Sustainable Operations at Forenom



forenom



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Toward more sustainable business travel

We are more aware than ever of our environmental impact and the need for urgent actions. What is also evident is the growing awareness of environmental issues among our employees and customers – a powerful driver for our work.

Forenom is at the forefront of global trends like increased workforce mobility, the demand for longer-term stays, and the desire for home-like accommodations. As we continue to meet these needs, we are deeply committed to doing so in an environmentally sustainable way.
This includes our active role in building sustainable cities and neighborhoods, supporting both our guests and the communities we operate within. We recognise our operations have an impact, and that is why we are constantly seeking new ways to minimise our footprint.

This document covers the social and environmental issues central to Forenom Group's sustainable development, which are important to our customers, stakeholders, and communities. At the heart of our sustainability efforts is efficiency, which we are actively working to maximise. We believe this focus benefits not only the environment but also provides tangible value for our customers. For us, efficiency means thoughtful, sustainable decisions and actions every day.

We invite you to explore how we're shaping a more sustainable future for business travel.

Jussi Saarinen
CEO – Forenom



A broader perspective



In 2015, the United Nations (UN) established the 2030 Agenda for Sustainable Development, urging countries to adopt 17 Sustainable Development Goals (SDGs). These Global Goals aim to eliminate poverty, safeguard the planet, and ensure peace and prosperity for all. The SDGs offer a new direction for global efforts, with tourism and travel playing a crucial role in promoting sustainability.

Our commitment to global sustainability goals

We aim to align our sustainability efforts with the UN's 17 Sustainable Development Goals (SDGs). While we work to address and improve all these areas to make a meaningful difference, we have identified four that are particularly relevant to our business and where we can make the most significant impact:

Goal 7 – Affordable and Clean Energy
Goal 8 – Decent Work and Economic Growth
Goal 11 – Sustainable Cities and Communities
Goal 12 – Responsible Consumption and Production



Goal 7:
Affordable and Clean Energy

A key aspect of our operations involves implementing these practices across our properties by continually reducing overall energy consumption and increasing the proportion of renewable energy used. We incorporate energy-efficient technologies, such as water-saving equipment and round-the-clock water and energy consumption monitoring systems.



Goal 8:
Decent Work and Economic Growth

Forenom promotes sustained economic growth, higher levels of productivity and technological innovation. Our services can support natural business growth and future innovation by helping emerging businesses to accommodate their workforce efficiently. Forenom also encourages fair employment, entrepreneurship and job creation.



Goal 11:
Sustainable Cities and Communities

Urbanisation brings challenges to city planning and management, and Forenom wants to be part of the solution. We help companies to create jobs and mobilise their workforce, without straining land and resources. We stand for travelers, long-term stays and mobile staff, and we aim to enhance the communities in which we operate and bring prosperity to these areas.



Goal 12:
Responsible Consumption and Production

Forenom's operating model involves utilising existing capacity and renovating buildings rather than constructing new sites. Approximately 7% of rooms are in newly constructed buildings where Forenom is the first user.

More than 20% of apartments and rooms are in buildings that previously had different intended uses. Repurposing existing buildings can reduce environmental impact and emissions associated with material use. This approach enables quicker expansion and alleviates pressure on permanent housing, contributing to sustainable urban development.

Our focus areas for providing sustainable business accommodation

We know our corporate customers wish to operate and consume responsibly while managing their costs effectively. We consider it our responsibility as a their partner to find the most effective way to serve our customers while minimising our negative environmental and social impact. For us, efficiency means everyday decisions and acts toward a more sustainable business.



We avoid unnecessary new construction

We avoid unnecessary new construction by utilising the existing capacity in the market whenever possible and renovate buildings rather than building new sites. Forenom properties are also designed efficiently and compactly. For instance, we save square meters for more spacious apartments and rooms by building small yet modern entrances and lobbies.



