



Fresh Servant Group Oy Ab

SUSTAINABILITY REPORT 2025

Building sustainable growth – together

Fresh

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Sustainability Report 2025 is a translation of the Finnish-language report "Kestävyysraportti 2025". In the event of any discrepancy between the translated and original versions, the Finnish-language version shall take precedence.



BUILDING SUSTAINABLE GROWTH – TOGETHER

The year 2025 has been an important milestone for Fresh Servant. We are publishing our first Sustainability Report while taking a significant step forward in systematising our sustainability work, strengthening transparency and integrating sustainability more closely into our day-to-day management and decision-making.

Sustainability at the core of our strategy

For us, sustainability is not a separate area of focus but an integral part of Fresh Servant's business strategy, long-term value creation and competitiveness. We build our growth on fresh, health-promoting food solutions in a way that takes into account the environment, people and the entire value chain. At the core of our business are vegetables, fruits and plant-based food solutions that help consumers make fresh, health-promoting and plant-forward choices in their everyday lives. We also play an important role as a partner to our customers by helping them provide consumers with convenient, fresh and health-promoting choices, while enhancing the sustainability of these solutions in collaboration with our customers and partners.

During the past year, we have made tangible progress in environmental responsibility. We have improved our energy efficiency, enhanced resource use in production and reduced emissions from our own operations compared to the baseline year. At the same time, we have recognised that our greatest impacts arise within the value chain, making its continuous development a key priority for the future.

“Sustainability is an integral part of how we create long-term value and build competitiveness.”

People, renewal and a clear direction drive us forward

Our people are at the heart of everything we do. The results of our 2025 employee survey demonstrate that we have succeeded in creating a workplace where employees have a clear sense of direction and the conditions necessary for success at work. High levels of work ability and a low risk profile are also reflected in our earnings-related pension insurance contribution class, which is the lowest possible level for the company. This provides strong evidence of our long-term commitment to developing employee well-being and leadership.





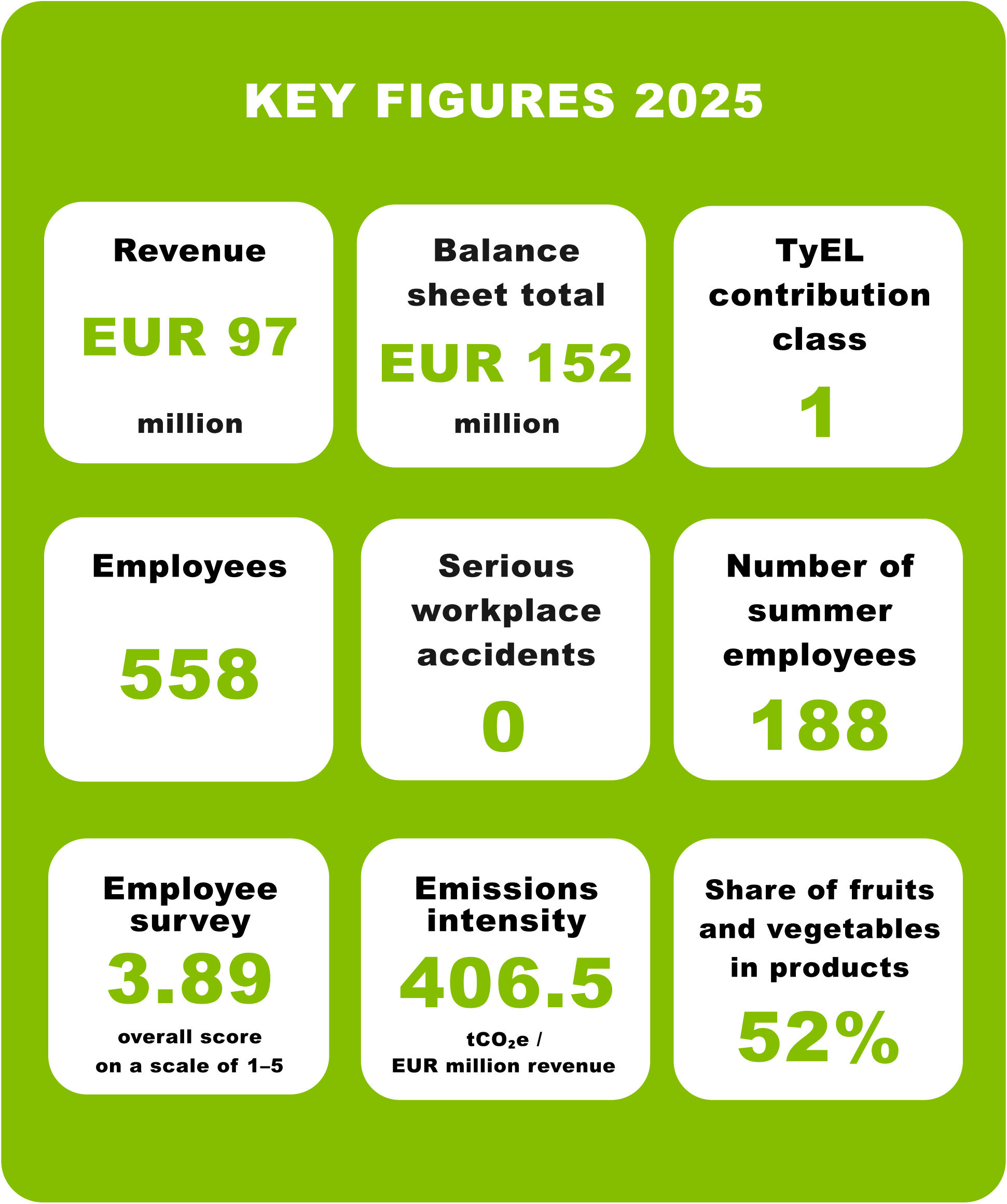
Changes in our operating environment require continuous renewal. Climate change, supply chain challenges and increasing regulatory requirements have a direct impact on our business. We have identified our key risks and are systematically developing our ways of working to manage them. At the same time, we see sustainability as a significant source of opportunities for innovation, enhanced customer value and business development.

Impact is built through goals, traceability and everyday decisions

Our next focus areas include setting greenhouse gas emission reduction targets, strengthening sustainability throughout the value chain and further developing our reporting to meet growing stakeholder expectations and support greater transparency in our sustainability efforts. We are also actively preparing for the upcoming EU Deforestation Regulation (EUDR) by further developing our supply chain and improving the traceability of raw materials to ensure compliance and strengthen sustainability throughout our sourcing activities. For us, sustainability is reflected in everyday decisions and in the way we build future growth.

I would like to thank our employees, customers, partners and other stakeholders for their trust. Our sustainability journey advances through everyday choices, the development of our supply chain and the work we do together with our customers for the benefit of consumers – precisely where our impact is created and where we continue to build sustainable growth for the future.

Sami Haapasalmi
CEO
Fresh Servant Group Oy Ab



BASIS FOR PREPARATION

Fresh Servant Group Oy Ab (hereinafter referred to as Fresh Servant or the Company) has prepared its first Sustainability Report 2025 in accordance with the European Commission's Voluntary Sustainability Reporting Standard for SMEs (VSME Standard). This is our first sustainability report prepared under the VSME framework, and it covers disclosures included in both the Basic Module and the Comprehensive Module.

The report is based on our 2025 sustainability review, during which we identified our key sustainability topics, defined relevant sustainability metrics and established development plans for the coming years. We monitor sustainability performance through a range of operational indicators, including energy and water consumption, waste generation, emissions, as well as key performance indicators related to product safety, quality and our workforce. This report brings these data points together for the first time in a comprehensive and structured format.

The report includes all disclosures assessed as relevant. In certain areas, information is presented in descriptive form or through relative indicators, as not all data are currently available in a fully consistent manner. We continue to develop our reporting practices as part of our sustainability journey, with the aim of expanding and refining the underlying data in future reports.

To ensure transparency, no disclosure requirements have been omitted from this report. The Sustainability Report 2025 covers Fresh Servant's operations in Finland. The acquisition of our Swedish subsidiary, Bosphorus AB, was completed on 31 December 2025, and therefore its operations are not included in the reporting period covered by this report.

Legal form of the company	Limited Liability Company
NACE code	10 390
Balance sheet total (EUR)	151,626,246
Revenue (EUR)	96,973,608
Number of employees at the end of the reporting period	558
Country of principal operations and location of significant assets	Finland

Table 1. Basic information on Fresh Servant in Finland.



Fresh Servant’s commitment to high standards of sustainability is reflected in its daily operations and is built on internationally recognised certified management systems. The Company has held a BRCGS Food Safety certification since 2021 and an ISO 9001:2015 certification since 2013. Prior to obtaining BRCGS Food Safety certification, Fresh Servant was certified under the FSSC 22000 standard between 2015 and 2021. The BRCGS Food Safety certificate issued by Bureau Veritas was confirmed at the AA+ level for year 2025. These certifications demonstrate that our operations are founded on maintaining high standards of quality and food safety, as well as on the principle of continuous improvement.

Site	Address	Postal Code	City	Country	Coordinates (geographical location)
Registered office Production & Logistics centre	Marjasaarentie 12	68870	Edsevö	Finland	Municipality of Pedersöre, Ostrobothnia Region, 63.63458° N, 22.84287° E
Production Facility	Honkimetsäntie 28	62100	Lapua	Finland	Municipality of Lapua, South Ostrobothnia Region, 62.98003° N, 23.05372° E
Foodservice and Fresh produce wholesale logistics centre	Tuottajantie 7	60100	Seinäjoki	Finland	Municipality of Seinäjoki, South Ostrobothnia Region, 62.78816° N, 22.86007° E
Warehouse Facility	Savukatu	68600	Pietarsaari	Finland	Municipality of Pietarsaari, Ostrobothnia Region, 63.66592° N, 22.72454° E
Warehouse Facility	Runkotie 36	60100	Seinäjoki	Finland	Municipality of Seinäjoki, South Ostrobothnia Region, 62.78315° N, 22.88614° E

Table 2. List of owned and leased sites located in Finland.



