



Annual Report 2025



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Matkahuolto in brief

Matkahuolto is a modern service company that has been bringing people and goods together seamlessly for more than 90 years. Our business is divided into Parcel Services and Digital Transport Services. We serve consumers, businesses, communities and transport operators throughout Finland – and increasingly also internationally. At the same time, we work systematically to mitigate climate change by making our Parcel Services as environmentally friendly as possible and by supporting public transport through our Digital Transport Services. Every journey and every parcel is important to us. We make sure that everything moving through our network always finds the better way.



Matkahuolto
employs

300
people



7.3 million
trips made

Over **2,200**
service points around
Finland

20 million
parcels transported



Emissions (WTW)
321 gCO₂e
per parcel

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Profitability improved in a challenging market

The year 2025 was exceptionally challenging in terms of the market environment. The operating environment was characterised by uncertainty, weak consumer demand and intensified competition. Despite this, we progressed as planned in implementing our strategy. Our financial profitability improved clearly, and at the same time we strengthened the company's competitiveness by investing in digital capabilities, our network and sustainability, as well as by advancing the use of artificial intelligence.

We saw a clear improvement in profitability and further strengthened our competitive position.

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Our strategy (2023–2027) and its four key themes – value for customers and owners, profitable growth in Parcel Services, core travel services, and a valued brand and workplace – strongly guided our operations in 2025. In Parcel Services, our market position strengthened, for example, through volume growth, the expansion of our parcel locker network and further development of our digital services. In Digital Transport Services, we renewed the Matkassa product family and secured significant city and public sector customers. In both business areas, we improved our ability to serve customers with high quality and cost efficiency even as competition intensified.

At the beginning of the year, we launched a two-year (2025–2026) performance improvement programme aimed at strengthening cost competitiveness and renewing our operating models. The programme includes the partial outsourcing of customer service, the consolidation of office premises at the Vantaa terminal, the tendering of IT services, as well as other structural reforms.

Technology and data as strategic enablers

We increased our systematic and targeted use of data and artificial intelligence in business development. AI was applied to demand forecasting, strategic planning, supporting experts in their work, and customer service. We focused on solutions that harmonise processes, enable automation and lay the foundation for broader use of AI in the coming years.

We increased our systematic and targeted use of data and artificial intelligence in business development.



People as a key resource

We continued to invest in leadership, competence development and employee well-being. These efforts support employee engagement and satisfaction and create the conditions for continuously improving the customer experience. I would like to thank our entire personnel and our partners for their commitment and professional work during a demanding year.

Our sustainability work received international recognition

Our sustainability work progressed significantly during the year, and we achieved a Gold rating in the international EcoVadis assessment, up from Bronze the previous year. This progress reinforces confidence in the company's long-term sustainability.

We look ahead to 2026 with cautious optimism.



Mika Husso
CEO

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Strategy and operating environment

The year 2025 was challenging from both an economic and market perspective. Uncertainty in the global and domestic macroeconomic environment, subdued consumer demand and intensified competition had a significant impact on the operating environment. Consumer caution was particularly evident in slower demand for discretionary services and products. At the same time, international online orders continued to grow strongly, intensifying price competition. The popularity of peer-to-peer commerce and circular economy-based services continued to grow, influencing the dynamics of the retail sector.

The market environment is putting pressure also on traditional distribution channels, requiring operators to be flexible and respond quickly. Weak demand and intensified competition call for deeper market and customer insight, continuous improvements in cost efficiency and innovative service solutions. As we update our strategy, we are placing an even stronger emphasis on leveraging data and artificial intelligence in demand forecasting, resource optimisation and the personalisation of the customer experience.

These technology investments enable us to respond quickly to changes in the market and to develop services that are both cost-efficient and meaningful in the everyday lives of our customers. We address the risks of the operating environment and our customers' expectations also through operational agility, stronger partnerships and the systematic development of our service portfolio.

Strategic vision 2027

Matkahuolto is a financially successful, customer-oriented and sustainable parcel and travel company that delivers shareholder value in the form of increased company value and dividends, as well as core services that are important to transport operators.

Key strategy themes



Purpose

We bring people and goods smoothly together.

Brand promise

The Better Way.

Values

Straightforward

Behind the wheel

Together

Operating environment in the near term

- Economic uncertainty
- Weak consumer demand
- Intensified competition
- Growth in e-commerce orders
- Increasing popularity of peer-to-peer commerce and circular economy-based services



Response to changes and risks in the operating environment

We respond to changes in the operating environment through deep market and customer insight, continuous improvement in cost efficiency and operational agility, the innovative and systematic development of our service portfolio, and long-term brand building.

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Value for customers and owners

We create value for customers and owners through the long-term development of our services, by strengthening the company's financial profitability and by paying dividends. In 2025, our revenue grew and profitability improved, further strengthening the company's financial foundation and capacity for future investments.



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Our strategy focuses on creating value for our customers and owners, both financially and through the services we provide. In 2025, we adapted our operations to the market situation and took determined measures to improve our cost structure and operational efficiency, for example, through business prioritisation. At the same time, we continued to develop our service portfolio in a systematic way to ensure that our competitive and scalable services enable growth even without significant additional investments.

As a result of these actions, we significantly improved our profitability despite limited market growth. For our owners, this means a stronger financial position, high-quality services for transport operators and a solid foundation for increasing owner value in the years ahead. For our customers, value comes from smooth, reliable and cost-efficient nationwide services that make everyday life easier and support their operations.

Together with our customers, transport operators, partners and owners, we develop our business with a long-term perspective. Close collaboration improves the predictability of our operations and creates a stable foundation for growth.

More detailed information on developments in 2025 and on how we create value for customers and owners in our business areas is provided in the sections Profitable growth in Parcel Services and Core travel services.

Improved profitability strengthens our financial position, supports high-quality services, and provides a strong foundation for future shareholder value creation.



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Profitable growth in parcel services

In 2025, our Parcel Services grew in both volume and revenue. We continued to expand our service point network and further strengthened our position as the most trusted parcel brand among consumers.

At the core of our strategy is profitable growth, even in a market that is not expanding. In 2025, this meant responding quickly to changing customer needs and intensified competition. An increasing number of Finnish consumers and business customers chose us as their delivery option while shopping online. As a result, our market share grew and our position as Finland's second-largest parcel operator strengthened further, which is a key long-term strategic objective for us.



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Digital services create a competitive advantage

Customer experience is a key competitive factor in our Parcel Services. In 2025, we continued to develop our digital services and customer channels. The number of users of our Matkahuolto Paketit app grew significantly, and the app has established itself as our most important service channel. In the app, customers can, for example, change the pickup point, purchase additional storage time or redirect a parcel for home delivery.

We expanded our industry-leading points programme, which rewards consumers with benefits for actions such as choosing Matkahuolto as the delivery option for online purchases and collecting parcels promptly. The programme has received an enthusiastic response. During the parcel peak season at the end of 2025, tens of thousands of discount codes were already redeemed with points, offering discounts on sending parcels and on various additional services, such as extending the storage period.

For business customers, we significantly developed our Paketit Business Portal, which provides access to nearly all parcel services in one place. In addition, we launched a new digital service channel designed especially to meet the needs of small and medium-sized enterprises for easy, flexible and fast access to services.

We significantly expanded our parcel locker network

Developing our parcel locker network was one of our priorities in 2025. According to the Where is my parcel? survey we commissioned, 86 per cent of Finns prefer parcel lockers, making them clearly the most popular delivery option. The popularity of parcel lockers is driven by the convenience, predictability and everyday ease they offer.

We have responded by systematically expanding our own parcel locker network. During 2025, we added nearly 150 new parcel lockers to the network. The new lockers were installed both indoors and outdoors, particularly in shopping centres and other high-traffic locations across

We expanded our pioneering loyalty program, offering consumers valuable benefits.



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Finland. In developing the network, we also took into account the smooth handling of order returns, which is a key part of the online shopping customer experience.

The expansion of the parcel locker network also benefits our partners. Parcel lockers increase customer traffic to stores and other partner locations, making them a valued part of the service environment. Developing the network supports both customer experience and operational efficiency.

In developing our service point network, we place particular emphasis on meeting local needs, offering extensive opening hours, ensuring accessibility and providing a smooth customer experience. Our more than 2,200 parcel lockers and parcel points form a nationwide network for parcel pickup, returns and sending, enabling a consistent service experience across Finland.

Sustainability is a core element of Parcel Services

Expectations for responsible operations are reflected in our Parcel Services both in long-term efforts to transition to clean energy and in smaller, everyday actions. The most important part of our work is reducing emissions in line with our climate roadmap.

The majority of the transport fleet in use runs on biogas, renewable diesel or electricity, and we use route optimisation to improve transport efficiency. At our terminals, we use electricity produced from fossil-free energy sources, and we systematically recycle packaging materials.

We also extend our sustainability requirements to our partners and work with transport and service partners that operate responsibly. Alongside environmental responsibility, sustainability also includes ethical business practices and responsibility for the occupational safety, well-being and competence development of our personnel.

Our efforts were also reflected in consumer perceptions of responsibility: in 2025, Finnish consumers once again named Matkahuolto the most responsible parcel and logistics brand in its sector¹. The recognition



is based on consumers' own views and reinforces our reputation as a reliable long-term partner in an increasingly competitive market.

Consumers are reshaping logistics

The logistics market is undergoing a transformation in which consumers are becoming increasingly active participants throughout the delivery chain. Deliveries are expected to offer more options than before: some consumers want extremely fast deliveries, while others prefer slower and more affordable alternatives. Addressing these diverse needs requires deeper consumer insight, smooth communication and the ability to manage the entire chain in a cost-efficient and agile way. This challenges traditional operating models and will shape the development of parcel services in the years ahead.

Ready for accelerated growth

We enter 2026 from a position of strength. Economic uncertainty and pressure on consumers' purchasing power persist, but the measures we have taken position us well for the years ahead.

We see strong potential for growth, particularly in the long term. E-commerce continues to capture a growing share of consumer purchases even when overall consumption is not increasing. At the same time, more and more online retailers want to offer multiple delivery options and logistics partners at checkout. This development opens up significant growth opportunities for us and provides a solid foundation for demand for parcel services in the years ahead.

International expansion presents significant opportunities for us. In addition to strengthening our capabilities to deliver parcels from abroad to Finnish consumers, we also aim to play a key role in supporting the international growth of Finnish e-commerce. Our focus is particularly on Sweden and the Baltic countries.

Sustainability will remain an important competitive factor for us also in the future. When price competition is intense and market growth is slow, trust in our brand and in the way we operate increasingly guides the choices of both consumers and businesses. At the same time, we will continue to expand our parcel locker network, develop our digital services and strengthen the customer experience to ensure that we remain a reliable and competitive partner for both consumers and business customers, in Finland and internationally.