We maximise the usage of housing capacity

Our flexible housing solutions maximise the usage of housing capacity on the market, as companies and organisations have no need to buy or rent their own capacity to accommodate employees. This helps improve the availability of rental apartments while promoting the more sustainable use of housing capacity.

We also maximise the efficiency and usage of our capacity. We monitor the utilisation of our properties in real time and minimise the risk of units sitting empty. One simple way to accomplish this is our online store at forenom.com, which automatically recommends apartments and rooms that fill any gaps in our booking capacity.



We follow the one-visit principle

We offer 9,000 accommodation options across the Nordic countries and Germany, so our apartment visits for cleaning and maintenance work have a significant accumulative impact on the environment. All of our employees follow the ‘one-visit principle’, which means that all maintenance and cleaning work in an apartment is carried out during a single visit and our staff’s driving routes are optimised to reduce environmental impact. We use digital and automatic key delivery to avoid unnecessary mileage or lost keys.



We work closely with our suppliers to ensure sustainable procurement

When selecting a supplier, we consider the company's ethical practices, environmental certifications, and sustainable procurement processes. We continuously monitor and follow up with our suppliers on the fulfillment and implementation of Forenom Supplier Code of Conduct.



We optimise our water and energy usage

We are committed to reducing the use of natural resources, mainly water and energy. Our cleaning policy is designed to conserve water and energy by limiting apartment cleaning to instances when it is essential, thereby reducing e.g. unnecessary linen laundering.

Electricity accounts for most of our energy consumption, so we are constantly looking for new solutions to reduce power consumption and increase the use of renewable energy. We monitor our electricity and water consumption and assist our customers in using water and electricity in an environmentally responsible manner.



We focus on serving flexible stays

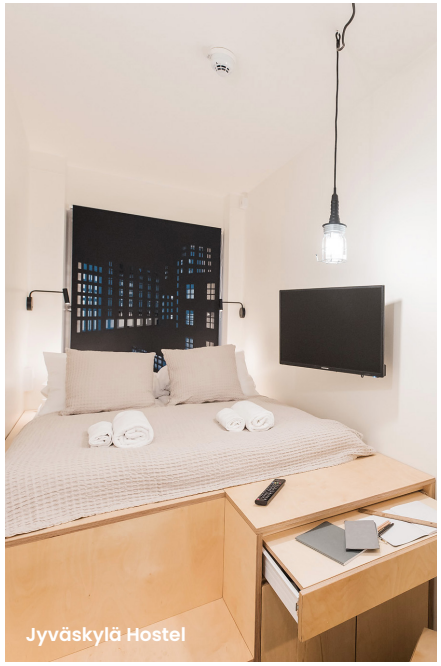
We offer home-like accommodation for companies needing stays over seven days, with an average stay of 60 days in our serviced apartments. Our fully furnished, flexible-stay apartments promote eco-efficiency by eliminating the need for companies to rent or buy and furnish empty apartments.

The fully equipped kitchens provide guests with the opportunity to minimise their environmental footprint by preparing their own meals rather than dining out each day. Our solution allows companies to utilise and acquire only what is necessary for the required duration, thereby facilitating sustainable business accommodation and travel.

Taking care of our environment




Oslo Aparthotel


Jyväskylä Hostel


Turku Apartments

Putting buildings into sustainable use

Forenom Group does not own the properties we operate, instead we rent the required facilities from different property owners. When we choose suitable properties for our business, we consider market demand, location and cost. We also build new properties together with our partners, but we always recognise the immense importance and advantage of using existing properties.

Our flexible service concept enables the reuse of existing properties for accommodation purposes. In addition, we are always looking for innovative ways to reuse empty buildings. Reused properties will play a significant role in our real estate strategy in the future as well.

An empty, red-brick office building in Grønland, Oslo, was transformed into a top-of-the-line Aparthotel

An empty, red-brick office building in Grønland, Oslo- East, started a new exciting phase after refurbishment when it opened as a modern Aparthotel. The subtle and stylish red-brick office building situated in Lakkegata 3 was originally constructed in the mid-80s and has now been transformed into a top-of-the-line Aparthotel. A new 6-floor Aparthotel provides 163 newly furnished apartments that are equipped to enable longer stays in the city.

