



Sustainability at Lindström 2025

Lindström in brief

We are a family-owned textile service company with a business model rooted in circular economy principles. Our customers in diverse industries can focus on their core business while we take care of their textile needs. Headquartered in Helsinki, Finland, our global footprint extends to 24 countries across Europe and Asia.

We provide a wide range of textile services, including workwear and cleanroom textiles, mats, industrial wipers, washroom products, cleaning textiles and textiles for hotels, restaurants and the healthcare industry. The comprehensive service covers textile supply, washing and maintenance, and responsible end-of-life disposal.

Our purpose:

We care for people and our planet by inspiring people to shine and businesses to grow in a sustainable way.

Our values:

- Profitable growth
- Responsibility
- Long-term customer relationships
- Enthusiasm and joy of learning

ESTABLISHED
IN
1848



NUMBER OF
EMPLOYEES
5,100

COUNTRIES
24

TURNOVER
542 M€

EBITA
5.7%

CUSTOMERS
87,000



NUMBER OF
DELIVERY POINTS:
184,000



PIECES OF TEXTILES
IN CIRCULATION

21.4 M*

* the figure does not include hotel and healthcare linen.

Operations in

EUROPE:

Austria
Bulgaria
Croatia
Czech Republic
Estonia
Finland
Germany
Hungary
Latvia
Lithuania
Poland
Romania
Serbia
Slovakia
Slovenia
Sweden
Türkiye
Ukraine
United Kingdom

ASIA:

China
India
Kazakhstan
South Korea
Vietnam

Our sustainability focus areas

We continuously strive to enhance sustainability and responsibility of our operations and supply chain. Our commitment has been recognised with the top EcoVadis rating – Platinum. This places us among the top 1% of more than 150,000 companies assessed globally by EcoVadis. By 2030, we will focus particularly on the following areas:



Climate

We are working to halve our greenhouse gas emissions by 2030 compared with our 2021 baseline and to reach net zero emissions by 2050.



Water security

We aim to improve our water efficiency by 50% by 2030 in areas experiencing high and extremely high water stress, compared with 2023 levels.

Fair employment

We strive to provide a fair and safe workplace where everyone can be themselves. We aim to be among the top 10% globally in the Inclusion Index by 2030.

Your partner in a net-zero future

We are committed to halving our greenhouse gas emissions across the value chain by 2030 and reach net-zero emissions by 2050. Our targets have been approved by the Science Based Targets initiative that ensures that they are in line with the latest climate science.

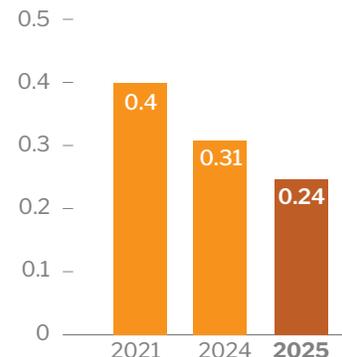
Our journey towards lower climate impacts is already under way, and we will continue to take determined steps in the years ahead. We will improve energy efficiency across our service centres, supporting long-term reductions in our climate footprint. At the same time, we will increase the share of zero-carbon electricity used in our operations. We will also continue to expand the use of renewable diesel and electric vehicles in customer deliveries to reduce transport emissions. We will increase the use of recycled and bio-based materials and reduce our reliance

on virgin resources. Our textiles will be produced in collaboration with suppliers who share our commitment to reducing emissions across the value chain.

We are already making progress. Our total emissions were 6% lower than in the previous year, while we continue to deliver our services more efficiently with a lower climate impact. The emission intensity of our laundry operations and customer deliveries has steadily declined. Although absolute emissions are currently 5.4% above our 2021 baseline due to business growth, emissions from our own operations have decreased by 17% since 2021. Our customers can now monitor the greenhouse gas (GHG) emissions of their Lindström service via the eLindström online portal.



GREENHOUSE GAS EMISSIONS (KG CO₂e/ WASHED KG)



Includes Scope 1, 2 emissions from laundry operations and Scope 1, 2, 3 emissions from deliveries for customer services.

