

TOUCHPOINT

Sustainable Workwear

Sustainability Report

2022



Contents

Introduction	3	Theme 3. People and Well-Being	20
Development Director’s Greetings	3	Non-profit cooperation	21
Touchpoint 2022 Highlights	4	Breakfast events and webinars	21
Administrative and Management System	5	Personnel	22
Responsibility and Sustainable Development	7	amfori BSCI membership	23
Stakeholders	9		
Communication	9		
Theme 1. Environment and Climate	10	Goals	24
Materials and material development	11	Table of Goals	24
Production and supply chain	12	GRI Index	25
Touchpoint’s carbon footprint	13		
Theme 2. Business and Growth	14	Glossary, Sources and Contacts	29
Sales review 2022	15		
Entrance into the Swedish market	16		
Take Back pledge	16		
Customer surveys	17		
Projects and partnerships	17		
Rester	18		

Development Director's Greetings

Once again, Touchpoint had a busy year which included both challenges and successes. Our team also grew internationally, which was crucial to developing our operations and ensuring our successful entrance into the Swedish market.

New normal

Although the world had learned to adapt to the new operating conditions brought on by the pandemic, the year 2022 was not a return to “the old normal”. We faced new challenges as a result of the war in Ukraine: despite the difficult situation, and while knowing the risks, we believed it to be a responsible decision to continue to employ our Ukrainian production partner. Due to the current state of world affairs, companies in our sector have been forced to change their prediction models and adapt to prolonged delivery times of materials, extended freight transport times and increased costs.

To the west

The year was also important to Touchpoint because we founded a subsidiary in Sweden. A veteran in the workwear industry, Marko Ruotsalainen, was appointed Country Manager in the summer. In addition to finding potential customers and partners, Marko has already begun to develop our Swedish customer Capio. Thanks to Marko's diligent groundwork in Sweden, we have a clear plan and targets for our expansion on the market in the next few years.

Visibility as a priority!

You can read more about our customer relationships later in this report, but I would like to highlight here our cooperation with Finnish transport service company Kaukokiito. Last year, we began to provide hi-vis workwear for Kaukokiito. This project has been simultaneously challenging, interesting, educational and rewarding. Sustainability was a key factor in the design of this line, which is one of the first hi-vis clothing lines made from recycled materials on the market.

Textile waste

We launched our Take Back service for reclaiming textile waste over two years ago, and we continue to be the largest individual owner of the textile recycling facility Rester. Rester is an important player not only from the perspective of our service concept but also from the viewpoint of textile processing in the Nordic countries. The volume of textile waste provided by Touchpoint customers increased by 12 % over 2021.

Team building

The entire Touchpoint team was given the opportunity to identify and learn to utilise their natural inclinations and improve their teamwork when they participated in coaching sessions led by Jari Saarenpää. Our team found the coaching programme rewarding and Jari gave us insight and ideas for developing the company's operations and our team members' individual skills.

On the next page, we have compiled the highlights of Touchpoint's year of 2022. I hope this report provides you with useful and concrete information about how our own actions have pushed the textile industry towards more sustainable operating models. We are always delighted to receive feedback and suggestions for improvement. Happy reading!”

Minja Kokkonen

*Director of Business
Development*
Touchpoint Ltd.



Touchpoint 2022 Highlights

Main business highlights

+46 %

Growth in turnover
compared to last year

30 171 €

Income taxes paid in Finland EUR 30 171

😊 7,4

Customer satisfaction score 7.4
(scale 0–10)

Main highlights in environmental liability

20 t

Compensation for own
operations in 2021

+12 793 kg

Growth in the volume of textile waste provided
by Touchpoint customers

+180 %

Growth in the usage of recycled
fibres compared to last year

Main highlights in social responsibility

6/22

We joined amfori
BSCI in 6/22

30 h/person

Team building coaching

20 pcs

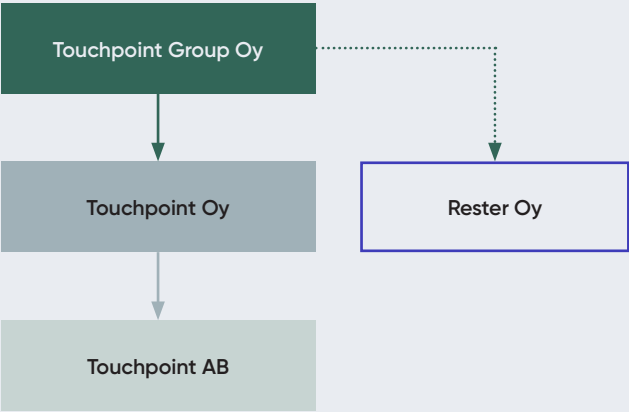
of team clothing donated to The
Finnish Hospital Clowns cooperation

Administrative and Management System

At Touchpoint Oy, the overall responsibility lies with the CEO. As sustainability is at the heart of our business strategy, themes of sustainability are also on the agenda of our Management Team. You can read more about our sustainability strategy and its cornerstones at the end of this section.

Description of Touchpoint’s administrative and management system

Touchpoint Oy is part of Touchpoint Group Oy. Touchpoint Group Oy owns 100 % of Touchpoint Oy. Touchpoint Oy owns 100 % of Touchpoint Workwear AB, founded in 2022. In addition, Touchpoint Group Oy owns approximately 31 % of Rester Oy.



Touchpoint Oy and its subsidiary Touchpoint Workwear AB are operatively responsible for the Group’s workwear business operations. The management model consists of the Annual General Meeting, Board of Directors and CEO of Touchpoint Group Oy. Touchpoint Oy’s Management Team assists the CEO in the management of Touchpoint Oy. The CEO of both Touchpoint Group Oy and Touchpoint Oy is Noora Salonoja.

The head office of Touchpoint Oy is located in Tampere, and our other office is situated in Helsinki. In addition to Sweden, one person employed by Touchpoint works from Estonia and one from Vietnam.

Annual General Meeting and Articles of Association

The Annual General Meeting is the main decision-making body of Touchpoint Group Oy. The Annual General Meeting adopts the financial statements, releases the company management from liability, decides on the use of the profit shown on the balance sheet, and decides on the amendment of the Articles of Association, issue of shares or the acquisition and redemption of the company’s own shares. In addition, the Annual General Meeting decides on, for example, the appointment of auditors and the Board of Directors and potential merger and acquisition transactions.

Board of Directors

Although Touchpoint Oy has its own Board of Directors, matters concerning the Group are overall processed by the Board of Directors of Touchpoint Group Oy. The Annual General Meeting elects the members of the Board of Directors for the next term of office. The Board of Directors elects a Chair and Vice Chair from among its members.

The composition of the Board of Directors of Touchpoint Group Oy 31 December 2022

- Tero Luoma, Chair
- Outi Luukko
- Anna-Kaisa Auvinen
- Akseli Reho
- Pekka Rajala

The Board of Directors of Touchpoint Group Oy does not include employees of or persons in a managerial position at Touchpoint Oy. Regarding the composition of the Board of Directors, the company believes it is important that the members have experience in both the textile industry and, for example, financing, commercial innovations and service concept development. We also strive to ensure that the members of the Board of Directors represent different genders and age groups and come from various educational, knowledge and work backgrounds. 40% of the Board of Directors are women and 60% men.