From a Bank to Modern Hostel in Jyväskylä, Finland

Forenom Hostel Jyväskylä, located right in the heart of Jyväskylä's pedestrian district, has given a new lease of life to a 1950s office building. The building was previously a bank, with the reinforced concrete basement bunker now reminding guests of the building's unique legacy. Inside the former vault there is a jacuzzi section next to the sauna. This accommodation concept is intended to ensure the efficient use of facilities. The hostel's ecological design, efficiency and communality offer a new type of accommodation. Even the walls and furniture are clad in Finnish birch plywood.

Former Turku prison now hosts premium apartments

Kakolanmäki in Turku is the largest historical prison- compound and the most significant example of correctional architectural heritage in Finland. The prison was built in the 1800s and over the years housed some of the most notorious villains in Finnish history.

In 2016, Forenom transformed the unused prison's old psychiatric hospital into fully furnished and serviced premium-level apartments. The original red-brick walls and massive concrete structures have been combined with modern high-quality materials and furniture to achieve a concept everyone can appreciate.



Responsible sourcing

We believe that efficiency and sustainability can be achieved together. We believe that it is our responsibility to actively search for more environmentally friendly ways to run our business. For us, it means responsible sourcing as well as efficient use of resources. We value our suppliers as key partners in our supply chain and prioritise sustainable procurement through close collaboration.

Forenom's Supplier Code of Conduct outlines the company's commitment to sustainability, ethical business, and human rights, setting clear expectations for its suppliers. Suppliers must comply with all applicable laws and uphold ethical standards, including zero tolerance for corruption, bribery, money laundering, and anti-competitive practices. They are also required to avoid conflicts of interest and adhere to international sanctions.

Social responsibility is central to the policy. Suppliers must respect human rights and labor standards as defined by the UN and ILO. This includes prohibiting child and forced labor, ensuring fair wages and working hours, and promoting safe, healthy, and non-discriminatory workplaces. Employees must be free to organise and report grievances without fear of retaliation.

On the environmental front, suppliers are expected to comply with EU environmental laws and maintain all necessary permits. They must actively work to reduce their environmental impact by managing emissions, minimising waste, and improving energy efficiency. The use of renewable energy and systematic environmental responsibility are strongly encouraged.

Forenom reserves the right to audit suppliers and terminate agreements in cases of non-compliance. This Code of Conduct ensures that Forenom's supply chain aligns with its values of responsibility, transparency, and sustainability.

Cleaning is an essential part of our customer promise

We offer 9,000 accommodation options across the Nordic countries and Germany. Therefore, maintaining our apartments in top condition has a significant impact on the environment. We have a team of professionals – both in-house service producers and external service partners – who work for us. #Stayeasy means guaranteeing our guests clean, comfortable and sustainable accommodation, whether they are relaxing after a workday or celebrating an occasion.

The cleanliness and condition of our apartments are crucial to our customer experience. Our research indicates that cleaning is the most important factor influencing customer satisfaction at Forenom.

We strive to optimise our cleaning operations and maintenance services from a sustainability perspective. In line with our environmental values, we primarily use ecological and environmentally friendly products. This approach supports Forenom's broader environmental objectives by reducing harmful emissions, minimising waste, and fostering healthier indoor environments for both guests and staff. By integrating sustainable practices into our daily operations, we contribute to a cleaner, safer, and more responsible built environment.



In 2024, we cleaned over 7,368,274 square meters of accommodation units (rooms or apartments) and managed over 244,764 cleaning tasks.

Taking care of people around us







Sustainable growth

Since our customers are at the center of everything we do, our growth is always based on their need for new solutions and locations. We grow together with them to ensure our shared future is sustainable.