STRATEGY: BUSINESS MODEL AND SUSTAINABILITY-RELATED INITIATIVES

Fresh Servant is a food industry company founded in 1995, specialising in fresh, high-quality and convenient vegetable-based and ready-to-eat meal solutions. We develop, manufacture and deliver our products to both consumers and professional kitchens through a variety of distribution channels. Through our well-known brands, including Hetki, Fresse and FreshPro, we serve a wide range of everyday meal occasions and consumer needs. Hetki's packaged salad meals are the market leader in their category in Finland.⁽¹⁾

Our strategy is based on the ambition to be our customers' preferred partner for vegetable- and fruit-based food solutions in Finland and neighbouring markets. At the core of our strategy are continuous renewal, strong customer focus and the ability to respond rapidly to changing consumer demand. Our operations are guided by the mission "Always Something New – Always Something Good", which is reflected in continuous product development, innovation and a willingness to explore new ideas and concepts.

Our key strategic priorities are:

- A product portfolio focused on fresh and health-promoting products
- Continuous product and concept development for different consumption occasions
- Enhancing operational efficiency and production solutions
- Expansion into new markets and international growth
- Integrating sustainability into all aspects of our operations.

Our competitiveness is built on the ability to combine high quality, freshness, customer insight, and efficient production and logistics. The execution of our strategy is supported by investments in production, automation and logistics, as well as strong expertise throughout the organisation. Our operations include a production and logistics network in Finland (Pedersöre, Lapua and Seinäjoki) and expanded operations in Sweden through Bosphorus AB, a wholly owned subsidiary. The acquisition of Bosphorus AB was completed on 31 December 2025.

Our business model is based on the development, production and efficient distribution of fresh, pre-prepared and convenient food solutions. We source raw materials from both domestic and international suppliers, with a strong focus on quality, freshness and availability. Raw materials are processed at our own production facilities, enabling us to ensure high quality, freshness and traceability throughout the value chain.

Our product portfolio addresses a wide range of consumer needs and usage occasions, including:

- Consumer-packaged salad meals and fresh food products
- Salad bags, as well as whole and cut vegetables
- Microwave meals, chilled and ready-to-heat sandwiches, and snack products
- Solutions for salad bars and professional kitchens

“Through our well-known brands (Hetki, Fresse and FreshPro) we serve different customer segments with tailored product offerings.

Our customer base includes the retail sector, foodservice operators, wholesale customers and the public sector. At the core of our business is creating value for customers in three key areas: high product quality and great taste, nutritional benefits that support well-being, and ease of use in everyday situations. Our operations comprise a production and logistics network in Finland as well as expanded operations in Sweden through Bosphorus AB. Fresh Servant operates in both Finland and Sweden.



⁽¹⁾ Based on 2025 market data for consumer-packaged salad meals in Finland.

Our operations are based on close collaboration with raw material suppliers, logistics partners and customers. In 2025, approximately 40 suppliers accounted for 80% of our procurement spend, highlighting the importance of key partnerships.

The sourcing of raw materials, particularly fruits and vegetables, extends across several countries, including Finland, Sweden, the Netherlands, Germany, Spain and Italy. Our international sourcing network exposes us to risks related to availability, quality, price fluctuations and logistics, which may affect production continuity and our cost structure. We manage these risks by strengthening supplier collaboration, diversifying sourcing channels and reinforcing our quality and sustainability requirements, thereby improving transparency and sustainability throughout the value chain.

We continuously develop our logistics and distribution operations to ensure reliability, efficiency and transparency. High-quality raw materials, resilient supply chains, efficient production processes and a skilled and committed workforce are essential prerequisites for the success of our operations.

We manage supplier- and supply chain-related risks through close cooperation with our business partners, the establishment of quality and sustainability requirements, and the diversification of our supplier base. In 2025, we initiated the development of a Supplier Code of Conduct aimed at strengthening responsible business practices and harmonising expectations placed on suppliers.

“Logistics and distribution activities are continuously monitored and developed to ensure reliability, efficiency and transparency throughout the supply chain.

Sustainability is an integral part of both our strategy and our business model. We seek to balance environmental, social and economic considerations across all areas of our operations.

Our sustainability work is integrated into our strategy through four key themes:



These themes guide our product development, investment decisions and the continuous development of our operating models, and their implementation is monitored as an integral part of our strategic management.

At the end of 2024, we completed an ESRS-aligned double materiality assessment, which identified the sustainability topics most material to the development of our sustainability agenda and to our sustainability reporting. The assessment examined sustainability matters from two perspectives: the impacts of the Company’s operations on people, the environment and society, and the risks and opportunities that sustainability matters create for the Company’s business.

To support the assessment, we conducted interviews and workshops to gather the views of our most important internal and external stakeholders. The stakeholders engaged in the process included employees, customers and suppliers. The assessment also considered different time horizons (short-, medium- and long-term) as well as Fresh Servant’s value chain.

Based on the results of the assessment, the sustainability matters identified as material for the Company are climate change, water, biodiversity and ecosystems, resource use and circular economy, own workforce, workers in the value chain, consumers and end-users, and business conduct. This report focuses on the sustainability topics identified as material through the assessment process. The materiality assessment is intended to be updated every three years to ensure that any new impacts, risks and opportunities are appropriately considered. Should significant changes occur in the operating environment or in the Company’s business activities, the assessment will be reviewed and updated earlier.

Our value chain covers the entire process from raw material production to the consumption of finished products and the recycling of packaging materials. Our operations are positioned at the centre of this value chain, where raw materials are transformed into ready-to-eat food solutions and delivered to customers.

At the upstream end of the value chain, key stakeholders include growers, producers and both domestic and international raw material suppliers. These activities are associated with significant environmental and climate-related impacts, including the effects of agriculture on nature and the impact of climate change on the availability of raw materials. We seek to manage these impacts through responsible sourcing practices and supplier requirements.

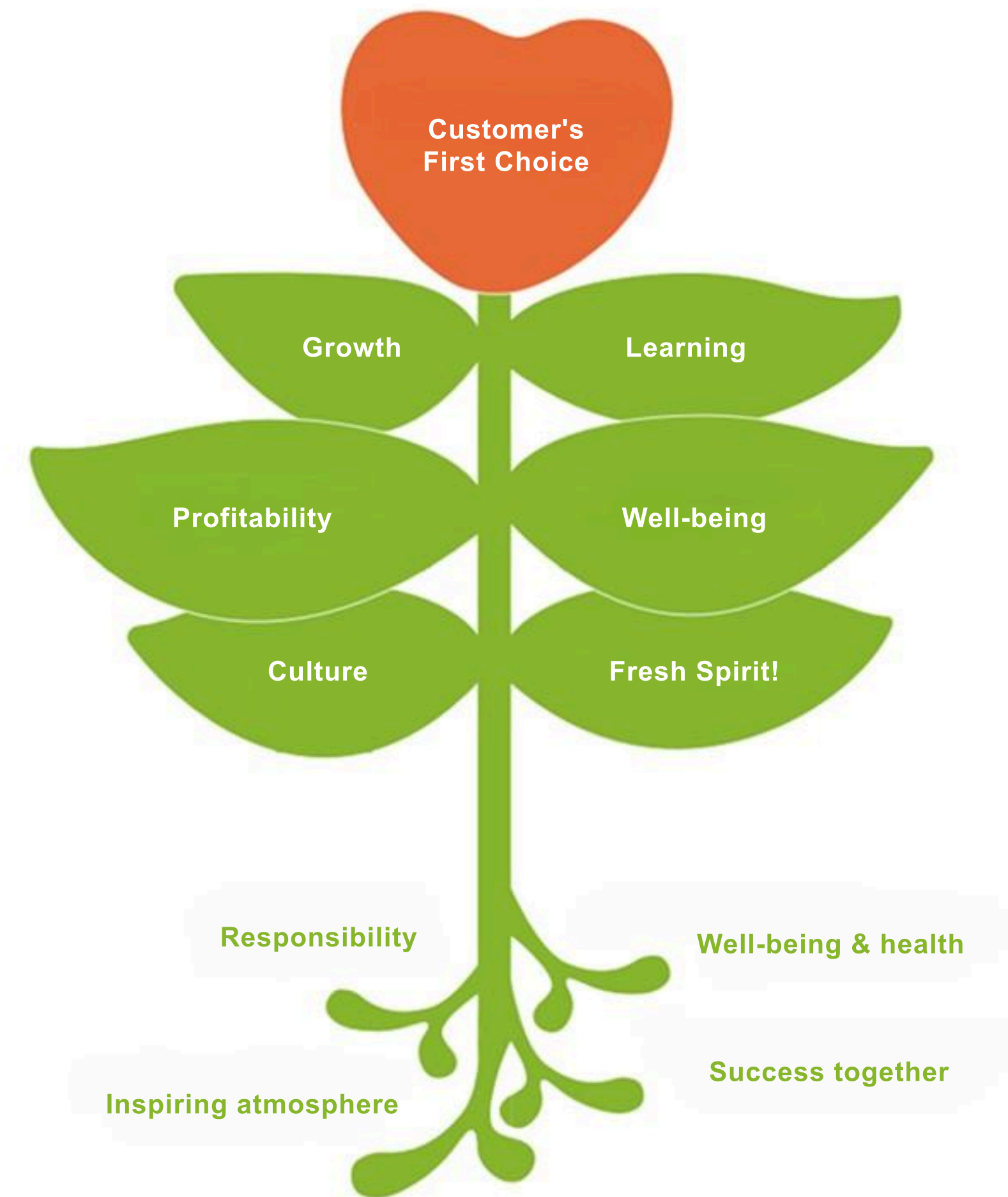
The value chain also includes logistics partners, transportation and warehousing activities, which contribute to our carbon footprint primarily through energy consumption and fuel use. Suppliers of packaging materials play a key role in advancing resource efficiency and the circular economy.

Within our own operations, key sustainability impacts are related to energy consumption, emissions, employee well-being and safety, and corporate culture. We continuously improve our operations through measures such as increasing energy efficiency, ensuring product safety and promoting employee well-being.

