



LUNAWOOD

Sustainability Report 2021



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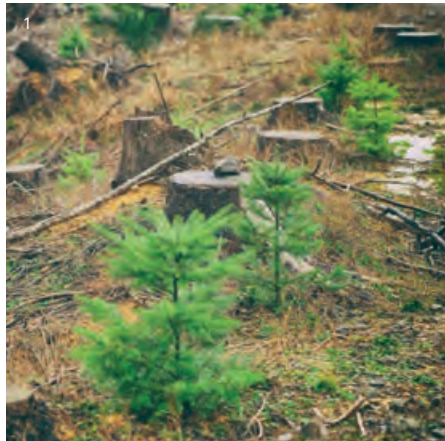
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## Sustainability is our core

Our mission is to reconnect nature with urban people. We want to be the global leader and forerunner in sustainable decorative wood applications. And this is a true story of our sustainability.





# Forewords

Our production began in 2001, and last year we celebrated our 20th year of operation. In our jubilee year, we successfully organized several webinars for our domestic and international stakeholders as well as the first international sustainable-architecture design webinar. We were also happy to celebrate the milestone with our personnel, the true professionals of Thermowood. Our story was presented via the 20 words that best describe our business and our journey toward representing the world’s leading sustainable material for decorative surfaces.

In 2021, we published the first Lunawood Sustainability Report and hired an in-house sustainability manager. We integrated sustainability into our entire corporate strategy because we want sustainability to be reflected in every link along our value chain. Last year, we also signed on to the UN Global Compact, the world’s largest corporate responsibility initiative; FIBS, which is the largest corporate responsibility network in the Nordic region; and the US Green Building Council, a construction-industry network. It is important for us to network with other sustainability-focused companies and develop both jointly and together in our sustainability work.

In connection with the 2021 strategy update, we refreshed our expression of Lunawood’s values by involving all personnel in the “value game.” According to our revised statement of values, we obtain results together by being a responsible and bold innovator. To give more weight to what sustainability and responsibility mean to us, we initiated Introduction to Sustainability training on corporate level, so that everybody knows what this concept means for our everyday actions. The training sessions were followed by the introduction of internal code of conduct that all of us at Lunawood follow.

Another area of strategic focus was safety management. At Lunawood, we recognize that safety at work is a matter of attitude. Actively reporting hazards and making the corresponding improvements formed the heart of our approach in 2021. We invested both monetary and human resources in addressing this important issue. And it involves not only safety at the mills but also safety at our offices and when we are traveling.

I can see that we are on a solid path toward being a truly world-class sustainability company that is willing to continue implementing our new plans for a more sustainable future.

Arto Halonen, CEO of Lunawood



## LUNAWOOD

Revenue 2021: 75 M€

Personnel: 140

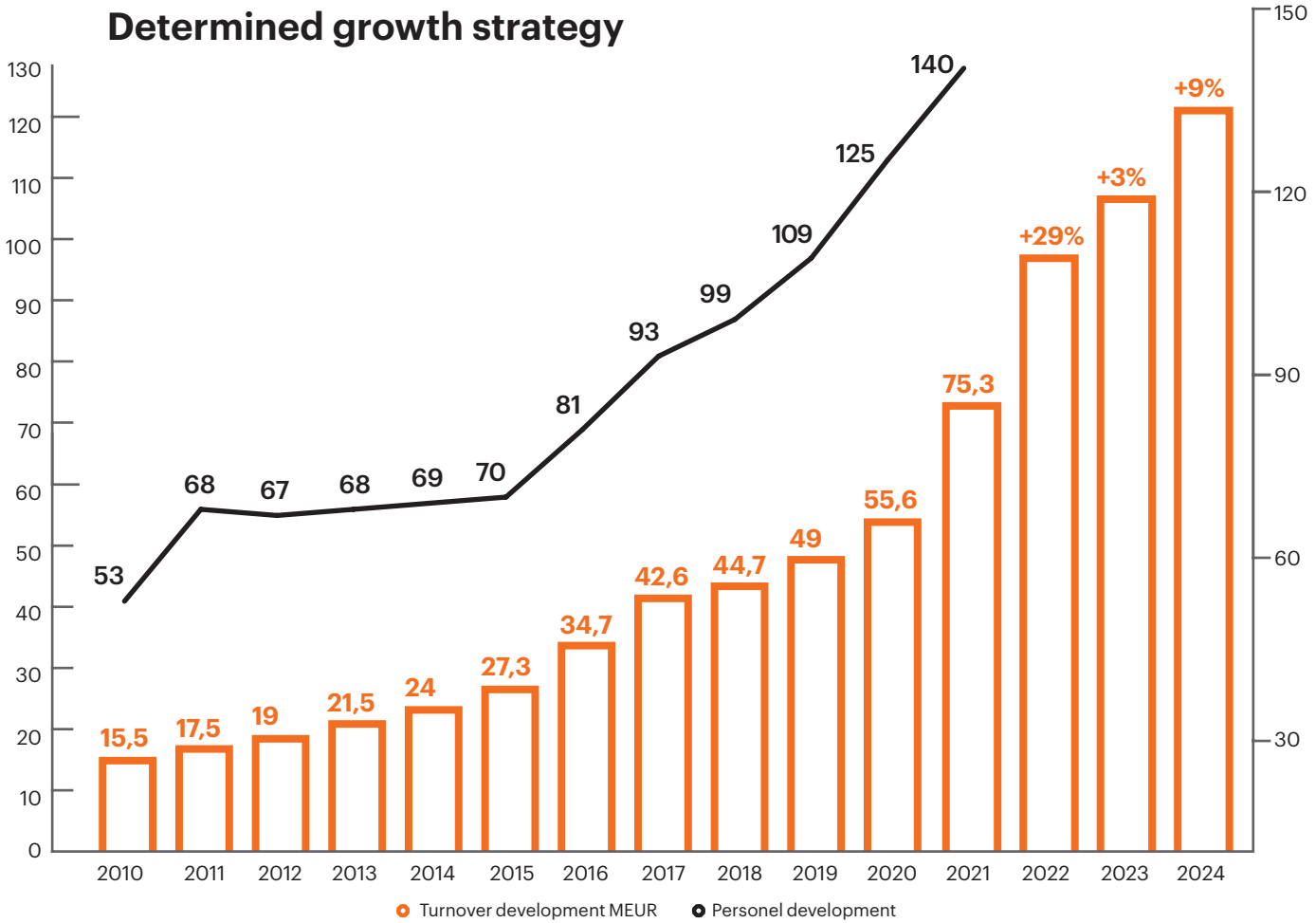
Production capacity: 172 000 m³

Share of export: 95 %

Deliveries to over 60 countries



## Determined growth strategy



## OUR VALUES

Results together

Brave innovator

Forerunner in sustainability

# A True Story

Sustainability is at the core of Lunawood’s overall strategy. Over the course of 2021, we strongly integrated sustainability into each of our four areas of operation. We have also highlighted how we will operate responsibly along our entire value chain. We believe that together we can create a better living environment for all of us.

It is important to us at Lunawood to act sustainably and transparently. Sustainably managed and certified forests supply the raw materials for our products, which then are further processed at Lunawood’s mills. Our ThermoWood® process is audited by independent third parties. We can be proud that our process is working well, and it is constantly monitored. This enables us to produce sustainable and environmentally friendly Lunawood ThermoWood® products of consistently high quality.