Administrative and Management System

Duties of the Board of Directors

The Board of Directors of Touchpoint Group Oy manages the company and its operations in accordance with law and the Articles of Association. The Board of Directors also ensures that the company accounts are audited in the appropriate manner. The Chair of the Board of Directors is responsible for supervising that the Board of Directors fulfils the obligations set for it in legislation and the Articles of Association.

CEO

The CEO of Touchpoint Group Oy is elected by the Board of Directors. The terms of the CEO's employment relationship are determined in an agreement adopted by the Board of Directors.

From a legal viewpoint, the CEO's most important duties include:

- Management and supervision of the company's business activities in accordance with the Limited Liability Companies Act and the instructions and powers given by the Board of Directors
- Ensuring the legality of the company accounts and appropriate organisation of business activities
- Bearing the responsibility for the company's operational activities independently, including making and enforcing decisions related to regular business activities
- Appointment of key managers relating to the company's business activities and the Management Team

Management Team

The Management Team's main duties include:

- Implementing the company strategy and coordinating operational activities
- Enforcement of the decisions of the Board of Directors, CEO and Management Team
- Assessment, management and mitigation of the impact of company operations (incl. environmental, social and administrative effects)
- Reporting and information production for decision-making
- Informing the entire team of topical issues and maintaining a good culture of dialogue
- Ensuring that the company guidelines are followed and the personnel are informed of new guidelines and decisions as well as that training is provided as necessary.

Risk management

Touchpoint assesses risks related to the company's business activities and operating environment in line with the ISO 9001 quality system. The Management Team conducts a risk analysis at least twice a year or more frequently if significant changes occur in the company's operations or operating environment.

We classify risks into the following categories:

- **TECHNICAL RISKS:** materials, products and product life cycle, work equipment and systems
- **OPERATIONAL RISKS:** contracts, forecasts and plans, resource adequacy
- **OUTSOURCED OPERATIONS:** subcontracting, warehousing and logistics, support functions
- **PERSONNEL RISKS:** competence and its maintenance, resourcing, absences
- **RISKS OF THE EXTERNAL OPERATING ENVIRONMENT:** changes in the operating environment, legislation, stakeholders and competitors' activities
- **FINANCIAL RISKS:** cost estimates and forecasts and their accuracy, investments etc.
- **SAFETY AND ENVIRONMENTAL RISKS:** occupational health and safety, possible environmental impacts of company operations

Risk analysis is an effective tool for assessing the company's business operations and allocating resources to themes relevant at a given time. It also helps the Management Team determine and allocate timely challenges and risks for the Board of Directors.



Responsibility and Sustainable Development

Once again it is time to take an inventory of our operations from the perspective of sustainability.

The themes of responsibility and sustainability have evolved but no major changes have taken place regarding the themes of our sustainability report. However, this is the first time we have included a GRI-index in our sustainability report. Touchpoint is not obliged to report on the company's sustainability efforts by authorities but, as a growing business, we believe in adopting more official reporting procedures.

The cornerstones of our sustainability strategy are:

1. Customer-focused sustainable products
2. Trailblazing circular economy
3. Positive social impact

These themes are prominent in this report and you can learn more about them in our [2021 Sustainability Report](#)



Responsibility and Sustainable Development

We have identified four UN Sustainable Development Goals that are relevant to our operations:



Goal 8: Promote sustainable economic growth, full and productive employment and decent work for all.

Touchpoint's strategy includes profitable growth, development of a circular economy and, subsequently, creation of new jobs. In 2022, our own team grew by 33%, and the operations and volumes of the textiles recycling company Rester increased significantly.



Goal 12: Ensure sustainable consumption and production patterns.

Our operations are built on sustainable choices and processes from design and materials to the end of our products' life cycle. We are constantly emphasising this aspect of our work to our customers, and we strive to actively add environmentally-friendly options to our product range without compromising product quality.



Goal 9: Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

Our operations follow sustainable values, and we aim to promote the circular economy of textiles together with our partners. Rester allows many Finnish and European operators to recycle their textile waste in a more sustainable manner. Furthermore, initiatives such as the Telavalue project launched in 2022 ([see Projects and partnerships](#)) are important opportunities for Touchpoint to develop its business activities and service model. We also launched a recycled fabric project in 2022, about which you can learn more about under [Materials and material development](#).



Goal 13: Take urgent action to combat climate change and its impacts.

In late 2021, we joined the Carbon Neutral Textile 2035 Commitment. This year, we have calculated the carbon footprint of our own operations and our most significant identified Scope 3 emissions. Our aim is to elaborate these calculations in future. We believe it is crucial to identify our main sources of emissions and find solutions to reduce them. With the assistance of Green Carbon Finland Oy, Touchpoint has taken measures to mitigate the emissions generated by its own operations.

SINCE THE VERY BEGINNING, sustainability has been at the heart of Touchpoint's business activities, which manifests as concrete actions. Our sustainability specialist monitors the implementation of our sustainability themes, and timely sustainability topics are often addressed at management level. At corporate level, we are constantly searching for measures to reduce the negative impact and increase the positive impact of our operations. You can read more about our efforts

under [Touchpoint's carbon footprint](#). We are often present at events and debates organised by the Finnish Textile & Fashion Association (Suomen Tekstiili & Muoti ry) and participate in the activities of the Sustainability and Circular Economy influencer group. You can learn more about our partners in promoting sustainable development under [Memberships and cooperation](#).

Stakeholders

We cooperate closely with our customers and other stakeholders. Our Management Team conducts regular stakeholder analyses, which take into account the demands of our key stakeholders and how Touchpoint meets the needs of each stakeholder. Our most important stakeholders are:

Kaikkein olennaisimmat sidosryhmämme:

STAKEHOLDERS
Customers
Personnel (Touchpoint team)
Owners
Suppliers and service providers
Financiers
Trade associations
Authorities
Civic organisations
Research and educational institutions

Other key stakeholders include Finnish Packaging Recycling RINKI Ltd, whose member Touchpoint is as a company subject to packaging producer liability. Furthermore, since 2022, Touchpoint has been subject to the separate textile waste collection obligation. We will discuss this obligation in our future reports. Since 2019, we have collected our customers’ textile waste for recycling at Rester.



Communication

The cornerstones of our internal communication include a weekly team meeting, where everyone is given an opportunity to discuss their current tasks and responsibilities. We strive to establish an open culture of dialogue and encourage everyone to bring up challenges and problems as well as more positive topics and achievements. In addition to these weekly meetings and traditional communication methods, our team meets several times a year to discuss the company objectives together and holds more informal gatherings, for example, in summer and before Christmas.

In terms of external communication, we reach out to our customers and other key stakeholders through various channels. We also carry out annual customer surveys. You can read more about them under Business and growth. Our most important mass communication tools include our website, LinkedIn and Instagram, and monthly newsletter. Through these channels, we communicate about upcoming events as well as timely themes and topics in our industry.

In 2022, we released [a video](#) introducing our company and launched our own blog on the company website. After the COVID-19 restrictions eased off, we relaunched our breakfast events for customers and other partners in autumn 2022.

Workwear producers, i.e. subcontractors, and suppliers of textile materials are some of our most important stakeholders. We communicate with our subcontractors on a daily basis and audit their operations at production sites. Our supplier management process includes having subcontractors accept our Code of Conduct. [You can learn more about this in our 2020 Sustainability Report](#)

Touchpoint is obliged to report on its annual sustainability efforts by submitting a Communication on Progress report released on the website of UN Global Compact: <https://unglobalcompact.org/what-is-gc/participants/144771-Touchpoint-Oy>



Environment and Climate

Customer-focused sustainable products

The best sustainable workwear solutions for us, you and the environment.

