satisfaction remained at an excellent level in 2020, with the results even improving in several categories of the personnel survey. For example, employees' satisfaction with their job description increased to 4.27 (4.22) on a scale from 1 to 5. The significant increase in remote working was accepted well by the personnel, with the majority experiencing it to add more flexibility to working. In the personnel survey, the question to measure flexibility in working with regard to the arrangement of working hours, for example, received the score of 4.26 (3.90), showing a significant improvement on the previous year. Long careers are also an indication of engagement and wellbeing: some 30% of all employees have worked in Aspo Group for more than ten years, and the average length of career was 8.0 (7.3) years in 2020.

The purpose of occupational safety and health is to maintain the physical and psychological working ability of the personnel and thus their high quality of life. In Finland, occupational safety and health matters are handled at a Group level by the occupational safety and health committee. The committee had two meetings in 2020 (two meetings in 2019). In addition, meetings were held in different work locations. Each ESL Shipping vessel has an occupational safety and health committee which covers the entire crew and meets four times a year. In 2020, one case of harassment took place in one of Aspo's businesses, which was investigated by the Group's HR management together

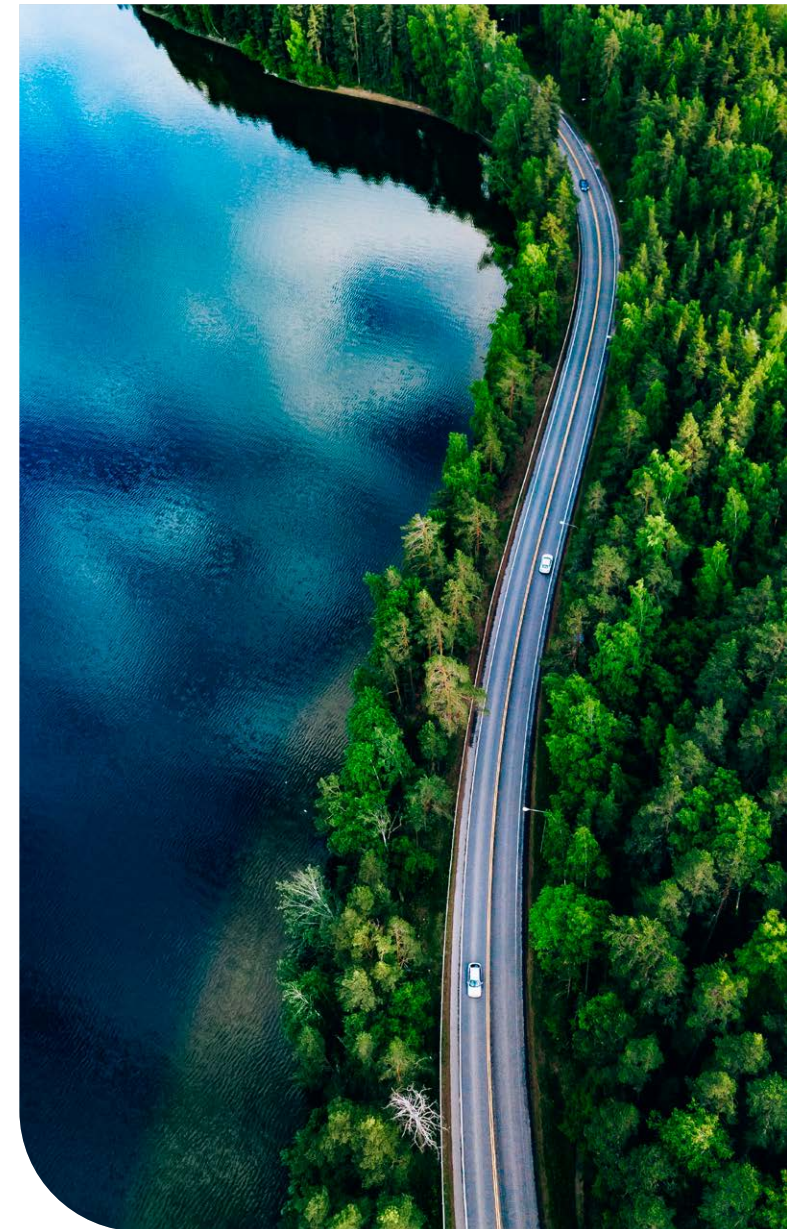
with the internal audit function. As a result of the case, operating methods and processes were developed to prevent similar cases from recurring.

