WE MAKE THE CIRCULAR ECONOMY A REALITY

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L&T IN 2019

NET SALES BY DIVISION

784.3 MEUR

■ **ENVIRONMENTAL SERVICES 39%**
Waste management, recycling, environmental management and renewable energy sources

■ **INDUSTRIAL SERVICES 12%**
Process cleaning, environmental construction, sewer maintenance services and hazardous waste services

■ **FACILITY SERVICES FINLAND 31%**
Cleaning, property maintenance and technical services

■ **FACILITY SERVICES SWEDEN 17%**
Technical services and cleaning

EMPLOYEE NET PROMOTER SCORE

In 2019

73%

of L&T employees would recommend L&T as a workplace. **Our target is for more than 80 per cent of our personnel to recommend L&T as an employer.**

In 2019, L&T employees reported more than 54,000 observations to improve safety. **Our goal is zero accidents.**

CARBON HANDPRINT

The emission reductions produced by L&T's operations amounted to approx.

1.2 MILLION

tonnes CO_2 (eq.)

L&T's operations reduce emissions by an amount that equals the annual emissions generated by 120,000 Finns.

PERSONNEL AND OPERATIONS BY COUNTRIES

8,207 PERSONS

■ **FINLAND 79%**
■ **SWEDEN 17 %**
■ **RUSSIA 4%**

STOCKHOLM
HELSINKI
DUBNA

MAKING THE CIRCULAR ECONOMY A REALITY

TOGETHER WITH OUR CUSTOMERS

55,000

corporate customers and 120,000 households

MORE VALUE WITH THE CIRCULAR ECONOMY

Manages
Observes
Develops

14 MILLION
containers emptied

12,000 HECTARES
of managed forests

1.1 MILLION
maintenance actions

4,200
energy efficiency suggestions

L&T®

WE MAKE CIRCULAR ECONOMY A REALITY

WE CREATE MORE VALUE WITH CIRCULAR ECONOMY

TO CUSTOMERS
We support our customers' responsibility, create excellent customer experiences and develop the best services in our industry.

TO EMPLOYEES
We take care of our personnel and provide them with meaningful work and opportunities for development.

TO SOCIETY
We combat climate change, bring forward new solutions for the circular economy and promote social responsibility through employment.

TO OWNERS
We aim for rapid growth in our business operations promoting sustainable development with our unique competence in the circular economy. In addition to pursuing organic growth, we invest in the markets of the future.

We increase our customers' properties value and user satisfaction.

We recycle the materials of society.

We utilize the side streams of industry and society.