Main targets:

- ① **Happy customers**
Measurement and improvement of customer satisfaction
- ② **Environmental awareness**
Calculation of our carbon footprint and increasing the use of recycled materials
- ③ **Producer liability**
Development and gradual expansion of audit reporting

Materials and material development

The main source of emissions in our operations is emissions generated by textile materials used in workwear manufactured by Touchpoint. In 2022, we focused on developing the calculation of material emissions to receive more in-depth results.

Materials

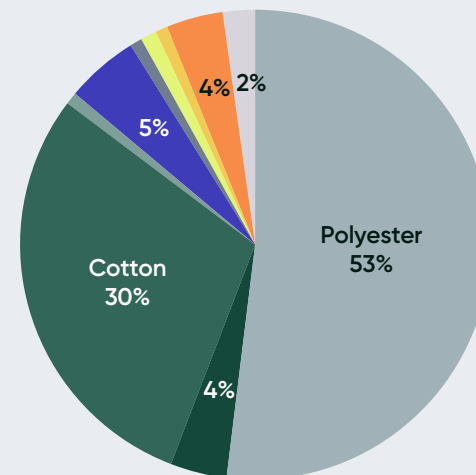
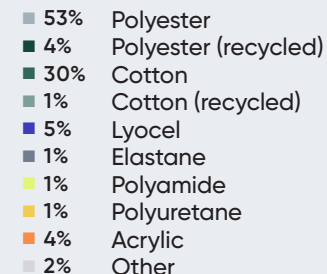
We consider the consumption of fabric used in our workwear production and calculate the consumption of material according to the average weight of our purchased products. As last year, we used the emission calculator provided by the Carbon Neutral Textile 2035 Commitment. The calculation for 2021 has been presented similar to the figures for 2022 to make comparing them possible. The use of materials increased by 64% compared with the previous year. Cotton and polyester continued to dominate the composition of our materials, but we succeeded in increasing the percentage of Lyocell substantially – by 700 % compared to the previous year. We find replacing cotton with Lyocell important because it contributes to the maintenance of biodiversity. There was a 180 % increase in the use of recycled materials (kg), which exceeded our objectives.

We purchase fabric directly from fabric suppliers who make sure that the REACH regulation is met that is in line with EU legislation. Our most significant fabric suppliers in 2022 in alphabetical order: Carrington Textiles/Great Britain, Concordia Textiles/Belgium, Foxa Oy/Finland, Klopman International/Italy, Utexbel/Belgium.

ReTouch by Touchpoint

In 2022, we succeeded in advancing our project to promote closed-loop workwear. In this project, Touchpoint cooperates with Klopman/TDV and Rester to recycle used textiles into new workwear material. This year, we took concrete actions to advance the project and we can expect to see the results in 2023. Our aim is to create a fabric quality suitable for the workwear market, which is why the share of recycled fibres in the fabric is determined by ensuring that the end product meets the quality requirements set for workwear.

Product material composition 2022



Production and supply chain

In June, our entire team had the opportunity to visit several partner factories in Estonia. The number of factory visits and internal audits increased when the COVID-19 restrictions enforced in the past few years were released.

In 2022, the war in Ukraine brought significant challenges for many industries, including the textile industry. The COVID-19 pandemic had already resulted in the move of production from Asia to Europe, but the Russian invasion of Ukraine generated new challenges for textile production in Europe. Touchpoint has one producing partner in western Ukraine and, while knowing the risks of this decision, we have continued cooperation with them despite the war. The war has caused a shortage of capacity and, subsequently, unavoidable difficulties in the delivery of materials and final products.

Our production has also been impacted by the increase in energy costs both at our subcontractors' production sites and in the manufacture of materials. Price increase notes and discussions became nearly a daily occurrence this year. By engaging in open dialogue with our production partners, material suppliers and customers, we have successfully responded to the challenges created by our operating environment.

During the year, we also visited our new production sites in Bulgaria and Vietnam and conducted an extensive internal audit at our partner factories in Estonia and Vietnam. In our own production site audits, we addressed aspects such as occupational safety, waste processing and energy efficiency. Our production site in Vietnam has also been BSCI-audited.

The nearby production rate of our textile production was 67 % in 2022. In other words, the products sold by us were mainly produced in Estonia and other Baltic countries.

Production by country

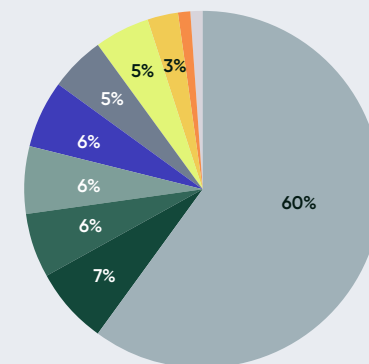
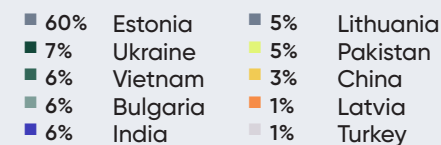
In 2022, Touchpoint carried out production activities in Estonia, Latvia, Bulgaria, Ukraine and Vietnam. For certain projects, we also procured products from Pakistan and China through our partners. With the exception of the Baltic countries, which are considered to be low-risk countries, the aforementioned production countries are classified as high-risk countries according to the amfori BSCI risk rating.

In summer 2022, we hired a local expert in Estonia to manage the quality control of our European production sites and to supervise the production of our garments in general. Our production team has benefited greatly from this decision, since it has improved the transfer of information and increased transparency with the production sites. In addition, Touchpoint's own production supervisor Sumedha has continued his valuable work in production sites and quality control in Vietnam.

Logistics

The difficulties in logistics that began during the COVID-19 pandemic continued in 2022. These included prolonged delivery times (especially sea freight) and changes in transport rates. However, we have been able to surpass these challenges through transparent and open dialogue with our customers, and we have taken the prolonged delivery times, in particular from Asia to Europe, in our forecasting and delivery time calculations.

Pieces produced by country



Freight distribution by transport mode



Touchpoint's carbon footprint

IN 2022, WE “COMPENSATED” emissions produced by our own operations for the first time. We will tell you more about these efforts below. See the section Touchpoint’s mitigation measures to learn why the term compensation is in quotes. We have yet to have an external authority validate our calculation process, but we will look into this possibility in 2023. Emissions produced by our own operations consist of the power, heating and cooling expenses of our two offices, and we have succeeded in reducing these emissions from the previous year. The electricity used by our offices is green electricity and our emissions are generated by emissions from district heating production. However, our own operations make up approximately only 1% of the total emissions from our supply chain, which is why we have focused on analysing emissions generated by our subcontracting chain, i.e. Scope 3 emissions. The majority – 95% – of our emissions are generated by the textile material we use in production. This figure includes emissions from production. Our use of freight services has increased following the increased production volume, and in 2022 the emission calculation became more in-depth and the scope broader. The volume of business travel increased significantly in 2022 following the release of COVID-19 restrictions. The calculation of packaging material and freight volumes has been elaborated, and these are not fully comparable.

Our investment in understanding the climate emissions generated by our production is beginning to bear fruit. We identified the main sources of emissions of our operations and obtained figures to support our climate statements.

