

Fimlab's operating principles

Fimlab is Finland's largest laboratory company. We produce laboratory services, training and research in the wellbeing services counties of Pirkanmaa, Central Finland, Kanta-Häme, Päijät-Häme and Ostrobothnia.

Fimlab's operating principles are based on values approved by the company's Board of Directors. We are responsible and committed to working together. We continuously develop our operations and are worthy of the trust of our clients. Our goal is to produce impactful and cost-efficient services.

Our position as the leading laboratory company in Finland is based on solid expertise as well as continuous evaluation, development and improvement of our operations. We develop healthcare service processes together with public and private healthcare service providers to deliver timely, efficient and impactful services.

Fimlab is entirely Finnish-owned. As a sign of our Finnish owner base and as a recognition of our significant societal contributions, Fimlab has been awarded the right to use the Key Flag Symbol and Finnish Social Enterprise mark.

Regulatory compliance and ethical operations

Owned by public-sector organisations, the company is fully compliant with the laws and official regulations and guidance governing its operations. Fimlab is liable to pay taxes in Finland and a corporate citizen who takes full responsibility for its societal obligations.

Fimlab does not engage in any activity that might undermine confidence in the laboratory's competence, impartiality, judgment or independence, and Fimlab's management and personnel are not subject to any commercial, financial or other similar pressures or factors that might adversely affect the quality of their work. Any conflicts of interest are reported in a transparent and appropriate manner.

The laboratory employees process patient samples in accordance with legal requirements and confidential patient information is managed in compliance with the data security regulations. All healthcare professionals employed by Fimlab also adhere to the ethical principles of their specific profession.

Corporate responsibility

By corporate responsibility, Fimlab refers to financial, social and environmental responsibility. Fimlab evaluates and develops its operations taking into consideration each of the three aspects. Fimlab's goal is to be a financially profitable business that adheres to the principles of good governance, which takes into consideration the social impact of its operations on its employees, clients and wider society and operates with a minimum adverse impact on the environment while saving natural resources.

Responsibility is one of Fimlab's values, which form the basis for Fimlab's strategy. Fimlab's corporate responsibility programme provides a summary of the key elements of Fimlab's responsibility aspects and serves as a tool for implementing Fimlab's values and strategy. Fimlab's corporate responsibility programme is available on Fimlab's intranet.

Social responsibility – employees and customers

The social impact of Fimlab's operations affect private clients, health-care providers who use our services, wider society and the company employees. Fimlab is committed to socially responsible operations. This requires awareness of the company's social impact, quality assurance and continuous development of its operations.

Occupational health and safety practices are adopted to promote the health and safety of all employees. The company pays special attention to the provision of a wide range of high-quality occupational health services, the prevention of accidents at work, the mitigation of the effects of accidents at work and early intervention in problem situations related to an employee's ability and motivation to work.

In accordance with Fimlab's equality and non-discrimination plan, Fimlab is committed to the values of non-discrimination and diversity with regard to its clients, partners as well as its employees under Fimlab's corporate responsibility principles. Fimlab has adopted a zero-tolerance policy towards any form of discrimination and harassment.

Financial responsibility

Monitoring the company's financial development forms a significant part of securing business continuity. Fimlab's goal is to secure impactful and cost-efficient operations within its remit. This means delivering its clients high-quality services at stable and affordable prices as well as rapidly adapting to changes in the operating environment.

Fimlab has been awarded the use of the Finnish Social Enterprise Mark. All profits from the operations are channelled back to Finnish society either in the form of taxes paid or dividends paid out to Fimlab's public-sector owners. The profits of the company are also used on developing the company's own operations. The key performance indicators are presented annually in the company's Financial Report and Annual Report.

Fimlab promotes sustainable development in all its activities. The goal for the activities is to ensure that all goods and services sourced by the company are produced under socially and environmentally sustainable conditions.

Fimlab has enforced a zero-tolerance policy towards bribery. We do not accept or provide gifts, donations, payments or other benefits intended to influence the decision-making or legislation of our stakeholders, to seek business advantage that is inappropriate or might otherwise be interpreted as inappropriate remuneration or benefit. Nor do we require, allow or accept gifts, donations, payments or other benefits that could be interpreted as inappropriate compensation, reward or benefit with the purpose of promoting the aforementioned inappropriate business operations.

Environmental responsibility

Fimlab is committed to environmentally responsible operations with the aim of mitigating the

negative environmental impact of its operations. The company's environmental responsibility is part of Fimlab's corporate responsibility programme. Fimlab's environmental impact has been divided into energy consumption, water consumption, waste management and waste water management as well as emissions and biodiversity impact.

Fimlab's general environmental guidelines include guidance for all employees on the methods of reducing site-specific environmental impacts and strengthening Fimlab's environmental sustainability culture. Fimlab's environmental guidelines are available on Fimlab's intranet.

Data security and data protection

Fimlab follows good industry practices and manages the personal data of its clients carefully and securely in accordance with the requirements of data protection legislation and other regulations. In order to provide services to its clients, Fimlab stores basic client information as well as information arising from the management of the client relationship. For more details on how Fimlab manages the personal data of its clients, please visit Fimlab privacy policy at fimlab.fi.

Adherence to the operating principles

Fimlab expects all its employees and partners to comply with its operating principles. Compliance with the operating principles is monitored through daily leadership and management practices, quality audits, internal and external feedback and other internal monitoring and inspecting. Violation of the operating principles may result in a warning, termination or cancellation of an employment or cooperation agreement or in some cases liability for damages.

Whistleblowing

All violations of the operating principles and suspected misconduct must be reported immediately. We encourage Fimlab's employees to initially engage in an open dialogue with their line manager. The primary contact for other stakeholder representatives is their contact person at Fimlab.

You can also report your concerns through Fimlab's [whistleblower channel](#). All reports are handled with strict confidentiality.