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Core digital transport services that matter

In 2025, we focused on profitability, cost efficiency and service development, laying a solid foundation for the continued stability of our business. We achieved our objectives while maintaining our core travel services.

Demand for travel continued to decline slightly compared with 2024. The number of trips decreased moderately, and revenue from single-ticket sales fell by around 10 per cent compared with the previous year. This was mainly due to a reduction in service frequency, intensified competition in ticket sales and lower average ticket prices towards the end of the year.

However, the popularity of the Trips and Tickets app continued to grow, and the number of tickets sold through the app increased by more than 14 per cent. Sales of multi-trip and season tickets designed for regular travel also strengthened slightly. This reflects the continued importance of recurring travel and shows that we have succeeded in developing ticket products that meet the needs of different user groups, such as students and commuters.



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In a challenging market environment, we stepped up our commercial efforts. Marketing activities were intensified, particularly around holiday seasons, and we experimented with creative campaigns and new ways of reaching consumers. For example, the summer travel-related Mystery Trip concept and our Black Friday campaign attracted strong interest and supported consumer sales.

More satisfied transport operators and smooth core services

High-quality core services for transport operators, transport authorities and passengers is one of our key focus areas. In 2025, we launched the renewed Matkassa product family and the Matkassa Pro device for transport operators. This was well received and further strengthened our position as a partner to transport operators. In the annual transport operator satisfaction survey, our core travel services once again received a score of 4.1 out of 5.

We made progress particularly in urban public transport contracts. The City of Porvoo introduced Matkahuolto's ticketing and information system for its public transport services. We also provide ticketing and information systems to several other regions.

In Riihimäki, the system has been in use for nearly ten years, and our cooperation continues following a recent tender that we won. Matkahuolto has extensive experience in delivering ticketing and information systems for public transport to cities of different sizes. Our ability to develop these systems in an agile way, combined with active dialogue with transport authorities, supports our ability to respond to local needs in a changing operating environment.

Focus on digital services and the passenger experience

We continued to develop our digital passenger services, focusing in particular on expanding the Trips and Tickets app into Finland's most comprehensive service combining different modes of public transport. The app already includes single tickets for buses and trains, multi-trip and

The popularity of the Trips and Tickets app continued to grow, along with the number of tickets purchased through it.



season tickets for regular bus travel, subsidised tickets for school pupils and students, as well as most local public transport services.

In early 2026, we prepared to introduce new connections in the app, including services to Åland, Sweden and Estonia. In 2025, we focused particularly on the app's stability, usability and overall customer experience, and regularly monitored the success of our development work through user ratings. We also made progress in renewing our ticket products: during the year, we introduced a QR code-based single ticket in the app, which is both more secure and easier to use.

Trust in and the reputation of our passenger services developed positively², and our core travel services received strong ratings in annual surveys. This reflects our success in a situation where both competition and customer expectations have increased.

Prepared for what lies ahead

We expect the single-ticket market to remain challenging and have taken steps to prepare for this. At the same time, several regions are tendering ticketing and information systems for urban transport, where flexibility and the provider's ability to proactively develop services and respond to changing customer needs are key factors.

We have further refined our ticketing and information systems and our overall service offering to meet this demand, creating a significant opportunity for us to grow our market share. At the same time, the role of public transport as a sustainable mode of mobility continues to strengthen, and demand for travel related to tourism and events is expected to increase.

We look ahead with confidence and will continue to invest in technology, customer experience and the development of seamless travel chains, ensuring that our core travel services support smooth, sustainable and accessible mobility in the years ahead.

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² Reputation&Trust survey, Reputation and Trust Analytics Oy



Valued brand and workplace

In 2025, we continued our systematic efforts to develop our brand, employee experience and sustainability. This work was reflected both in employee engagement and experience as well as in the results of external surveys and assessments.

A valued brand and workplace is one of the four key themes of our strategy. Strengthening our brand, improving the employee experience and advancing sustainability support our goal of being a financially successful, customer-oriented and responsible parcel and travel services company.



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Building a modern, trusted service company

Matkahuolto is known as a trusted and reliable Finnish service provider. In 2025, we continued the brand transformation outlined in our strategy, moving towards a more modern, digital and responsible service company. Our work focused on strengthening customer insight, providing comprehensive services and making everyday life smoother for our customers, while also putting our shared values and ways of working into practice. Our goal is that our brand promise The Better Way is consistently reflected across all customer touchpoints and supports the company's long-term growth in Finland while building awareness internationally.

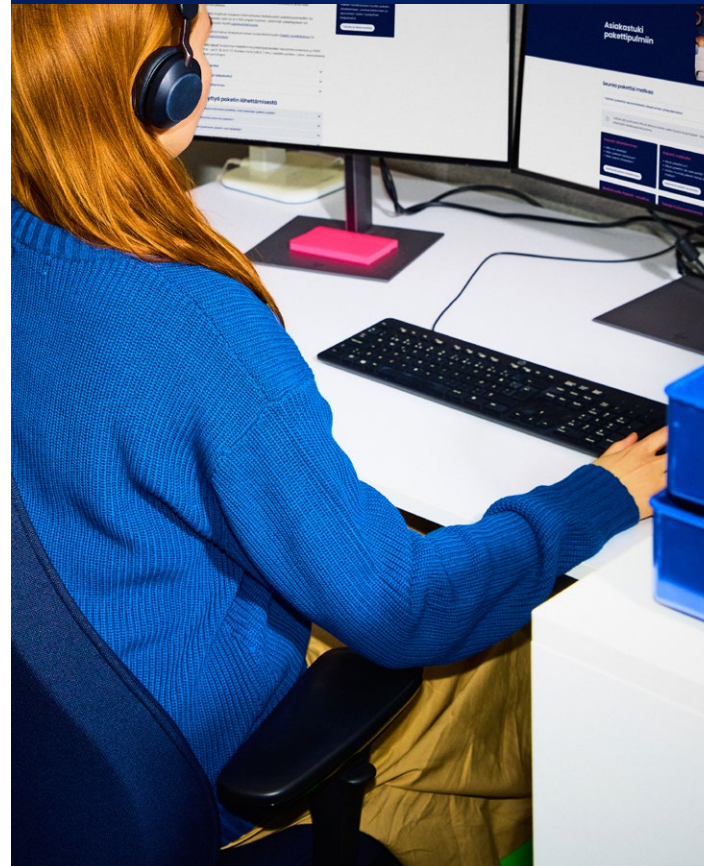
During the year, our marketing focused particularly on sales-driven and demand-generating activities. These efforts were directed at digital channels, seasonal campaigns and targeted marketing initiatives aimed at reaching both our existing customers and entirely new consumer segments.

As an example of our new initiatives, we launched the Mystery Trip concept in our Digital Transport Services during the summer, where passengers purchase a bus ticket without knowing the destination in advance. The concept attracted strong interest, and all tickets sold out well before departure. The campaign also received both national and international recognition in the prestigious Eurobest, The One Show and Vuoden Huiput competitions.

In Parcel Services, our communications focused particularly on the Paketit app and the points customers can earn through it. We exceeded our target for app downloads by a wide margin, more than 25 per cent, and following the campaign launched in November, customers redeemed tens of thousands of discount codes using their points. The number of redeemed codes increased significantly relative to the growth in parcel volumes. The Kusti campaign launched in October in Parcel Services also attracted wide attention for its bold approach.

In developing our brand and its communications, our focus was on consistency and recognisability. Our aim was to ensure that our services, communications and

An increasing number of customers chose Matkahuolto as their preferred choice.



customer experience convey a consistent image of a reliable and approachable service company.

Matkahuolto's brand strengthened across several indicators. An increasing number of customers chose Matkahuolto as their primary option: overall preference increased by nine percentage points. Spontaneous awareness of our Digital Transport Services rose by three percentage points, and overall brand perception improved by five percentage points. Customer loyalty developed positively in both business areas: in both Digital Transport Services and Parcel Services, loyalty increased by three percentage points.

Recognition in surveys and assessments

In 2025, several external surveys and assessments confirmed the success of our brand and sustainability work. Matkahuolto once again ranked among the top companies in its sector in studies measuring consumer appreciation, reputation, trust and sustainability, reflecting our consistent and long-term efforts.

Our reputation has been measured regularly for several years, and the trend has been strongly positive. In 2025, Matkahuolto's overall reputation reached its highest level since the measurements began, and we ranked clearly among the top companies in our sector. Results improved across all dimensions of reputation.³

Our brand has been tracked in brand studies for several years. In 2025, Matkahuolto's Parcel Services was once again ranked as the most respected brand in the sector. Respondents rated our services more reliable and innovative than those of our competitors and felt they offered the best value for money. We also ranked highest in quality and responsibility.

Digital Transport Services maintained a strong position in the study, ranking second in its category. Among all 699 brands included in the study, Matkahuolto's Parcel Services rose significantly from 2024 to 42nd place. The result shows that our long-term brand-building efforts are strengthening our position in consumers' perceptions.⁴

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³ Reputation&Trust survey, Reputation and Trust Analytics Oy

⁴ Brand valuation survey 2025, Taloustutkimus Oy



Strengthening our position as an employer of choice

Strengthening Matkahuolto's position as a valued employer is a key element of our strategy. Acting in line with our values and working closely together are central to how we operate. This proved to be a significant strength in 2025, a year characterised by a fast pace, multiple development projects and ongoing changes.

During the year, Matkahuolto employed 300 people across Finland. The number of employees decreased somewhat as a result of outsourcing and organisational changes, while at the same time we recruited new talent for new and evolving roles. During this period of transition, we focused on open communication, supporting managers and listening to our employees.

The relocation of our head office to Vantaa, next to the terminal, was a significant change. The new premises improved working conditions and enabled closer collaboration between administration, specialists and operations. For office work, we continued with flexible practices: rather than setting a fixed presence requirement, managers and their teams agree on ways of working based on business needs.

Developing our people practices and supporting everyday work

In 2025, we implemented several key improvements in our people practices. A new time tracking and shift planning system was introduced across the organisation, bringing greater flexibility to working hours, particularly in production environments. The system also provides employees with a new communication channel and makes work schedules available directly on their mobile phones. These changes improved reachability and supported smoother day-to-day work.

Our work ability management processes were actively in use throughout the year. We invested in occupational

We introduced several key initiatives to develop our people and ways of working.



health services and, despite the performance improvement programme, organised initiatives such as well-being days and sought to support employees' well-being in everyday work.

Developing leadership and managerial practices has been a long-term priority at Matkahuolto. In 2025, we continued our manager training programmes, focusing on areas such as solution-oriented leadership, learning and inclusive recruitment. Managers' satisfaction with the support they receive in their leadership roles has improved consistently since 2022.