Forenom has always been ambitious. Our vision is to be the #1 accommodation provider for companies with a mobile workforce. We want to be the first choice for our corporate customers, who consider us their growth partner and regularly find our services to meet their expectations. By facilitating efficient workforce accommodation, we support organic business growth and foster future innovation.

Our growth is derived from the increased accommodation needs of our customers. We seek out and open new properties or apartments in new locations only if there is demand for such growth. In this way, we can grow our business together with our customers and vice versa.

Our company specialises in supporting businesses looking to grow and expand within the Nordic countries and Germany. We provide solutions for companies of various sizes and budgets to attract new talent and efficiently mobilise their workforce. Utilising our temporary rental apartments offer a more convenient and cost-effective alternative to purchasing and furnishing permanent housing.

Our services offer companies, organisations, and universities the flexibility to recruit top-tier talent from diverse locations, ranging from Bergen to New Delhi, and encompassing everyone from students to business developers.

Reducing the pressure on the housing market

Our services alleviate pressure on the housing market by providing a wider range of housing and accommodation options. Consequently, companies and organisations have less need to purchase or lease their own capacity. Flexible housing solutions also enhance the availability of housing, reducing the number of vacant apartments and homes. Thus, we contribute to addressing urbanisation and its associated challenges.

When companies utilise Forenom's accommodation services for their workforce, they eliminate the need to acquire or lease capacity from the private housing market. This enhances the availability of apartments for both rental and purchase purposes, helping to mitigate significant price increases.

Customer stories



Case: YIT

YIT has outsourced all project accommodation to Forenom

For an international construction company, with its personnel always on the move, it's important to arrange comfortable accommodation for its employees, so that they can relax and rest between workdays. YIT has solved this need through outsourcing all accommodation by collaborating with Forenom.

"Forenom has an extensive network of apartments in the right places for our business needs and offers us the flexibility we need to handle all our projects."

Juhana Häkkänen
Vice President,
Procurement at YIT

"We at Nordic Relocation Group have worked with Forenom for a long time, and the collaboration has always worked very well. Forenom has a large and mixed selection of available apartments that suits most of our customers. We are also very satisfied with our contact person who is always quick in the communication with us and finds various flexible solutions for our customers."

Alexander Palmqvist
Nordic Relocation Group

Well-being at work is highly influenced by accommodation

"Well-being at work is highly influenced by accommodation. In long-term projects, we want everyone to have their own apartment, a door that they can close to get some peace and quiet. I would absolutely recommend Forenom to all companies. To companies that use gig workers or need to arrange temporary housing. With Forenom, it's all easy to organise, apartments are high-quality, locations are excellent, you'll surely find the right kind of home for your needs and in the right price range!"

Hanna Virolainen
Line producer, Solar Films

"Indupipe AB often carries out job assignments at different locations. Forenom has become our obvious partner for temporary accommodation for our colleagues on the road. Forenom show great commitment and always find solutions to our requirements."

Tony Eriksson
Indupipe AB

"Forenom has with great flexibility found nice accommodation while maintaining great customer service. The apartment is fresh and has all the necessary equipment."

Afram Chamoun
LW Sverige AB

Efficient use of resources

Solutions to reduce electricity usage

Electricity is a major part of our energy consumption, so we are constantly looking for new solutions to reduce electricity usage and increase the use of renewable energy. We are also supporting our guests to reduce use of electricity by giving them information about the topic.

Saving water one drop at a time

Water is one of our planet's most precious resources, which is why we at Forenom are looking for ways to reduce the water consumption in our properties. In some of our largest properties, we have introduced a water saving system, which monitors the water consumption 24/7 and reports immediately if there is a suspected water leak. We have also installed water-saving equipment in our larger properties to reduce the water flow.

We do not use hand towels at our Aparthotels and Hostels

Using towel rolls instead of towel sheets in shared bathrooms reduces paper waste.

We use fabric towel rolls to promote eco-efficiency. In 2021, a total of 5,942 rolls were used, replacing 1.8 million sheets of paper and 17826 kilograms of paper waste. This means that we saved 198 trees and 16966 driving kilometers.