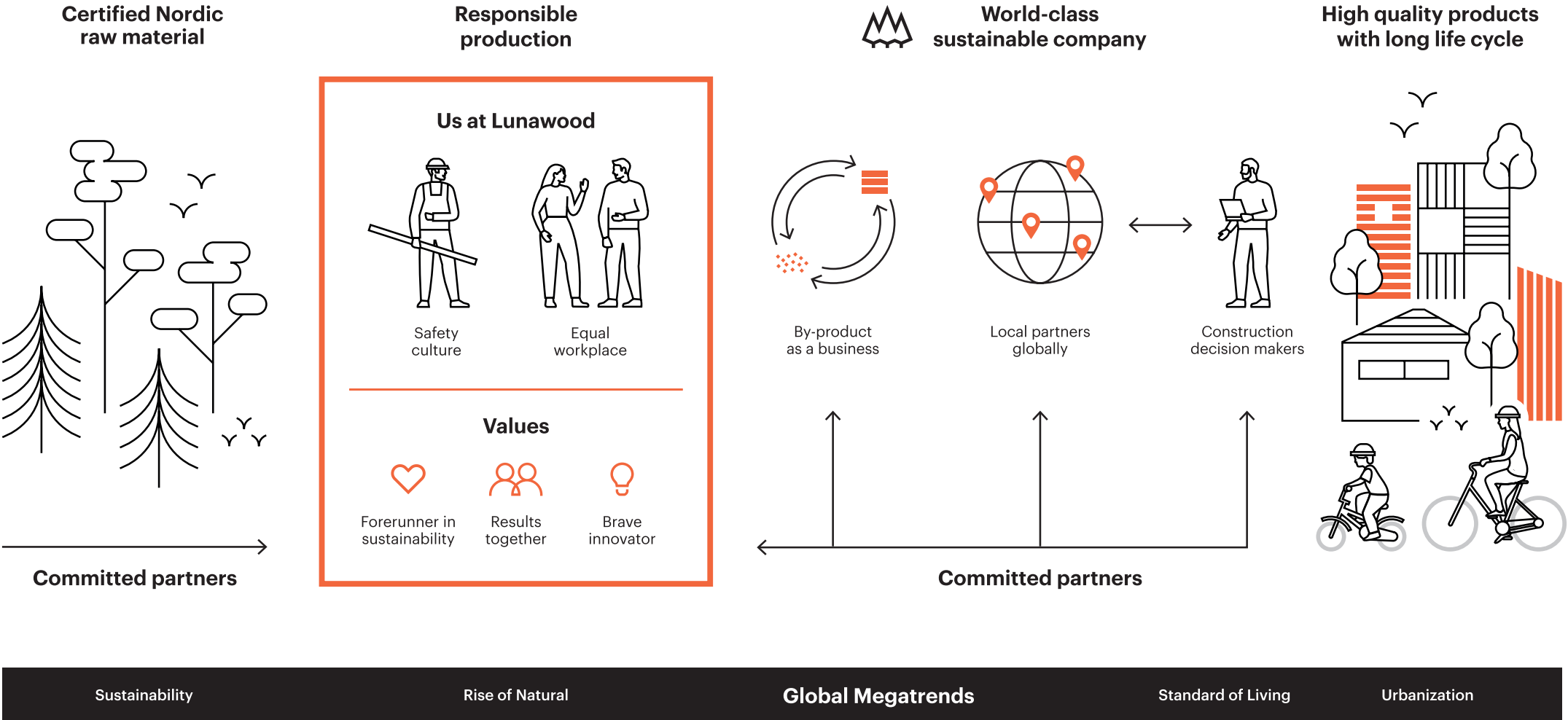
Our products are exported around the world to the delight of the end users and to create pleasure for many decades to come. These products act as carbon sinks, sequestering five times more carbon than is produced in their production. An engaged Lunawood team works in accordance with our values every day, bringing results together throughout the supply chain. We constantly look for new areas for development and invest in sustainable growth.

We will continue to invest in developing sustainability and working for the benefit of our living environment, shoulder to shoulder with our reliable long-term partners. To be able to develop and exchange ideas with other companies, we are involved for instance in the world’s largest corporate responsibility initiative, the UN Global Compact.

Sustainability is at the heart of our story, and that story is true.

A TRUE STORY

# Reconnecting nature with people in urban environments



# Sustainable development goals (SDGs)

The United Nations 2030 Agenda for Sustainable Development provides a shared blueprint for peace and prosperity for both humanity and the planet, now and into the future. The UN has listed 17 Sustainable Development Goals (SDGs), which are an urgent call to action by all countries of the world. They are designed such that reaching them brings an end to poverty, hunger, and discrimination against women and girls.

It is important to us that we do our part by playing a strong role in implementing concrete efforts toward the UN SDGs. For the Lunawood sustainability program, we have selected the five SDGs that we most want to prioritize and thereby will demonstrate how we can use these to grow and develop as a company. We chose goals 8, 11, 12, 13, and 15. All five dovetail with our activities in four key areas of operation at Lunawood. We immediately jumped into action, and that action will be monitored and deepened.

We believe we can bring significant added value to built environments through our combined knowledge of nature, wood materials, and sustainability in our core field of expertise – turning Nordic wood into Lunawood ThermoWood®.



## Our commitment to UN Sustainable Development Goals

	Decent work and economic growth	Sustainable Cities and Communities	Responsible consumption and production	Climate action	Life on Land
SDG	8	11	12	13	15
Lunawood's target	Upgrading wood products for greater economic value. A safe and secure work environment. Equality in the workplace.	Wood as an outdoor and indoor construction material and future aspect of construction business.	Sustainable production including efficient energy and water use and waste management.  Recycled Lunawood products' suitability for energy production.	Improving our use of renewable energy.  Addressing the carbon footprint of the products.  Our products acting as a carbon sink.	Sustainable forest management.  Responsible sourcing and the replacement of tropical wood.
Actions for reaching the goal	Strong marketing actions to highlight Lunawood collection.  To engage employees to develop Lunawood operations.  Active stakeholder dialogue.	To follow actively the latest research.  Architect and designer support and promotion in the selected core markets.  Lunawood Urban Challenge competition to raise awareness of Lunawood among architecture students.	To monitor environmental impacts of the processes.  Emphasis of continuous quality control.	To work for low carbon map and LCA.  Plan for energy transition to 100% renewable.  To introduce carbon offsetting scheme in logistics.	Ensuring raw material only from sustainably managed Nordic forests.  FSC certification, Save the Pollinator -campaign, Biodiversity programme with schools



# Certified Nordic raw material

Our raw materials, Nordic pine and spruce, come from sustainably managed forests. Lunawood sources raw material only from PEFC-certified sawmills in Finland. We use only the middle part of the log in our process – center-cut sections. Other parts of the log are not left unused but sold elsewhere, for other end uses.

The Nordic forests provide the best raw material for Lunawood ThermoWood®: the trees here enjoy long bright nights and endure the winter’s harsh conditions. Through this, the structure of the softwood becomes just right for the patented thermal modification. Thanks to a slow and steady increase in thickness, Nordic softwood trunks have more annual rings and a larger number of center-cut sections than other sources. The pine consists of about 25% summer wood, and the figure for the spruce is roughly 15%. Lunawood Thermowood® is made from center-cut sections only. The durability of center-cut sections is due to the resin content, which increases the wood’s resistance to rot and pests.

At the same time, the slow growth of the Nordic forests requires attention to sustainable forest management, which is at the heart of what we and our suppliers of PEFC-certified raw materials do. This certification guarantees us that our raw materials come from sustainably managed forests, not from illegal harvesting. These forests’ sustainable management takes care of biodiversity too: decayed trees and groups of trees have been left to nature, natural habitats have been protected, and water bodies and overall biodiversity are safeguarded in many ways. The diversity of the forests is long-term work with positive effects that will last far more than a century. Accordingly, Finland’s certified commercial forests are managed in accordance with high ecological, social, and economic expectations.



## OUR COMMITMENT

**100% raw material  
from certified  
Nordic suppliers**



■ Lunawood Insect Hotel

# Lunawood insect hotels, to highlight the need for biodiversity

We all must work to acknowledge the importance of natural organisms and plants, for life on Earth and for preservation of biodiversity. The same principle constitutes the core of sustainable forest management in Finland, where every Lunawood product originates. That is why we have created insect hotels from our side streams, as a reminder of the importance of biodiversity. A significant proportion of ecosystem services depends on insects. We need insects as pollinators, yet a risk of insect extinction exists worldwide. We have given the hotels to our stakeholders to hang on trees around the world and thus contribute easily to the protection of pollinators.