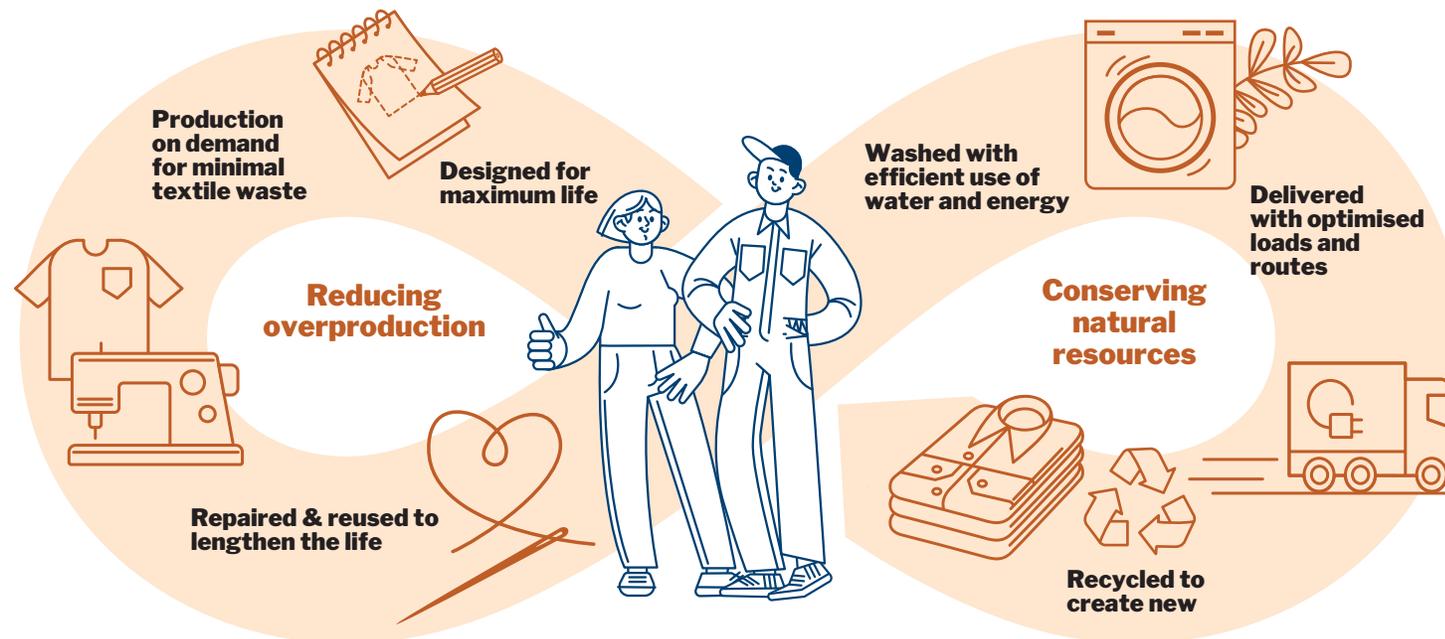
-22%
**LOWER DELIVERY EMISSIONS
 COMPARED TO THE PREVIOUS YEAR**



82%
**OF TOTAL
 ELECTRICITY USED
 WAS ZERO-CARBON**

**IN 2025, OUR TOTAL
 EMISSIONS WERE**
-6%
**LOWER THAN IN THE
 PREVIOUS YEAR**

Circular business model minimises the environmental impact



Our service reduces textile overproduction by extending the lifetime of textiles and by producing new textiles only when needed. By using durable materials and designing for circularity, we promote sustainable practices at the very beginning. We avoid millions of kilogrammes of unnecessary textile production by repairing and reusing our garments.

We manufacture additional orders on demand in our own workwear manufacturing facilities, Prodems, which is an effective way to eliminate the risk of obsolete textiles in stock.

To conserve natural resources, we optimise the use of water and energy in our laundries as well as our customer delivery loads and routes. In the washing process, we recycle water and utilise heat from wastewater to warm fresh water. When textiles reach the end of their lives, we recycle them as new products or raw materials.

2025 PERFORMANCE

2.9

MILLION PIECES
OF TEXTILES SAVED
BY REPAIRING

66%

TEXTILE WASTE
RECYCLED

30%

RECYCLED AND BIO-BASED
CONTENT IN OUR NEW
PURCHASED TEXTILES

Durability drives sustainability

Extending the lifespan of textiles is one of the most effective ways to reduce their environmental impact. The longer garments and textiles remain in use, the fewer new products need to be produced and the fewer natural resources are consumed.