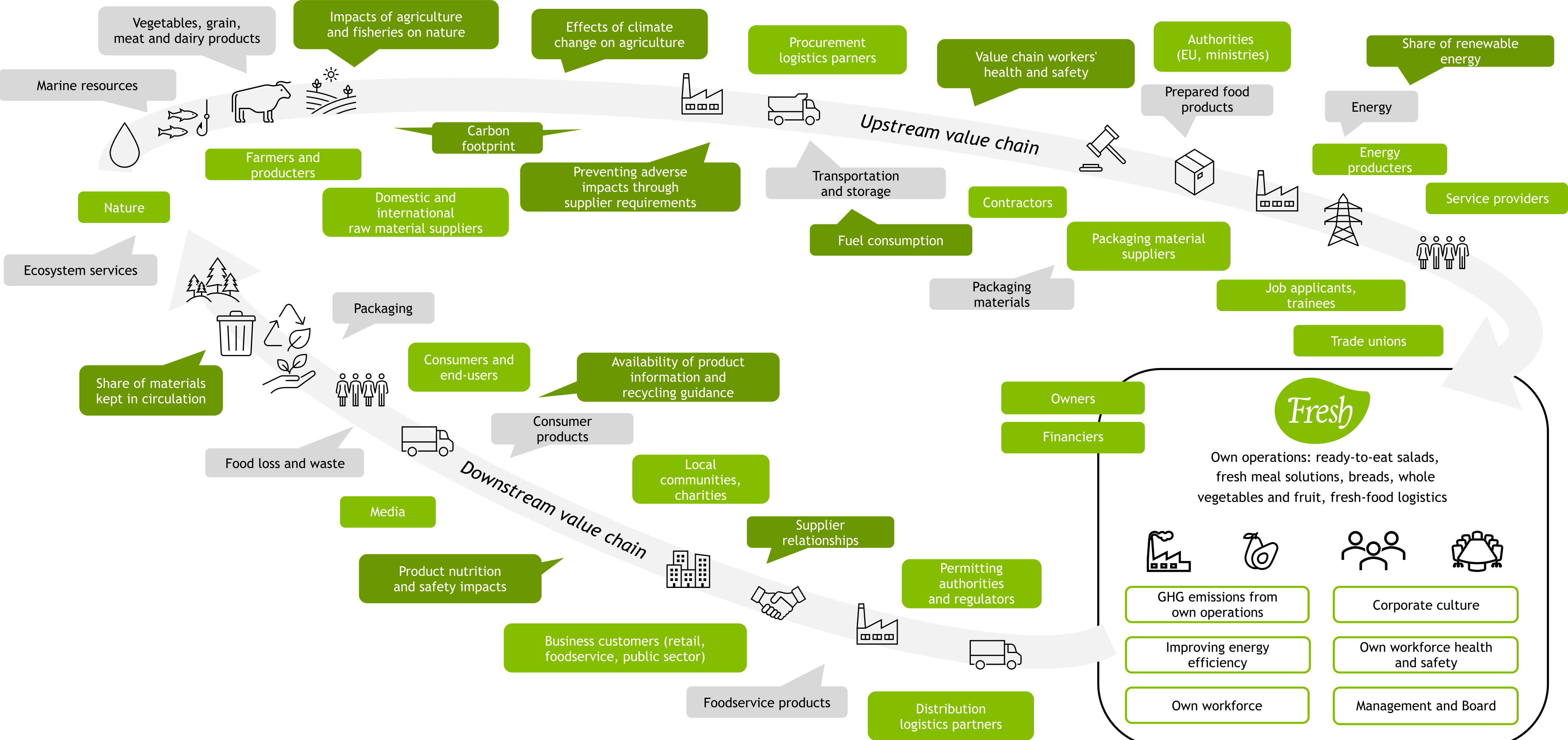
At the downstream end of the value chain, the distribution chain, customers and end-users play a central role. The nutritional and food safety impacts of our products, as well as packaging recyclability and product-related food waste, are key considerations. We seek to influence these areas by improving product shelf life, developing packaging solutions and providing consumers with product information and recycling guidance.

More broadly, our value chain involves a wide range of stakeholders, including authorities, energy providers, service providers, financiers and local communities. Collaboration with these stakeholders supports the development of our sustainability efforts and strengthens our ability to manage risks.

Sustainability is a fundamental element of Fresh Servant's long-term value creation and competitiveness, and its importance continues to grow as the Company expands and the operating environment evolves.



Fresh Servant's double materiality assessment takes into account the Company's entire value chain, as illustrated below:



POLICIES, ACTIONS AND FUTURE INITIATIVES FOR TRANSITIONING TOWARDS A MORE SUSTAINABLE ECONOMY

We have been advancing sustainable development since 2012, when the first phase of our new production facility was completed. Developing a more sustainable business remains a long-term objective for Fresh Servant, and actions that support this transition are at the core of our operations. Responsibility for overseeing sustainability, driving its development and integrating it into our business strategy lies with the Board of Directors, Management and Sustainability Steering Group.

We continuously develop our production processes, energy solutions and resource utilisation to improve energy efficiency, reduce emissions and minimise waste. Progress is monitored through key indicators related to energy consumption, emissions and waste generation.

Key practical measures include:

- Utilising solar panels for on-site electricity generation at the Pedersöre production facility
- Heating production facilities through the recovery and utilisation of waste heat generated by refrigeration systems
- Reducing process waste and utilising food waste streams in biogas production
- Optimising production processes and raw material handling to minimise waste
- Developing packaging solutions and improving product shelf life to help reduce household food waste.

***“We continuously develop our sustainability efforts and proactively prepare for changes in regulation and the market environment.*”**

We utilise automation and digitalisation to improve resource efficiency and enhance transparency across our production processes. Fresh Servant has established key sustainability-related policies covering environmental, social and governance topics. These policies guide our decision-making and operational activities throughout the value chain and provide the foundation for the continuous development of our sustainability efforts.

Key policies include:

- Ensuring product safety and high quality through compliance with BRCGS Food Safety and ISO 9001 standards.
- Taking recognised nutritional recommendations into account in product development and communications.
- Responsible sourcing practices that require growers to hold relevant certifications (such as GlobalG.A.P. and IP Sigill) and other suppliers to maintain GFSI-recognised food safety certifications.
- Promoting social responsibility, particularly within supply chains operating in higher-risk countries.
- Fostering a diverse and safe working environment.

Key initiatives include:

- Further developing carbon footprint calculations and improving the use of carbon footprint data in decision-making.
- Preparing for compliance with the EU Deforestation Regulation (EUDR).
- Further developing sustainability reporting practices and implementing VSME reporting.
- Strengthening sustainability throughout the supply chain and harmonising supplier requirements.
- Aligning with customers' sustainability requirements and programmes.
- Further directing product development towards solutions that support health, well-being and sustainability.

Achievement of these objectives is monitored through:

- Initiatives aimed at improving energy efficiency and reducing greenhouse gas emissions
- Continuous improvement measures focused on reducing food waste
- Compliance with sustainability requirements across the supply chain
- Ensuring product safety and quality.

We continuously develop the measurement and reporting of sustainability performance as an integral part of our business operations.

Material standard	 Climate change	 Water and marine resources	 Biodiversity and ecosystems	 Resource use and circular economy	 Own workforce	 Workers in the value chain	 Consumers and end-users	 Business conduct
Material topic	- Climate change adaptation - Climate change mitigation - Energy	Water	Direct drivers of biodiversity loss	Resource outflows related to products and services	- Working conditions - Equal treatment and equal opportunities for all	- Working conditions - Other work-related rights	Personal safety	- Corporate culture - Protection of whistleblowers
Objective	The Company's impacts on climate change and its plans for transforming the business to support limiting global warming to below 1.5°C.	The Company's impacts on water resources, as well as its objectives and actions to reduce adverse impacts.	The Company's impacts on ecosystems, nature and biodiversity, and the actions taken to prevent and manage those impacts.	The Company's actions to reduce environmental impacts, for example through resource efficiency and waste management.	The Company's impacts on its own workforce and how employees are treated, including job security, fair remuneration, and occupational health and safety.	The Company's impacts on workers in the value chain and how they are treated, including job security, fair remuneration, and occupational health and safety.	The Company's impacts on customers and end-users, including the benefits and adverse effects arising from its products and operations.	The Company's business practices, including participation in political processes, the exercise of rights within governance and oversight bodies, and the availability of whistleblowing mechanisms.

Table 3. Overview of policies, actions and targets for the transition towards a more sustainable economy.

DESCRIPTION OF POLICIES, ACTIONS AND FUTURE INITIATIVES FOR TRANSITIONING TOWARDS A MORE SUSTAINABLE ECONOMY

Topic	Brief description of policies, actions and future initiatives, and related measures	Description of objectives	Highest level responsible for implementation
Climate change	Improving energy efficiency, solar power generation, utilisation of waste heat, carbon footprint calculation, food waste reduction, biogas utilisation and production optimisation	Disclosure of how the Company reduces its climate impacts and develops its operations towards a lower-carbon future, supporting the objective of limiting global warming to below 1.5°C.	Board of Directors and Management
Water resources	Production process optimisation and resource efficiency	Disclosure of the Company's water use, objectives and actions to reduce adverse impacts.	Board of Directors and Management
Biodiversity and ecosystems	Responsible sourcing practices, grower certifications (GlobalG.A.P., IP Sigill) and consideration of the EU Deforestation Regulation	Disclosure of impacts on ecosystems, nature and biodiversity, as well as actions to prevent and manage those impacts.	Board of Directors and Management
Resource use and circular economy	Food waste reduction, biogas solutions and packaging development	Disclosure of measures to reduce environmental impacts, for example through efficient resource use and waste management.	Board of Directors and Management
Own workforce	Employee well-being, occupational health and safety, and a diverse workforce	Disclosure of impacts on employees and how they are treated, including job security, fair remuneration, and occupational health and safety.	Board of Directors and Management
Workers in the value chain	Supplier requirements, social responsibility certifications in higher-risk countries, and development of a Supplier Code of Conduct	Disclosure of impacts on workers in the value chain and how they are treated, including job security, fair remuneration, and occupational health and safety.	Board of Directors and Management
Consumers and end-users	(BRCGS), nutritional recommendations and household food waste reduction	Disclosure of the impacts of the Company's operations on customers, including the benefits and potential adverse impacts of its products and services.	Board of Directors and Management
Business conduct	Responsible business practices, ESG governance and the further development of sustainability reporting	Disclosure of the Company's business conduct, including participation in political processes, governance and oversight arrangements, and the availability of whistleblowing mechanisms.	Board of Directors and Management

Table 4. Policies, actions and future initiatives for transitioning towards a more sustainable economy.