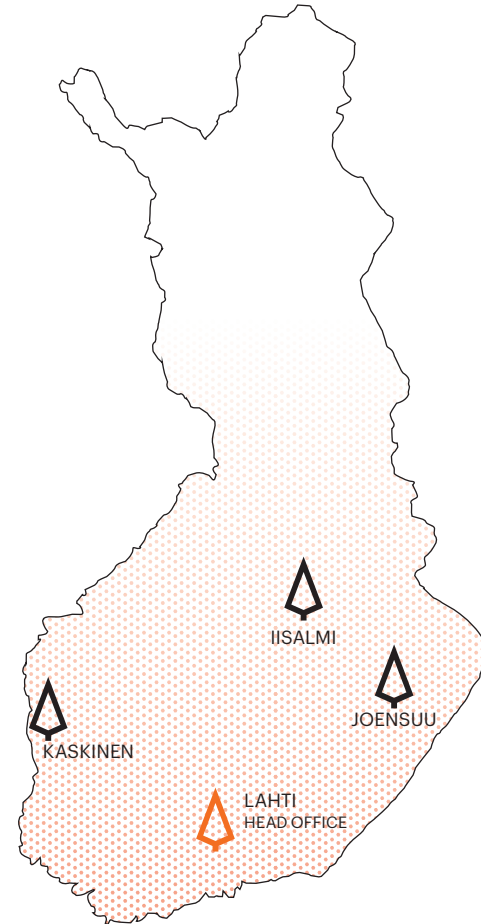


■ Lunawood Insect Hotel in the front of Square Three architect’s office in Palo Alto, California

**100%**  
NORDIC  
SAWN TIMBER

**235**km  
THE AVERAGE  
TRANSPORT DISTANCE  
OF THE RAW MATERIAL

Carefully selected,  
live-knotted raw material  
from a specified  
wood procurement area  
and over 25 supplying  
sawmills from the Nordics.



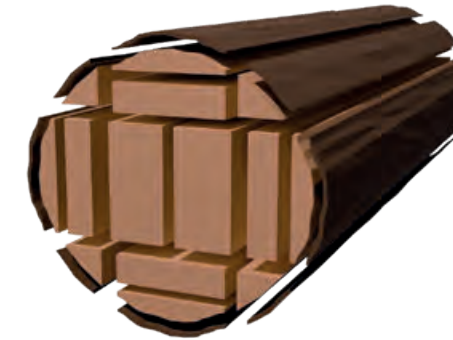
**100%**  
FROM  
CERTIFIED SUPPLIERS



SUSTAINABLE FOREST  
MANAGEMENT  
CERTIFICATION

## The story of the wood at Lunawood

The story of each Lunawood product begins with a renewable Nordic Forest. In Finland, only 75% of the annual growth is harvested, and four new trees are seeded for each one cut. This means that, on average, 150 million trees get planted in Finland every year to guarantee sustainable use of wood for future generations.



The entire log is used in Finnish forestry industry. We utilize the centre log section.

The entire log is used in Finnish forestry industry. We utilize the centre log section. The trees in the Nordic forests are used in their entirety. We source the live knotted centre cut sections as raw materials. The log bark is chipped and used in our own biopower plant. Other parts of the log and the canopy are utilized elsewhere in the wood production industry, e.g. construction joinery etc.

**75%**  
HARVESTED OF  
ANNUAL GROWTH

**100%**  
LOG UTILIZED

**1:4**  
CUT VS. SEEDED

**150<sub>M</sub>**  
SEEDLINGS ANNUALLY



# Responsible production

Lunawood is a pioneer and expert in modern wood modification achieved by enhancing the wood's natural properties while respecting and preserving the environment in the thermal modification process. Lunawood ThermoWood® is a natural material produced with heat and steam only – and without chemicals. We produce trademarked ThermoWood® products by means of a patented process that is subject to annual audits. The owner of the patent and trademark is the International Thermowood Association (ITWA), of which we are a founding member.

The ITWA supervises its member companies' production and quality-control processes. This supervision is conducted by Finotrol Oy as an independent third party. It is on the basis of Finotrol audits that Lunawood has the right to use the ThermoWood® trademark.

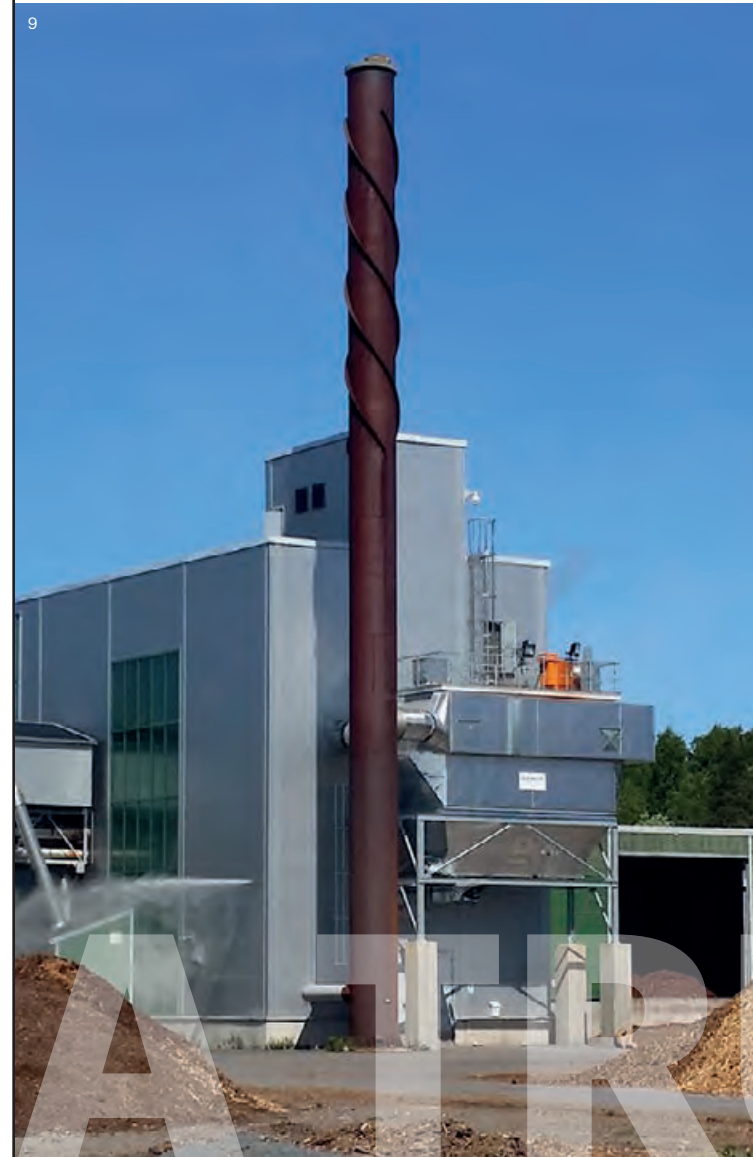
Though the whole Thermowood process is ecologically sound and sustainable, 2021 saw us improve the sub-processes that support it. The main focus has been on the energy-efficiency of production. We invested in a kiln exhaust-gas recovery system and re-combustion in our own process. Thus, we have reduced our energy consumption. Furthermore, we systematically monitor our production's impact on the environment. To give more weight to genuine sustainability and responsibility, we have introduced our introduction-to-sustainability training at corporate level. This makes sure that everybody knows what sustainability means in everyday actions.



## OUR COMMITMENT

**Energy efficient  
chemical free production  
and continuous  
improvement of  
sustainability aspects**

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## Improvement of the Kaskinen mill's biopower plant

The mill's biopower plant uses biomass in its energy production. Bioenergy powers our drying of fresh raw materials, heating of our kilns, and warming of our facilities. We sell the surplus for further use.