In 2025, we monitored the employee experience through the PeoplePower workplace survey. The overall rating reached A+ level, and the leadership index met the target level set for the year. The results indicate that the fundamental structures of leadership are in place even amid change and provide a clear foundation for further development in the years ahead.

In developing skills and capabilities, particular emphasis was placed on digitalisation and artificial intelligence. We provided employees with AI training as part of their daily work through online learning and supported peer learning in small groups, and encouraged self-directed learning through various online training programmes. The adoption of AI creates new skill requirements but also offers opportunities to streamline work and automate routine tasks.

In 2025, we launched the Diversity at Matkahuolto programme and updated our recruitment principles. Recruitment emphasises openness and objectivity, and candidates are assessed systematically against Matkahuolto's ways of working and competence needs. We also initiated a job evaluation process, which will form the basis for renewing our remuneration system. The aim is a more objective and gender-neutral pay structure that supports recruitment, career development, skills development and performance management.

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Ambitious sustainability work earned Matkahuolto a Gold rating from EcoVadis

Our sustainability work is guided by a sustainability programme first established in 2020 and updated in 2023. The programme is built around four key themes: caring for our employees, being an attractive partner and service provider, mitigating climate change and preventing biodiversity loss, and ensuring that our operations benefit the surrounding society. Our ambitious, science-based target is to halve our absolute emissions from the 2020 level and to achieve carbon neutrality across all our operations by 2030.

We continued our sustainability work systematically and in line with our climate roadmap. During 2025, we succeeded in reducing our emissions by 13 per cent. In Digital Transport Services, we promoted sustainable mobility in cooperation with transport operators. We also launched the Diversity at Matkahuolto programme to advance equality, equity and inclusion within our company. In addition, we prepared an occupational safety roadmap, which will guide our progress towards our long-term target of zero workplace accidents.

We reached a significant milestone in our sustainability work when Matkahuolto achieved a Gold rating in the international EcoVadis assessment. EcoVadis is one of the world's best-known sustainability rating systems, evaluating companies across four areas: environment, labour and human rights, ethics, and sustainable

We reached the EcoVadis Gold level ahead of schedule, achieving our target.



procurement. EcoVadis has assessed the sustainability performance of more than 150,000 companies worldwide.

In our first EcoVadis assessment in 2024, we were awarded a Bronze rating and set ourselves the goal of reaching Gold by the end of the current strategy period in 2027. We therefore achieved our target ahead of schedule and ranked among the top five per cent of companies assessed by EcoVadis globally. Our aim is to maintain the Gold rating in the years ahead and to ensure that our sustainability work remains both impactful and credible.

Looking ahead

Becoming a valued brand and workplace requires trust, consistency and the ability to evolve. The year 2025 showed that a strong foundation also carries us through times of change and provides a solid basis for continued development in the coming years.

In 2026, we will continue to develop the employee experience and leadership practices. We will finalise the renewal of our remuneration system and continue the systematic development of managerial practices. We will also advance our sustainability work in line with our sustainability programme.



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Consolidated income statement

EUR thousand	1 Jan–31 Dec 2025	1 Jan–31 Dec 2024
REVENUE	98,491	98,349
Other operating income	867	521
Materials and services	-56,096	-53,821
Staff expenses	-18,712	-20,273
Depreciation, amortisation and impairment	-3,310	-3,424
Other operating expenses	-18,037	-20,314
OPERATING PROFIT/LOSS	3,203	1,038
Financial income and expenses	99	27
PROFIT/LOSS BEFORE APPROPRIATIONS AND TAXES	3,301	1,065
Income taxes	-195	0
Minority interests	5	18
PROFIT/LOSS FOR THE FINANCIAL YEAR	3,111	1,083

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EUR thousand	31 Dec 2025	31 Dec 2024
NON-CURRENT ASSETS		
Intangible assets	5,736	6,729
Tangible assets	6,042	7,294
Investments	255	255
TOTAL NON-CURRENT ASSETS	12,033	14,278
CURRENT ASSETS		
Inventories	8	6
Current receivables	11,780	11,945
Financial securities	7,050	3,206
Cash in hand and at banks	1,139	2,700
TOTAL CURRENT ASSETS	19,977	17,857
ASSETS	32,010	32,135

Equity and liabilities

EUR thousand	31 Dec 2025	31 Dec 2024
EQUITY		
Share capital	2,018	2,018
Other reserves	296	296
Retained earnings	4,746	3,967
Profit/loss for the financial year	3,111	1,083
TOTAL EQUITY	10,172	7,365
STATUTORY PROVISIONS	43	46
LIABILITIES		
Non-current liabilities	2,029	3,017
Current liabilities	19,767	21,707
TOTAL LIABILITIES	21,796	24,724
EQUITY AND LIABILITIES	32,010	32,135

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Parent company income statement

EUR thousand	1 Jan–31 Dec 2025	1 Jan–31 Dec 2024
REVENUE	98,371	98,295
Other operating income	867	521
Materials and services	-56,096	-53,821
Staff expenses	-18,712	-20,273
Depreciation, amortisation and impairment	-3,314	-3,487
Other operating expenses	-17,924	-20,238
OPERATING PROFIT/LOSS	3,192	997
Total financial income and expenses	98	32
PROFIT/LOSS BEFORE APPROPRIATIONS AND TAXES	3,290	1,029
Income taxes	-195	0
PROFIT/LOSS FOR THE FINANCIAL YEAR	3,095	1,029

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Parent company balance sheet

EUR thousand	31 Dec 2025	31 Dec 2024
NON-CURRENT ASSETS		
Intangible assets	5,736	6,738
Tangible assets	6,042	7,289
Investments	188	188
TOTAL NON-CURRENT ASSETS	11,966	14,215
CURRENT ASSETS		
Inventories	8	6
Current receivables	11,780	11,944
Financial securities	7,050	3,207
Cash in hand and at banks	1,015	2,575
TOTAL CURRENT ASSETS	19,853	17,732
ASSETS	31,820	31,947

Equity and liabilities

EUR thousand	31 Dec 2025	31 Dec 2024
EQUITY		
Share capital	2,018	2,018
Other reserves	280	280
Retained earnings	4,588	3,859
Profit/loss for the financial year	3,095	1,029
TOTAL EQUITY	9,981	7,186
STATUTORY PROVISIONS	43	46
LIABILITIES		
Non-current liabilities	2,029	3,017
Current liabilities	19,767	21,698
TOTAL LIABILITIES	21,796	24,715
EQUITY AND LIABILITIES	31,820	31,947

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Board of Directors



Matti Viialainen
Chairperson of the Board,
born 1953



Johanna Lehtonen
Vice-Chairperson,
born 1972



Henri Hihnala
Board Member,
born 1974



Lauri Hiltunen
Board Member,
born 1984



Tomi Pienimäki
Board Member,
born 1973



Kennet Svanbäck
Board Member,
born 1971



Maria Timgren
Board Member,
born 1984

Read more about
the Board of Directors
and the Management Team
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Management Team 31 December 2025



Mika Husso
CEO,
born 1983



Riku Korpela
Director, Legal and
Sustainability,
born 1977



Nina Lallukka
Director, Marketing and
Communications (interim),
born 1981



Petri Lindqvist
Director, Digital Transport
Services,
born 1984



Petri Luurila
Director, Technology,
born 1969



Aleks Manninen
Director, Sales,
born 1978



Teemu Naatula
Chief Financial Officer,
Deputy Managing
Director,
born 1980



Kati Nevalainen
Director, Parcel Services,
born 1974



Jani Ståhlhammar
Director, Production and
International Growth,
born 1974



Hanna Weckman
Director, Human
Resources,
born 1976



Tiina Åkerlund
Director, Customer Service,
born 1983

Nina Lallukka started as a deputy for Olessia Kozlova as Head of Marketing and Communications and a member of the Management Team on 3 February 2025. Aleks Manninen started as Sales Director and a member of the Management Team on 17 February 2025. Juha-Pekka Pirvola, Director of Strategy and Development, served as a member of the Management Team until 31 July 2025.

Read more about the Board of Directors and the Management Team [on our website](#).

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1. General information

Criteria for preparation

Sustainability data have been prepared for Oy Matkahuolto Ab for the financial year 1 January to 31 December 2025. Oy Matkahuolto Ab operates in Finland. The sustainability data presented in the report cover information on Matkahuolto’s own operations and, where applicable, upstream and downstream sustainability factors in the value chain. The report has been prepared using the structures and principles of the European Sustainability Reporting Standards (ESRS).

The sustainability themes reported are based on Matkahuolto’s dual materiality analysis conducted in 2023. Based on the materiality analysis, the sustainability topics that are material to Matkahuolto’s own operations, value chain and stakeholders, as well as the related disclosure requirements, have been identified and selected.

The sustainability report follows the time horizons defined in the ESRS standards. A short time interval refers to the reporting year, a medium time interval to 1–5 years and a long time interval to more than 5 years.

The data in the report are mostly compiled from Matkahuolto’s own operations and are based on verifiable primary data. The information to be obtained from the value chain includes data on transport and greenhouse gas emissions collected from logistics partners, as well as data on agency labour.

Some of the data on the Scope 3 greenhouse gas emissions in the value chain presented in the report have been estimated using indirect data sources. These data are reported in the ESRS E1 Climate change section. As regards the estimation, there is uncertainty in particular in the input data used to calculate the value chain GHG emissions due to their inherent limitations.

In its materiality analysis, Matkahuolto has assessed ESRS E4 Biodiversity and Ecosystems as a material issue, as transport fuels used in the Matkahuolto value

chain and energy used in real estate properties cause biodiversity loss (negative impact). Information on this sustainability topic is not currently reported.

Biodiversity is included in Matkahuolto’s Sustainability Programme, updated in 2024, and targets will be set for this sustainability theme, and measures and indicators will be defined during the company’s strategy period, by 2027.

Governance model

Matkahuolto’s governing structure consists of the General Meeting and the Board of Directors. The General Meeting is the highest decision-making body where shareholders exercise their decision-making power. The General Meeting is convened at least once a year to deal with matters stipulated by the Limited Liability Companies Act and the company’s Articles of Association, including the election of Board members.

The Matkahuolto Board of Directors sees to the administration of the company and the proper organisation of its operations. It is responsible for the proper organisation of the company’s accounting and financial control and approves the company’s strategy. The current Board has seven members, three of whom are managing directors of bus and coach companies. The Board has no committees. The Board meets regularly

11 times a year and more often if necessary. In 2025, there were 11 Board meetings.

The management of Matkahuolto is responsible for the day-to-day operations of the company and the implementation of its strategy. The Management Team consists of the CEO and 10 managers responsible for the business areas and other units. The management complies with the Finnish Limited Liability Companies Act and the company’s Articles of Association in its decision-making and management.