In textile rental services, long product lifespans are a key part of the business model. We design our textiles to withstand demanding use and maintain their quality throughout their lifecycle. Durability is ensured through methods such as test washes, user trials, and reinforcement in areas exposed to higher wear.

Reusability and repairability are considered already in the design phase, for example through adjustable features and modular solutions. We also work continuously with suppliers and recycling partners to increase the share of recycled materials used in our textiles.



Turning old threads into new beginnings

We aim to recycle all our textile waste. We do not only seek to reduce the amount of waste but also to decrease the use of virgin materials. Textile waste can be reused as a raw material for various industries – including the textile industry itself. Our bold vision is to close the loop by transforming end-of-life textiles into fresh fibres for new textiles.

We aim to increase the use of recycled and bio-based fibres in our textiles. In 2025, 30% of our newly purchased textiles included these fibres. The recycling rates and fibre content vary across our services due to available solutions. However, we are constantly pushing for better solutions to make textile waste a thing of the past.

HOW RECYCLED MATERIALS ARE USED IN NEW PRODUCTS



1

Standard mats containing 75% recycled nylon



2

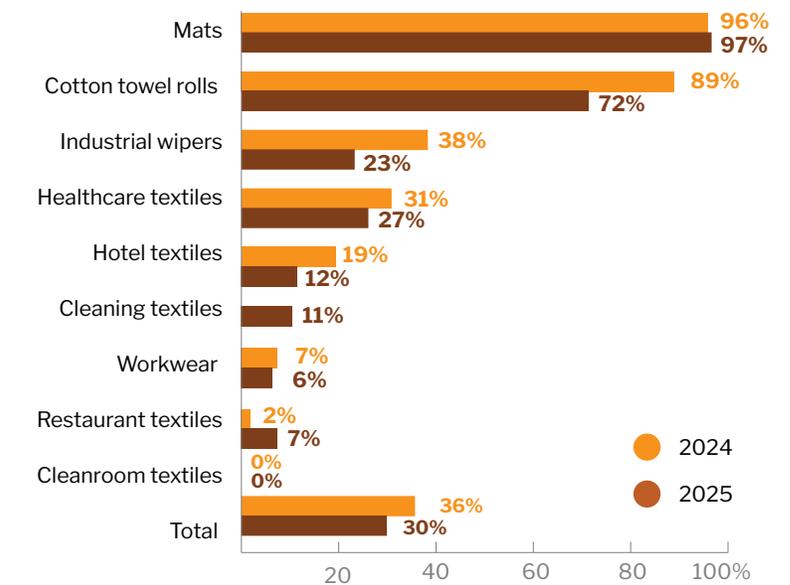
Branded gifts made of end-of-life workwear.



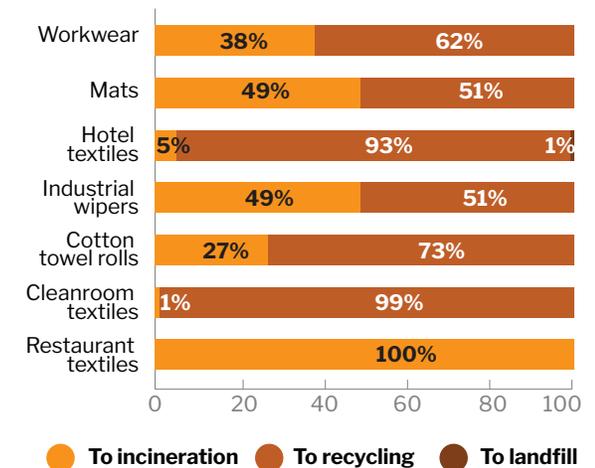
3

HoReCa collection that utilises recycled fibres from end-of-life workwear.

SHARE OF NEW TEXTILES WITH RECYCLED OR PREFERRED BIO-BASED CONTENT



RECYCLING BY PRODUCT 2025



Saving resources, delivering value

Our laundry processes are designed to deliver high-quality results while optimising the use of water, energy and detergents. Through advanced technology, smart processes and continuous improvement, we minimise resource use while ensuring reliable service for our customers.

Regular maintenance and process controls help ensure that our equipment operates efficiently, as well-functioning machines consume less water and energy.

Water efficiency

Water recycling is an important part of our operations. In many laundries, water from the rinsing phase is recovered and reused in washing. In larger plants, cleaner water can be reused for washing dirtier textiles. In high water-stress areas, we use advanced technology to purify and recover wastewater.