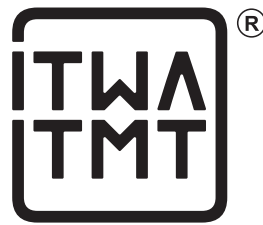
In 2021 at Kaskinen mill we made an investment that modernized the biopower plant and increased its total capacity. Not only did we extend the power plant's lifetime by decades, but also increased better energy utilisation via addition of steam generation from flue gases.

Our modernization included changes to piping and streamlining of the system to address modern Thermowood-processing needs and provide district heating that is important to our partners. Overall, the same process capacity can be obtained with lower fuel consumption, or we can process larger amounts of ThermoWood® with the same quantity of fuel.

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FOUNDING MEMBER  
IN THE INTERNATIONAL  
THERMOWOOD ASSOCIATION



ASSESSMENT OF  
ENVIRONMENTAL  
PERFORMANCE

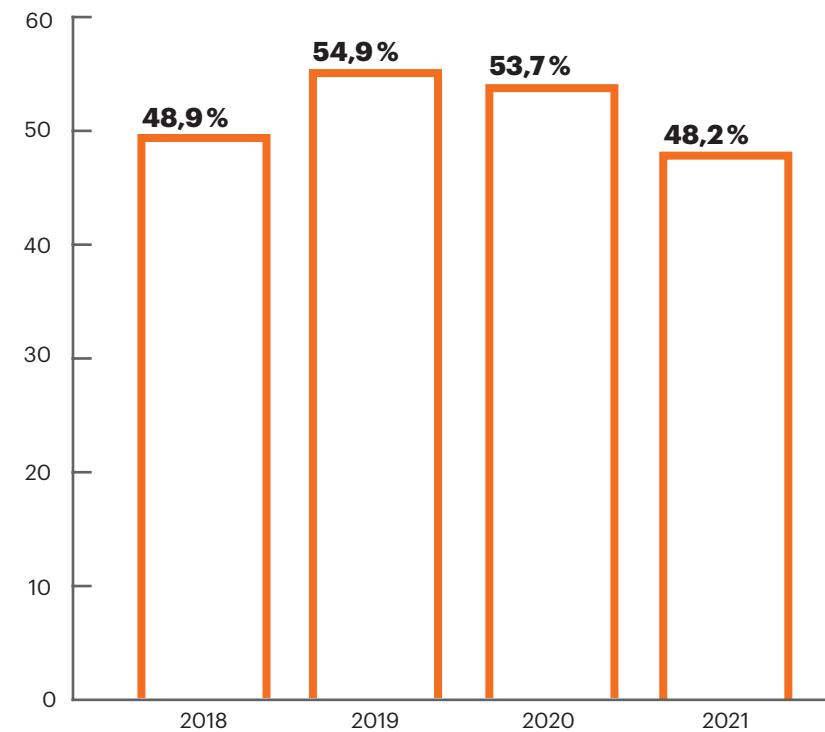


ALL PRODUCTION  
IN FINLAND

**0%**

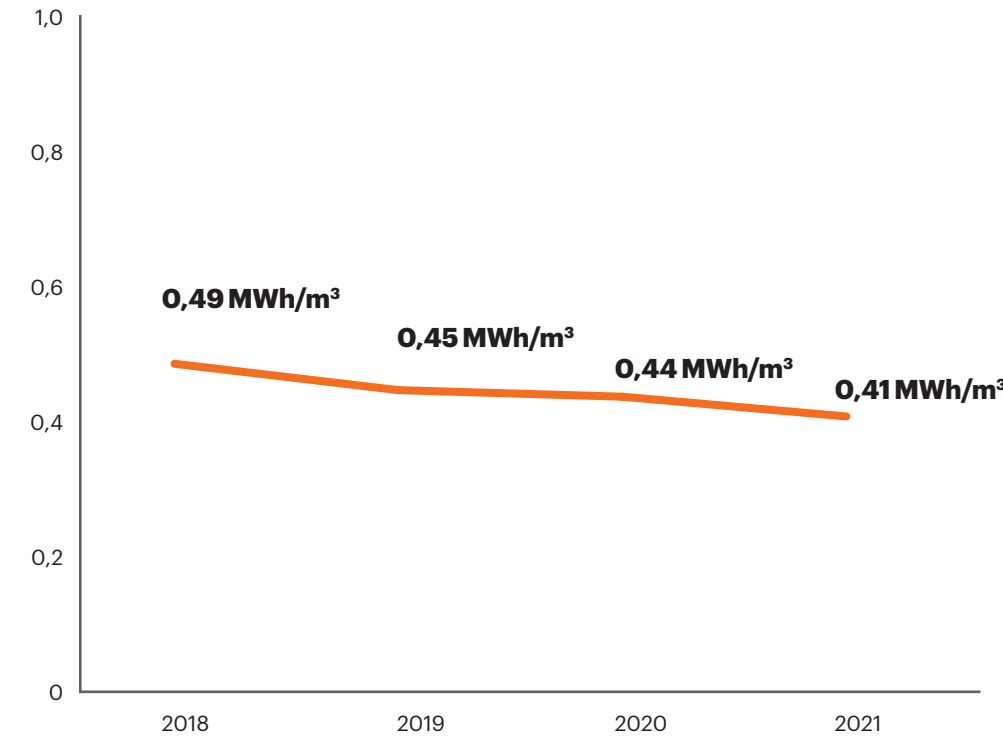
WOOD WASTE  
TO THE LANDFILL

### Share of production energy from renewable sources

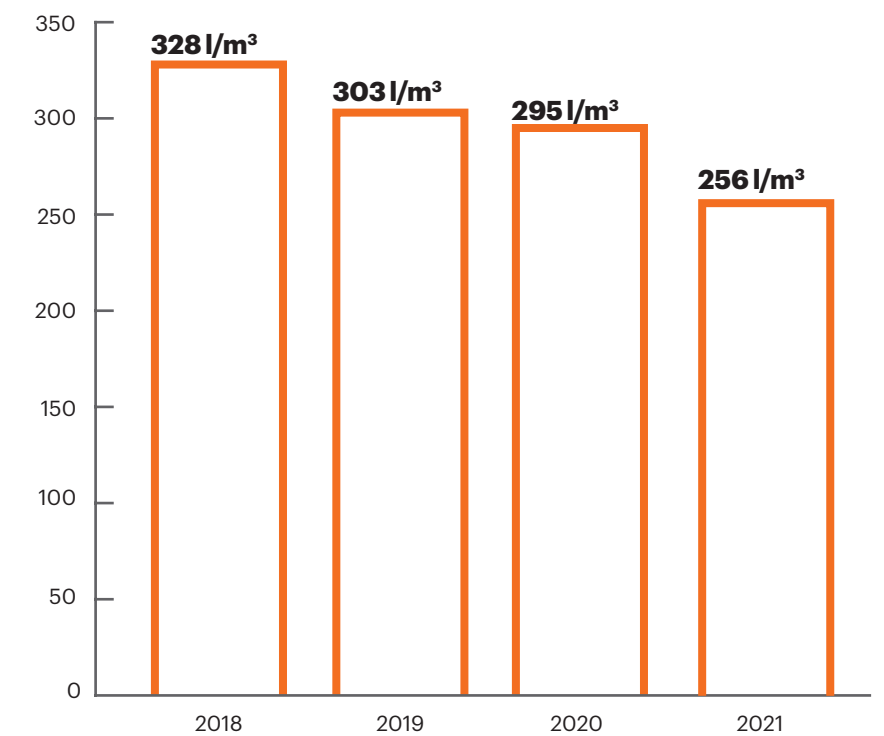


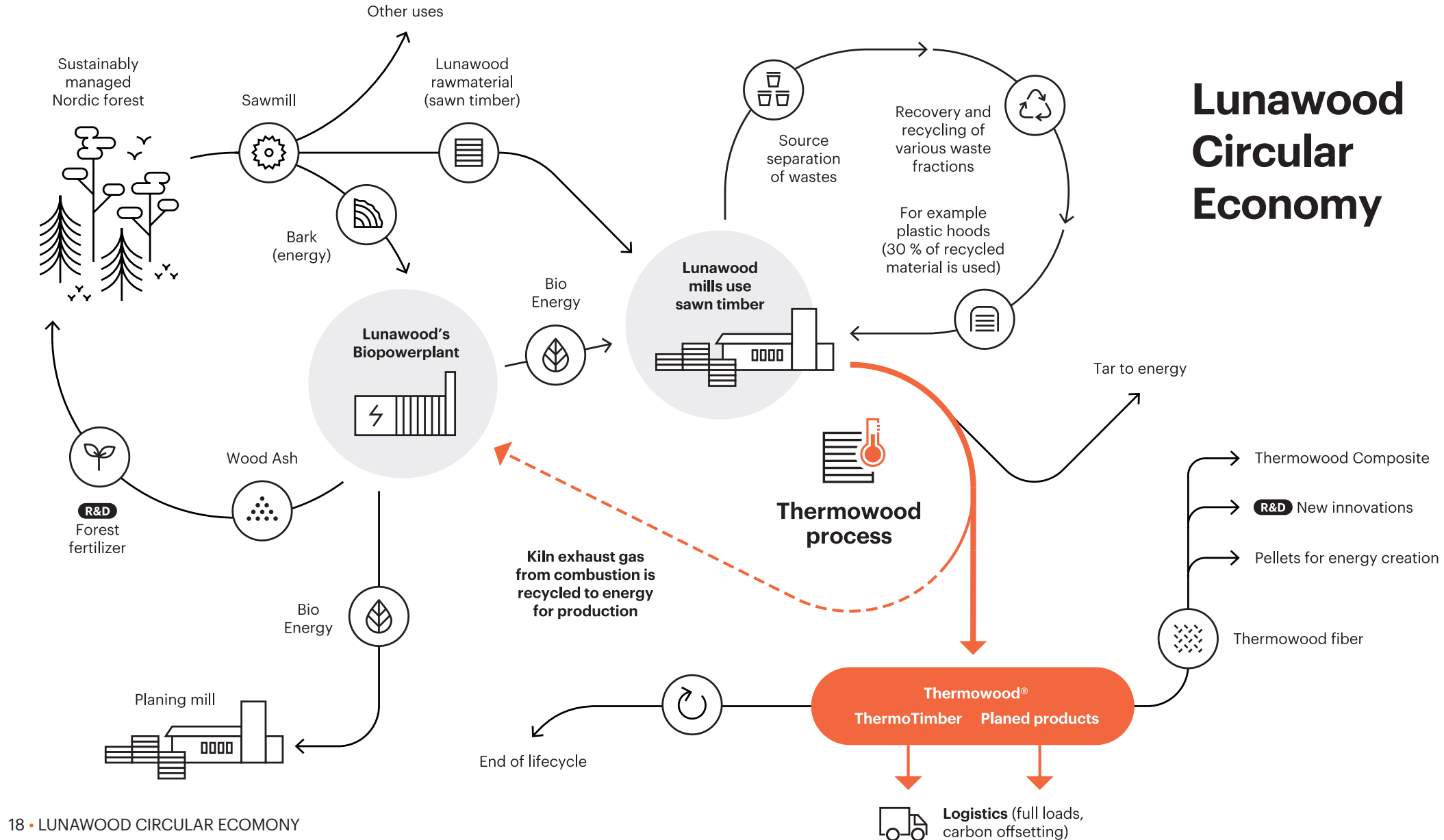
■ We have produced 10% more Thermowood® with the same amount of renewable energy than before. The energy efficiency of renewable energy has improved 15 % since 2019

### Energy intensity MWh/m<sup>3</sup>



### Annual use of water in production l/m<sup>3</sup>





## Circular-economy-based value creation

Developing and streamlining the circular economy is important to us at Lunawood. We believe that byproducts from our entire value chain need to be recycled, to reduce the use of virgin raw materials. It is important also that the trees from the Nordic forests are used in their entirety. Lunawood obtains the middle of the log as raw material. The log bark is chipped and used for our in-house biopower plant. Other parts of the log and the canopy are utilized elsewhere. Ash generated in a biopower plant can be used as, for example, a fertilizer for forests, feeding the cycle of life.

The side streams generated in our production are separated at source, at their place of origin, and utilized in many ways. For example, recycled PP plastic is used in our plastic hoods. The gas exhausted from the kilns' combustion provides energy for the ThermoWood® process. This is all part of making our process more energy-efficient.

Various Lunawood Collection products are planed out of the ThermoWood® thermo timber we produce. The ThermoWood fiber generated in planing gets utilized in our Lunawood ThermoWood Composite TWPC decking boards. Another use for the ThermoWood fiber is pellets.