Touchpoint's mitigation measures

In order to mitigate the environmental impact of its operations, Touchpoint acquires climate credits in addition to its active efforts to reduce emissions.

Since 2022, Touchpoint has invested in carbon assimilation by acquiring carbon sink credits to compensate for its Scope (1–)2 emissions. Projects organized by Green Carbon boost the carbon assimilation capacity of existing forests, after which the surplus carbon assimilation exceeding the forest baseline is sold as carbon sink credits on the voluntary carbon market. One carbon sink credit equals one tonne of CO2 sequestered from the atmosphere. The excess carbon assimilation generated by the project mitigates climate change and supports Finland’s national goal to achieve carbon neutrality by 2035.

The Finnish Ministry of the Environment published guidelines for voluntary emission compensation in early 2023.

In line with international best practices, all organisations should primarily reduce their own emissions and carbon footprint. Organisations can complement their climate efforts by supporting other organisations’ voluntary climate measures that would not otherwise be realised. Net emissions can be reduced more effectively at the global level through cooperation than independent measures.”

According to the guide, the word compensation is not used unambiguously and can be understood in multiple ways. Thus, the word compensation is not recommended to be used as a claim. We will amend our climate road map to comply with the guide in 2023.

Identified greenhouse emissions 2022

	Scope	2021	2022
Office electricity	scope 2	0	0
District heating of offices	scope 2	18,59	16,68
Office cooling	scope 2	0	0
Textile materials used in production*	scope 3	1799,49	3 199,81
Packaging materials **	scope 3	9,8	5,03
Freight import/export***	scope 3	31,02	92,46
Transportation and processing of office waste	scope 3	0	0
Business travel	scope 3	8,02	19,93
Personnel commuting	scope 3	5,12	5
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tons per year		1872,04	3338,91

* The calculation method was developed in 2022 and the 2021 calculation was changed to be consistent with the new calculation model.
** Calculation method and accuracy changed in 2022. Not comparable with 2021.
*** Calculation method and accuracy changed in 2022. 2021 figures have also been re-calculated.



Business and Growth

Circular economy creating new business

Seeking solutions for the transition to a profitable circular economy.

Main targets:

- ① **Service model development:**
Acquisition of new international customers and development of an international textile waste service model
- ② **Closed-loop workwear quality:**
Launch of a closed-loop workwear quality in 2023
- ③ **Textile waste**
Increasing the volume of textile waste (kg) delivered to Rester.

Sales review 2022

“In the aftermath of the COVID-19 pandemic in late 2021, when the pandemic was still prevalent, we looked forward to 2022 and expected many businesses to recover from the difficult times. The pandemic had put the tourism, hotel and restaurant sector to a test, but now was the time of revival.

February 2022, we faced “a new surprise” which upset the operations of many a business – including our sector. The number of production sites was reduced, material delivery times were prolonged, and costs increased significantly. The situation was new to all of us. Fortunately, our customers were understanding and our cooperation with several customers became stronger than ever during the year. The graph below shows our sales by customer segment for 2022.

WE BEGAN THE YEAR 2022 BY LAUNCHING COOPERATION WITH KAUKOKIITO, a pioneer in sustainable transport. In cooperation with Kaukokiito’s personnel, we developed the best and most environmentally-friendly workwear in the industry. Occupational safety, user needs, working conditions and feedback from trial use were taken into account in the design of the workwear. The garments are made from stretchy and comfortable ecological materials, in which virgin polyester has been replaced with recycled materials.

Many public sector operators, such as hospital laundries, prepared for the changes brought on by the introduction of Wellbeing Services Counties in 2023 and postponed their tendering activities. As active drivers of textile waste processes, these operators were key players

during the early days of our textile recycling facility Rester by producing high-quality textile waste material on a regular basis. Launched in 2021, our textile waste Take Back –service grew significantly in 2022 and generated interest among many of our customers following the decree on the separate collection of textile waste, which entered into force in early 2023.

In other words, the year 2022 was meaningful to Touchpoint in many ways. While our turnover grew by MEUR 3.5 from the previous year, we learned a great deal about navigating changes in a crisis, the importance of maintaining customer relationships and the development of teamwork. We will definitely put this knowledge into practice in 2023!

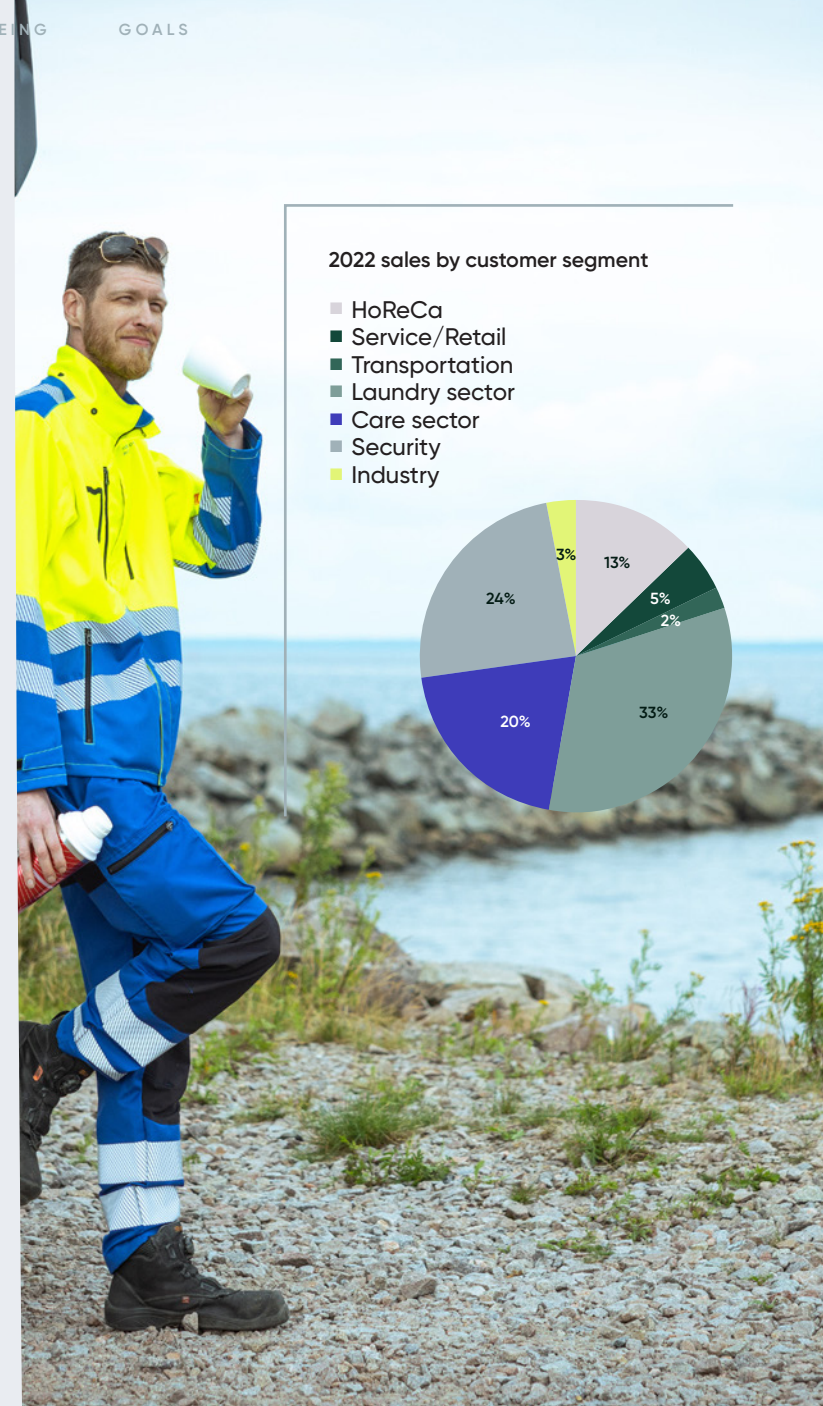
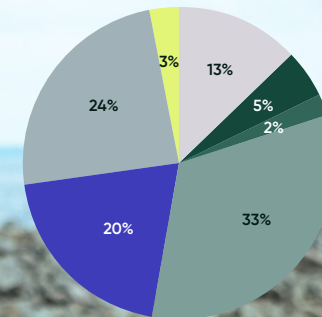
Joni Mäenpää