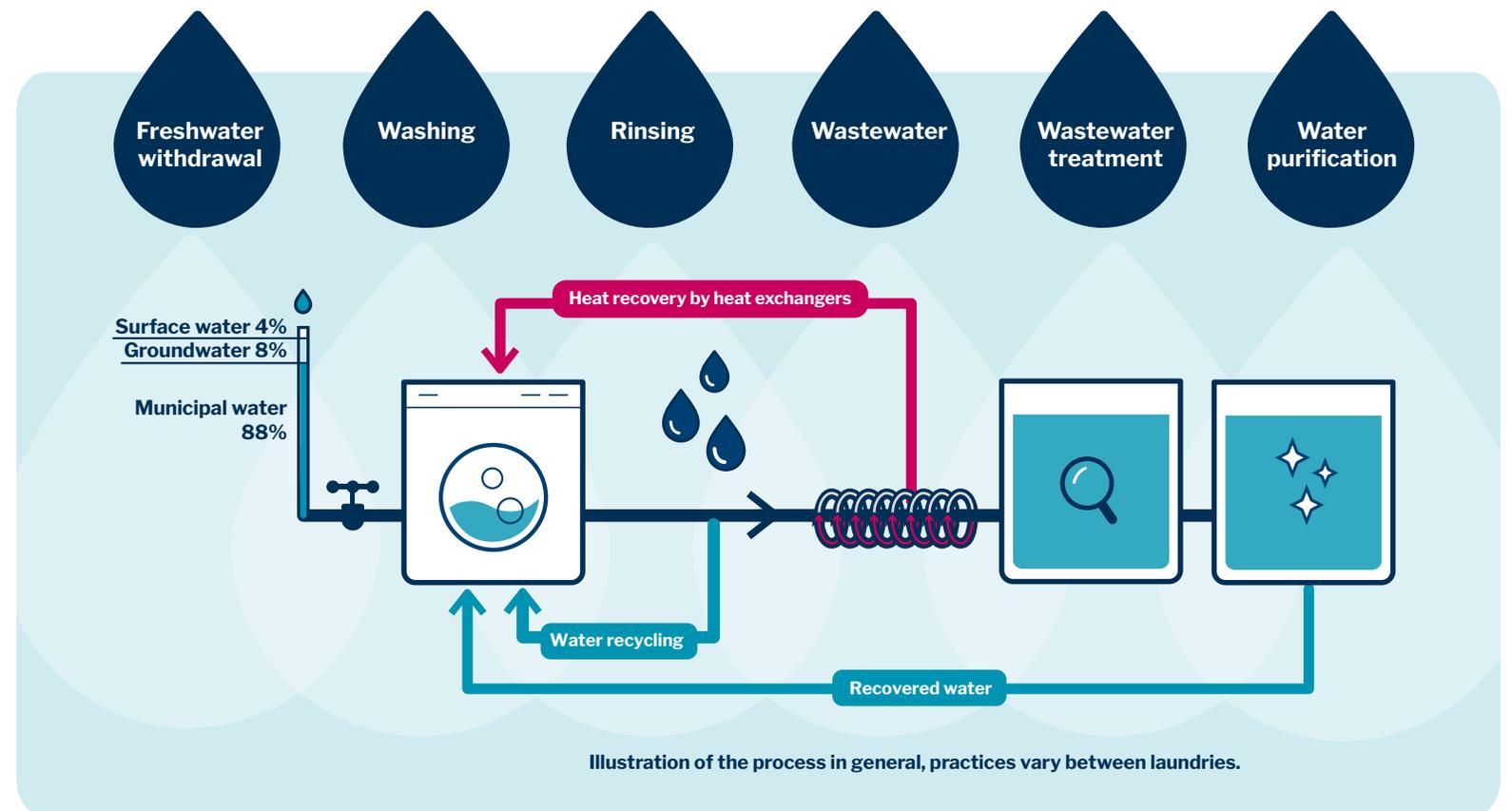
Energy efficiency

Many of our laundries use heat recovery systems to capture heat from wastewater and dryers. We also conduct regular energy assessments to identify opportunities to reduce energy consumption and increase the use of renewable and low-emission energy.