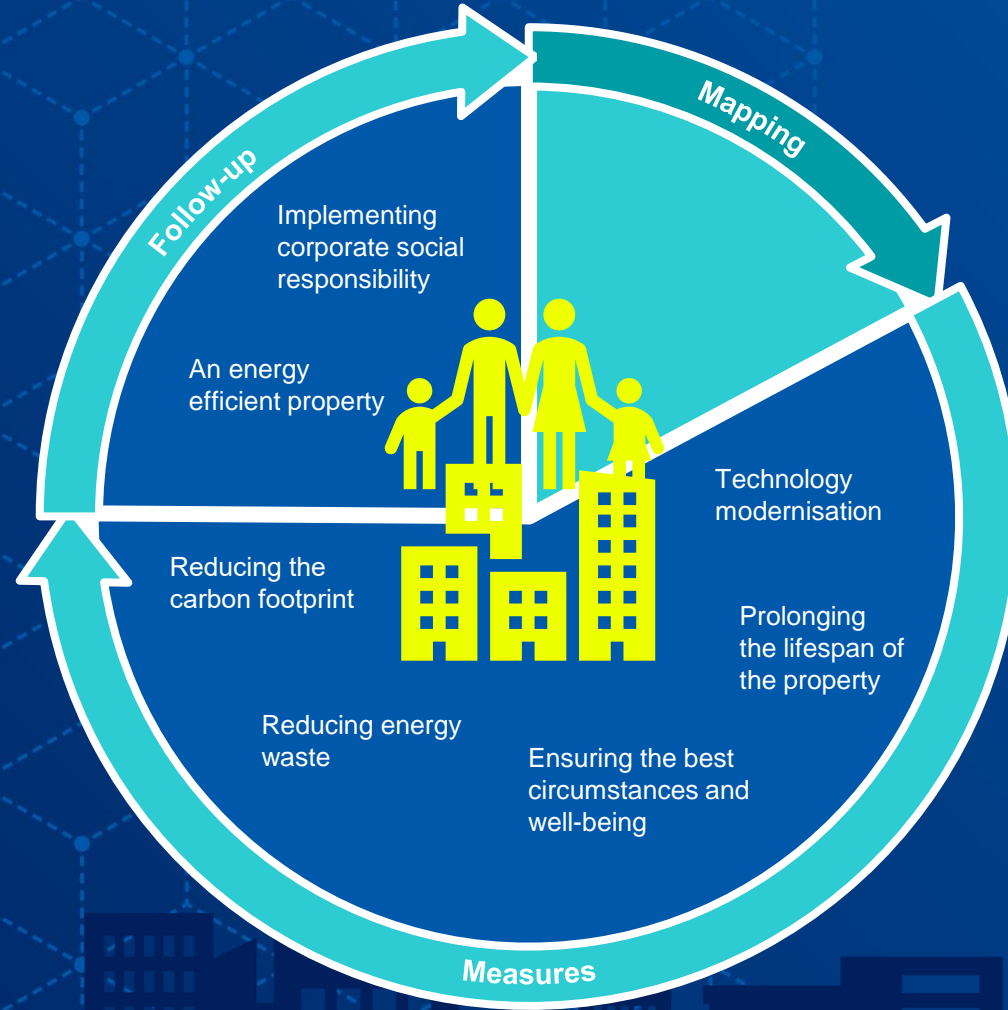**We improve energy efficiency.**

L&T
EMPLOYED BY TOMORROW

REAL ESTATES CONSUME APPROXIMATELY 32% OF FINLAND'S ENERGY CONSUMPTION AND 30% OF FINLAND'S CO2 EMISSIONS

RIL, Rakennetun Omaisuuden Tila 2019 -raportti

ENERGY EFFICIENCY FOR PROPERTIES

OUR CUSTOMERS

- Commercial properties
- Office buildings
- Municipalities and cities
- Industry

(Cycle diagram)