TRAINING AND OCCUPATIONAL SAFETY ARE EMPHASIZED IN SEA TRANSPORTATION

The Finnish Transport and Communications Agency (Trafi-com) and classification society DNV GL have audited and certified ESL Shipping's functions and vessels in accordance with the International Safety Management (ISM) Code of the International Maritime Organization (IMO). In addition to safe operations aboard ships, the ISM Code sets standards for the prevention of emissions.

During 2020, ESL Shipping discovered two incidents (four incidents in 2019) where the shipping company's substance abuse policy was violated. Neither of these incidents endangered maritime safety, and the company reacted to these violations by taking appropriate action as required by the company's safety policy and collective agreements. To ensure safety, ESL Shipping monitors any substance abuse by its employees through unannounced control tests. In 2020, these tests showed no violations. The Total Incident Rate (TIR), which measures different injuries and accidents aboard ships, decreased from the previous year.

ESL Shipping also has a key role in Finnish maritime training. Dozens of future seamen train aboard the shipping company's vessels every year. In 2020, 89 (110) students completed their study-related training periods aboard ESL Shipping's vessels, totaling 3,206 training days. The number of trainees and training days decreased due to the restrictions caused by the coronavirus pandemic.



Protecting safety and health – both onshore and offshore

In 2020, the coronavirus pandemic caused disruptions in our regular ways of working. Similarly to other Aspo's employees, ESL Shipping's office employees in Sweden and Finland started working remotely in the middle of March. Even though offices were later opened in part, most employees were still working from home at the end of the year. However, the pandemic had a more significant impact on ESL Shipping's maritime crew.

During spring, crew changes in other countries were practically impossible due to different coronavirus restrictions. This resulted in longer work periods aboard ships. Furthermore, crew members were not permitted to step ashore at many ports, which significantly restricted their access to recreational activities. These restrictions remain valid at many ports.

The situation was even more problematic for ESL Shipping's crew members from outside the EU. After hard work and detailed planning, new processes were adopted, allowing crew members from outside the EU to first fly to Finland for testing and a quarantine. They were accommodated on Rautaruukki, ESL Shipping's vessel docked in Helsinki. The few infections were screened successfully in

close cooperation with Finnish authorities, and the infected crew members were quarantined before coming aboard. As a result of these measures, crew changes have been possible from the beginning of May. Every crew member is still tested during crew changes to ensure the safety and health of all employees.

Every crew member
is tested during
crew changes.



GOVERNANCE

A responsible partner and employer

Aspo's Code of Conduct and HR management and development principles guide the Group's operations as a responsible employer. Aspo respects the freedom of association of employees and complies with local laws in each operating country. In emerging markets, in particular, Aspo aims to lead the way and spread responsible operating methods.

In examining the Group's entire supply chain more broadly, Aspo has identified potential risks associated with human rights violations, such as violations related to trading in conflict minerals. Criteria applied to the selection of new partners also focus on the environment, social responsibility, and the prevention of corruption and bribery.

ENSURING A RESPONSIBLE SUPPLY CHAIN PLAYS AN IMPORTANT PART

To ensure appropriate operating methods, Aspo's businesses monitor compliance with the Supplier Code of Conduct in various ways. For example, specific responsibility audits have been conducted at Telko since the beginning of 2019. During the audits, Telko's representatives and external consultants interview representatives of suppliers regarding sustainability and responsibility, and discuss Telko's requirements for human rights, environmental responsibility and safety guidelines, for example. Facilities and production plants are also audited. Warehouse audits conducted in partners' facilities are also part of Telko's toolkit to verify the compliance of its supply chain with regulations. In addition to onsite audits, a larger group of suppliers is monitored by means of self-assessments. As a result, a questionnaire was sent to more than 80 of Telko's most significant suppliers in 2020.

Significant numbers of the partners of ESL Shipping, Leipurin, Telko and Kauko are major international companies, with which each of these businesses have been engaged in long-term cooperation and which have their own stabilized processes for the responsible management of supply chains. Leipurin also has a broad network of smaller partners, and the company has developed processes to monitor these partners more effectively in recent years.