All Lunawood products are non-toxic and chemical-free so are fully recyclable. They can be used for final-stage energy production.

In this area and others, we constantly develop our circular-economy ideas alongside research institutes.





# World-class sustainable company

Sustainability is the core of Lunawood’s brand. This is easy to understand when one thinks about the raw material and thermal modification process, but it is true also from the social and economic angles: Lunawood is a well-managed Finnish company with a transparent ethical foundation. We cherish the image of reliability and loyalty that is generally associated with the Nordic countries. All these aspects go into every piece of Lunawood ThermWood® used anywhere on the earth.

Keeping the story of sustainability true demands that all Lunawood missionaries, our personnel, share the same values. To increase commitment to our manner of conduct and our way of working – i.e., to our values – all employees were invited to discuss and define them. In connection with the value discussion, we introduced an internal code of conduct based on the United Nations Global Compact Initiative, supported by our whistle-blowing channel.

At Lunawood, we focus on building a lasting relationship with everyone we are involved with – employees, customers, partners, and other stakeholders. We have fully specified our ecosystems so that we can better understand our relationships and opportunities to work together to promote sustainable development in its many aspects. Working from the descriptions generated, we began open discussions with our stakeholders about our goals and their roles in reaching these.



## OUR COMMITMENT

**Long-term  
sustainable growth  
and well-being**



At Ysious-vineyard in Laguardia.

## Proud of our products

Lunawood products have been used in several outstanding architectural projects, all around the world. We offered a special opportunity to three personnel who in their normal work would have no chance to travel: to see and visit beautiful Lunawood reference projects in Spain. All personnel were free to apply for the trip. This provided an excellent way of seeing how the technical features and sustainability bring value for our customers the world over.

The trip added to our ambassadors’ pride in their own contribution: when you see the results of your work when they end up in great places and remain showcased there for years, your passion for the brand and company grows.



Lunawood ambassadors on the building site of a beautiful private home in Madrid.