- Follow-up
- Mapping
- Measures

Implementing corporate social responsibility

An energy efficient property

Technology modernisation

Reducing the carbon footprint

Prolonging the lifespan of the property

Reducing energy waste

Ensuring the best circumstances and well-being

OUR FOCAL POINTS

1 Lower energy consumption

2 Corporate social responsibility

3 Customer experience and customer-oriented solutions

BUILDINGS IN DIFFERENT ERAS

Janitor era

1930 - 1980

> Cost optimization era

1990 - 2015

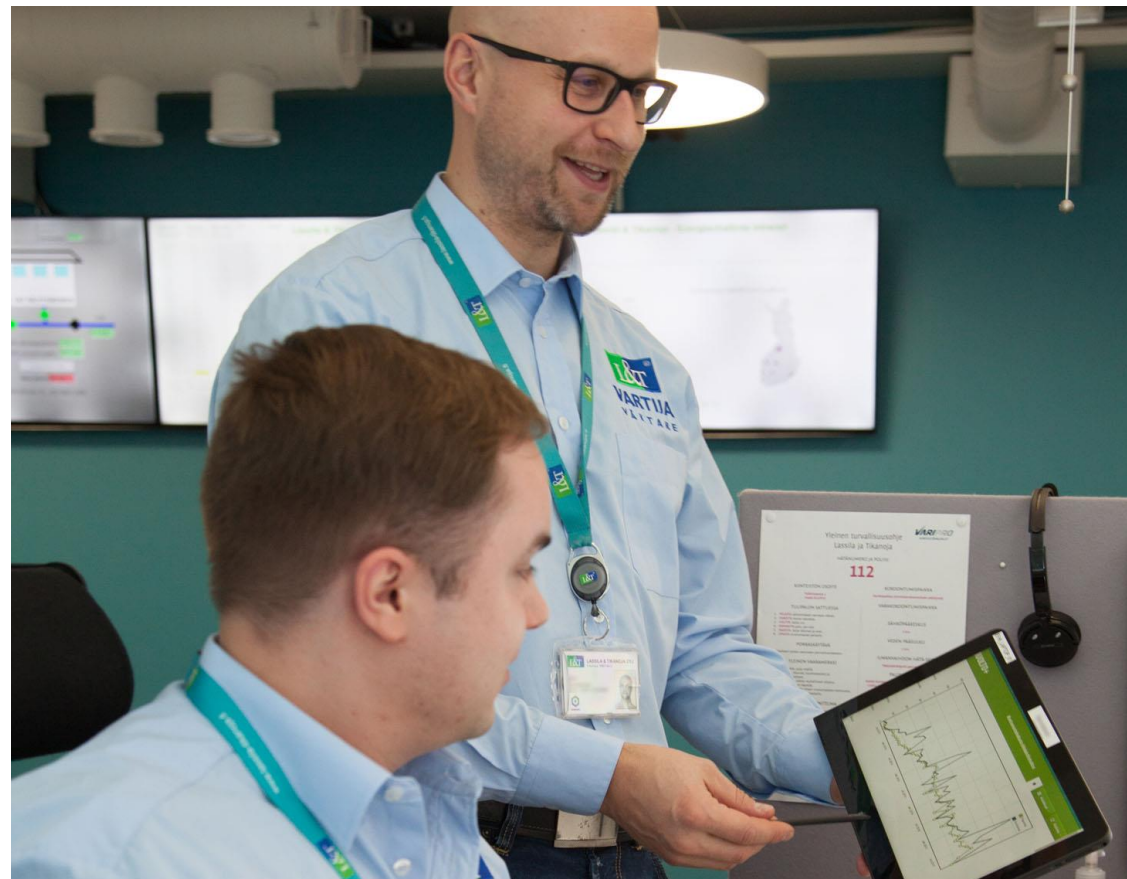> Smart building era

2020 -

SMART BUILDING IS A NEW WAY OF THINK AND ACT

We have to invest in the user experience, the environment and the economy at the same time, and to harness technology to serve all these areas.

CO_2

ENVIROMENT FRIENDLY

ECONOMIC FRIENDLY

USER FRIENDLY

ENERGY EFFICIENCY IS KNOWLEDGE BASED MANAGEMENT PRODUCED BY COOPERATION

› Controlling energy efficiency requires systematic mangement ja measures during the life circle of a real estate

› Good planning and high quality construction creates a base to energy efficiency in real estates