In accordance with the Finnish Limited Liability Companies Act, the executive management is responsible for the day-to-day management of the company and for ensuring that the organisational structure is appropriate. The members of the company’s Management Team are each responsible for their own area of responsibility.

Matkahuolto has no employee representation on the company’s Board of Directors or Management Team. Employee representatives’ right to information and to be heard have been implemented through alternative arrangements.

Sustainability reporting is part of Matkahuolto’s annual report and it is presented to the Board of Directors for informational purposes.

Composition and diversity of the administrative, management and supervisory bodies on 31.12.2025

Composition and gender distribution	Men		Women		Total
	no.	%	no.	%	no.
Members involved in company management	0	0	0	0	0
Other members	5	71	2	29	7
Total members	5	71	2	29	7

Other information on the diversity of Board members

	2025
Gender distribution of the Board (ratio of female and male members)	0.4
Percentage of independent Board members, %	57

Board members with no ties to the company or its owners totalled 4 in 2025.

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Sustainability governance model

Matkahuolto is committed to promoting responsibility and sustainability. The Matkahuolto Board of Directors approves the company's Sustainability Programme, its key objectives and amendments, and monitors the implementation of the Sustainability Programme. Progress on the Sustainability Programme is reported to the Board of Directors on a regular basis. The CEO and the rest of the Management Team confirm the key policies, decide on the implementation of measures, and monitor the execution of the Sustainability Programme and attainment of its objectives. The Legal Affairs and Sustainability Unit is responsible for steering, monitoring and reporting on the Sustainability Programme.

Matkahuolto's Sustainability Programme includes all the key ESG themes of sustainable development, i.e. environmental responsibility (E), social responsibility (S) and good governance (G, ethical business). Sustainability is part of the company's strategic vision, and it is also included in the company's strategy. The background information and more detailed justification for the strategic policy choices have been discussed by the Board as part of the strategy process.

During the reporting period, matters discussed included the implementation and updating of the Sustainability Programme, developments in sustainability reporting legislation and their impact on the company, as well as the company's future reporting practices. In addition, discussions covered the discontinuation of emissions offsetting, the advancement of measures set out in the climate roadmap, and the company's ESG rating by a third party and the factors underlying it.

Integration of sustainability-related performance in incentive schemes

No incentive scheme has been created for the Board of Matkahuolto. Remuneration for board duties is paid entirely in cash, not in company shares.

Matkahuolto operates performance-based incentive schemes in force from time to time, covering the company's management and selected employees. A key

component of the company's remuneration model is the bonus paid under these incentive schemes. Matkahuolto has not incorporated climate change mitigation or emissions reduction targets into its remuneration schemes.

Statement on due diligence

Matkahuolto has carried out due diligence on a one-off basis in 2023. The process followed the UN Guiding Principles (UNGP) practices and processes for assessing negative human rights impacts.

Risk management and internal controls over sustainability reporting

Risk management is part of Matkahuolto's continuous planning and management system. Risks are reported regularly to the Management Team and the Board of Directors. Risk management is the process of identifying, assessing and managing opportunities, risks and threats to operations. Risk management aims to ensure the achievement of set objectives and to safeguard the continuity of operations.

In accordance with the Board's Rules of Procedure, the Board of Directors is responsible for organising and maintaining adequate and effective internal control, and the CEO is responsible for the practical implementation of internal control measures.

The sustainability risks identified in the dual materiality analysis are the greenhouse gas emissions to the atmosphere from parcel transport, the implementation of customer security and protection, occupational safety, and a sufficient level of ambition in terms of accountability to meet stakeholder expectations.

Strategy, business model and value chain

For more than 90 years, Matkahuolto has been bringing people and goods together. Matkahuolto's business is divided into two areas: Parcel Services and Digital Transport Services. Parcel Services transport 20 million parcels a year across the country, as well as abroad and from abroad to Finland. Parcel Services cover a network of

more than 2,200 parcel lockers and service points. Digital Transport Services focus on sustainable mobility services, tickets and timetables. The company's customers are consumers, businesses, organisations and transport operators.

Matkahuolto's vision for the 2023–2027 strategy period is to build a financially successful, customer-focused and sustainable parcel and travel services company that delivers shareholder value in the form of increased company value and dividends, as well as core services important to transport operators.

Four key themes have been selected for Matkahuolto's strategy period: Value for customers and owners, Profitable growth in parcel services, Core travel services and Valued brand and workplace

Sustainability is part of Matkahuolto's strategic vision. As regards Parcel Services, Matkahuolto develops environmentally sustainable transport solutions and reduces greenhouse gas emissions through measures in line with the climate roadmap, for example by switching to fossil-free fuels in transport. Matkahuolto aims to halve emissions across its operations and become carbon neutral by 2030. As regards Digital Transport Services, Matkahuolto develops and builds innovative public transport solutions nationwide to make public transport a more competitive alternative to the private car. The company promotes the use of public transport together with transport operators by raising awareness of public transport and encouraging customers to choose a more sustainable way of travelling.

Matkahuolto's value chain extends from upstream suppliers to end customers. Within the value chain, key sustainability impacts arise particularly from the use of transport fuels in parcel services and purchased energy, which are linked through direct suppliers to upstream indirect suppliers.

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At the downstream end of the value chain, Matkahuolto's services support the use of public transport and improve transport connections across Finland. Communication that encourages sustainable mobility increases the attractiveness of public transport compared with private car use, which can generate positive environmental impacts through avoided emissions.

Matkahuolto's most significant environmental impacts relate to greenhouse gas emissions across its value chain. The company seeks to influence these primarily by encouraging its transport partners to reduce emissions and by increasing the share of low-carbon products and services in its procurement. Measures to reduce

emissions also support the management of climate-related market risks.

Impacts on biodiversity have been identified particularly in the upstream part of the value chain, where they are linked to fuel and energy suppliers. Matkahuolto aims to prepare a plan by the end of the strategy period to assess and reduce its nature footprint.

The company's services promote inclusion and accessibility through a nationwide service network and digital services. Customers' privacy is safeguarded through secure services that comply with data protection regulations, strengthening trust and reducing financial risks.

In terms of personnel impacts, key areas include well-being and occupational safety, skills development, as well as equality and diversity. At Matkahuolto, values and leadership commitments have been defined together with employees to guide everyday operations. The employee experience is monitored regularly, and all employees receive annual training on ethical principles of conduct.

No risks or opportunities are expected in the short to medium term that would have a material impact on the company's financial position, result, cash flow or financing.

Matkahuolto's value chain

Start of the value chain		Own activities	End of the value chain	
Indirect suppliers	Direct suppliers	We provide parcel and travel services to consumers, businesses, organisations and transport operators	Brokering of products and services	Customers: consumers, businesses, transport operators, public sector stakeholders
Natural resources <ul style="list-style-type: none"> Fossil raw materials: oil, natural gas, coal, lignite, peat Renewable raw materials: water, wind, solar, geothermal, biogas, wood 	Transport and terminal partners Fuel suppliers Electricity and district heating suppliers Suppliers of ICT services and systems Marketing and communication services Other purchased goods and services	Strategy <ul style="list-style-type: none"> Generating value for customers and owners Profitable growth in parcel services Core travel services Valued brand and workplace Values <ul style="list-style-type: none"> Straightforward, behind the wheel, together Business areas and common services <ul style="list-style-type: none"> Parcel Services Digital Transport Services Staff <ul style="list-style-type: none"> 300 employees Finances <ul style="list-style-type: none"> Balance sheet €31.8 million Equity ratio 31.8% Information systems and applications	Service point network formed by Matkahuolto and partners <ul style="list-style-type: none"> Parcel points Parcel lockers Market-based transport services provided by transport operators and publicly procured transport services <ul style="list-style-type: none"> Long-distance transport Local transport Local and regional transport Demand responsive transport 	Sending and receiving parcels in Finland and abroad Timetables, tickets and enabling seamless journeys
E1 Climate change E4 Biodiversity		E1 Climate change S1 Own workforce G1 Business conduct		E1 Climate change S4 Consumers and end-users

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Stakeholder interests and views

Matkahuolto strives for an active dialogue with all its stakeholders through various channels. The aim of

stakeholder cooperation is to develop Matkahuolto's operations, build better services and promote responsibility. Diverse interaction helps Matkahuolto

achieve its goals and meet the expectations of its stakeholders.

Stakeholder	Means and channels for interaction	Purpose of interaction	Examples of the impact of interaction results on decision-making at Matkahuolto 2025
Corporate and other organisational customers	<ul style="list-style-type: none"> • Visits and events • Website and Paketit Business Portal • Newsletters • Customer service channels • Contract customer satisfaction survey, other surveys and studies 	<p>Providing reliable, fast and nationwide parcel services. Systematically reducing emissions in response to customer sustainability expectations and transparently reporting on operations and customer-specific GHG-emissions in line with the Sustainability Programme.</p> <p>Providing comprehensive information, ticketing and clearing systems to enable the provision of mobility and tourism services.</p>	<p>Reduction of Matkahuolto's GHG emissions (CO₂e) in line with the company's Climate Roadmap, with the aim of offering fossil-free transport by 2030. Reporting of emissions and further development of emissions reporting through digital channels.</p> <p>Introduction of a QR code-based single ticket in the Trips and Tickets app, improving both security and ease of use.</p>
Consumer customers	<ul style="list-style-type: none"> • Websites and applications • Newsletters and social media channels • Customer service channels • Continuous consumer feedback survey, other surveys and studies 	<p>Providing accessible, nationwide, local, affordable and fast parcel delivery. Helping customers to choose a responsible operator and environmentally friendly parcel transport.</p> <p>Provision of equitable and accessible mobility and tourism services in the form of comprehensive timetable, route and ticketing options on digital channels.</p> <p>Ensuring the security and privacy of consumers and end-users.</p>	<p>Rewarding consumers for fast parcel pickup through a loyalty programme. Expansion of the parcel locker network. Adding accessibility information for parcel lockers and service points to the service point search.</p> <p>Provision of digital single, season and series tickets in the Trips and Tickets app around the clock. Enabling seamless travel chains across a wider area and participation in tourism projects.</p> <p>Improvements to the accessibility of the Paketit and Trips and Tickets apps, including enhancements to screen reader compatibility.</p>
Owners and transport operators	<ul style="list-style-type: none"> • General Meeting of Shareholders • Info sessions and events • Extranet and newsletters • Transport operator survey 	<p>Increasing the economic value and the value of ownership through services. Promoting nationwide public transport. Securing core travel services. Implementing the Sustainability Programme.</p>	<p>achieving the objectives set for the 2023-2027 strategy period: creating value for owners and providing and renewing core services in an efficient and profitable way. Development of digital services such as Matkassa.</p>
Staff	<ul style="list-style-type: none"> • Staff briefings • Workplace survey, other staff surveys • Performance appraisals • Training • Intranet, time management and shift planning application, and other internal communication channels 	<p>Developing staff skills and competences and providing career paths. Supporting employee well-being. Ensuring a physically and mentally safe working environment and working practices. Promoting equal treatment and equal opportunities through diversity management. Leveraging values in promoting corporate culture.</p>	<p>MOppi online training offering to support competence development. Adoption of artificial intelligence. Diversity at Matkahuolto programme. Remote work opportunities. Development of a culture of sustainability.</p>
Suppliers and other partners	<ul style="list-style-type: none"> • Visits and events • Extranets and newsletters • Surveys • Training 	<p>Conducting a continuous and stable business. Adhering to ethical principles and promoting sustainable development measures. Clear cooperation models.</p>	<p>Development of cooperation and interaction through partner days and other meetings, extranets and newsletters. Continuous process development with partners. Prioritising sustainability in partner selection. Advancing low-carbon products and services in procurement through collaboration.</p>
Authorities and other public bodies	<ul style="list-style-type: none"> • Visits and events • External communications • Newsletters 	<p>Improving the digital competence of transport operators and developing digital services. Accessibility of public transport through customer-oriented, modern and nationwide travel services. One-stop shop for public transport routes and services.</p>	<p>Development of ticketing and information systems to meet the needs of different types of regions. Identifying the perspectives of various stakeholders to enable the provision of nationwide and comprehensive services.</p>
Media	<ul style="list-style-type: none"> • Events • Media releases and pitches 	<p>Communicating developments related to operations, finances and the needs of customers and other stakeholders, and answering questions from the media.</p>	<p>Proactive media briefings and responding to journalists' inquiries.</p>