# 140

LUNAWOOD  
PEOPLE  
IN TOTAL

# 32

NET PROMOTER  
SCORE OF  
LUNAWOOD  
PERSONNEL SURVEY

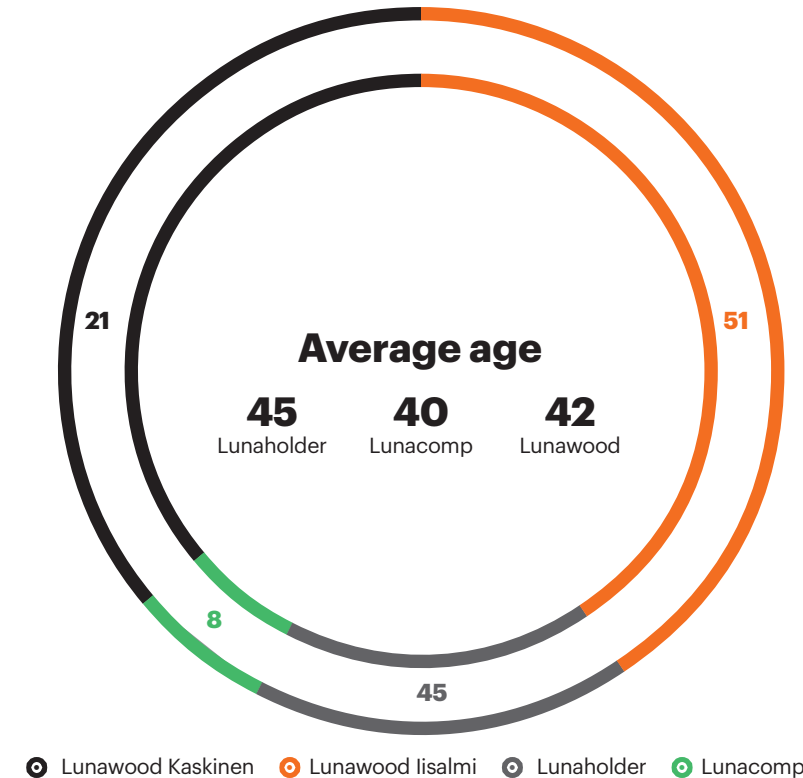
# 0

DISCRIMINATION  
DURING 2021

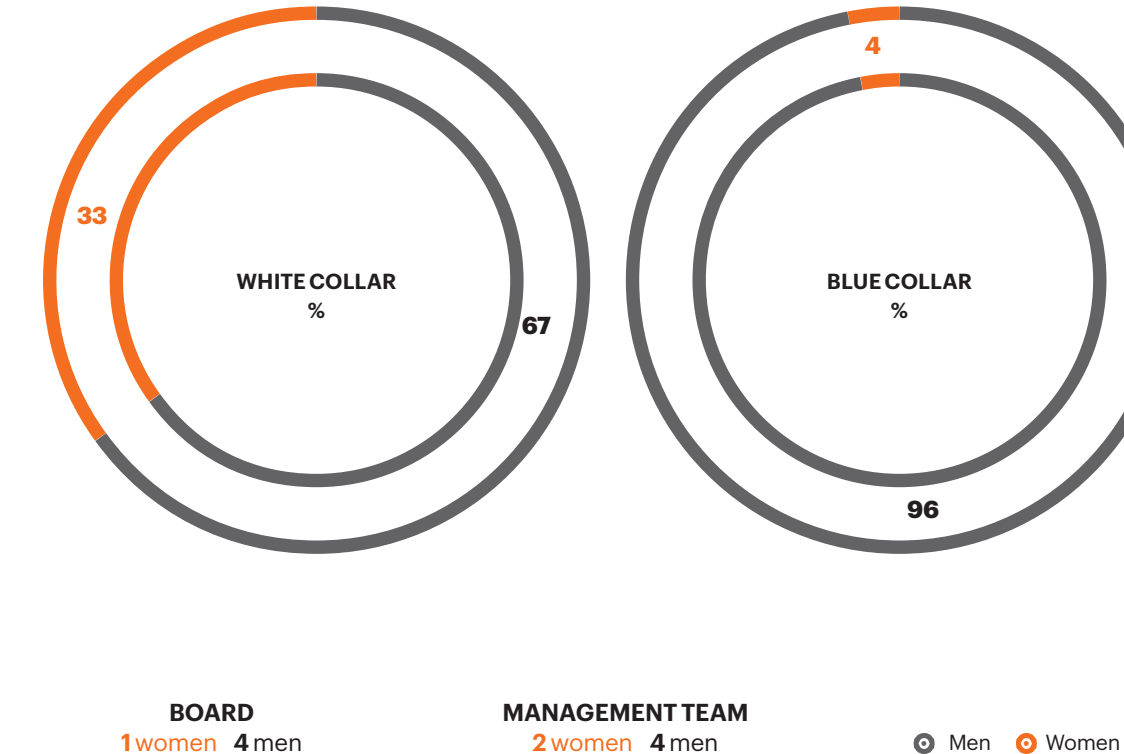
# 8%

EMPLOYEE  
TURNOVER

## Lunawood people by units



## Equality In Lunawood



## The work culture

With our way of working, we strive to keep the hierarchy low and develop things together. At both mills, weekly and monthly meetings at team and mill level alike have become standard practice. We want everyone, in every role, to receive good leadership, and we offer our management training and coaching to support that work. In 2021, all managers participated in a leadership program, the goals of which were based on the commonly formulated Leadership Principles articulated at the beginning of the program.

In 2021, Lunawood published its first sustainability report, and for 2022 sustainability targets have become a solid part of our strategy. We held several training sessions on sustainability for personnel and implemented the internal code of conduct. All personnel attended training in that code, anchored in various examples drawn from the daily work.

We want to provide our staff with opportunities for professional development in all positions. Last year's common training topics were safety and selected facets of the production process.



# 238

HAZARD REPORTS

# 37

SAFETY WALKS

# 96,3%

HEALTHY  
ATTENDANCE

# 6

PEOPLE HAVING  
SICK LEAVES OF  
OVER 30 DAYS

## Safety comes first

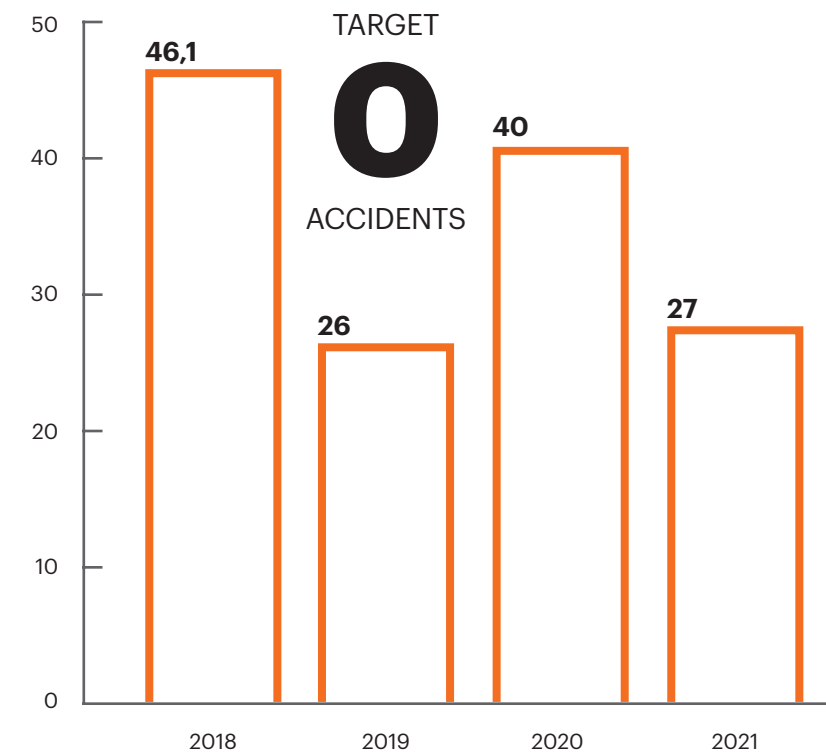
Lunawood wants to provide a safe workplace for all employees, suppliers, and partners. Safety is a priority in all our operations, and investments in further developing our occupational and fire safety were significant in 2021.

Focused on improving the quantity and quality of safety hazard reports. All employees are encouraged to file these reports by means of a mobile tool for noting any deficiency, and training in observing safety has been provided for all workers. In 2021, safety hazard reports led to more than 100 safety improvements at the mills and offices.