ENERGY CONSUMPTION

We monitor energy consumption as part of our environmental and sustainability management. Energy consumption is tracked using measurement data collected from our production facilities in relation to production volumes. Our energy use is primarily associated with production activities, particularly maintaining the cold chain and food processing operations.

In 2025, electricity consumption at our production facilities per unit produced was:

- Pedersöre: 0,738 kWh/kg
- Lapua: 0,728 kWh/kg
- Seinäjoki: 0,260 kWh/kg

Energy efficiency remains a continuous focus area for improvement. Measures include the utilisation of solar panels and the recovery and reuse of waste heat generated in production processes.

	Renewable energy consumption (MWh)	Non-renewable energy consumption (MWh)	Total energy consumption in 2025 (MWh)
Electricity (based on electricity bills)	272.2	6,808.3	7,080.7
District heating	0	26	26
Fuels	0	671.2	671.2
Other possible sources	Not identified	Not identified	0
		Total energy consumption	7,777.9

Table 5. Energy consumption.





GREENHOUSE GAS EMISSION AND EMISSION REDUCTION TARGETS

We have calculated our greenhouse gas (GHG) emissions in accordance with the GHG Protocol Corporate Accounting and Reporting Standard (2004) and the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Our emissions inventory covers operations under our ownership and operational control (Scope 1 and Scope 2) as well as the most significant sources of value chain emissions (Scope 3). For Scope 3 emissions, we monitor the development of overall emissions; however, we have not yet established separate reduction targets for the most significant emission categories. The calculation particularly takes into account energy consumption at production facilities, logistics activities and impacts arising from the supply chain. The base year selected for emissions performance monitoring is 2024.

The emissions calculation is based on available production, energy and procurement data, together with commonly used emission factors. We continuously improve the coverage and accuracy of our calculations as part of our sustainability and reporting practices. We have not yet established formal greenhouse gas emission reduction targets aligned with the Science Based Targets initiative (SBTi). Nevertheless, we systematically monitor the development of our greenhouse gas emissions and are preparing to set targets as part of the ongoing development of our sustainability and climate work.

Fresh Servant's total greenhouse gas emissions (location-based) amounted to approximately 39,415 tCO₂e in 2025, representing a 15% reduction compared with the base year 2024 (46,106 tCO₂e). The reduction was primarily attributable to lower emissions from purchased goods and services and a decrease in refrigerant-related emissions.

Scope 1 emissions totalled 239 tCO₂e in 2025, representing an 11% decrease compared with 2024 (268 tCO₂e). The most significant source of Scope 1 emissions was refrigerant leakage and replenishment, which accounted for approximately 81% of Scope 1 emissions (194 tCO₂e). Refrigerant-related emissions decreased by 14% compared with the previous year.

Scope 2 emissions totalled 291 tCO₂e, representing a 9% increase compared with 2024 (268 tCO₂e). The majority of these emissions (99%) originated from purchased electricity (288 tCO₂e). The increase in electricity-related emissions was mainly driven by higher production volumes.

Scope 3 emissions totalled 38,885 tCO₂e in 2025, representing a 15% decrease compared with the base year 2024. The most significant source of Scope 3 emissions was purchased goods and services, which accounted for 86% of Scope 3 emissions. Scope 3 emissions represent the largest share of our greenhouse gas emissions, accounting for approximately 99% of total emissions. This is typical in the food industry, where the supply chain plays a significant role in the overall emissions footprint.

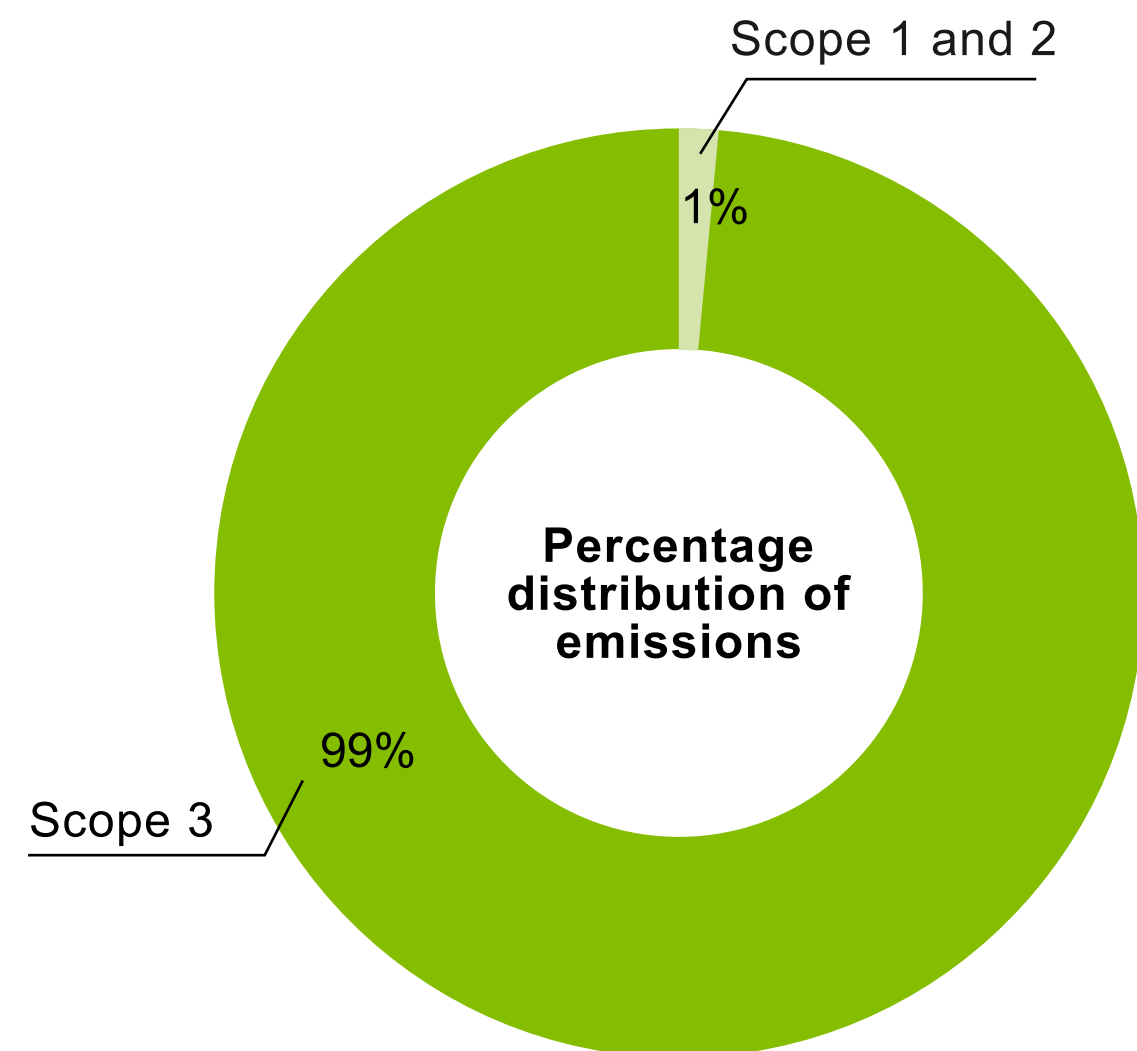
	Reporting year 2025	Base year 2024
Scope 1	239	268
Scope 2	291	268
Total Scope 1 and 2	530	536
Scope 3	38,885	45,570
Purchased goods and services	33,294	39,957
Capital goods	555	1 126
Fuel- and energy-related activities	445	410
Upstream transportation and distribution	2,508	2,346
Waste generated in operations	256	230
Business travel	147	121
Employee commuting	876	801
Upstream leased assets	14	14
Downstream transportation and distribution	512	307
Processing of sold products	24	19
Use of sold products	14	14
End-of-life treatment of sold products	242	225
Total	39,415	46,106

Table 6. Greenhouse gas emissions (tCO₂e).



We monitor emissions performance both in absolute terms and relative to revenue (emissions intensity) in order to ensure transparency regarding the impact of business growth on our emissions.

In 2025, our total greenhouse gas emissions intensity was 406.5 tCO₂e per EUR million of revenue, with Scope 3 emissions accounting for the largest share.



CLIMATE TRANSITION

We are evaluating the possibility of establishing science-based greenhouse gas emission reduction targets (SBTi) in the future, as well as further refining the categorisation of Scope 3 emissions and the related reduction targets.

We have identified key measures to reduce greenhouse gas emissions and manage climate-related impacts as part of the continuous development of our operations.

We monitor the effectiveness of our actions through indicators related to greenhouse gas emissions, energy consumption, emissions intensity and food waste reduction.

Key measures include:

Energy efficiency and renewable energy

- Utilising solar panels for electricity generation at the Pedersöre production facility
- Continuously improving the energy efficiency of production processes
- Recovering and utilising waste heat from refrigeration systems for facility heating.

Resource efficiency and circular economy

- Reducing process waste in production
- Processing and utilising waste streams in a biogas facility, as well as making use of side-stream products
- Developing packaging solutions and improving product shelf life to reduce food waste in households.

Supply chain and sourcing

- Developing responsible sourcing practices and strengthening supplier requirements
- Utilising grower certifications such as GlobalG.A.P. and IP Sigilln
- Considering the requirements of the EU Deforestation Regulation (EUDR) in sourcing activities and monitoring relevant product categories.

Emissions measurement and management

- Systematic calculation and monitoring of the Company's carbon footprint (Scopes 1–3)
- Monitoring emissions intensity relative to revenue
- Developing sustainability metrics and improving their use in day-to-day decision-making.

Future development measures

- Preparing a greenhouse gas emissions reduction plan
- Evaluating the possibility of joining the Science Based Targets initiative (SBTi)
- Further developing sustainability reporting and enhancing readiness for future CSRD requirements.

We continuously develop these measures and monitor their effectiveness through our sustainability performance indicators.



CLIMATE RISKS

As part of our double materiality assessment, we identified both physical climate risks and transition risks that may affect our operations, assets and value chain. The assessment considered short-term (less than one year), medium-term (1–5 years) and long-term (more than five years) time horizons.