Sales Director
at Touchpoint



2022 sales by customer segment

- HoReCa
- Service/Retail
- Transportation
- Laundry sector
- Care sector
- Security
- Industry





Entrance into the Swedish market

We entered the Swedish market in 2022 by commencing deliveries to Capiro's laundry service partner and directly to their units. Our first deliveries to Sweden took place in August, when the individual Capiro units began to order our workwear via their own online shop.

In the summer, we appointed Marko Ruotsalainen as Country Manager in Sweden. Marko has twelve years' experience in the workwear sector in Sweden and he led the establishment of a new customer base and customer segments in Sweden in late 2022. At the same time, we began to understand Touchpoint's potential and opportunities in the Swedish market better. In Sweden, our strategy is to advance gradually by keeping our strengths in mind.

Take Back pledge

Since 2021, Touchpoint has been committed to reclaiming and recycling textiles in a sustainable manner. In 2022, we once again learned more about our processes as a reclaimer of end-of-life textiles. The development of Rester's order placement system has also made the process smoother for our customers. In addition, we piloted a supply chain of small recycling bags, the purpose of which is to collect smaller batches of textile waste from our customers.

Customer surveys

In spring 2022, we conducted a customer satisfaction survey after a short break. It was wonderful to notice that our partners value sustainability. We received plenty of positive feedback on our operations and learned about aspects that still require improvement. The survey provided us with important insight into how our customers view our work. The results were clearly influenced by current affairs and challenges, and we identified many areas for development. The majority of the respondents were happy with our products and found the price-quality ratio good. With respect to our textile waste collecting customers, 80 % of the respondents felt that their company had gained added value as a result of sustainable recycling of textile waste.

In addition, we carried out a sustainability survey focusing on purchase decisions. The survey was implemented by a student at South-Eastern Finland University of Applied Sciences (XAMK). We obtained interesting information about the aspects of sustainability our current and potential customers prioritise when making purchase decisions. The survey results showed that companies are increasingly concerned with sustainability and sustainable procurement. Procurement decisions are often influenced by factors such as the workwear supplier visiting its production sites on a regular basis and the certification of production sites. The sustainability certification status of the final product or the emissions generated from product transport influence companies' procurement decisions only moderately. According to the survey, all companies are interested in the use of recycled polyester for the purpose of circular economy and their own principles of sustainable procurement, but they are not ready to compromise the quality or reasonable purchase price of the product. The survey also revealed that medium-sized companies have a more neutral attitude towards sustainability in procurement, whereas small and large companies appear to have the most positive attitude towards different factors supporting sustainability.

Projects and partnerships

Every year, Touchpoint receives numerous invitations to speak and coach at events concerning the textile industry and circular economy.

WE ARE FLATTERED TO BE VIEWED AS A PIONEER IN THE INDUSTRY and happy to discuss our work with stakeholders interested in our operations. In 2022, we illustrated our operations especially from the perspective of circular economy at events and training courses organised by the Finnish Textile & Fashion Association and as part of various research projects (VTT, Aalto University, the Swedish National Road and Transport Research Institute (VTI)).

THIS YEAR, WE FOCUSED OUR DEVELOPMENT EFFORTS on the VTT-led Telavalue project supported by Business Finland. Launched in 2022, Telavalue is a two-year project in which several research and educational institutions as well as companies are involved. The name of the research project is an acronym of the words “Value Chains for Sustainable Production, Use and Cycles of Textiles”, and the project is comprised of multiple sub-projects revolving around, for example, the use of recycled and bio-based raw materials in textile production, sustainable business models in the textile sector, and textile recycling and related processes.

TOUCHPOINT’S TELAVALUE PROJECT is concentrated on the globalisation of Touchpoint’s circular economy service model. Our objective for these two years is to identify the needs of and operators and potential partners on the neighbouring markets and establish a service model that meets the needs of our customers, while also advancing our circular economy targets. At the end of the project, we aim to pilot our circular economy service model with potential customers on the neighbouring markets. We already took important steps forward in 2022 to further our project by identifying operators, processes and tools on the neighbouring markets. In future, we will continue to report on the progress of the project in our Sustainability Report, for example.

Memberships and cooperation

WE BELIEVE IT IS IMPORTANT TO PARTICIPATE in the work of textile organisations and associations, as it helps us network with interesting companies and keeps us up to speed with industry trends and current research.

In 2022, our most important memberships were with:

amfori BSCI	FIBS
Swedish Chamber of Commerce	Association for Finnish Work
Finnish Textile & Fashion Association	Suomen Yrittäjät
Finnish Packaging Recycling RINKI Ltd	UN Global Compact

In addition, participation in training on different subjects is important for the development of our team. In 2022, our most important memberships were with:

Touchpoint Workwear AB is also a member of TEKÖ (Sveriges Textil- och modeföretag). We hope to participate in the Swedish textile industry’s projects through TEKÖ in the future. Since 2021, the quality of Touchpoint Oy’s operations and observance of environmental aspects in our business have been proven by our ISO9001 and ISO14001 certificates.





RESTER

Rester

A global leader in textile recycling

For our textile recycling facility Rester in Paimio, the year 2022 was the first full year of business.

Rester is a global leader and pioneer in the establishment of value chains in the sector of textile recycling. Operating from South-Eastern Finland, Rester offers textile recycling solutions that refine textile waste and production side streams into recycled fibre and high-quality raw material. During the process, textiles are mechanically pulled apart into fibres. Rester's recycled fibres can be used in a variety of industries as an alternative to virgin raw materials. The customer base consists of companies that use textiles and recycle textile waste as well as companies that use Rester's recycled fibres in their own production or products.

Rester

The new company experienced strong growth in each area, with the most substantial being the reinforcement of its market position in Scandinavia and in the Baltic Sea region.

In addition to Finland, Rester receives textile waste from, for example, Estonia, Latvia, Lithuania, Sweden, Norway and Denmark. We expect the operations to expand to other European countries in the next few years.

The share of customers recycling textile waste and ones buying recycled fibres increased significantly, and the path of growth and development appears very bright at the moment. The volume of received textiles grew by 165 % between 2021 and the end of 2022. In other words, Rester received a total of 882,835.5 kg of textile waste.

The environmental savings generated by Rester – if the amount of fibre is set in proportion to the environmental emissions produced by virgin fibres – were:

611,741,300 litres of water

The amount equals
5,097,844 10-MINUTE SHOWERS!