CONTINUOUS INVESTMENTS IN PRODUCT SAFETY AND QUALITY ASSURANCE

As Leipurin operates in the food industry, counterfeit food, products of poor quality and health hazards directed at consumers such as allergen contaminations, pose significant risks, which the company controls using stabilized processes and practices. In 2019, Leipurin conducted an extensive risk assessment regarding counterfeit products, and its results were entered in the company's integrated management systems and processes during 2020. Leipurin also closely monitors whether raw material batches sent from risk countries defined by the Business Social Compliance Initiative (BSCI) are clean and genuine.

Leipurin assesses risks associated with product safety using a regularly updated risk analysis. Customers, food

authorities and external auditors audit Leipurin's operations several times a year. In Finland, Leipurin uses an ISO 9001:2015-certified quality management system for change and risk management, and the continuous improvement of operations. The goal is to certify quality management systems in all countries and all operating units in the next few years. Alongside the current system, Leipurin has also proactively developed its operations toward the level required by the BRC Global Standard for Food Safety. The aim is to fulfill the requirements of the standard in the near future.

Product safety is also essential for Telko, which acts as a link between industrial customers and international raw material manufacturers. Non-conformities in quality and deliveries of incorrect products may have severe consequences. Telko has systematized and boosted its reporting process for non-conformities in quality. Currently, even the smallest non-conformities are registered in all the company's operating countries. During 2020, Telko had seven cases in which incorrect products were delivered to customers. None of these cases led to an accident or near-miss incident, as the errors were discovered and corrective measures were taken in time.

In 2020, a major incident occurred in Telko's business in Latvia, where an imminent start of a fire broke out when unloading flammable liquid from tankers into containers. Thanks to the prompt and determined action of the employees, the fire was extinguished quickly and did not spread to the storage facilities. The root cause of the incident was the erroneous instruction given by the warehouse manager to carry out loading work indoors in violation of Telko's instructions. As a result of the incident, the employment of the warehouse manager was terminated.

In addition, Telko launched an extensive study on the safety practices of hazardous chemical warehouses and clarified its guidelines for its storage partners.

SUPPORTING THE SECURITY OF SUPPLY, ALSO DURING THE PANDEMIC

Aspo also has a broad impact on the communities in which it operates. For example, ESL Shipping is a significant organizer of maritime transport and plays a key role in Finland's emergency supply, because maritime transport accounts for 80% of Finland's imports and 90% of its exports. In the event of a crisis, vessels operating under the Finnish flag safeguard connections to other countries.

Kauko is involved in digitalizing the work of public authorities and improving efficiency in key sectors such as rail, road and air traffic, healthcare, and waste management. The year 2020 was particularly challenging for healthcare, and the need for personal protective equipment skyrocketed due to the coronavirus pandemic. Kauko's healthcare business team was able to establish a reliable and high-quality supply connection between Finland and China. As a result, high-quality protective equipment was delivered to Finnish healthcare authorities in a situation where the balance between the global supply and demand fluctuated due to the pandemic.

CORRUPTION REMAINS A SERIOUS SOCIETAL PROBLEM IN SOME OPERATING COUNTRIES

As an international company, Aspo also operates in countries in which corruption is common. According to Transparency International, these include Russia and Ukraine. The key tool in the prevention of corruption and bribery is the responsible management of the supply chain. To ensure

appropriate operating methods, Aspo has prepared the Supplier Code of Conduct, compliance with which is monitored in all businesses. For example, Telko conducts separate sustainability audits. Aspo's Internal Audit and Legal Affairs conduct audits within all businesses in accordance with annual plans.

Aspo's Code of Conduct absolutely prohibits corruption and bribery in all their forms. Code of Conduct training includes anti-corruption issues and provides guidance for identifying any suspicious situations and practices considered unethical. In 2020, 94% of the Group's employees completed Code of Conduct training. Aspo's businesses are also monitoring sector-specific regulations and Telko, for example, uses more detailed guidelines for bribery, and it complies with the FECC's Code of Conduct. In addition, ESL Shipping and Telko apply risk assessments to their suppliers. Leipurin's objective is, through its new quality management system, to further clarify its supplier criteria related to anti-corruption and anti-bribery.

The development of Aspo's compliance function continued in 2020. To support the business-specific compliance manuals completed during the previous year, training was arranged for key employees. Online compliance training, mandatory for the Group's all employees, specifies key business-specific perspectives and themes in more detail.