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Material impacts, risks and opportunities and their interaction with strategy and business model

As a result of the dual materiality analysis, Matkahuolto has identified the following material impacts, risks and opportunities:

Standard	Subtopic / subsubtopic	Material impact, risk or opportunity	Description of material impact, risk or opportunity	Location	
E1 Climate change	Mitigation of climate change	Actual positive impact Short term	CO ₂ e emission reduction effects of transport on the atmosphere through enabling and promoting a car-free lifestyle	The services provided by Matkahuolto to operators, passengers and transport procurers facilitate the use of public transport and promote comprehensive transport connections in Finland. The company's marketing communications encouraging sustainable mobility makes public transport more attractive than private cars.	Value chain
		Identified business opportunity	Sustainable and low-carbon procurement	Investing in low-carbon procurement and green and cost-effective practices can deliver economic and environmental benefits.	Own activities
	Energy	Actual negative impact and identified business risk	CO ₂ e emissions to the atmosphere from the transport of parcels (carbon footprint)	By reducing emissions from its own and its partners' parcel deliveries, Matkahuolto can prevent market risks related to climate change.	Own activities / Value chain
E4 Biodiversity and ecosystems	Biodiversity	Actual negative impact Short term	Biodiversity loss due to the use of transport fuels and energy in buildings	Matkahuolto's parcel services require transport fuels and purchased energy, the production of which affects biodiversity at the upstream end of the value chain. These impacts are linked through fuel suppliers and energy companies to Matkahuolto's parcel business.	Value chain
S1 Own workforce	Working conditions: health and safety	Actual negative impact Short term	Physical strain at work	Physical strain at work can lead to health problems for workers, such as musculoskeletal disorders, fatigue and reduced work capacity.	Own activities
		Actual negative impact and identified business risk Short term	Occupational accidents and incidents among own and agency staff.	Accidents and injuries at work can lead to significant costs. Preventive measures, such as safety equipment and risk assessment, reduce the likelihood of accidents.	Own activities
	Equal treatment and equal opportunities for all: education and skills development	Actual positive impact Short term	Supporting professional development and providing career opportunities for staff	Supporting professional development and providing career opportunities for staff is likely to increase employee motivation and engagement, leading to higher productivity and innovation, among other things.	Own activities
	Equal treatment and equal opportunities for all: measures to combat violence and harassment in the workplace	Actual positive impact Short term	Prevention of inappropriate treatment	Preventing inappropriate treatment helps Matkahuolto create a safe and respectful working environment, which improves the working atmosphere and increases employee wellbeing.	Own activities
	Equal treatment and equal opportunities for all: diversity	Potential positive impact Medium term	Promoting equal treatment and equal opportunities through diversity management.	Promoting equality and diversity at Matkahuolto creates an inclusive working environment, which improves the working atmosphere and increases innovation.	Own activities
S4 Consumers and end-users	Social inclusion of consumers and/or end-users: access to products and services	Actual positive impact and opportunity Short term	Strengthening social inclusion by bringing people and parcels together through a nationwide service network and digital services	Strengthening social inclusion through a nationwide service network and digital services improves service accessibility and reduces inequality.	Value chain
	Data-related impacts on consumers and/or end-users: privacy	Identified business risk	Ensuring the data security and privacy of customers	By securing personal data, Matkahuolto strengthens the trust of its customers and protects the company from financial risks.	Value chain
G1 Business conduct	Non-standard issue identified in Matkahuolto's risk management: corporate culture, relations with suppliers, corruption and bribery	Identified business risk	The company's ambition level on sustainability issues should meet stakeholders' expectations	Matkahuolto's commitment to sustainability and good business practices strengthens its reputation, supports sustainable growth, reduces the risk of negative surprises and promotes business continuity.	Own activities

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Matkahuolto’s Sustainability Programme

In 2024, Matkahuolto updated its sustainability programme, originally prepared in 2020, based on a double materiality assessment. New topics included diversity in the workplace, preventing biodiversity loss and sustainable procurement. The Sustainability Programme brings together Matkahuolto’s key sustainability areas and serves as a framework for sustainability management, implementing Matkahuolto’s strategic vision to be a financially successful, customer-oriented and sustainable parcel and travel services company. The content of the Sustainability Programme is reviewed at regular intervals and updated as necessary.

Double materiality assessment

Matkahuolto conducted its first double materiality assessment in autumn 2023 in accordance with the requirements of the ESRS standards. The assessment was originally carried out in preparation for the implementation of the Corporate Sustainability Reporting Directive (CSRD), as the directive was expected to apply to the company from 2025 onwards. The process consisted of understanding the sustainability context (including strategy and business model, operations, value chain description and stakeholder expectations), identifying and assessing impacts, risks and opportunities, and determining the material disclosures.

The double materiality assessment (DMA) was carried out in cooperation with the Sustainability Steering Group and key experts, using appropriate methods such as interviews, workshops, internal analyses, and industry and competitor reviews. An external expert supported the process and provided training to participants during the work.

The value chain analysis began by identifying the key actors involved in delivering Matkahuolto’s services. At the upstream and downstream ends of the parcel and travel services value chains, material impacts on people and the environment arising from business relationships were identified. The sustainability of the value chain

was assessed from the perspective of all topical ESRS standards, and its structure was determined by the Sustainability Steering Group in autumn 2023.

Stakeholder impacts were assessed by interviewing Matkahuolto’s external partners, suppliers, transport operators and customers, as well as the company’s own experts and management. In addition, previous studies were utilised. Identified sustainability impacts were scored on a scale of 1–5 based on the severity of the impacts (scale, scope and remediability) and the likelihood of potential impacts. The impacts related both to the company’s own operations and to the upstream and downstream parts of the value chain, and most were assessed as likely to materialise in the short term.

Financial impacts were assessed using the same scale, based on identified risks and opportunities, taking into account their expected financial significance, likelihood and the remediability of potential negative impacts. Thresholds were discussed within the Sustainability Steering Group, which decided on the topics to be reported based on various simulations. For Matkahuolto, the material topics identified under the ESRS standards were climate change mitigation (E1), biodiversity and ecosystems (E4), own workforce (S1), consumers and end users (S4), and business conduct (G1).

In the reporting year, we update only those sustainability disclosures for which the underlying activities, targets or metrics have changed. Following the European Commission’s Omnibus initiative, the CSRD will ultimately not apply to Matkahuolto. The double materiality assessment will be updated at a later stage as part of the company’s regular sustainability work.

Identification and assessment of material climate-related impacts, risks, and opportunities

Matkahuolto assessed the actual and potential climate impacts of its operations and value chain in 2022. The assessment was based on the company’s Greenhouse Gas (GHG) Protocol based emissions calculation. The assessment defined three scenarios, a baseline, a






medium and a maximum scenario, which described the expected situation after the selected emission reduction measures. Based on the scenario work, Matkahuolto set an emission reduction target in line with the 1.5-degree target of the Paris Climate Agreement. Accordingly, the company’s emissions will be reduced by 12% in absolute terms (-1,657 tCO₂e) by 2025 and 50% (-6,907 tCO₂e) by 2030 compared to 2020 levels.

In its dual materiality analysis, Matkahuolto identified the greenhouse gas emissions into the atmosphere from the transport of parcels as a climate change-related market risk (transition risk), which it can manage by reducing emissions from its own and partners’ transport operations. Investment in low-carbon products and services, as well as in environmentally friendly and cost-effective ways of working, were identified as opportunities. In addition, increased use of public transport was identified as a climate change opportunity if people choose sustainable transport over private cars and businesses support sustainable commuting.

In the short to medium term, there are no foreseeable risks or opportunities that would materially affect the company’s financial position, performance, cash flows or financing.