Physical climate risks are primarily associated with the increasing frequency of extreme weather events, which may disrupt transportation networks and the availability of raw materials. Our value chain has been assessed as moderately exposed to these risks, particularly due to the requirements associated with fresh products and reliable deliveries. These risks may materialise in the short to medium term and could result in delivery delays and increased costs.

Climate-related transition risks are primarily linked to changes in energy and fuel prices, increasing regulatory requirements and the market transition towards lower-carbon solutions. Our operations and cost structure are moderately exposed to these developments, particularly with regard to energy consumption and logistics. The time horizon for transition risks extends from the medium to the long term.

We are implementing measures to support climate adaptation, including the use of local supply partners and the identification of alternative sourcing channels to strengthen security of supply. In addition, we actively monitor energy consumption and emissions performance as part of our operational management. We assess the potential financial impacts of climate risks as generally moderate in the medium term. These risks may affect operating costs, particularly those related to energy, logistics and insurance, as well as the resilience of our supply chain. Over the longer term, regulatory changes and evolving market expectations may also influence competitiveness and customer demand.

We have already implemented preliminary climate adaptation measures, particularly to manage climate-related risks within our value chain. These measures focus primarily on the supply chain, where climate-related risks include the availability of raw materials, price volatility and disruptions to supply chains.

We have mapped local supply partners and explored alternative raw material and material sourcing options to improve security of supply and strengthen resilience to climate-related risks. In addition, our sourcing activities are guided by sustainability requirements defined in our Code of Conduct, which aim to support the management of climate impacts among suppliers and enhance transparency throughout the value chain.

Greenhouse gas accounting serves as a key tool for identifying, assessing and monitoring climate-related risks, particularly in relation to Scope 3 emissions, which represent the largest share of our total emissions. Through emissions accounting, we identify the most emissions-intensive areas of our supply chain and support the prioritisation of mitigation measures. We continue to develop our climate adaptation measures and improve their systematic implementation as part of our broader sustainability and climate efforts.

The table below presents the potential business impacts of our most significant climate-related risks across different time horizons:

Time horizon	Potential adverse impacts	Estimated risk level
Short-term	Disruptions in transportation networks and delivery delays may reduce supply reliability, increase logistics costs and affect the availability of fresh products.	Moderate
Medium-term	Increases in energy, fuel and supply chain costs may raise operating expenses and reduce profitability.	High
Long-term	Regulatory changes and the market transition towards lower-carbon solutions may increase value chain requirements, influence customer demand and reduce competitiveness, particularly in emissions-intensive supply chains.	Moderate

Table 7. Adverse impacts of climate risks.

WATER

Fresh Servant's water consumption is primarily associated with production processes, including raw material handling, washing, and the cleaning of production facilities and equipment. Based on our current assessment, our operations are not considered particularly water-intensive.

We operate in areas where no significant water stress has been identified, and our facilities are not located in regions considered vulnerable in terms of water availability.

Water use mainly arises from meeting hygiene requirements in food production and maintaining production processes. The most significant water-consuming activities are related to raw material processing and the cleaning of production facilities.

Water use and its associated impacts are managed as part of our production, quality, food safety and facility management processes. Wastewater is discharged for treatment in accordance with local regulatory requirements. We continuously improve water-use efficiency as part of our ongoing operational improvement efforts.

During the reporting period, water withdrawal totalled 75,000 m³. Water is primarily used in production processes, such as washing raw materials, after which it is discharged through the wastewater system for treatment. Water consumption has been calculated as the difference between water withdrawn and water discharged. During the reporting period, water withdrawal and water discharge were equal; therefore, calculated water consumption was 0 m³. This reflects the nature of our operations, where water is not incorporated into products but is returned for treatment as wastewater after use. We monitor water use as part of our operational management and continue to develop our reporting practices to provide a more detailed understanding of water use and its impacts.



	Water withdrawal m ³	Water consumption m ³
All sites	75,000	0
Sites located in water-stressed areas	None identified	None identified

Table 8. Water use.

POLLUTION OF AIR, WATER AND SOIL

Fresh Servant is not required under applicable legislation or other national regulations to separately report emissions of pollutants, and we do not currently disclose such emissions on a voluntary basis as part of the VSME Report. Due to the nature of our operations, we assess our direct impacts related to the pollution of air, water and soil as limited, and no significant impacts were identified during the reporting period.

Potential environmental impacts associated with our operations are primarily related to production process side streams and wastewater, which are managed in accordance with applicable permits and regulatory requirements. Environmental impacts are managed as part of our operational activities and through our quality and food safety management systems. Potential emissions are monitored as part of production operations and facility maintenance, and we continuously improve our processes to reduce environmental impacts.

BIODIVERSITY

None of Fresh Servant's facilities are located in protected areas or areas classified as sensitive from a biodiversity perspective.

Our indirect impacts on biodiversity are primarily associated with our value chain and raw material sourcing, where agriculture, cultivation practices and the use of natural resources play a key role. These factors may affect land use, soil condition, water resources and biodiversity. We seek to manage these impacts through responsible sourcing practices. We require key suppliers to hold certifications that include requirements related to environmental protection, biodiversity conservation and sustainable agricultural practices.

In addition, we monitor and continuously develop supply chain sustainability through supplier requirements, collaboration with business partners and the future implementation of a Supplier Code of Conduct. Through these measures, we aim to reduce adverse impacts associated with our value chain and support the consideration of biodiversity in sourcing practices. During the reporting period, we did not identify any facilities located in protected areas or areas classified as sensitive from a biodiversity perspective.

RESOURCE USE, CIRCULAR ECONOMY AND WASTE MANAGEMENT

We apply the principles of the circular economy across our operations, including production, sourcing and product development. Our circular economy approach focuses particularly on improving resource efficiency, reducing waste and utilising side streams.

We reduce production waste and direct biodegradable waste for beneficial use, for example in biogas production. Side-stream products are also utilised in pet food production. In addition, we seek to reduce material use and extend product shelf life through packaging solutions, thereby supporting the reduction of household food waste.

We have made significant progress in improving our packaging solutions, particularly for ready-made salad products. In recent years, we have succeeded in reducing the amount of plastic used in ready-made salad bowls by approximately 30%, improving material efficiency and reducing overall plastic consumption in packaging.

Our operations generate non-household waste, and waste volumes are systematically monitored in relation to production volumes. Waste fractions consist primarily of biodegradable waste, energy waste and cardboard, a significant proportion of which is recovered either as material or energy.

	Total waste generated (kg)		
	Total waste generated, of which:	Waste directed to recycling or reuse (kg)	Waste directed to final disposal (kg)
Non-hazardous waste			
Biodegradable waste	3,467,499	3,368,139	99,360
Energy waste	485,010	0	485,010
Cardboard	340,540	340,540	0
Total non-hazardous waste generated	4,293,049	3,708,679	584,370
Hazardous waste			
Total hazardous waste generated	0	0	0
Total waste generated	4,293,049	3,708,679	584,370

Table 9. Waste distribution.



Our production is based primarily on fresh food ingredients, including vegetables, fruits and other food products. In 2025, vegetables and fruits accounted for 52% of our processed products, reflecting our strong reliance on fresh raw materials.

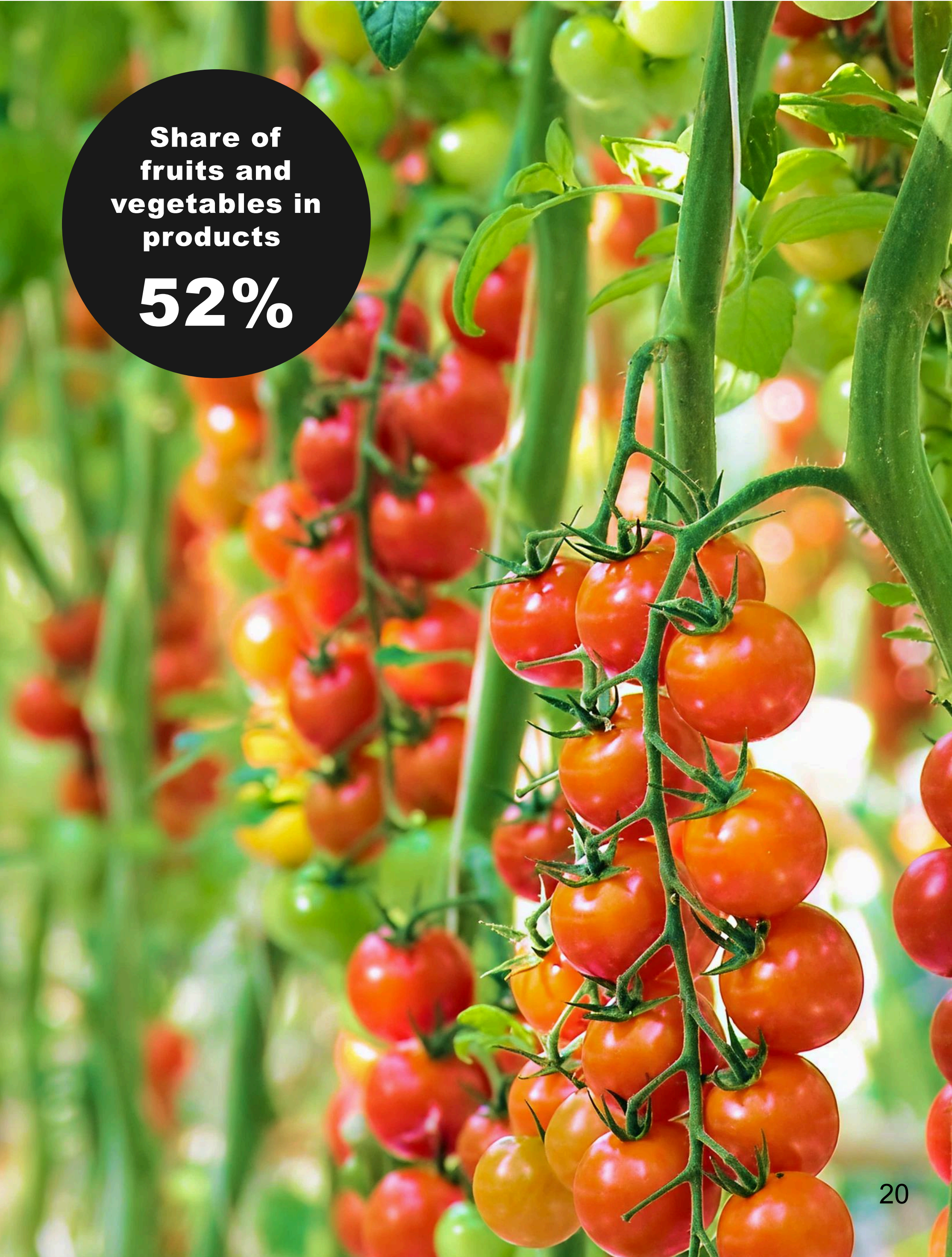
Key materials used in our operations also include packaging materials such as plastic and cardboard. We monitor the use of packaging materials as part of our efforts to improve material efficiency. In 2025, plastic usage averaged 18.2 grams per product unit relative to production volumes.