› Even though the real save in energyconsumption is made during the maintenance

› Energy and eco efficiency and does not neccessarily require substantial investments. Often just systematical operating will do the trick
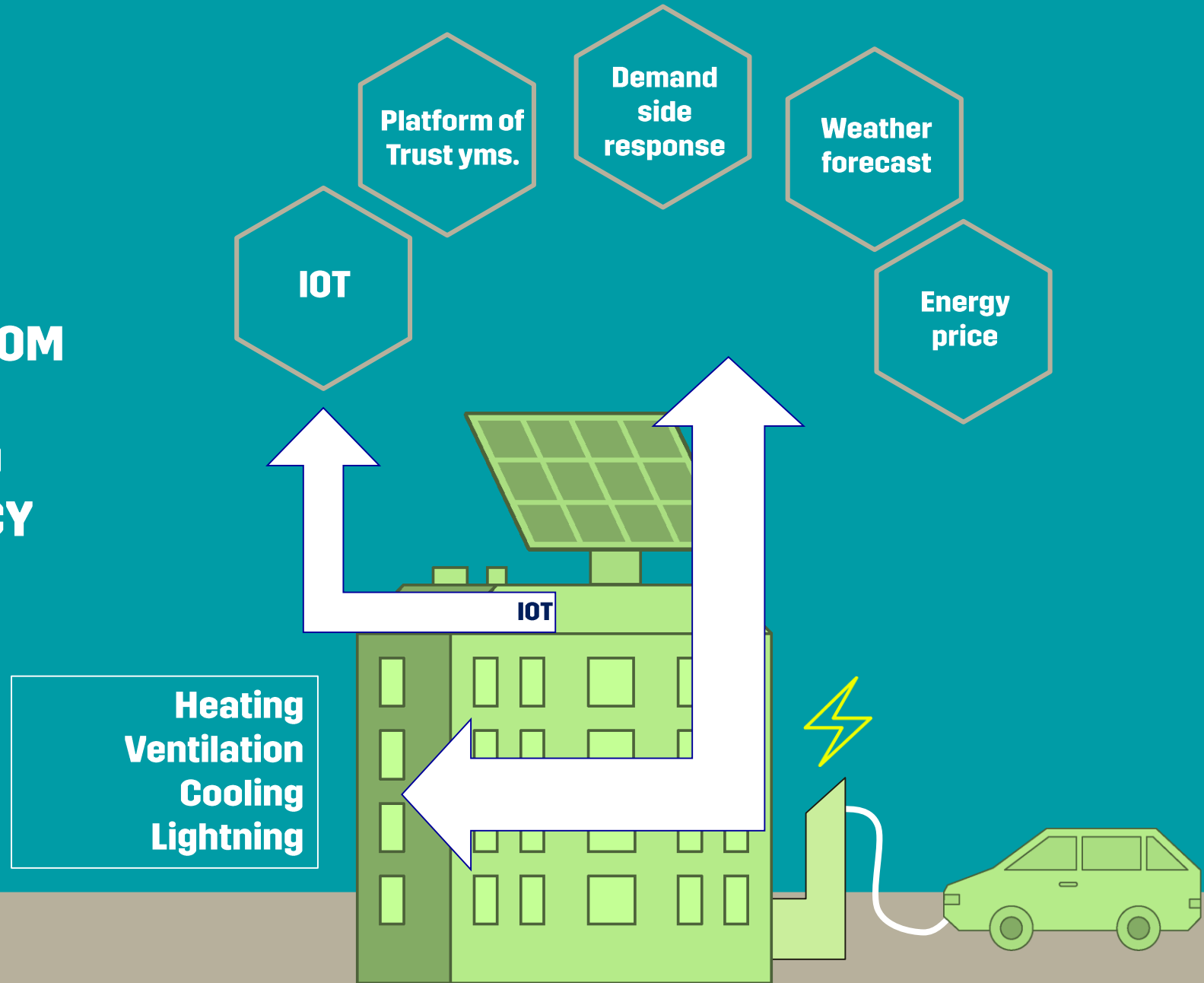
Customer case: Posti

Energy efficient with Smart automation system

Tireless and dynamic automatic control of HVAC systems results in

~25 % **heating savings.**

> Instant predictive adaptation to weather forecast, sunshine, outside temperature, etc.

> Stabilization of indoor climate and maximation of free energy use

> Learning software and endless data integration possibilities (e.g. IoT and demand response)

SALO IOT CAMPUS
FROM MAINTENANCE PERFORMANCE TO RESULTS

THE STARTING POINT

- A lot of data is collected on sites in the property industry, but the analysis and use of the data has not been as effective as it could have been
- The owner of the Campus was innovative and wanted to make a circular economy a reality
- L&T uses the Kiito ERP system, which contains a lot of data on the properties covered by maintenance services

THE SOLUTION

As part of the Virpa-D project, more sensors were installed on the Campus to monitor not only air quality but also the number of users. The information was used to anticipate cleaning and maintenance needs, for example.

Detailed information on the actions taken and their response times was logged on Kiito to achieve better results and further improve customer satisfaction.

FOCUSING ON THE RESULTS LED TO COST SAVINGS, ENABLED THE BETTER ANTICIPATION OF PROBLEMS AND IMPROVED SATISFACTION.

PREDICT ENGINE BREAKS BEFORE THEY OCCUR

❯ Motor condition is monitored in real time 24/7 using IoT sensors (vibration, temperature)

❯ The data is used to avoid problems caused by sudden engine breakdowns and to perform maintenance in advance, ie at the best possible time.

❯ Suitable for all engines

❯ Schedule maintenance at the best possible time

Thank you!

L&T

Employed by Tomorrow