Aspo has for long had a whistleblowing channel for reporting any violations or suspected misuse. In 2020, Aspo invested in a new wholly anonymous whistleblowing channel, which is maintained by an external supplier, makes the investigation of reported cases more effective, and guarantees an anonymous and encrypted exchange of information with the reporting party when processing the case. Through the service, employees can express their

concerns over anything that is non-compliant with Aspo Group's values or Code of Conduct and may have serious consequences for our organization or individuals. Matters reported through the whistleblowing channel are received by the Group's Legal Counsel and discussed by Aspo's Board of Directors. Employees are notified of the whistleblowing channel, for example, in conjunction with Code of Conduct training. In 2020, 96% (97%) of respondents to the personnel survey said that they are aware of the internal whistleblowing procedure in the case of any violations.

A total of six reports were submitted through the whistleblowing channel in 2020. These reports were processed and responded to in accordance with Aspo Group's processes. In 2020, no new cases of fraud were discovered in Aspo's businesses, and no confirmed violations related to corruption or bribery were reported through Aspo's whistleblowing channel.

At the end of 2019, a report on suspected misuse in Telko's operations in China was received through the whistleblowing channel. The investigation of this case continued in 2020, and no evidence of misuse was found. In 2019, misuse was suspected in relation to cargo prices of transportation services used by Leipurin in Lithuania, and the legal action taken in 2020 as a result of the case is still in progress.



Sustainability tables

The reporting period is the calendar year 2020. In principle, the reporting covers the entire Aspo Group. Any exceptions have been stated in conjunction with the indicators.

The personnel figures given in the responsibility report include all permanent employees, including long-term absentees. The personnel figures also include the tempo-

rary maritime crew of AtoB@C Shipping, a subsidiary of ESL Shipping, but only with regard to vessels owned by the company. In the financial statements, the personnel figures only include Aspo Group's own employees, not temporary external workers. Additionally, the personnel figures only include active employees.

● NUMBER OF PERSONNEL BY GEOGRAPHICAL AREA, DECEMBER 31

	ESL Shipping ¹			Leipurin			Telko			Kauko			Other operations			Total		
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018
Finland	275	262	262	73	80	100	49	52	50	21	30	33	32	27	25	450	451	470
Scandinavia	79	74	69	-	-	-	37	24	27	-	-	-	-	-	-	116	98	96
Baltic countries	-	-	-	49	50	49	34	36	33	-	-	-	-	-	-	83	86	82
Russia, other CIS countries and Ukraine	-	-	-	141	167	171	140	162	161	-	-	-	-	-	-	281	329	332
Other countries	1	1	1	-	-	10	25	25	25	1	1	1	-	-	-	27	27	37

¹ Includes crew members of vessels owned by AtoB@C, acquired by ESL Shipping in autumn 2018.

● NUMBER OF PERSONNEL BY CATEGORY, DECEMBER 31

	ESL Shipping ¹			Leipurin			Telko			Kauko			Other operations			Total		
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018
Office staff	41	38	35	182	206	211	233	250	250	15	22	24	26	22	19	497	538	539
Supervisors	8	3	-	37	40	38	25	19	17	2	1	5	2	2	3	74	65	63
Management	6	7	8	16	19	20	20	24	20	1	3	-	4	3	3	47	56	51
Non-office staff	2	2	3	28	32	61	7	6	9	4	5	5	-	-	-	41	45	78

¹ Excluding marine personnel.

NUMBER OF PERSONNEL BY CONTRACT TYPE, DECEMBER 31

	ESL Shipping			Leipurin			Telko			Kauko			Other operations			Total		
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018
Amount of personnel	355	337	332	263	297	330	285	299	296	22	31	34	32	27	25	957	991	1,017
Full-time contract	56 ¹	50 ¹	45 ¹	260	293	316	278	293	290	22	31	34	30	26	22	590	643 ¹	707 ¹
Part-time contract	1 ¹	- ¹	1 ¹	3	4	14	7	6	6	0	-	-	2	1	3	12	11 ¹	24 ¹

¹ Excluding marine personnel.