Our operations are particularly dependent on the availability of raw materials and on the functionality and availability of packaging materials throughout the value chain. Impacts related to material flows are managed through sourcing, product development and operational activities, including packaging optimisation and food waste reduction initiatives.

We report the annual mass flow of materials in quantitative terms and monitor key material flows as part of our operational management and sustainability efforts.

Material	Annual mass flow (tonnes)
Food raw materials (vegetables, fruits and other ingredients)	16,900
Packaging material (plastic)	859
Packaging material (cardboard)	214

Table 10. Annual mass flow of key materials.



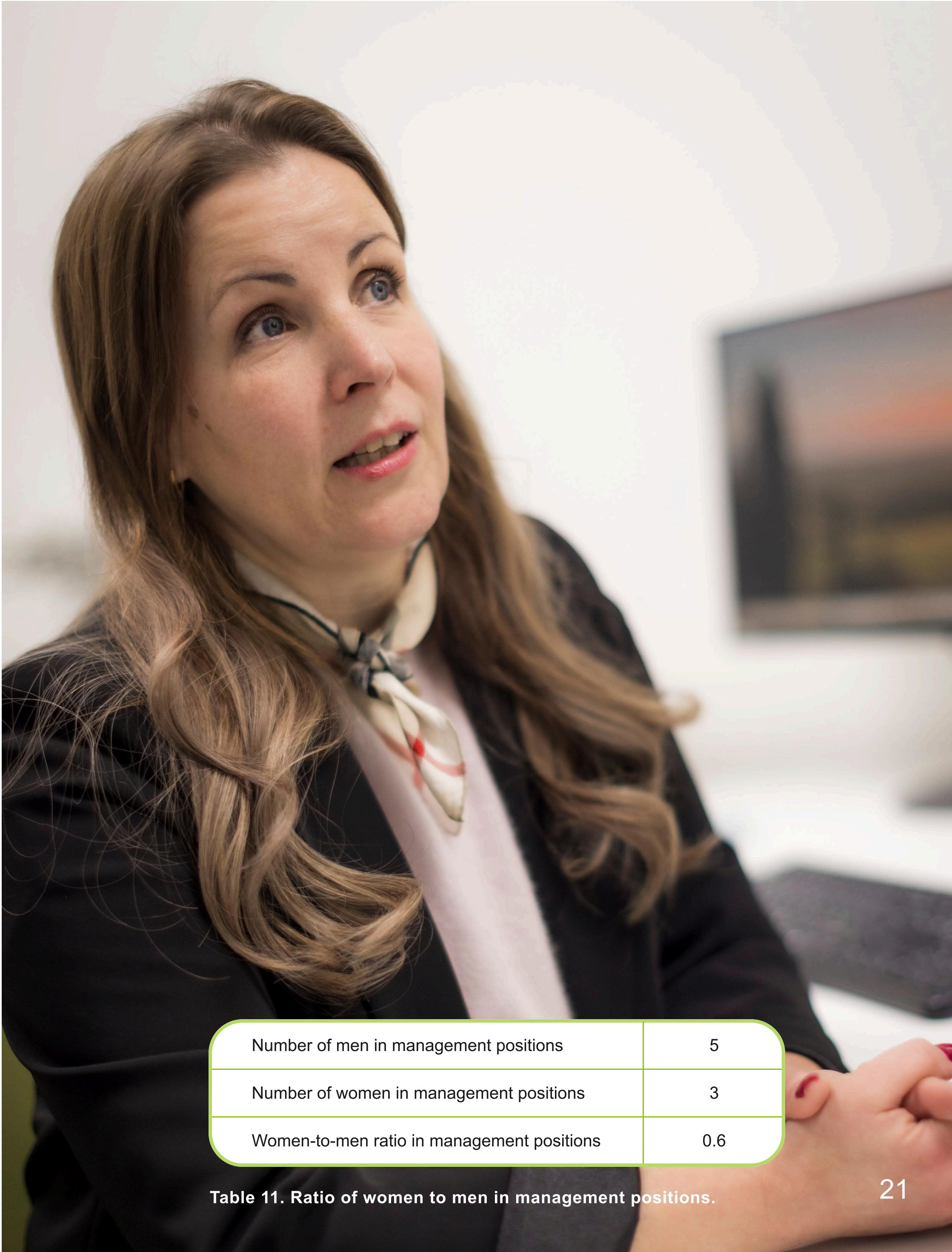
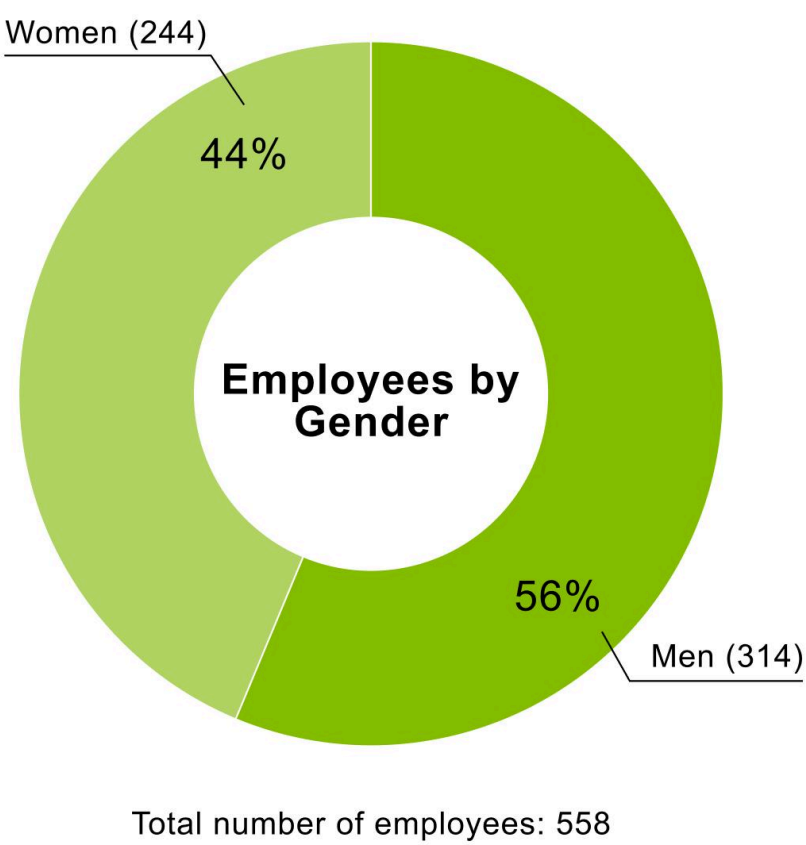
WORKFORCE – GENERAL CHARACTERISTICS

Fresh Servant’s workforce is diverse and international, with employees working in a wide range of roles from production to specialist positions. Our workforce represents multiple nationalities, and a multicultural workplace is an integral part of our operations and company culture.

At the end of the reporting period, Fresh Servant employed 558 employees, of whom 71% were permanent employees. The remaining 29% were employed under fixed-term contracts or framework arrangements. Employee turnover during the reporting period was 10%. During the year, 54 employees left the Company. At the same time, the number of employees increased from 536 to 558, reflecting business growth and an expanding workforce. The gender ratio of women to men in management positions was 0.6. A total of 8 individuals held management positions, of whom 3 were women and 5 were men.

As part of our sustainability efforts, we monitor key workforce-related indicators, including diversity, occupational safety and employee well-being. Our objective is to promote a balanced and inclusive workplace while continuously developing our leadership practices and people management processes.

Employment relationships are governed by applicable collective agreements and legislation. All employment relationships are based on written contracts, and employment terms and conditions are defined in a consistent and transparent manner



Number of men in management positions	5
Number of women in management positions	3
Women-to-men ratio in management positions	0.6

Table 11. Ratio of women to men in management positions.

OWN WORKFORCE

Health and safety

Ensuring the health and safety of our employees is one of the key priorities of our operations. Occupational health and safety are developed systematically through training, risk assessments and safety observations. Employees are actively encouraged to report observations, and all reports are reviewed and addressed appropriately.

During the reporting period, a total of 68 occupational accidents were recorded. The number is relatively high in proportion to our workforce, partly due to our comprehensive and low-threshold reporting approach. We systematically report minor accidents and near-miss incidents, which increases the number of reported cases but also enables more effective risk prevention and supports the continuous development of our safety culture.

We actively monitor trends in occupational accidents and implement ongoing measures to prevent them. During the reporting period, there were no serious occupational accidents and no fatalities resulting from work-related injuries or illnesses. Our objective remains to further strengthen our safety culture, reduce the number of workplace accidents and promote proactive health and safety management throughout the organisation.

Occupational accidents during the reporting period	68
Annual working hours per full-time employee	2,000
Total working hours during the reporting period	629,387
Accident Frequency Rate*	21.61
Fatal**	0

Table 12. Occupational accidents, work-related injuries and illnesses.

* The accident frequency rate has been calculated in accordance with the reporting standard by dividing the number of occupational accidents during the reporting year by the total number of hours worked by all employees and multiplying the result by 200,000.

** Serious work-related accident refers to an occupational accident that results in the death of an employee or in a severe injury causing permanent impairment. The definition is based on Finnish occupational safety and health legislation and guidance issued by the occupational safety and health authorities.



Employee well-being

Fresh Servant's people management practices and workplace culture are guided by common principles defined in our Employee Handbook. The handbook brings together policies and practices related to employment relationships, employee well-being, health and safety, and workplace conduct, ensuring their consistent application throughout the organisation.