2 663 503 kg CO₂e

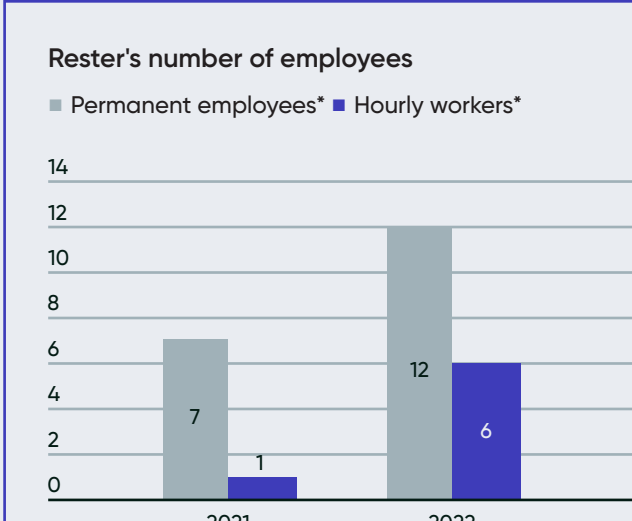
The amount equals travelling around the world
450 TIMES BY CAR!

The year 2022 was the first full year of activity of Rester’s operations. Rester has yet to utilise all the received textiles as raw material because the product development necessary for creating innovations based on recycled materials, ensuring product safety and up-scaling the product for manufacturing together with our customers and partner network take time.

In spring 2022, Rester entered into a strategic partnership with the Swedish company Södra Skogsägarna ekonomisk förening. Södra-developed Oncemore technology enables the production of new raw material from cellulosic textile waste and forestry side streams for the manufacture of renewable recycled fibre. The cooperation between Rester and Södra creates synergy gains for both companies as well as companies generating textile waste.

Following the partnership, Rester opened a new logistics centre in Rydboholm in South-West Sweden to increase its capacity to serve corporate customers in Sweden, Denmark and Norway. At Rester’s logistics centre, textile waste is processed, divided into different raw material streams and directed to the most suitable recycling application. Rester’s cooperation with Södra increases the utilisation rate of textile waste substantially in the Nordic countries and offers companies a way to fulfil the separate collection and recycling obligation concerning textile waste that will enter into force in the European Union in 2025.

Despite its small size, Rester has as a circular growth company achieved high visibility on the rapidly evolving market. In fact, Rester representatives were requested to speak at several conferences and influencer events focused on the textile circular economy in 2022. In addition, Rester was involved in multiple international research and co-creation projects, for example, the EU-funded Extended project.





People and Well-Being

Advancing sustainability both for employees and society

Touchpoint aims to drive positive and sustainable development for both its employees and stakeholders.

Main targets:

- ① **Acting as a spokesman for sustainability:**
Customer and stakeholder events four times a year
- ② **Motivated and competent personnel:**
Higher employee satisfaction and keeping employee turnover below 10%

Non-profit cooperation

The Finnish Hospital Clowns

Touchpoint's cooperation with The Finnish Hospital Clowns continued in 2022. We donated team hoodies to hospital clowns and produced new clown jackets together with our partners. We also provided clowns with patching sets for repairing their old garments. Marimekko and seamstresses from the vocational school Keuda, among other organizations, were involved in the project. We were also given an opportunity to tell a few red noses about our circular economy efforts when they visited our office.

READ MORE: <https://www.touchpointww.com/news/our-support-for-the-finnish-hospital-clowns-association>

resQdog

resQdog Oy, which became operational in May 2022, wants to encourage dog-owners to consume in a sustainable manner. The company manufactures dog supplies from surplus and recycled textiles and the proceeds are used to help homeless dogs find happy homes. The products are sewn by immigrants in Jyväskylä and the proceeds are donated to charity. Last year, we launched a project in which we donated surplus fabric for the manufacture of dog toys, and Rester donated recycled fibre to be used as toy filling.

Breakfast events and webinars

IN 2022, we organised two circular economy breakfast events and held one webinar. Following the release of pandemic restrictions, there was something special in the air at our partner and customer events and we received a great deal of positive feedback from the participants. The theme of the first circular economy breakfast event was sustainable digital solutions, which we learned more about from Sari Siitonen from openCO2.net (former Clonet Oy), who is specialised in carbon footprint calculation, and Mikko Wahlman, representing the impact communication tools from AskKauko. In the autumn, we held a second circular economy breakfast event, the topic of which was the future of the textile industry in Finland. The speakers at this event were Chief Sustainability Officer Shahriare Mahmood from Spinnova and Miska Paulorinne from Rester. Both speakers discussed their respective companies' solutions to promote sustainability in the textile

industry and the importance of sustainability for the Finnish textile sector.

In November 2022, we organised a webinar on the EU's separate textiles waste collection and recycling obligation for our partners. We were grateful to have Sirje Sten from the Finnish Ministry of the Environment explain the effects of the obligation in practice, and the webinar made us realise that the textile recycling obligation has actually been applied to companies since summer 2022, obliging them to recycle textiles sustainably.

Read more: <https://www.touchpointww.com/news/touchpoint-of-view-eus-separate-textiles-waste-collection-and-recycling-obligation>



Personnel

IN 2022, our team grew by five persons, i.e. 33%! In particular, we wanted to strengthen our production and product development team and boost our entrance into the Swedish market. We supported the development of our personnel by, for example, hiring an external consultant and organising in-house training on circular economy and sustainability. The team's business travel rate rose to the normal level after the COVID-19 pandemic. You can find the total emissions generated by business travel under [Touchpoint's carbon footprint](#).

Our team of twenty consists of permanent and temporary employees. As in previous years, our work community is female dominated. At the end of 2022, two employees were on parental leave. All our employees are covered by occupational healthcare and labour protection. Performance appraisals are held twice a year.

Since 2022, our personnel has consisted of workwear sector experts in Tampere and Helsinki as well as experts in Sweden and Estonia.

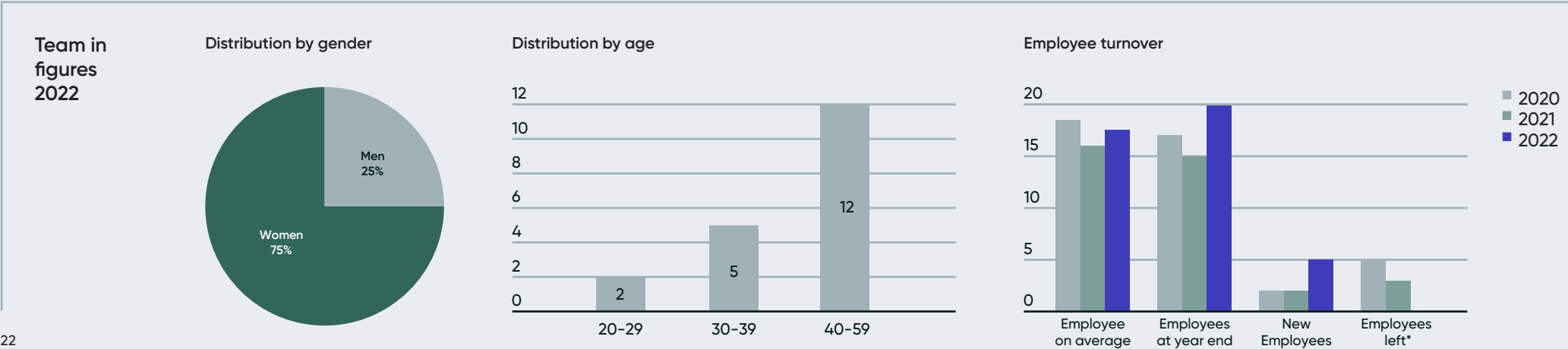
TOUCHPOINT'S OCCUPATIONAL HEALTH AND SAFETY COMMITTEE works in cooperation with the occupational healthcare provider. In 2022, a workplace survey was carried out at the Tampere office. At the end of the year, a sample sewing room was built in the Helsinki office, and the workplace survey will be updated with respect to this addition in 2023.