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Sustainability Programme

ESG topic	Indicator	Target	Outcome			YK SDG
			2025	2024	2023	
We look after our employees						
Corporate culture and management	People Power rating*	2027: Score for corporate culture AA+	A+	AA	A+	
Health, well-being, safety	Accident frequency	Accident frequency rate: 15.0. Long-term target: zero accidents	12.1	37.8	-	
	Absences due to illness, %	2027: Absences due to illness 2.7%	3.5	2.8	3.1	
Engagement and support for inclusion	Engagement index	2027: rating 78	71.7	73.7	72.9	
	Social sustainability index, which includes diversity, sense of belonging and discrimination	2027: rating 81	81.3	80.7	78.7	
We are an attractive partner and service provider						
Nationwide partner for transport operators	Transport operator satisfaction with sustainability services, on a scale of 1–5**	Deepening and broadening cooperation, in particular to promote sustainable development	4	4	3	
	Different operators using the services		-	15	31	
Provision of first-rate service	NPS (Net Promoter Score)	Continuous improvement of the customer experience				
		Sending and picking up parcels: NPS for the sender and recipient of parcels	65 and 68	74 and 75	73 and 76	
		NPS for contract customers***	5	33	-	
We mitigate climate change and prevent habitat loss						
Low-emission parcel transport (no fossil fuels)	Carbon dioxide emissions, tCO ₂ e	2030: Reducing Matkahuolto's emissions by 50% from 2020 levels, carbon neutral in all our activities	8,440	9,700	10,400	
Enabling and promoting a car-free lifestyle	National coverage of the services available in the Trips and Tickets app: trips made, number	Expansion of travel services in the Trips and Tickets app	500,000	368,000	232,000	
Protecting biodiversity	Nature footprint (more precise indicator to be defined by 2027)	2027: Assessing and measuring nature impacts and making a plan to reduce the nature footprint	-	-	-	
Our activities benefit society at large						
Regulatory compliance and ethical code of conduct	Number of trained employees, %	100% of employees will have received training on the ethical code of conduct	88%	89%	87%	
	Number of committed suppliers, %	100% of suppliers committed to the ethical code of conduct	≥95%	93%	-	
Sustainable procurement	Indicator to be defined later	Increasing sustainable procurement	-	-	-	

* Workplace survey, People Power

** Transport operator survey

*** Due to a change in the measurement method, the result is not comparable with previous years.

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2. Environmental disclosures

EI Climate change

Matkahuolto’s dual materiality analysis identified the following climate change impacts, risks and opportunities:

- CO₂e emission reduction effects of transport on the atmosphere through enabling and promoting a car-free lifestyle (actual positive impact)
- Sustainable and low-carbon procurement (opportunity)
- CO₂e emissions to the atmosphere from the transport of parcels (actual negative impact and risk)

Applicable policy and plan:

- Climate Roadmap and Transition Plan for Climate Change Mitigation

Transition plan for climate change mitigation

Matkahuolto is committed to reducing its own direct and indirect (Scope 1 and 2) GHG emissions by 50% by 2030 compared to the base year 2020. In addition, Matkahuolto is committed to reducing its value chain (Scope 3) GHG emissions by 50% by 2030 compared to the base year 2020 in the following categories: purchased goods and services, fuel production and energy transmission losses, and value chain upstream transport and distribution.

Matkahuolto’s emission reduction targets were endorsed by the Science Based Targets initiative (SBTi) in September 2023. By committing to the Science Based Targets initiative (SBTi), Matkahuolto supports the Paris Climate Agreement’s goal of limiting the global temperature increase to no more than 1.5 degrees Celsius.

The emission reduction measures in Matkahuolto’s transition plan cover transport, purchased energy and procurement. In both our own transport operations and those carried out by our partners, the transition

to alternative energy sources (such as renewable diesel, biogas and electricity) replacing fossil fuels will be implemented progressively by 2030. For own and partner transport, the transition to low or zero emission alternatives will be linear by 2030. Costs are estimated at the additional cost per litre of renewable diesel at current price levels.

Matkahuolto uses renewable diesel in its own production vehicles. In addition, the majority of domestic trunk transport carried out by our partners is operated using renewable diesel or biogas. At the end of 2025, 54 per cent of all transport operations were powered by alternative energy sources.

The transition to renewable energy in terminals and sites will be implemented in stages. In 2025, 100 per cent of the electricity consumed at Matkahuolto’s own facilities was generated from emission-free energy sources (98% renewable energy), verified with guarantees of origin. In 2025, renewable district heating accounted for just over 60 per cent of the district heating used at Matkahuolto’s facilities, and its adoption will continue on a site-by-site basis until 2030. The costs are estimated on the basis of the price of renewable district heating reported by the energy companies and the energy consumption of the sites.

In procurement, Matkahuolto seeks to reduce the carbon footprint of purchased products and services in cooperation with its suppliers, while improving the accuracy of emissions calculations by moving from cost-based estimates to emissions data reported by suppliers. Low-carbon requirements for suppliers will be defined and introduced at a later stage.

Matkahuolto’s Climate Roadmap includes a transition plan for climate change mitigation that implements Matkahuolto’s Sustainability Programme. Matkahuolto’s Board of Directors approved the transition plan in 2022.

The plan was reviewed in autumn 2025, but no significant changes were made.

Policies

Matkahuolto’s climate and environmental work follows the company’s Climate Roadmap, which contains key measures and a timetable for reducing greenhouse gas emissions in the company’s own operations and in the value chain.

Three different scenarios were calculated for Matkahuolto’s emission reduction targets, assessing the impact of different measures and future developments on the targeted emission reductions. The scenario analysis was also used to assess which emission reduction measures would bring Matkahuolto’s emissions reduction target in line with the 1.5-degree target of the Paris Climate Agreement.

The Board of Directors monitors the progress of the Climate Roadmap as part of the Sustainability Programme, which is subject to an annual report to the Board of Directors. Matkahuolto’s policies address climate change mitigation and energy efficiency.

In 2023, Matkahuolto implemented the EcoCompass environmental management system based on the ISO 14001 standard on its own premises. Matkahuolto has set targets in the EcoCompass environmental system, such as improving the energy efficiency of its premises and increasing the recycling rate of waste, and it has defined measures to achieve these targets.

Matkahuolto requires all its partners to commit to the company’s Code of Ethics, in which it encourages its partners to monitor and reduce their negative environmental impacts and to comply with agreements and related guidelines on providing environmentally friendly services or meeting environmental sustainability criteria and reporting.

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Targets related to climate change mitigation and adaptation

GHG emission reduction targets and figures in line with the 1.5-degree pathway	Baseline of reduction targets in 2020 In absolute terms, tCO ₂ e	Basic level of reduction targets In absolute terms, tCO ₂ e	Share of combined GHG emission reduction targets %	Reduction targets by 2030 In absolute terms, tCO ₂ e	Target in line with the 1.5-degree pathway tCO ₂
Scope 1	843	422	50%	422	489
Key emission reduction measures: Moving away from fossil fuels					
Scope 2 (market-based)	931	466	50%	466	540
Key emission reduction measures: Transition to renewable energy					
Scope 3	12,038	6,019	50%	6,019	6,982
Key emission reduction measures: Moving away from fossil fuels, increasing low-carbon procurement					
Total	13,812	6,907		6,907	

Matkahuolto's emission reduction targets were endorsed by the Science Based Targets initiative (SBTi) in September 2023. Matkahuolto is committed to reducing Scope 1 and 2 GHG emissions by 50% in absolute terms by 2030 compared to the base year 2020. In addition, Matkahuolto is committed to reducing Scope 3 GHG emissions by 50% in absolute terms in the following categories: Category 1: purchased goods and services, Category 2: fuel production and energy transmission losses, and Category 4: upstream transportation and distribution.

Actions and resources

Matkahuolto's most significant environmental impact comes from indirect emissions in the value chain. Most of these arise from subcontracted transport of parcels and purchased goods and services. Emissions from own operations are caused by the fuel used by Matkahuolto's vehicles and the emissions from purchased energy.

Matkahuolto's key climate change mitigation actions are moving away from fossil fuels in transport (Scope 1 and 3), shifting to renewable energy (Scope 2) and increasing the share of low-carbon products and services in procurement (Scope 3). The related measures are included in Matkahuolto's climate roadmap and the transition plan that complements it. Matkahuolto will implement the emissions reduction measures required to meet the target between 2020 and 2030.

Emissions from Matkahuolto's own operations decreased slightly in 2025. The decline was mainly due to the company reducing the number of its production vehicles and facilities, which lowered both fuel consumption and energy use. 100 per cent of the electricity consumed at Matkahuolto's own facilities was generated from fossil-free energy sources (98% renewable energy), verified through guarantees of

Cross-cutting (ACA) emission reduction pathway with 2020 as the reference year

	2030	2050
SBTi Near term: 1.5°C by 2030	-42 %	-90 %

Source: based on "Pathways to Net-zero – SBTi Technical Summary" (version 1.0, October 2021)

Energy consumption and mix

Energy consumption and mix		2025	2024	2023
Purchased energy				
Purchased electricity and heat, fossil	MWh	3,046	3,559	4,729
Purchased electricity and heat, renewable	MWh	8,747	8,475	4,822
Total energy consumption				
Total consumption of fossil energy	MWh	3,046	3,559	4,729
Share of fossil energy sources in total energy consumption	%	26%	29%	50%
Total consumption of nuclear-based energy sources	MWh	63	55	Not reported
Share of nuclear-based sources in total energy consumption	%	1%	1%	Not reported
Total consumption of renewable energy	MWh	8,747	8,475	4,822
Share of renewable energy sources in total energy consumption	%	74%	70%	50%
Total energy consumption	MWh	11,856	12,089	9,551

Energy intensity in relation to turnover	2025	2024	2023
Energy intensity, MWh/million €	121.0	123.0	100.9

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origin. In addition, the company's delivery vehicles run on renewable diesel and electricity, which also helps explain the relatively low level of emissions from its own operations.

During 2025, more trunk transport was switched to renewable diesel and biogas. The use of alternative energy sources (HVO and electricity) in pickup and delivery operations also expanded to new distribution areas. Matkahuolto aims to phase out fossil fuels by 2030.

Targets

Matkahuolto is committed to reducing Scope 1 and 2 GHG emissions by 50% by 2030 compared to the base year 2020. In addition, Matkahuolto is committed to reducing its Scope 3 GHG emissions by 50% in the following categories: purchased goods and services, fuel production and energy transmission losses, and value chain upstream transport and distribution.

Matkahuolto's emission reduction targets were endorsed by the Science Based Targets initiative (SBTi) in September 2023. Matkahuolto's emission reduction measures are based on the Climate Roadmap published in 2022.

Gross Scopes 1–3 and total GHG emissions

Matkahuolto's carbon footprint was 8,440 tCO₂e in 2025 (9,730 tCO₂e in 2024). The carbon footprint has been reduced by 13% compared to 2024. Comparable emissions for 2020 were 13,800 tCO₂e. Biogenic CO₂ emissions were 3,780 tCO₂ in 2025 (2,670 tCO₂ in 2024). The increase in biogenic emissions is the result of the growing share of renewable diesel and biogas in transport.

The direct and indirect (Scope 1 and Scope 2) emissions from Matkahuolto's own operations are generated by the fuel used by the vehicles and the emissions from purchased energy. Carbon dioxide emissions from its own operations were 335 tCO₂e in 2025, decreasing from 2024 (433 tCO₂e in 2024). Overall, carbon dioxide emissions from its own activities accounted for about 4% of the company's total emissions (Scope 1–3).