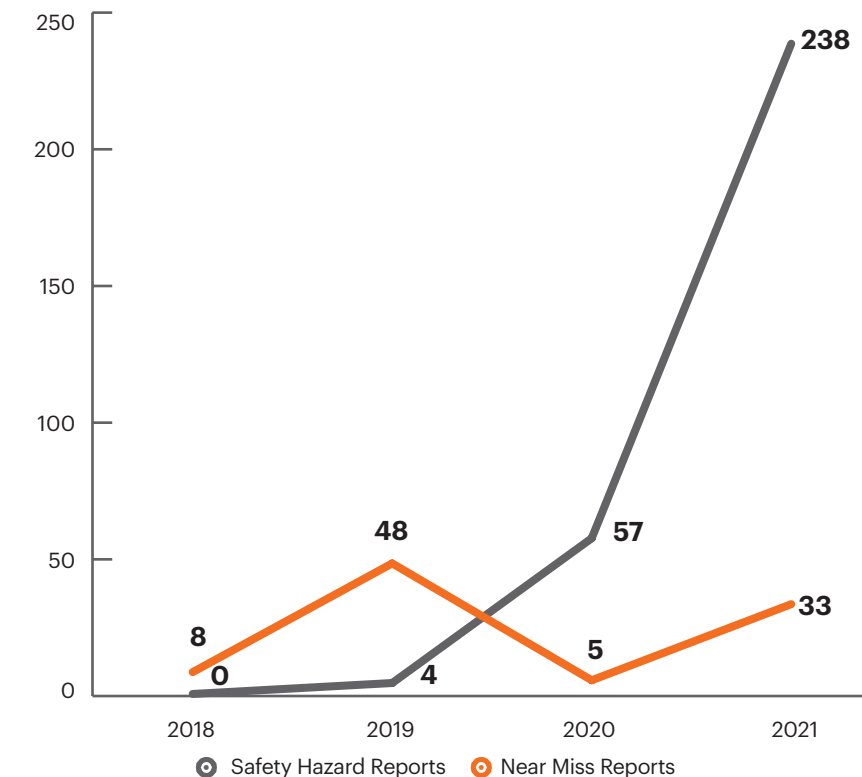
Investigation of near-miss situations has been intensified, and it now follows the same model in all operations. Also, work-related accidents are investigated carefully, for identification of the root cause and the correct improvement actions. The Occupational Safety and Health Committee reviews the incidents and accidents, closing the investigations once they are complete.

Safety issues are integral to day-to-day management: team, weekly, and monthly meetings' results and the safety-hazard reports are on the agenda of the management team's meetings every month.

## LTA development



## Preventive safety actions



# High quality products with long life cycle

Lunawood ThermoWood® is the ideal foundation for eco-friendly, healthy living. It is a perfect material for this. The Thermowood® trademark is a guarantee of certified quality for the products and operations. This trademark stands for continuous development and a solid quality-control process as well.

Lunawood is suitable for all climates and types of weather. Durability is key to product quality. The international KOMO certificate confirms that Lunawood Thermo D-class materials meet the quality requirements set for corresponding biological durability and production.

Lunawood exterior cladding products are also CE-marked, which guarantees their performance. Building Research Establishment Limited (BRE) concludes that the expected service life of LunaThermo-D used for exterior cladding and decking is 30 years when the manufacturer's guidance and best-practice construction principles are followed.

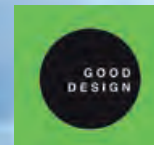
The long life cycle of Lunawood Thermowood enables our materials to act as carbon storage from one generation to the next. At the same time, wood surfaces provide a healthy indoor and outdoor environment. Lunawood Thermowood has a pleasing appearance, and it is dimensionally stable and resin-free. Lunawood products do not necessarily need any coating or maintenance to withstand time and different weather conditions, which makes them a responsible choice from a cost and sustainability point of view.



## OUR COMMITMENT

**High quality products with long life cycle for sustainable architecture**

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## Awards and recognition

In 2021, Lunawood was recognized with several nominations and competition victories. The most representative awards are the Green Good Design Award and Architecture MasterPrize 2021, both emphasizing sustainable architecture.

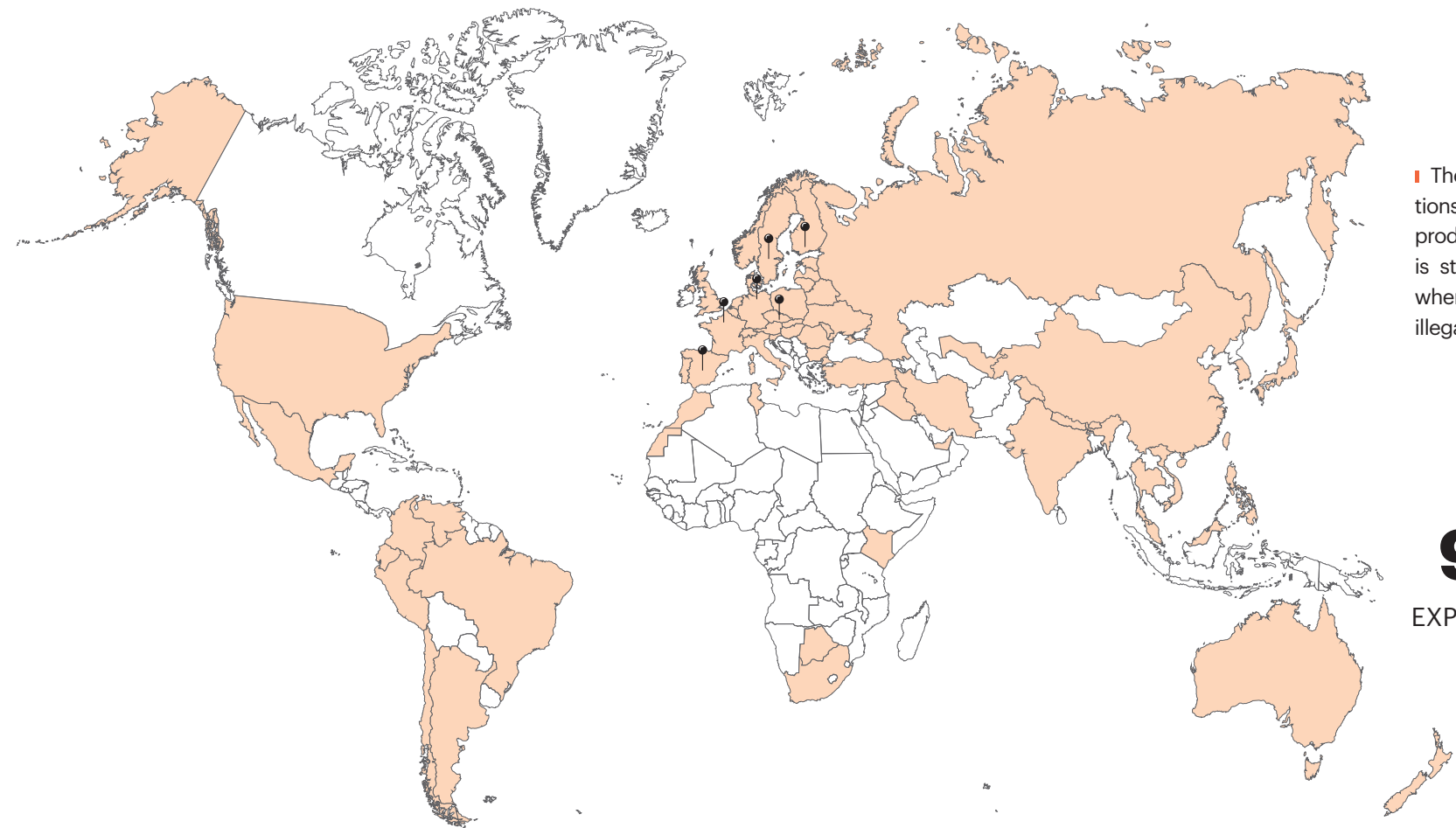
Lunawood Thermowood® features strongly as a sustainable decorative material in Project Ö, which won the Green Good Design Award for 2021 in the "Green Architecture" category. As for the Architecture MasterPrize 2021 competition, the Luna Triple 32x140 - 3D product was an international award winner in the sustainability-product class.

In both cases, the choice was made by a jury of top professionals in architecture.

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There are no geographical restrictions on the sales of Lunawood's products, as our competitiveness is strong, especially in the areas where tropical hardwoods and illegally harvested timber are used.