Our operations are founded on four core values – responsibility, inspiring atmosphere, success together, and well-being and health – which guide decision-making and everyday actions at all levels of the organisation. To promote a fair and inclusive workplace, we have established procedures for preventing and addressing bullying, discrimination and inappropriate behaviour. Every employee and manager shares responsibility for fostering a respectful, professional and safe working environment.

Employee well-being and work ability are supported through both preventive and corrective measures. We provide occupational health services that exceed statutory requirements, including healthcare services as well as work ability support services such as physiotherapy, occupational psychology services and work ability coaching.

Work ability is further supported through an early support model, which aims to identify potential work ability challenges at an early stage and help employees maintain their capacity for work through tailored work arrangements in cooperation with occupational health services.

Employee well-being and work ability are also promoted through practical day-to-day measures. An occupational physiotherapist regularly visits all sites to provide guidance on ergonomic working practices and to support managers in identifying suitable modified duties and workplace solutions. In addition, the occupational physiotherapist assesses working conditions and identifies development areas to further improve employee well-being.

***“Employee well-being and team spirit are also strengthened outside the workplace. Our social committee organises leisure activities and physical activity campaigns for employees, supporting well-being, collaboration and a positive workplace culture.*”**

Occupational health and safety are an integral part of our operations. As an employer, we are committed to maintaining safe working conditions, work equipment and operating procedures. Employees are encouraged to follow safe working practices, use appropriate personal protective equipment and actively report safety observations.

We support the continuous development of employee competence through structured onboarding, training programmes and digital learning platforms. All employees receive role-specific onboarding, and competence development is further supported through both internal and external training opportunities.

Employee well-being is also supported through a range of employee benefits. These include a sports and culture benefit (Epassi), massage benefits and workplace practices that promote well-being, such as providing fruit and other everyday benefits that support employees' daily lives. These measures complement occupational health services and work ability support, contributing to employee well-being and resilience.

Equal treatment and equal opportunities

We promote an open and inclusive workplace where equality, diversity and employee well-being are highly valued. Human rights principles guide our operations as part of day-to-day leadership, people management processes and managerial practices. Implementation of these principles is supported through occupational health and safety practices, onboarding programmes and internal guidelines. Employee onboarding and training are an essential part of our operations. New employees receive comprehensive induction covering their job responsibilities, safety procedures and the Company's operating principles.

Fresh Servant has established a Code of Conduct that applies to all employees. The Code of Conduct is publicly available on our website <https://www.fresh.fi/en/fresh-code-of-conduct/>. These principles are described in more detail in the section Good Governance and Ethical Principles.

Our objective is to further develop human rights-related policies and strengthen the monitoring of their implementation as part of our sustainability efforts.

Topics covered by the policies

Child labour	Yes
Forced labour	Yes
Human trafficking	Yes
Discrimination	Yes
Accident prevention	Yes
Other: Employee well-being, occupational health and safety, a safe working environment, equality and diversity, fair treatment, and employee engagement	Yes

Table 13. Human rights-related policies and processes.

Fresh Servant has not identified any cases within its own workforce involving severe human rights violations. During the reporting period, no cases related to child labour, forced labour, human trafficking or discrimination were identified within the Company’s own workforce. We are also not aware of any confirmed cases involving similar human rights violations affecting workers in the value chain, affected communities, consumers or end-users.

Good leadership and collaboration

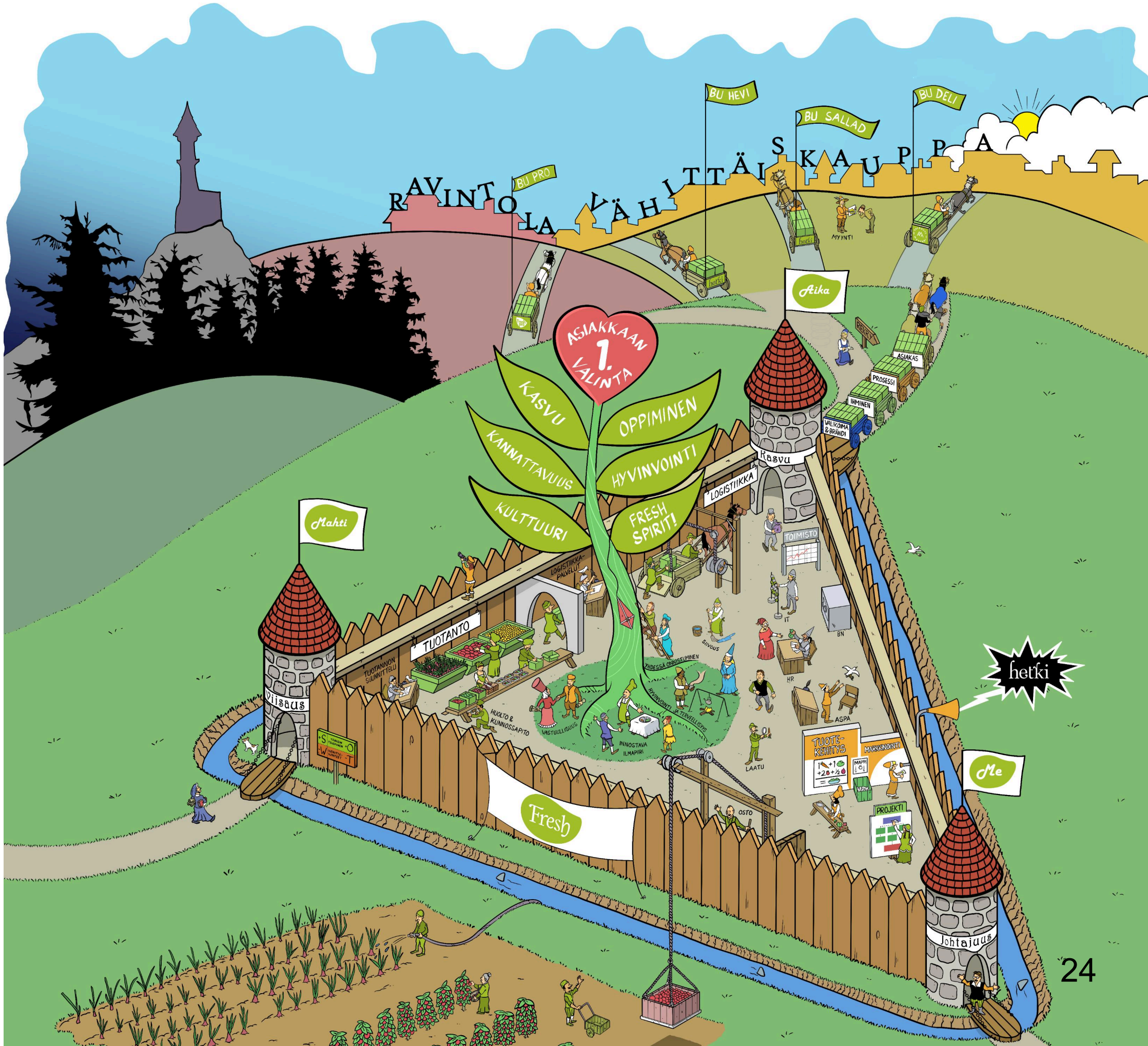
Our organisational culture and people management practices are guided by the internal Securing Future Success (SFS) model, which brings together our strategy, values, leadership principles and everyday ways of working. SFS provides a common framework for all employees and supports a consistent organisational culture in our multicultural working environment.

The SFS model emphasises the integration of people, thinking and actions, as well as the role of every employee in achieving shared objectives. It includes practical tools and working methods that support collaboration, competence development, decision-making and continuous improvement.

As part of our people and culture development efforts, Fresh Servant participates in the regional project “Well-being, Social Sustainability and Intercultural Working Life in Ostrobothnia”, implemented during 2023–2026. The project aims to promote employee well-being, equality and intercultural collaboration in working life.

As part of the project, practical tools are being developed to support workflow efficiency, communication and collaboration in a multicultural working environment. These include multicultural competence training for managers and workplace mentors, as well as practical materials to support everyday work, such as an illustrated fruit and vegetable terminology guide for employees with different language backgrounds and a multicultural calendar that highlights holidays and celebrations observed in different cultures. In addition, discussion cards are being developed to support interaction and facilitate conversations while taking cultural differences into account.

Multiculturalism is also supported in practice through the use of Finnish, Swedish and English in workplace communications and materials.



Employee experience

We regularly monitor employee perceptions, well-being and work ability through an employee survey conducted in cooperation with our pension insurance provider. In 2025, 85% of employees participated in the survey, representing a very high response rate and providing a reliable and comprehensive view of the state of our workplace. The survey results are systematically used to further develop our operations and leadership practices.

The overall employee survey score was 3.89 on a scale of 1–5, and 76% of responses were rated as good or better. Results exceeded the industry average in several areas, demonstrating strong performance in employee experience and workplace well-being. Key strengths included role clarity, competence and leadership. Employees particularly reported having a clear understanding of expectations related to their work (4.37), feeling capable of meeting job requirements (4.31) and finding their manager approachable (4.31).

Employees rated their own work ability at 8.44 on a scale of 0–10. This self-assessed measure reflects employees' perception of their ability to cope with work demands and perform effectively in their daily roles. The reported stress level was low at 2.26 on a scale of 1–5, further supporting the overall picture of a healthy, engaged and capable workforce.

