

# About Mirka

Mirka Ltd is a global company and is part of the family-owned KWH Group Ltd. Mirka’s business concept is to be world-leading by offering a broad range of ground-breaking sanding solutions for surface finishing and precision industry. Our business focuses on our customers’ needs.

Continuous improvements of our operations, our expertise and our customer interactions help us to offer tailored systems and comprehensive commercial solutions that are supported by a wide range of technically superior abrasives and

polishing products, as well as innovatively designed tools.

Approximately 97% of Mirka’s production is exported, with products being sold in over 100 countries. Mirka’s business areas are focused on the automotive, wood and boat industry, and the company’s typical customers include manufacturers of wood products, auto body shops and garages and automotive manufacturers and subcontractors. Mirka’s products and services also serve both the construction and renovation industry and the composite industry. Mirka also supplies innovative solutions for precision

industries, including; microfinishing, powertrain, industrial rollers, consumer electronics, and glass sanding.

For more than 75 years, our brand has paved the way for technological breakthroughs in surface finishing, and we continue shaping the industry with our expertise. We follow our company values by being responsible, committed, innovative and respectful. We offer our customers sustainable solutions that consider financial, health, technical and environmental aspects.

## Our Clean Commitments

We have compiled our economic, environmental and social initiatives and achievements on our sustainability platform ([www.mirka.com/sustainability](http://www.mirka.com/sustainability)). Under these topics, we transparently detail the development of our corporate sustainability ethos with various KPIs.



**Association membership**

EPTA  
F.E.P.A.  
IEC  
Kemianteollisuus r.y  
Kotel r.y.  
Marklines Co  
Nollis-foorumi  
Nykarleby Företagare r.f.  
SESKO  
Suomalaisen Työn Liitto  
Suomen Laatu yhdistys  
Suomen Tekstiiliteknillinen Liitto r.y.  
Veromaksajain Keskusliitto r.y.  
Västra Nylands Handelskammare  
Österbottens Handelskammare

**Corporate governance**

We continuously aim to improve our work with stakeholders and maintain high ethical standards in all our operations. These efforts are supported by Mirka's corporate governance and ethical guidelines for all group personnel. Mirka's corporate governance creates a consistent framework for the entire group's global operations, thereby enabling open and reliable local operations. The Board of Directors reviews and updates the corporate governance materials on a regular basis. In addition, the company's ethical guidelines instruct our employees to work in a way that does not create personal obligations to outsiders. These ethical guidelines are part of the induction process for new employees and training is arranged regularly.

**Significant stakeholders**

Our stakeholders are defined based on how our business operations affect them and how their activities impact the development of our business operations. Mirka's most

significant stakeholders are the customers, owners, employees, suppliers and service providers.

**Stakeholder engagement**

We believe in sustainable and honest stakeholder engagement, and our objective is to maintain a continuous and active dialogue with our partners.

In stakeholder engagement, we utilize our Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) systems. Our CRM system enables a customer-oriented approach where sales operations and sales planning are managed using the system. This helps us to better develop our customer relationships and respond swiftly to any customer needs. Systematic planning of our sales operations also optimises our travel, which enables us to reduce our environmental impact.

The CRM system is also essential in terms of quality management. The system enables us to work systematically on any issues related to quality, the environment, health and safety and involve our customer in our development process, for example, when developing new products and solutions.

Digital systems also enable increasingly paperless office work. The Mirka intranet, for example, plays an important role here. It makes all internal information and instructions available in digital format to personnel, regardless of where their workstation is located.

**Certification of subsidiaries**

Most of Mirka's subsidiaries are ISO 9001 certified. Our goal is to have

all subsidiaries certified by 2020.

**Anti-corruption**

In 2018, anti-corruption training was given to all new employees in Finland.

During the reporting period, we received no reports of corruption involving our personnel or our business operations.

Collective bargaining agreements  
100% of employees are covered by collective bargaining agreements. As an employer, we follow Kemianteollisuus ry's (The Chemical Industry Federation of Finland) collective bargaining agreements with trade unions Pro, YTN and Teollisuusliitto. Pro, YTN and Teollisuusliitto have their own representatives in negotiations between employer and personnel.

**No discrimination**

During the reporting period, we received no reports of discrimination.

**Child labour**

When auditing suppliers Mirka always check the minimum employment age to avoid using child labour.