AGE DISTRIBUTION, DECEMBER 31

	ESL Shipping			Leipurin			Telko			Kauko			Other operations			Total		
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018
> 24	5	12	9	1	3	17	3	8	6	0	-	1	1	1	-	10	24	33
25-39	132	119	103	105	129	154	131	140	137	4	6	6	13	6	6	385	400	406
40-54	141	127	107	121	132	126	116	117	119	10	16	19	9	10	10	397	402	381
55 <	77	79	56	36	33	33	35	34	34	8	9	8	9	10	9	165	165	140

EMPLOYEE TURNOVER RATE

	ESL Shipping ¹			Leipurin			Telko			Kauko			Other operations			Aspo Group		
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018
Average turnover rate, %	9	16	16	10	26	26	8	20	14	0	31	41	19	39	18	9	23	21

¹ Excluding marine personnel.

● GENDER DISTRIBUTION, DECEMBER 31

	ESL Shipping			Leipurin			Telko			Kauko			Other operations			The Boards of Aspo and segments			Total		
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018
Women	40	36	35	149	166	198	151	164	160	3	5	7	18	16	14	6	7	5	367	394	419
Men	315	301	297	114	131	132	134	135	136	19	26	27	14	11	11	9	9	10	605	613	613

● AVERAGE AGE OF EMPLOYEES

	ESL Shipping		Leipurin		Telko		Kauko		Other operations	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Average age of employees	45	45	43	41	42	41	48	47	43	47

● LTIF AND SICK LEAVES

	ESL Shipping Office			ESL Shipping Marine personnel			AtoB@C Shipping Marine personnel		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
LTIF ¹	0	0	0	21.3	22.1	21.1	0	0	0
Sick leaves, % ²	0.82	1.39	0.48	4.6	4.0	3.9	0	0	- ⁴

	Leipurin			Telko			Kauko			Other operations		
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018
LTIF ¹	7	8	10	0	4	41	0	0	0	0	0	0
Sick leaves, % ²	2	3.99	1.69	1.2	1.44	1.05	0.32	0.32	1.56	0.34	1.61	0.69

¹ Lost-time injury frequency (LTIF) is presented per 1,000,000 working hours.

² Sick-leave absence ratio is calculated: (sick days/total work days)*100. For AtoB@C Shipping's marine personnel in Sweden, the sick leave % is calculated only for days at sea.

³ TIR (Total Incident Rate) includes all incidents; the ratio is presented per 1,000,000 working hours.

⁴ Information on sick leave is not available for AtoB@C Shipping marine personnel for the year 2018.

● THE USE OF ENERGY AND EMISSIONS

	ESL Shipping ²			
	2020	2019	2018	Change ⁵ , %
Purchased energy ¹ , Mwh	243.40	117.57	105.23	107.0
Total use of fuel, Mwh	838,743	892,250	597,300	-6.0
tCO ₂ ²	220,122	237,296	160,988	-7.2
g-CO ₂ per ton mile ³	15.48	15.47	13.1	0.1
tSO _x ²	56.44	179.27	128.9	-68.5
mg-SO _x per ton mile ³	3.97	11.69	10.49	-66.0

	Leipurin			
	2020	2019	2018	Change ⁵ , %
Purchased energy ¹ , Mwh	4,148.0	3,394.8	4,240.6	22.2
tCO ₂ ²	1,124.0	1,154.2	1,441.0	-2.6

	Telko ⁴			
	2020	2019	2018	Change ⁵ , %
Purchased energy ¹ , Mwh	768.5	1 093.0	1 059.5	-29.7
tCO ₂ ²	215.8	306.9	337.2	-29.6

	Kauko			
	2020	2019	2018	Change ⁵ , %
Purchased energy ¹ , Mwh	117.84	146.5	125.0	-19.6
tCO ₂ ²	21.41	24.7	23.0	-13.3

	Other operations			
	2020	2019	2018	Change ⁵ , %
Purchased energy ¹ , Mwh	182.7	150.3	177.1	21.6
tCO ₂ ²	27.5	23.7	25.6	16.0

¹ Purchased energy mainly measured, if not possible to measure the figures are estimated.

² Excluding certain vessels on voyage charter. Raahe depot included in figures from 2020.

³ Figures corrected retrospectively for 2018.

⁴ The figures cover Telko's main countries of operation Finland, Poland, Russia, Ukraine, Sweden and Denmark.

⁵ Change 2019–2020.

● EMPLOYEE SATISFACTION INDEX (SCALE 1–5)

	2020	2019	2018
Business segment	4.02	3.94	4.18
Own unit	4.22	4.08	4.24
My work	4.23	4.19	4.22
My superior	4.15	4.10	4.16