Gross Scopes 1, 2, 3 and total GHG emissions

Gross Scopes 1, 2, 3 and total GHG emissions	Base year 2020	Retroactive		Change % 2025/2024	Milestone year
		Reference year 2024	Reference year 2025		2030
Scope 1 GHG emissions (tCO₂e)					
Scope 1 GHG emissions	843	15	17	14%	422
Percentage of Scope 1 GHG emissions covered by regulated emissions trading schemes (%)	0	0	0	0%	
Scope 2 GHG emissions (tCO₂e)					
Scope 2 GHG emissions (market-based)	931	418	318	-24%	466
Scope 2 GHG emissions (location based)	1,032	1,283	827	-36%	
Scope 3 GHG emissions (tCO₂e)					
Scope 3 total gross emissions	12,038	9,300	8,107	-13%	6,019
1. Purchased goods and services	3,578	2,531	2,127	-16%	
2. Fixed assets	825	757	240	-68%	
3. Fuel production and energy transmission losses	203	30	19	-36%	
4. Transportation and distribution	6,792	5,698	5,470	-4,0%	
8. Assets leased to ourselves (partner terminals, own parcel lockers)	-	15	9	-40%	
Other emission sources*	640	271	242	-11%	
GHG emissions, tCO₂e					
Total GHG emissions (market-based)	13,812	9,733	8,442	-13%	6,907
Total GHG emissions (location-based)	13,913	10,598	8,951	-16%	

*Commuting, business travel, waste, disposal of products sold.

Biogenic emissions (tCO ₂)	2025	2024	2023
Scope 1	60	107	396
Scope 3 (Cat. 4)	3,779	2,565	1,285

GHG intensity in relation to turnover	2025	2024	2023	Change % 2025/2024
Turnover-based GHG intensity (market-based), tCO ₂ e/million €	85.8	99.0	109.8	-13%
Turnover-based GHG intensity (location-based), tCO ₂ e/million €	91.0	107.8	112.2	-16%

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More than 95% of Matkahuolto's total emissions come from indirect (Scope 3) emissions in the value chain, which were 8,100 tCO₂e in 2025 (9,300 tCO₂e in 2024). Most of the emissions arise from the transport of parcels (67.5%) and purchased goods and services (26.2%). In 2025, the total Scope 3 emissions from transport (WTW, well-to-wheel, taking into account the whole life cycle of fuels) was 5,500 tCO₂e (5,700 tCO₂e in 2024). WTW emissions per parcel decreased by 7% compared to 2024. WTW emissions per parcel were 321 gCO₂e in 2025 (344 gCO₂e in 2024).

Emission accounting methodology

Matkahuolto's emission accounting covers the greenhouse gas emissions of the entire company and domestic parcel services.

Matkahuolto's emissions calculation was done in accordance with the Greenhouse Gas (GHG) Protocol. The calculation also took into account the Corporate Value Chain (Scope 3) standard and complementary guidelines. Matkahuolto's calculation of the footprint of its Parcel Services is compliant with the SFS-EN 16258 standard, which contains the methodology for the calculation and declaration of energy consumption and GHG emissions

of transport services (freight and passenger), published in 2014.

Sources of emission factors in the calculations

- Scope 1 and Scope 3 (Category 4): Fuels: Greenhouse gas reporting: DEFRA conversion factors
- Scope 2 (electricity and district heating): Energy industry, Energy Authority, Energy companies, Fingrid, Statistics Finland
- Scope 3 (Categories 1 and 2): Purchased goods and services and fixed assets: Exiobase, Greenhouse gas reporting: DEFRA conversion factors, the Finnish Information Centre of Automobile Sector.
- Scope 3 (other emission sources): Energy industry, Greenhouse gas reporting: DEFRA conversion factors, GreenView Hotel Footprinting Tool, HSL, OpenCO₂.net, the Finnish Environment Institute SYKE, Tampereen Ratikka, Traficom, WordBank Group

To improve the accuracy of emissions calculations, Matkahuolto plans to replace the cost-based calculation of indirect purchases (Category 1) with a supplier-specific method. The share of value chain (Scope 3) emissions calculated using primary data obtained from suppliers

or other value chain partners was 0.07% in 2025 (0.04% in 2024). Emission factors are updated annually.

An independent external expert conducted a critical review of the emission calculation and issued an approved statement regarding the implementation of the emission calculation in February 2026.

GHG removals and mitigation projects financed through carbon credits

Until spring 2025, Matkahuolto used emissions offsetting alongside its own emissions reduction measures to provide carbon-neutral parcel transport. Emission reductions purchased through carbon credits have not been included in the company's emissions reduction targets.

The offsetting of transport emissions has been based on annual emissions calculations. In 2025, the carbon credits used were certified under the Gold Standard VER.

GHG removals and GHG mitigation projects financed through carbon credits	2025	2024	2023
Total amount of emission credits (tCO ₂ e)	2,279	5,589	5,723
Share of removal projects	0%	0%	0%
Share of mitigation projects	100%	100%	100%
Recognised quality standard 1: Verified Carbon Standard (VCS)	-	50%	50%
Recognised quality standard 2: Gold Standard for the Global Goals	100%	50%	50%
Share of intra-EU projects	0%	0%	0%
Share of emission credits considered as equivalent adjustments	0%	0%	0%

Emission credits to be cancelled in the future	2030
Total (tCO ₂ e)	6,907

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3. Social disclosures

S1 Own workforce

The following own workforce impacts, risks and opportunities were identified in Matkahuolto's dual materiality analysis:

- Physical strain of work (actual negative impact)
- Occupational accidents and injuries and potential fatalities among own and agency staff (actual negative impact and risk)
- Supporting professional development and providing career opportunities for staff (actual positive impact)
- Prevention of unfair treatment (actual positive impact)
- Promoting equal treatment and equal opportunities through diversity management (potential positive impact)

Applicable guidelines and plans of action:

- Workplace community development plan
- Gender equality and non-discrimination plan
- Model for the prevention of inappropriate treatment
- Occupational safety objectives and rules
- Occupational health and safety action plan
- Occupational health care action plan
- "Everyone stays on board" – an early help model

Policies

At Matkahuolto, our operations are guided by our values, and our leadership commitments support a coaching approach to management. The staff policy applies to both employed and agency workers, and labour law and collective agreements are respected.

Matkahuolto has strengthened the prevention of workplace accidents through a management system and developed a roadmap to achieve zero workplace accidents. There are clear guidelines on how to prevent inappropriate treatment, and equality is promoted through the equality and non-discrimination plan. Staff

are trained in anti-discrimination. In 2025, a diversity and inclusion programme was launched to support diversity efforts. Matkahuolto supports professional development and career progression by providing training and communicating new job opportunities. In 2025, recruitment principles were also published to support workforce diversity.

Engaging with workers

At Matkahuolto, the employer and staff work together, respecting rights and obligations. Leadership emphasises fairness, justice and respect for diversity.

Discussions required under the Co-operation Act, relating to job duties, working conditions and employees' status, are held with personnel across various forums. The Health and Safety Committee meets at least quarterly, and the Codetermination Committee 3–4 times a year, chaired by the CEO.

Collective agreements define the position of employee representatives. New policies are discussed in the Health and Safety Committee or in the Codetermination Committee. Collective agreements are negotiated between employer federations and employee unions.

The annual employee survey assesses the state of equality, and employees can report misconduct anonymously.

Communication and engagement with employees is carried out through various channels, including the intranet, meetings, the shift planning system, written guidelines and information displays at terminals.

Processes to remediate negative impacts and to hear workers

In the event of an accident at work, the employee or the manager will remove the cause of the accident in accordance with the occupational health and

safety guidelines and to the extent possible in the circumstances.

The intranet provides comprehensive information on employee-related guidelines, employee involvement in matters affecting them, and the whistleblowing channel in use.

At Matkahuolto, employees are represented by a chief shop steward elected by the personnel for the Transport Workers' Union (AKT) collective agreement sectors and by an occupational safety and health representative representing the entire workforce.

Actions

Matkahuolto's double materiality assessment identified occupational accidents and injuries and potential fatalities arising from the working environment as a risk to its own workforce. The following plans and results include a description of the resources available to reduce this risk:

- Workplace community development plan
- Gender equality and non-discrimination plan
- Occupational health and safety action plan
- Report on workplace hazard and risk assessment
- Employee survey results
- Occupational health workplace survey

The process for dealing with accidents at work when they occur is described in the section Processes for remediating negative impacts and consulting employees. The Riskipulssi occupational safety app supports safety observations. Reducing sickness absence is achieved through the management of well-being at work. The Health and Safety Committee monitors the implementation of safety measures. Accident and sickness absence statistics are monitored and responded to as necessary.

Matkahuolto is a member of the Vision Zero Forum and the company provides its staff with up-to-date information

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on occupational safety. All staff undergo an induction programme, and competence development is guided by the Workplace community development plan. Managing risk is part of Matkahuolto's overall risk management.

Targets

Our long-term goal is zero workplace accidents. This objective is aligned with our membership of the Vision

Zero Forum. Matkahuolto measures the number of accidents per million working hours using the TRIF indicator (Total Recordable Injury Frequency).

During 2025, Matkahuolto prepared a plan to achieve its objective of zero workplace accidents and set a new target for the accident frequency rate, which is monitored as part of Matkahuolto's sustainability programme. The accident frequency target is discussed and set by the

Health and Safety Committee, which also monitors the number of accidents on a regular basis. The Health and Safety Committee reviews the quality of accident reports, near-miss incidents and safety observations, and seeks to disseminate good practices particularly in operational facilities.

Characteristics of the company's employees

Number of employees and their gender distribution, no.	2025			2024			2023		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Staff, 31 Dec	104	197	301	138	222	360	147	242	389
Permanent employees	102	194	296	133	222	355	144	240	384
Fixed-term employees	2	3	5	5	0	5	3	2	5
Full-time employees	94	159	253	116	187	303	118	192	310
Part-time employees	8	35	43	19	30	49	26	43	69
Temporary employees ¹	2	3	5	3	5	8	3	7	10

* Staff numbers are calculated based on the number of staff at the end of the year.

¹Temporary means variable working hours, i.e. the so-called zero-hour contract.

Characteristics of non-employee workers in the company's own workforce

Own and agency workers	2025	2024	2023
Own workers, FTE	332	388	414
Agency workers, FTE	53	69	57
Total	385	457	471
Own workers, no.	329	376	393
Agency workers, no.	105	121	110
Total	434	497	503

The number of workers is expressed as the average number of workers per month during the financial year for own and agency workers.

The number of person-years worked (FTE) for own and agency workers is calculated as the number of hours worked in relation to the annual working time.

Diversity indicators

Gender distribution of senior management, 31 Dec 2025	Male		Female		Other gender		Not indicated	
	No.	%	No.	%	No.	%	No.	%
Board of Directors	5	71	2	29	0	0	0	0
Management Team	7	64	4	36	0	0	0	0
Total	12	67	6	33	0	0	0	0

Age distribution of employees 2025		
Age (years)	No.	%
Under 30	50	17
30-50	155	51
Over 50	96	32

Characteristics of the company's employees	2025	2024
Total number of employees who left during the reporting period	82	61
Total number of new employees during the reporting period	22	36
Turnover, %*	16	13

* The calculation of turnover is based on gross turnover, i.e. the number of all employees relative to the average headcount. Average headcount equals the average number of employees at the start and end of the reference period x 2. Interns are not included in the turnover calculation.