Although the majority of our employees' duties are expert tasks, we were unable to completely avoid minor occupational accidents during the year. Our occupational health and safety committee processed a total of three minor occupational accidents.

In order to support our employees' health, we offered all our permanent employees ePassi sport and culture benefits. Our employees are welcome to request ergonomics guidance and computer glasses from the occupational healthcare provider. We conduct an employee satisfaction survey twice a year and the satisfaction grade has remained steady.

IN 2022, THE SATISFACTION GRADE improved by one compared to the previous year. Employee satisfaction is measured by calculating the average of multiple numerical questions. The questions concern topics such as workload, communication, work performance and duties. We go over the employee satisfaction surveys together with the entire team and always strive to do better. The Management Team does not take part in the survey. Thus, approximately 15 persons have responded to the survey annually.

In 2022, we began to offer sustainability and circular economy training to our team. We held three training sessions, which discussed the terminology and frameworks of sustainability, climate change and emission calculation. Touchpoint will continue to provide training for its employees in 2023.





Equality and non-discrimination

Following the growth of our team, we deemed it necessary to include ethical guidelines in our internal management system. Our aim is to ensure that our company is free of any form of discrimination, harassment or bullying and that our work culture is transparent, interactive and equal. We are actively creating opportunities for conversation and joint activities, and we invest in constant improvement as well as cooperation within the team and individual competence development. The applicable collective agreement is agreed on by employment contract.

Team building

In 2022, we invested in improving inclusion in our team. We developed the cooperation skills of the entire Touchpoint team and supported our employees' individual development. Professional coach Jari Saarenpää held multiple Luontaiset taipumukset™ group coaching sessions for our team both in the spring and autumn. To ensure individual development, Jari had one-on-one meetings with our employees. The purpose of the coaching programme was to build the Touchpoint team into a tight-knit community and make cooperation within the team more seamless and natural by utilising the innate strengths of individual employees, Jari also addressed a few topics deemed particularly beneficial to Touchpoint and the team. These included constructive and positive feedback. The coaching sessions received high praise from the team and the employees were always waiting eagerly for the next meeting. Thanks to the coaching, we got to know each other better, we learned more about ourselves, and our mutual communication improved.

amfori BSCI membership

In May 2022, Touchpoint became a member of amfori BSCI. The aim of the initiative is to improve social performance in global supply chains. We believe that, by joining amfori BSCI, we can improve our own performance and tools regarding production and supply chain management, supervision and development. Our goal for 2022 was to learn more about amfori BSCI as a tool from the perspective of our own operations and participate in related training. In 2023, we aim to connect more of our production and contract manufacturing partners to the amfori BSCI system and learn to utilise BSCI tools more effectively in our supply chain.

Table of Goals

Sustainability strategy	Indicator	Status	Goal achieved in 2022	Goal 2023–2025
Customer-focused sustainable products	Customer satisfaction survey report	2022: Regular customer satisfaction survey scheme launched in line with target.	✓	2023: Improvement of the customer satisfaction score
	Carbon footprint calculation	Carbon footprint of own operations calculated for 2022. Carbon neutrality of our own operations in 2022. We achieved both goals.	✓	2023: Carbon neutrality of our own operations 2023: Determination of carbon neutrality 2035 targets for Scope 3
	Utilisation rate of recycled materials	In 2022, we used 13,000 kg of recycled materials. The target for 2022 was to increase the use of recycled materials by 100%. The use of recycled materials increased by 180%.	✓	2023: Increasing the use of recycled materials by 100%. 2025: 1) 95% of our own line made of ecological materials. 2) 20% of products containing cotton replaced by other cellulose-based materials
	Audit reports	Auditing of production sites was begun in the autumn of 2021. Sites audited in 2022: 2. The goal was to audit 5 local production sites and all active Vietnam production sites.	✗	2023: Auditing of 4 production sites.
Circular economy creating new business	End-of-life textiles sent to Rester kg / year	In 2022, our customers and production sites sent 119,436 kg of end-of-life textiles to Rester. The goal was to increase the take back of end-of-life textiles by 100%. The increase was only 12%.	✗	Increasing the take back of end-of-life textiles by 50% over 2022.
	Launch of closed-loop workwear	In 2022, we launched a closed-loop workwear fabric project together with Rester, Lindström and Klopman/TDV.	✓ New goal	2023: Manufacture of sample workwear from the first 500 m test batch and launch of the new ReTouch workwear fabric.
	A textile waste service model for international customers	We did not completely achieve our goal to have a commercial recycling service model in place by the end of the year, although it was piloted with one customer.	🔄 Goal amended	2023: Building a service model, including a textile waste service, suitable for international customers. To be piloted in 2024.
	New international customers	First significant international customer gained in 2021. Internationalisation targets are part of the strategy. The goal was to gain three major international customers.	✗	2023: 2 new international customers.
Positive social impact	Customer and stakeholder events held during the year	In 2022, we held 2 breakfast events and 1 webinar. We did not achieve the goal of 4 events due to the pandemic situation in early 2022.	✗	2023: We* will organise 4 customer events/webinars. *With Touchpoint Workwear AB
	Employee satisfaction grade	Employee satisfaction surveys are conducted twice a year. The employee satisfaction grade (average per year) was 7.35 (2021: 6.46) and NPS 23. The goal was to improve employee satisfaction compared to the previous year.	✓	2023: Improved employee satisfaction and NPS.
	Employee turnover (%) during the calendar year	We only gained more employees. The goal was to keep employee turnover below 10%.	✓	2023: Employee turnover remains below 10%

GRI Index (1/4)

Description and scope of reporting

The report covers Touchpoint Oy's operations from the period of 1 January–31 December 2022. The report complies with the GRI standard as appropriate. This is the first GRI index prepared by Touchpoint Oy for its sustainability reporting. Touchpoint has reported on sustainability annually since 2020. The contact person in matters concerning Touchpoint's sustainability work and reporting is Minja Kokkonen, Director of Business Development.