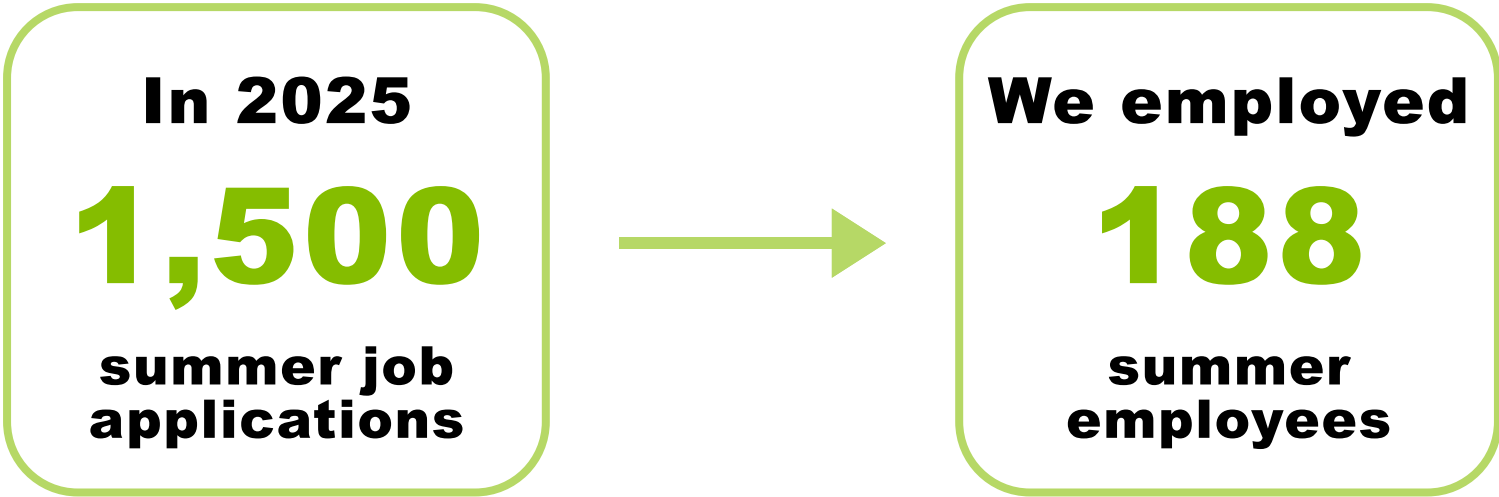


Based on the survey results, our key areas for development are employee engagement, communication and opportunities for employees to influence their own work. Actions related to these themes have been identified as part of the continuous development of our people management and leadership practices.

Our long-term commitment to managing employee well-being and work ability is also reflected in our earnings-related pension insurance (TyEL) contribution class. During the reporting period, our contribution class was 1 (on a scale of 1–9), the lowest possible level. This demonstrates excellent performance in managing work ability risks and indicates a low disability risk compared with the reference group.



We provide annual summer employment opportunities for young people and students. In 2025, we received more than 1,500 summer job applications and employed 188 summer employees across our different locations. For many young people, a summer job at Fresh Servant is their first experience of working life, providing practical opportunities to learn workplace responsibilities, collaboration skills and the fundamentals of professional working life. Supporting youth employment is an important part of our social responsibility and our commitment to developing future talent. Many summer employees continue working with us alongside their studies or after graduation.



“Fresh Servant’s efforts to promote equality and equal opportunities were recognised during the reporting period when the Company was named Equality Company of the Year 2025 in Ostrobothnia.

The recognition was awarded for long-term efforts to promote equality, diversity and inclusion in the workplace, as well as for practical measures that support employee well-being, participation and equal opportunities. The award was presented by the Regional Council of Ostrobothnia, Business Kristinestad, Dynamo Närpes, Concordia Development Company of the Jakobstad Region, the Ostrobothnia Chamber of Commerce, Coastal Ostrobothnia Entrepreneurs, Technology Centre Merinova, Vaasa Region Development Company VASEK and Viexpo.



Overall, the workforce-related metrics, development initiatives and work ability indicators form a consistent framework that supports our objective of maintaining a healthy, engaged and capable workforce.

Compensation and collective bargaining

At Fresh Servant, minimum pay levels are determined by applicable collective agreements. The minimum wages paid by the Company exceed the minimum levels defined in the collective agreements, helping to ensure fair compensation and competitive pay for employees.

During the reporting period, the gender pay gap was 4%.

€ 19.32

Average gross hourly wage of male employees

€ 18.56

Average gross hourly wage of female employees

91% of our employees are covered by collective agreements. Collective agreements also play an important role in guiding competence development and training opportunities for employees. Collective agreements do not apply as such to employees working under executive employment contracts.

Training and competence development

During the reporting period, the average number of training hours per employee was 2.30 hours. The reported figure currently covers only part of the training provided and does not yet comprehensively include all onboarding, on-the-job training and other competence development activities.



Gender	Average training hours per employee
Male	1.96
Female	2.80
Average training hours per employee	2.30

Table 14. Training hours.

Developing the skills and capabilities of our workforce is an integral part of our operations. Competence development takes place extensively through everyday work, including onboarding, on-the-job training and managerial support. We are continuously improving our reporting practices to enable more comprehensive disclosure of training and competence development activities in the future.



GOOD GOVERNANCE AND ETHICAL PRINCIPLES

Fresh Servant is a privately held limited liability company whose principal governing bodies are the General Meeting, the Board of Directors and the Chief Executive Officer. The Company’s governance is based on its Articles of Association, internal governance principles and Finnish legislation, including the Limited Liability Companies Act. Sustainability is integrated into the Company’s strategic management and risk management processes. The Board of Directors oversees the progress of sustainability efforts, the Chief Executive Officer is responsible for their implementation, and the Sustainability Steering Group coordinates development initiatives and reporting.

Our operations are guided by the Company’s values, ethical principles, internal policies and internationally recognised certified management systems. Our Code of Conduct defines the principles of responsible business conduct and covers topics such as respect for human rights, the prohibition of child labour, prevention of forced labour and human trafficking, non-discrimination and the promotion of a safe working environment.

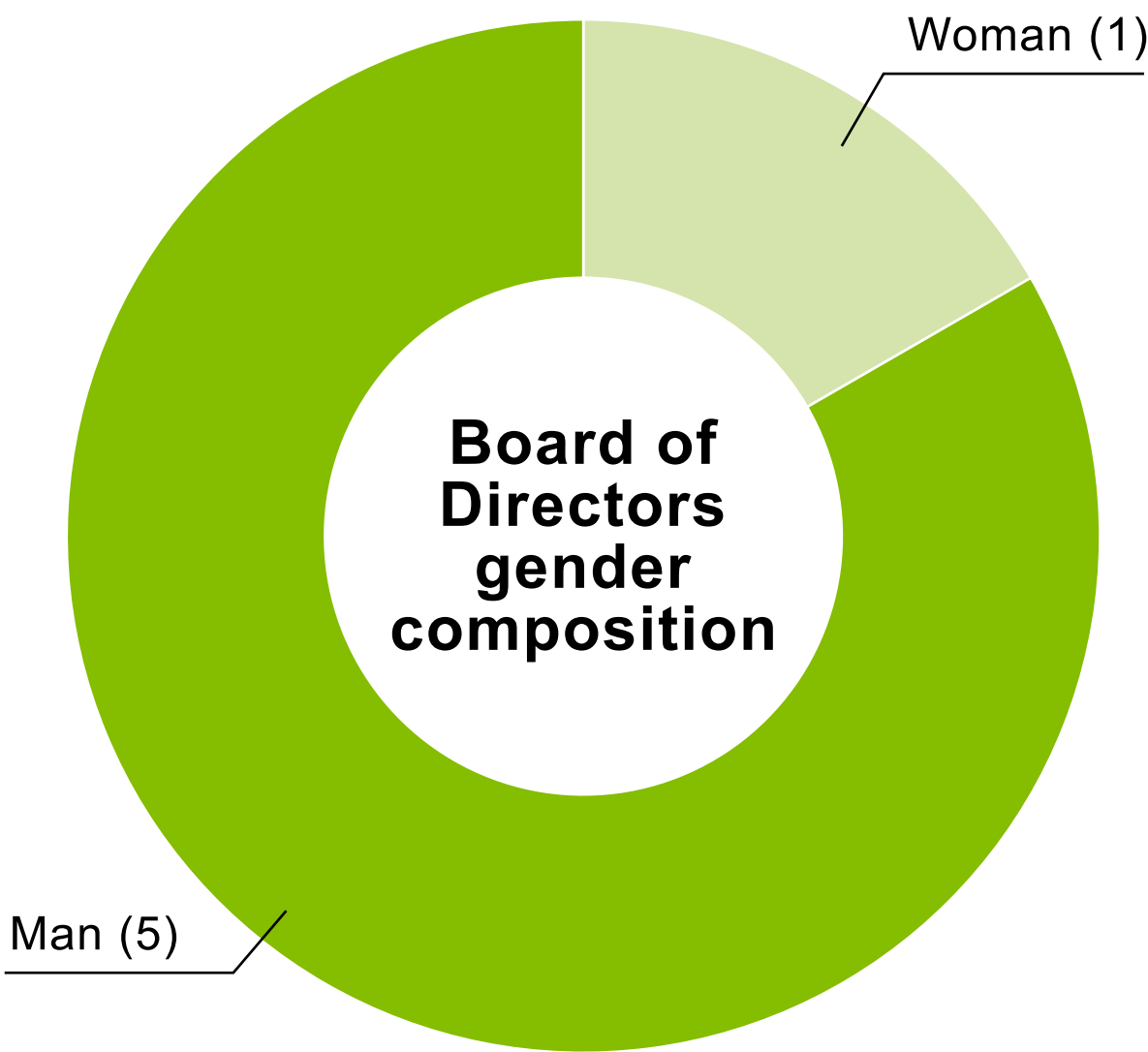
In 2025, we continued to strengthen supply chain sustainability by preparing a Supplier Code of Conduct, aimed at harmonising sustainability requirements and increasing transparency throughout the value chain.

We operate an independent whistleblowing channel through which employees and stakeholders can report suspected misconduct, including anonymously. All reports are handled confidentially, and corrective actions are taken where necessary. The whistleblowing channel is available on our website <https://www.fresh.fi/en/whistleblowing-reporting-channel-first-whistle/>. In addition, data protection and information security are managed as part of normal business operations in accordance with applicable legislation and internal policies.

The internationally recognised certifications obtained by the Company support our objectives of ensuring high standards of quality, food safety, compliance and responsible business practices. During the reporting period, no fines or convictions related to corruption or bribery were imposed on Fresh Servant. The Company also does not operate in industries related to controversial weapons, tobacco production, fossil fuels or chemical manufacturing.

BOARD GENDER COMPOSITION

During the reporting period, the Board of Directors of Fresh Servant consisted of six members, of whom one was a woman. The gender ratio of the Board was 0.2. In accordance with the reporting standard, the ratio was calculated by dividing the number of female Board members (1) by the number of male Board members (5).





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