**95%**  
EXPORT SHARE

## We endorse sustainable architecture and construction

Lunawood's product offering has developed further over the last two years. Instead of having a wide range of products, with more and more customer-specific products, we have concentrated on creating the Lunawood Collection. This is a flagship for the Lunawood brand. Development of our own collection together with international professionals is rooted in global trends and in striving to guarantee increasing demand and raw-material availability in the future. The development process is based on product-family- and concept-oriented thinking, which will in the end simplify the design process of architects and building professionals.

We give architects and designers support for their design process personally also. We have several project-business promoters active in our core markets, such as Spain, Sweden, and Finland, and the number of these professionals within Lunawood is growing. Working alongside our official partners, the promoters increase awareness of sustainable Lunawood products and our brand in the selected markets, provide technical support, follow the projects all the way from the design table to the reference stage, and gain important market insight from the frontline.

The high and stable quality of Lunawood products is guaranteed with continuous quality control, which takes place in three phases. Throughout, this process is audited by an independent third party. Quality is inspected in the following stages: upon reception of raw materials, after thermal modification, and after planing.

We cooperate closely with various universities and research institutes to develop our products, processes, and circular-economy possibilities. We carried out several projects with them in 2021. Lunawood Urban Challenge 2021 called on all architecture and design students to transform our urban environment with Lunawood Thermowood. Participants were given an opportunity to reduce the carbon footprint of buildings and enhance healthy living with sustainable and renewable Lunawood Thermowood. The challenge attracted 204 submissions, from 44 countries.



DESIGNED AND DEVELOPED  
IN FINLAND

**OVER  
3000**  
SAMPLE BOXES  
TO PROFESSIONALS

**10** **PCS**  
OF EACH KILN LOAD FOR  
QUALITY CONTROL

**204**  
SUBMISSION TO LUNAWOOD  
URBAN CHALLENGE

ESG initiative	Target	Key metrics	Unit	Measuring frequency	2018	2019	2020	2021
Environment and climate	1. Increasing the share of renewable energy	1. Production carbon intensity	kg CO <sub>2</sub> / m <sup>3</sup>	annual	62,47 **	49,77 **	49,65 **	51,91 **
		2. Footprint	ton CO <sub>2</sub>	annual	6771 **	5648	5850 **	6597 **
		3. Energy intensity (heat & electricity)	MWh/m <sup>3</sup>	monthly	0,49	0,45	0,44	0,41
	2. Committing to source certified raw material from the Nordics	4. Ash from Kaskinen	kg/renewable MWh heat	annual	10,0 **	10,3 **	14,2 **	0
		5. Amount of hazardous waste *	ton	annual	70	103	77	62
		6. Normal waste	ton	annual	81 **	80 **	71 **	59 **
	3. Searching for circular economy solutions - considering new uses for by-products	7. Water usage	l/m <sup>3</sup>	annual	328 **	303 **	295 **	256
		8. Share of TW fibre to TWPC instead of energy use	%	annual	25,0	21,1	26,7	15,1
		9. Share of certified raw material	%	continuous	93	90,1	88,7	89,8
		10. Percentage of the energy that is from renewable sources	%	annual	48,9 **	54,9	53,7 **	48,2 **

\* Share of hazardous waste that is reused, recycled or composed under investigation

\*\* Low precision data

ESG initiative	Target	Key metrics	Unit	Measuring frequency	2018	2019	2020	2021
Non-discrimination and Equality	1. Equality in the workplace 2. Create an including work-environment 3. Zero discrimination or harassment	1. Split of gender in the management team	absol.	annual	men 4 women 1	men 4 women 1	men 4 women 2	men 4 women 2
		2. Split of gender on the board	absol.	annual	men 4 women 1	men 4 women 1	men 4 women 1	men 4 women 1
		3. Split of gender in Lunaholder group, white collars	%	annual	men 66 women 34	men 60 women 40	men 65 women 35	men 67 women 33
		4. Split of gender in Lunaholder group, blue collars	%	annual	men 97 women 3	men 97 women 3	men 97 women 3	men 96 women 4
		5. Incidents of discrimination and corrective actions taken	absol.	annual	0	0	0	0
		6. Use of family leave *	persons / year	annual	-	uw	men 1 women 2	men 4 women 1
		7. Salary Development Blue collar **	%	annual		3,6	2,3	3,1
		8. Salary Development Men white collar	%	annual	6,6	4,4	4,3	3,2
		9. Salary Development Women white collar	%	annual	2,6	8,7	6,4	2,8

Salary Development: people employed at the end of the year, incl.position changes, excl. seasonal workers.

\* during the year. No earrlier data available. \*\* women less than 3 pers.



ESG initiative	Target	Key metrics	Unit	Measuring frequency	2018	2019	2020	2021
Safe and sustainable work place	1. No accidents – monitoring the safety of working areas.	1. LTA	accidents/million working hours	monthly	46,1	26	40	27
		2. Number of workplace accidents with at least one day of absence	%	monthly	8	4	7	6
		3. Safety hazard reports	psc	monthly	0	4	57	238
	2. Needed actions done without delay.	4. Near miss reports	psc	monthly	8	48	5	33
		5. Absence rate	%	monthly	3,6	4	3,7	3,7
	3. Improved fire safety.	6. Sick leaves of over 30 days	no. of people	annual	-*	3	6	6
		7. Employee satisfaction	NPS	annual	3,8/5**	-	22	32
		8. Employee turnover ****	%	annual	21	4	8	7
		9. Change in the number of personnel ***	absol.	annual	+6	+10	+12	+16

\* no information available

\*\* employee satisfaction 2018 , scale 1-5

\*\*\* year average

\*\*\*\* Net turnover (excl.short term employees)

ESG initiative	Target	Key metrics	Unit	Measuring frequency	2018	2019	2020	2021
Anti-corruption & Conflicts of interest	1. Code of Conduct in use (internal & 3 <sup>rd</sup> party)  2. External audits successfully passed and corrective actions done in time	1. Policies in place	whistleblowing in use	annual	not yet	not yet	yes	yes
		2. Basic training and commitment to Code of Conduct (%)	%	per quarter	-	-	-	100
		3. Confirmed incidents of corruption	yes/no	annual	no	no	no	no
		4. Occupational health and safety audits have been conducted	done in time	annual	done	done	done	done
		5. Environmental audits have been conducted	done in time	annual	yes	yes	yes	yes

ESG initiative	Target	Key metrics	Unit	Measuring frequency	2018	2019	2020	2021
Sustainable and responsible growth	1. Committing to sustainable and responsible growth	1. Profit development, EBITDA M€	meets expectations	monthly	5,6	5,6	7,2	16,8
		2. Successful financial audit	clean audit report	annual	yes	yes	yes	yes
	2. Committing to the promises to our customers	3. Governance policies in place	yes/no	annual	yes	yes	yes	yes
		4. Customer Satisfaction	NPS	annual	43	-	58	22

Photocredits

- Cover: Lunawood
- Picture 1: Lunawood
- Picture 2: Sami Tirkkonen, Lunawood
- Picture 3: Lunawood
- Picture 4: Appartment building, Els Brisolets, Architect: NEAR by Joaquin Anton for LOVHOMS, Photo: Simón García
- Picture 5: Emilia Karumaa
- Picture 6: Lohjan Saarenta, Architect: Lammi Kivitalot, Photo: Sami Tirkkonen, Lunawood
- Picture 7: Lunawood
- Picture 8: Lunawood
- Picture 9: Sami Tirkkonen, Lunawood
- Picture 10: Sami Tirkkonen, Lunawood
- Picture 11: Lunawood
- Picture 12: Lunawood
- Picture 13: Private Villa in Madrid, Architect: [baragaño] arquitectos. Photo: Lunawood
- Picture 14: Project Ö. Architect: Aleksi Hautamäki. Photo: Lunawood
- Picture 15: House Senu. Architect: Esmeralda Ståhlberg. Photo: Sami Tirkkonen, Lunawood
- Picture 16: Arsi Koivula, Lunawood





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