Gri Standard Category	Index	Report Section	Comments
GRI 2: General Disclosures 2021	2-1 Organisational details	Administrative and Management System	
	2-2 Entities included in the organisation's sustainability reporting	Description and limitations of reporting	
	2-3 Reporting period, frequency and contact point	Description and limitations of reporting	
	2-4 Restatements of information	Touchpoint's carbon footprint	Calculation developed in 2022.
	2-5 External assurance		The report is not verified by a third party.
	2-6 Activities, value chain and other business relationships	Sales, Production and supply chain, Stakeholders and cooperation	Production & supply chain described in more detail in the 2020 report: www.touchpointww.com/vastuullisuusraportti
	2-7 Employees	Stakeholders and cooperation	
	2-9 Governance structure and composition	Administrative and Management System	
	2-10 Nomination and selection of the highest governance body	Administrative and Management System	
	2-11 Chair of the highest governance body	Administrative and Management System	
	2-13 Delegation of responsibility for managing impacts	Administrative and Management System	
	2-14 Role of the highest governance body in sustainability reporting		The CEO approves Touchpoint's Sustainability Report
	2-22 Statement on sustainable development strategy	Sustainability and strategy, Table of Objectives	
	2-23 Policy commitments	Values and sustainability	
	2-24 Embedding policy commitments	Administrative and Management System	
	2-28 Membership associations	Memberships and cooperation	
	2-29 Approach to stakeholder engagement	Stakeholders and cooperation	
	2-30 Collective bargaining agreements	Equality and non-discrimination	
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Sustainability and strategy	
	3-2 List of material topics	Sustainability and strategy, Table of Objectives	
	3-3 Management of material topics	Sustainability and strategy	A sustainability specialist monitors developments in the industry. Discussion, development and decisions in the Management Team.

GRI Index (2/4)

GRI-standard in kategoria	Index	Report Section	Comments
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Touchpoint 2022 Highlights	
	201-2 Financial implications and other risks and opportunities due to climate change	Administrative and Management System, Environment and Climate	The potential financial effects of the climate crisis have yet to be calculated. The main factor harmful to the environment in Touchpoint's activities is the materials used in textiles. Touchpoint is constantly seeking more environmentally friendly materials.
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		Anti-corruption is addressed in Touchpoint's Code of Conduct.
	205-2 Communication and training about anti-corruption policies and procedures		Our anti-corruption guidelines have been included in the employee induction training plan.
	205-3 Confirmed incidents of corruption and actions taken		No known cases
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		No known cases
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Materials and material development	
	301-2 Recycled input materials used	Materials and material development	
	301-3 Reclaimed products and their packaging materials		A separate reporting and monitoring process for reclaimed products exists. In principle, our products are not individually packaged.
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Touchpoint's carbon footprint	
	302-2 Energy consumption outside of the organization	Touchpoint's carbon footprint	
	302-4 Reduction of energy consumption	Emissions, TP carbon footprint compensation	
	302-5 Reductions in energy requirements of products and services	Materials and material development, Touchpoint's carbon footprint	
GRI 303: Water and Effluents 2018	303-5 Water consumption		In the textile industry, water is mainly used in material production. No significant amounts of water are used in our own operations, but we can influence the consumption of water by making the right material choices in the product design stage.

GRI Index (3/4)

Gri Standard Category	Index	Report Section	Comments
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Touchpoint's carbon footprint	
	305-2 Energy indirect (Scope 2) GHG emissions	Touchpoint's carbon footprint	
	305-3 Other indirect (Scope 3) GHG emissions	Touchpoint's carbon footprint	
	305-4 GHG emissions intensity		Emissions/turnover yet to be calculated
	305-5 Reduction of GHG emissions	Touchpoint's carbon footprint	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts		The purpose of Touchpoint's Take Back pledge is to collect end-of-life textiles and recirculate them. This saves natural resources.
	306-2 Management of significant waste-related impacts	Materials and material development	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Production	
	308-2 Negative environmental impacts in the supply chain and actions taken	Materials and material development	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Personnel	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Personnel	
	401-3 Parental leave	Personnel	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Personnel	
	403-2 Hazard identification, risk assessment, and incident investigation	Personnel	
	403-3 Occupational health services	Personnel	
	403-5 Worker training on occupational health and safety	Personnel	
	403-6 Promotion of worker health	Personnel	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Considered in own audits at production sites
	403-8 Workers covered by an occupational health and safety management system	Personnel	
	403-9 Work-related injuries	Personnel	
	403-10 Work-related ill health		No known cases

GRI Index (4/4)

Gri Standard Category	Index	Report Section	Comments
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee		Not calculated for 2022, but all employees have participated in both internal and external training.
	404-2 Programs for upgrading employee skills and transition assistance programs	Personnel	
	404-3 Percentage of employees receiving regular performance and career development reviews	Personnel	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Administrative and Management System, Personnel	Age distribution not reported.
	405-2 Ratio of basic salary and remuneration of women to men		Information cannot be reported in a small company without compromising personal data
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		No known cases
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		No known cases. We strive to increase the number of our own audits at production sites. We visit our production sites regularly (with the exception of Ukraine).
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor		No known cases. We strive to increase the number of our own audits at production sites. We visit our production sites regularly (with the exception of Ukraine).
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		No known cases. We strive to increase the number of our own audits at production sites. We visit our production sites regularly (with the exception of Ukraine).
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Production	
	414-2 Negative social impacts in the supply chain and actions taken	Production	No known cases. We strive to increase the number of our own audits at production sites. We visit our production sites regularly (with the exception of Ukraine).
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Materials and material development	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services		No known cases
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling		We observe customer requirements and local regulations regarding labelling.
	417-2 Incidents of non-compliance concerning product and service information and labeling		No known cases
	417-3 Incidents of non-compliance concerning marketing communications		No known cases
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		No known cases

Glossary

Amfori BSCI

amfori BSCI was developed in 2003 by amfori, a leading global business association promoting open and sustainable trade. amfori strives to support companies in improving human well-being, using natural resources sustainably and promoting open trade globally. In an amfori BSCI audit, a producer is evaluated based on how well it complies with the values and principles of amfori BSCI practices. A total of thirteen interconnected performance areas have been derived from these values and principles. <https://www.amfori.org/content/amfori-bsci> read on 1/2/2022)

Inclusion

Inclusion means equal and non-discriminatory practices that recognise and are inclusive to all. Diversity and inclusion go hand in hand. <https://www.ttl.fi/en/learning-materials/diversity-and-inclusion-expert-organization/diversity-and-inclusion-what-and-why>

GRI

GRI or Global Reporting Initiative is an independent, non-profit organisation operating at international level. The organisation's head office is located in Amsterdam. GRI aims to bring sustainability reporting closer to the level of financial reporting and establish an international framework for financial, social and environmental reporting. <https://www.globalreporting.org/> (read on 12/10/2022)

Separate textiles waste collection obligation

Municipalities are obliged to organise the collection of household waste, i.e. collection and recycling of textile waste generated by consumers. The new Government Decree on Waste does not amend this obligation. In principle, companies and public operators are responsible for waste generated in corporate activities and public administrative activities and services and the waste is usually processed outside the municipal waste management system. <https://www.stjm.fi/uutiset/tekstiilijatteen-erilliskerays-alkaa-suomessa> (read on 1/2/2022)

Diversity

Employee diversity means that the work community consists of a diverse group of people in terms of age, gender, ethnic or national background, nationality, language, religion, beliefs, sexual orientation, family status, disability, health, work ability, neurodiversity, education, values and personality.

Green Electricity

Green electricity does not yet have a general definition but in terms of the power contracts of Touchpoint offices, the term means environmentally-friendly electricity with a guarantee of origin, generated by water or wind power or bio-energy.

Sources

Source. Guide to good practices for supporting voluntary carbon markets: Supporting voluntary mitigation action with carbon credits. Anna Laine, Hanna-Mari Ahonen, Anna Pakkala, Jenni Laininen, Kati Kulovesi, Iris Mäntylä PUBLICATIONS OF THE FINNISH GOVERNMENT 2023:3

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