



SUSTAINABLE HEALTHCARE WASTE MANAGEMENT

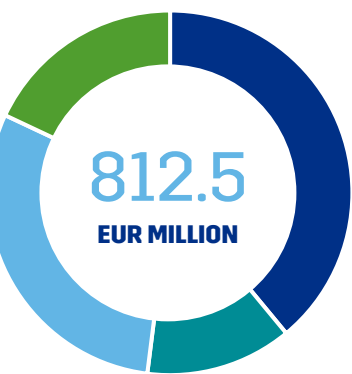
Lilli Linkola | 06.09.2022

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LASSILA –TIKANOJA IN BRIEF

L&T IN BRIEF

WE MAKE THE CIRCULAR ECONOMY A REALITY

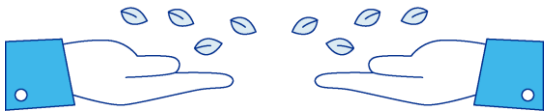


- **ENVIRONMENTAL SERVICES**
Waste management, recycling, environmental management and renewable energy sources
- **INDUSTRIAL SERVICES**
Process cleaning, environmental construction, sewer maintenance services and hazardous waste services
- **FACILITY SERVICES FINLAND**
Cleaning, property maintenance and technical services
- **FACILITY SERVICES SWEDEN**
Technical services and cleaning

CARBON HANDPRINT

The reductions in emissions produced by L&T's operations amount to over

1.1 million
tonnes CO₂e.



Our operations annually reduce emissions by an amount that equals the emissions generated by about 107,000 Finns.

EMPLOYEE SATISFACTION

Our employees are satisfied with L&T as an employer.

82%

of L&T employees would recommend L&T as a workplace.

Our eNPS target is 50. Currently, our eNPS is 28.

Our total recordable incident frequency (TRIF) is 24. Our goal is zero accidents.



CREATING VALUE FOR CUSTOMERS IN FINLAND AND SWEDEN

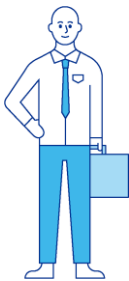
8,100

employees
of which 82% are
active in Finland



50,000

corporate customers
and over 120,000
households

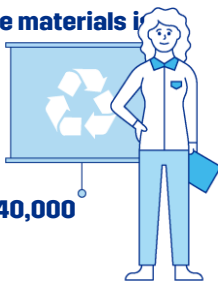


RECYCLING RATE

We collect 760,000 tonnes of customer materials. The rate of recycling for these materials is

58.4%

which means that we keep more than 440,000 tonnes of materials in circulation.



NET PROMOTER SCORE

Our customer satisfaction has developed well in recent years (+22).

40 NPS

Our NPS target is 50.





OUR STRATEGIC GOALS

Satisfied customers | Satisfied personnel | Positive environmental impact | Profitable growth

**RESPONSIBILITY IS
PART OF OUR DAY-
TO-DAY WORK**



GOAL OF A RECYCLING RATE OF 70%



MATERIALS COLLECTED

In 2021, we collected

760,000

tonnes of customer materials.



RECYCLED MATERIALS

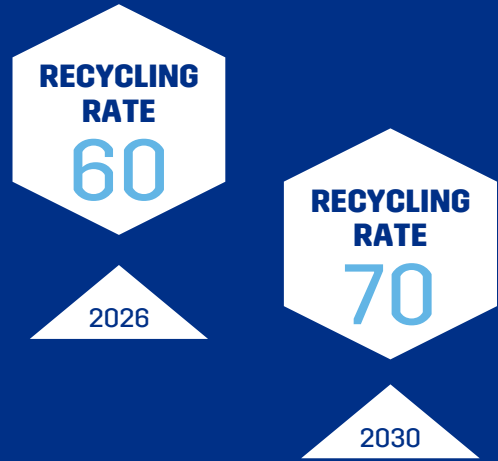
Together with our customers, we kept

440,000

tonnes of materials in circulation.

OUR GOAL

We are committed to increasing the rate of reuse and recycling of the waste collected from customers in phases by 2030.



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CIRCULAR ECONOMY IN HEALTHCARE SECTOR

Case Example: Terveystalo surgical operations

ELEMENTS OF A FUNCTIONING WASTE MANAGEMENT

Clear division of responsibilities and roles

- Responsibilities and roles throughout the whole logistics chain of all waste streams
 - Nursing
 - Maintenance
 - Cleaning
 - Waste management operators

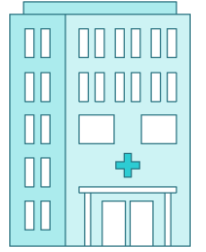
Functioning logistics

- Well designed collection of waste
 - Adequate waste collection options (right bin in the right place)
 - Waste separation facilities
- Well design indoor logistics and transfer of waste
- Functional central collection unit

Sufficient guidance & competence

- Clear and visible signs and guidance
- Capacity building of the personnel
- Audits and constant improvements

SPECIAL FEATURES IN THE HEALTH CARE SECTOR



Hygiene



Single use packaging and products. Complex multilayer packaging materials.

Occupational and patient safety



Effective waste management from the place where the waste is generated to the recipient of the waste

Special waste from health care sector



Adequate processing and sorting of waste materials (e.g. cutting and stinging material)

Hazardous waste



Must be identified and bear competence to pack properly

CASE TERVEYSTALO SURGICAL OPERATIONS

Enhancing the material recovery of plastics

- Terveystalo's ambition: Decrease the amount of the collected mixed waste and separate plastics into recyclable streams
- An initiative of the personnel
- Separation of plastic packaging started with pilot in Helsinki in 2019



"Small action, big difference"

Terveystalo in 2021

360 offices

15,000 employees (half self-employed)

Turnover €1,155 million

About 8 million customer visits

INTRODUCTION OF NEW RECYLATES

Polypropene PP



- Liquide salt bottles

Polyethene High Density PEHD



- Detergents and disinfectants bottles
- Canisters

Film plastics, PEHD and PELD



- Plastic material in the packaging of surgical instruments
- Transparent plastic bags and other packaging film plastics

Carboard



- Cardboard material in the packaging of surgical instruments
- Other cardboard sources

L&T DESIGNED THE SEPARATION LOGISTICS FROM SURGICAL ROOM TO MATERIAL RECOVERY PLANT



PROJECT OUTCOMES

**Pilot scaled
up to 7 units
in 5 cities**

**Very good
response
from the
personnel**

**L&T able to
recover high
value
plastics
recycles**

**Project
raised
awareness
in recycling**

**Terveystalo
requires
materials
information
from its
suppliers**

TOGETHER TOWARDS FULL CIRCULARITY

We aim for a society that is in balance with the environment and uses natural resources as efficiently as possible.

THANK YOU!

Lilli Linkola, Team Leader, Expert Services

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