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Social protection

All Matkahuolto employees are covered by social protection in the event of incapacity for work, including injuries.

Training and skills development indicators

Training and regular performance and career development reviews for employees 2025	Men	Women	Total
Share of employees participating in regular performance and career development reviews, %	48	56	50
Average number of training hours completed per employee, hours per person	4.9	5.5	5.2

Average hours of training for employees, by category of person	2025
Blue-collar employees	1.9
White-collar employees	5.2
Senior white-collar employees and management	8.9

Health and safety indicators

All of Matkahuolto's own employees are covered by occupational health and safety systems. Occupational health services for external workforce personnel are provided by their respective employers.

Health and safety indicators	2025
Staff covered by health and safety systems, %	
Own workers	100
Agency workers	100
Fatal incidents, no.	
Own workers	0
Agency workers	0
Recorded accidents at work, no.	
Own workers	7
Agency workers	8
Frequency of accidents at work, TRIF	
Own workers	12
Temporary agency employees	87
Work-related health problems, no.*	
Own workers	0
Lost working days due to cases resulting in absence, no.	
Own workers	10

* Occupational diseases

Incidents, complaints and severe cases of human rights issues

Discrimination and harassment incidents, reports made, sanctions and compensations	2025
Discrimination and harassment incidents, no.	3
Reports made (incl. WhistleB channel), no.	1
Fines, penalties and compensations paid on the basis of reported cases and complaints, €	0

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S4 Consumers and end-users

Matkahuolto’s double materiality assessment identified the following consumer and end-user impacts, risks and opportunities:

- Strengthening social inclusion by bringing people and parcels together through a nationwide network of parcel service points and digital services (positive impact and opportunity)
- Ensuring data security and data protection for consumers and end-users (risk)

Applicable guidelines and policies:

- Code of Conduct
- Data security procedures and policy
- Privacy policies and guidelines

Policies

Matkahuolto is committed to the highest standards of data protection and to ensuring that the personal data of customers, employees and business partners is processed appropriately. Matkahuolto’s privacy policy is based on the EU General Data Protection Regulation (GDPR) and applicable national data protection laws. The appropriate and careful handling of personal data is covered by Matkahuolto’s Code of Conduct.

An information security policy was prepared for Matkahuolto in 2024, and complementary policies and guidelines will be developed during the strategy period. These policies and guidelines broadly define how information security is implemented at Matkahuolto.

Matkahuolto’s data protection practices and measures are overseen by a Data Protection Officer, who helps ensure that all processing of personal data is lawful, appropriate and secure. Matkahuolto’s data protection compliance programme has been reviewed and approved by the company’s Management Team and the Board of Directors. Matkahuolto employees are instructed and trained to handle personal data carefully and confidentially.

Matkahuolto collects and processes personal data only for predefined, lawful purposes, such as

customer relationship management and marketing, where processing is based on consent. Technical and organisational safeguards are used to ensure the integrity, confidentiality and availability of personal data.

Matkahuolto has existing procedures for detecting, reporting and managing security breaches.

Matkahuolto’s partners are committed to complying with the Partner Code of Conduct, which is communicated to partners either as an annex to a contract or through a separately signed commitment.

Engaging with consumers and end-users

Matkahuolto ensures that consumers have access to the company’s data protection practices.

Customer data is processed confidentially, and Matkahuolto has established processes through which customers can obtain information about the processing of their personal data and provide feedback. Contact regarding data protection matters is centrally managed through customer service and a dedicated data protection email address.

In the privacy notices published on its website, Matkahuolto explains how customers and end users can contact the company regarding questions about the processing of personal data. Matkahuolto responds to data protection enquiries within the statutory time limit.

Communication relating to data protection is part of Matkahuolto’s customer communications and designed to ensure that all personal data is processed lawfully and securely.

Customers can contact Matkahuolto through the feedback form on its website, via chat services in its applications, or by email or telephone.

Potential data security breaches or other data protection-related concerns can be reported through the internal reporting channels available on Matkahuolto’s website.

Matkahuolto ensures that consumers and end users have clear and accessible ways to exercise their rights under the GDPR, including the right to access, rectify

or erase personal data, restrict processing, withdraw consent and object to the processing of personal data.

Matkahuolto has processes in place to ensure that any data security breaches are reported to the authorities and affected parties within the statutory time limit.

Matkahuolto has a dedicated whistleblowing channel for reporting misconduct, operated by an external partner to ensure the anonymity of the reporter. All reports are handled confidentially in accordance with legal requirements and the company’s whistleblowing policy. This ensures that employees, customers and other stakeholders have a safe way to raise concerns without fear of information leakage, retaliation, discrimination or other adverse consequences.

Matkahuolto aims to maintain trust and ensure that issues related to the processing of personal data are resolved in a transparent and accountable manner.

Actions

Accessibility

Matkahuolto carried out an accessibility initiative to ensure that the company’s services comply with the accessibility requirements of the Digital Services Act. As a result of the initiative, accessibility statements for the company’s digital services were prepared and published in 2025, and responsibilities for accessibility-related development tasks were defined.

As an example of accessibility and usability improvements made in 2025, updates were implemented in the Paketit and Trips & Tickets applications to improve perceivability and the use of screen readers. In addition, descriptions of the accessibility of parcel lockers and parcel points were added to Matkahuolto’s service point search.

Matkahuolto also takes into account actual or potential impacts on consumers and end users when making decisions on terminating business relationships and seeks to limit any adverse effects that may result from such decisions. Even if Matkahuolto decides to end a business relationship with a service point network partner, it seeks to ensure that services remain available in the area.

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Data privacy and security

Matkahuolto's data protection practices are regularly reviewed and developed to reflect evolving regulations, best practices and the company's operating environment. The company implements measures aimed at minimising data protection risks affecting consumers. Matkahuolto continuously assesses risks affecting consumers and end users, particularly those related to the processing of personal data. An action plan has been prepared for 2026 to improve the management of potential data protection risks and to ensure the effective implementation of data protection across all customer service processes.

In the area of information security, Matkahuolto carried out both administrative and technical development work during 2025. In 2026, the company will continue to develop its operations in accordance with the information security policy prepared in 2024. The information security policy is reviewed and updated annually. Particular attention is given to the requirements of cybersecurity-related regulation, including the EU Cybersecurity Directive (NIS2 Directive) and the national Cybersecurity Act. Training for personnel, exercises, and additional technical safeguards for systems and the operating environment are also planned for 2026.

Matkahuolto ensures that stakeholders handling customer data, including partners and other third parties, comply with the same data protection and security requirements as the company.

Matkahuolto is committed to ensuring that the processes related to the processing of personal data are documented and controlled. Any data breaches will be dealt with promptly and, where appropriate, reported to the authorities and data subjects in accordance with the GDPR. Matkahuolto is committed to regularly reviewing its data protection and security practices and assessing that the protection mechanisms in place are adequate and up to date.

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4. Governance disclosures

G1 Business conduct

Matkahuolto’s double materiality assessment identified the following business impacts, risks and opportunities:

- The company’s target level of accountability should meet stakeholders’ expectations (risk)

Applicable guidelines and policies:

- Sustainability Program
- Ethical Principles
- Procurement Policy
- Anti-Corruption Policy
- Whistleblowing Policy

Business conduct policies and corporate culture

Matkahuolto is committed to complying with all applicable laws, regulations and agreements in all situations and in all its activities. Matkahuolto’s operations are guided by a Code of Conduct, which has been approved by the company’s Board of Directors. The purpose of the Code of Conduct is to guide Matkahuolto employees to act in an ethically sustainable way and avoid any conduct that is in conflict with the applicable laws, company commitments or expected standards of behaviour.

Matkahuolto is also guided by the UN Guiding Principles on Business and Human Rights, the Global Compact initiative and the Sustainable Development Goals (SDGs).

The risks, impacts and opportunities associated with business ethics, compliance and culture of doing the right thing are assessed as part of the risk management process (see ESRS 2 General information: GOV-5). These risks are managed by building compliance programmes, as appropriate, in areas where risks or development needs are identified based on risk mapping, whistleblower reports, auditor or internal audit findings, Compliance Officer observations and experience, or other similar reasons.

In addition to the internal control mechanisms, it is possible to report illegal activities or material breaches of the Code of Conduct to one’s line manager, to other company managers or through the whistleblowing channel maintained by an entity separate from the company. The company has separate whistleblowing channels for its own staff as well as for partners and customers.

Training on the company’s Code of Conduct has been organised for all staff and is mandatory for all. The whistleblowing channel has also been widely communicated to staff. 88% of the company’s employees have received training on the company’s ethical principles

According to the whistleblowing policy, all reports made under one’s own name are subject to confidentiality and treated as confidential. The whistleblower will not suffer any negative employment-related or other consequences, or retaliation, as a result of making a report, provided that they have reasonable grounds to believe that the information concerning the infringement is accurate at the time of reporting. In line with the approved policy, an independent Compliance Officer is responsible for the implementation of the channel and reports on notifications and investigations to the Compliance Steering Group. The Board of Directors is regularly informed of the notifications received and the action taken on them. The Board may decide to involve an external party in any investigation.

Relationships with suppliers

In line with the company’s Code of Conduct, Matkahuolto treats its business partners with respect, fairly and equally. Matkahuolto adheres to the payment terms agreed in the contracts.

In its Code of Conduct, Matkahuolto commits to working only with suppliers and partners who, like

Matkahuolto, act responsibly in relation to economic, social and environmental matters. Matkahuolto has developed a separate Code of Conduct for partners.

According to the company’s procurement policy, social and environmental responsibility must be taken into account in supplier selection and procurement in accordance with the objectives of the current sustainability programme.

Prevention and detection of corruption and bribery

The company has anti-corruption guidelines and a business gifts policy, compliance with which is overseen by the Compliance Officer. These guidelines place particular emphasis on areas of Matkahuolto’s business where customers are public bodies represented by public officials. There are several ways to report potential misconduct, including through the company’s whistleblowing channels.

To detect corruption and bribery, internal control procedures and reporting mechanisms are applied. Matkahuolto’s Compliance Officer acts independently and reports on cases and investigations to the Compliance Steering Group, subject to confidentiality obligations.

Matkahuolto’s key partner groups, such as transport operators and transport partners, have been informed of the ethical principles applicable to them, including anti-corruption measures. Communication is carried out via the company’s website and partner newsletters, and the guidelines are also reviewed with partners in meetings and partner events.

Training on anti-corruption guidelines has been provided to staff and managers as part of staff briefings or ethics training.

No cases of corruption and bribery were detected in the company in 2024, and no convictions or fines for violations of anti-corruption and anti-bribery laws were issued.

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The Better Way

Oy Matkahuolto Ab | P.O. Box 100 | FI-00101 Helsinki | Finland