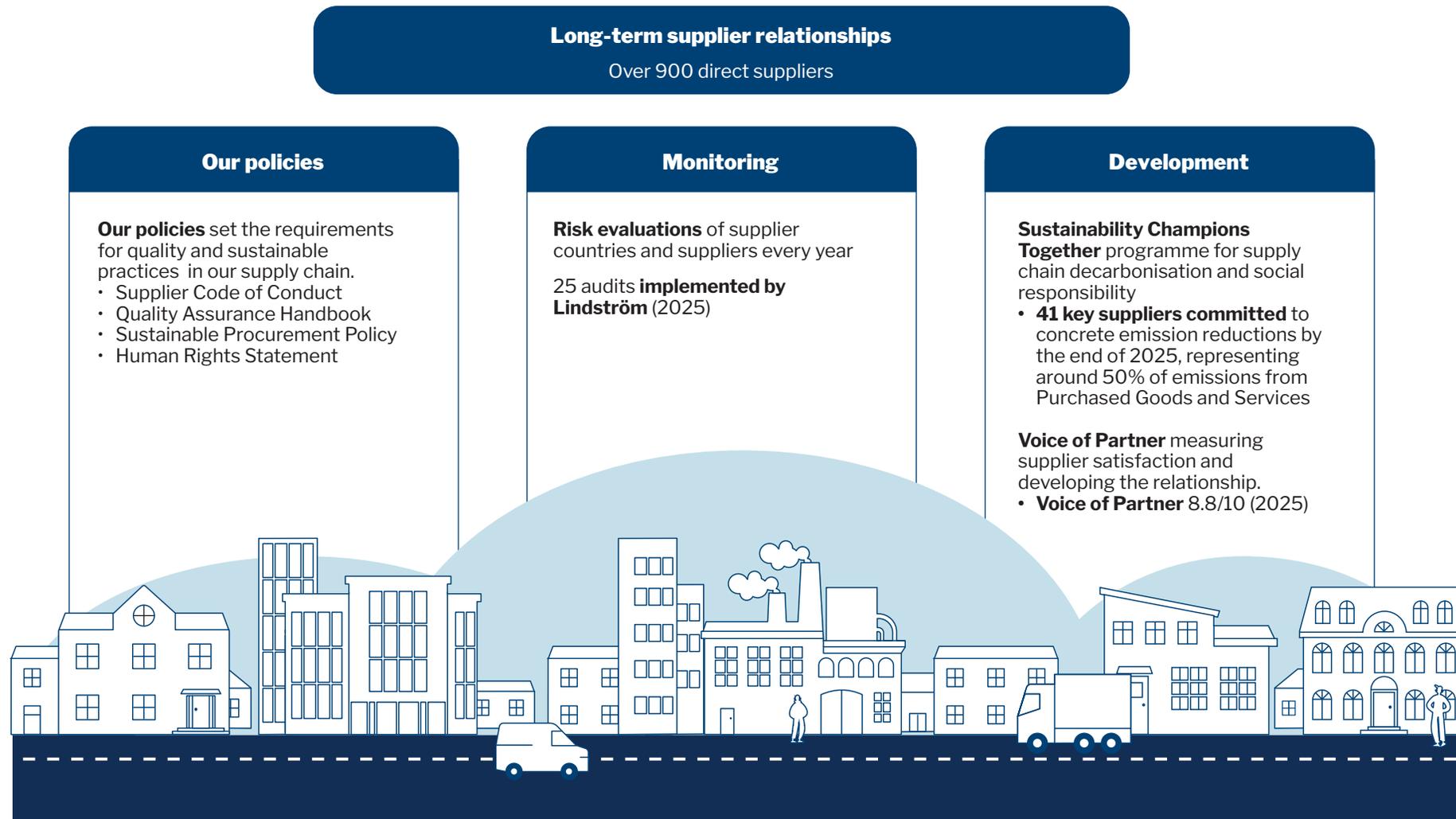
Optimising detergents

Automatic dosing systems ensure that the correct amount of detergent is used in each wash. Together with our detergent suppliers, we continuously develop solutions that improve efficiency while reducing environmental impact.

We aim to improve our water efficiency by 50% by 2030 in areas experiencing high and extremely high water stress, compared with 2023 levels.



Sustainable supply chain



Commitments, certifications and policies

OUR COMMITMENT TO INITIATIVES

- The ICC Business Charter for sustainable development
- The Principles of the UN Universal Human Rights Declaration
- The ILO Declaration of Fundamental Rights and Principles
- The Guidelines of the OECD for Multinational Enterprises
- The Science Based Targets initiative (SBTi) *
- The United Nations Global Compact

OUR CERTIFICATES

- Our management system is in compliance with four international management system standards:
 - ISO 9001 for Quality
 - ISO 14001 for Environment
 - ISO 45001 for Health and Safety
 - EN 14065 Hygiene and biocontamination control
- OEKO-TEX® certificate is a basic requirement for the textiles we use.
- We have a platinum certificate by a global sustainability ratings provider EcoVadis.

OUR POLICIES AND GUIDELINES

- **The Supplier Code of Conduct** defines the fundamental responsibilities and ethical requirements expected of our suppliers and partners, also covering their entire supply chain. It is an integrated component of our supplier agreements.
- **The Employee Code of Conduct** describes the essential requirements of ethical behaviour placed on our own and outsourced employees.
- **The Quality Assurance Handbook** ensures the quality of our supply chain, requiring that all incoming goods and materials

are manufactured in accordance with our instructions and standards.

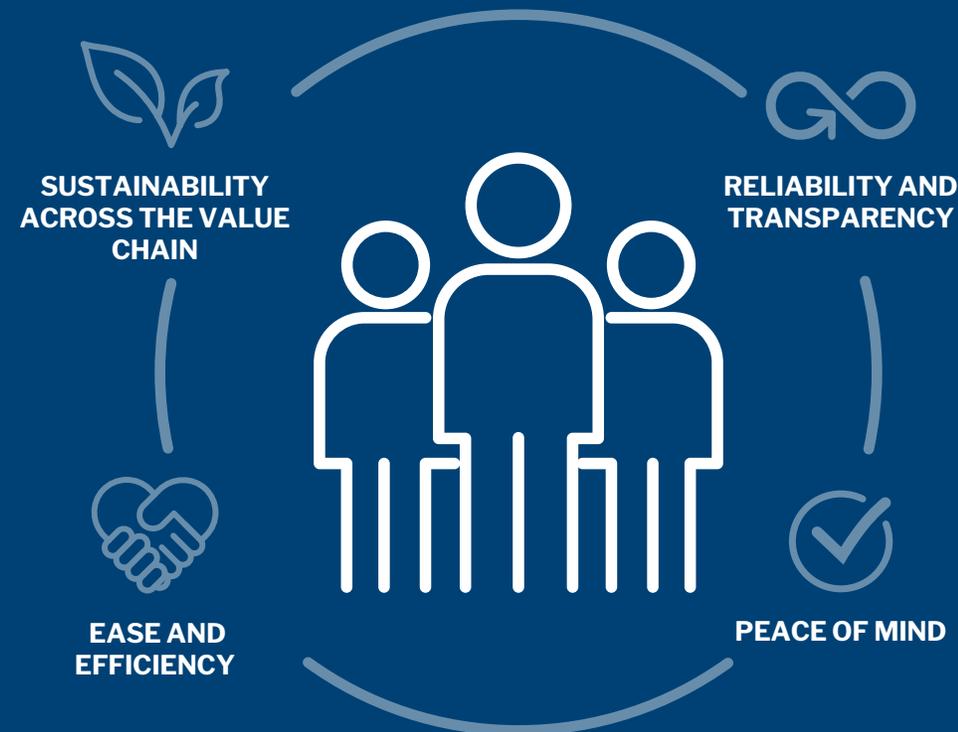
- **The Slavery and Human Trafficking Statement** affirms our commitment to preventing slavery and human trafficking within our business or in our supply chain.
- **The whistleblowing channel** enables anyone to anonymously report concerns about possible misconduct in business or wrongdoing within our company, fostering transparency and accountability.



*We are committed to halve our greenhouse gas emissions across our value chain by 2030 and reach net-zero emissions by 2050

Creating value for customers

- Circular economy service reduces overproduction of textiles
- Climate commitment for emission reductions
- Sustainable supply chain management and long-term trusted suppliers



- Turn-key service helps customers focus on their core business
- Adjustable for seasonal changes and fluctuations
- Online platform for easy service adjustments

- Digitalised and transparent service
- No hidden costs and financial surprises
- Service continuity guaranteed by back up system

- Garments compliant with industry standards for hygiene and safety
- Washing process adheres to hygiene requirements
- Quality guaranteed by management system certifications
- Support provided by professional customer service



Lindström

www.lindstromgroup.com