We are part of the local community

As a long-stay provider, we prioritise inclusion and consider our guests as temporary residents in their new neighbourhood. Consequently, we believe it is our responsibility to care for the well-being of both our guests and the larger community. We prioritise the privacy and safety of individuals and their overall environment.

Our guests are part of the local communities

Guests often stay in the city for extended periods, allowing them to learn about the local culture and community. They have the opportunity to explore the city, shop at local convenience stores, and prepare their own meals, which supports local businesses.

Information about the local culture and society is provided to help guests adjust to their new neighborhood. We also make sure that our guests are aware of our terms and conditions that support peaceful and friendly living.

We want to be the best neighbour in town

Our goal is to be the best neighbour in town. It is important to us and our guests to actively participate in the local communities. Our apartment buildings are renovated and appealing, and we make sure that our surroundings are tidy and welcoming. We reinvest in our residents and in our estates. In this way, we create the best possible living quarters for both our residents and our neighbours.

We respect and prioritise our neighbour's privacy and we are ready to react 24/7 to their calls.

Read more here:
forenom.com/neighbours

Integrity and guest happiness

Our customer's privacy

Our customers' privacy is important to us, both at the place of accommodation and in the digital space. Our relationships with our customers are based on trust, integrity and our values. We don't disclose any confidential customer information to third parties without the consent from the customer or legal basis and we are committed to protecting their privacy in the best possible way. We make sure we process their personal data transparently in accordance with applicable data protection laws and good privacy practices. We also emphasise accurate, timely and truthful communications with our customers.

Read more: **forenom.com/privacy**

We are a happy, responsible taxpayer

We are an established accommodation provider, with more than 25 offices in Finland, Sweden, Norway, Denmark and Germany. Our operations benefit local communities through employment, taxes and salary payments. We are committed to ensuring that Forenom Group observes all applicable laws, rules and regulations in all our operating countries.

Guest satisfaction 93% in 2024

We measure guest satisfaction before and after the accommodation via SMS and email surveys. So far during the year 2025, 94% of our guests say that our service and cleanliness met their expectations.

In addition to this, on average 84% of our customers said in 2024 that they would recommend Forenom to a friend.

These positive results are incredibly encouraging for us, and we are delighted to see our efforts recognised by our guests. We remain committed to continuing our work to maintain and enhance the quality of our services.



Taking care of our employees





Dedicated to equality in the workplace

Our employees are our most valued asset, essential for achieving exceptional customer satisfaction. Our goal is to be the leading company in our industry and an exemplary workplace.

Our values emphasise ambition, continuous improvement, and inclusivity. By aiming high, embracing growth, and respecting diversity, we foster collective success. This approach ensures that we deliver quality products, adapt to challenges, and create an environment where everyone feels empowered and valued.

Forenom is powered by people – both our own employees and carefully chosen business partners. We see our responsibility toward these different interest groups as the most important contributing factor to the healthy growth of our business. The motivation and job satisfaction of our employees is our top priority and a prerequisite for the best possible customer experience. For us, it's not only about showing empathy and friendliness toward our customers, but also toward colleagues and partners.

Total number of Employees
380

Number of women
55%

Number of men
45%

Ranges in age
16 - 68

We embrace diversity in all its forms and see it as one of our biggest competitive advantages. We encourage our global staff and business partners to respect each other and to be 100% themselves. Forenomians are all equally respected, regardless of their age, gender, religion, nationality, disability, culture or other status. In fact, many of our employees see workplace diversity as something to be extremely proud of.

Forenom operates throughout the Nordic countries and Germany. The international market means an international work community in which education, competence and collaboration skills are more important than local language skills in recruiting employees. For each job posting, careful consideration is given to whether proficiency in the local language is really necessary for the specific job. Often it is not. English is the official working language at Forenom.

Learn more about us and our services at **www.forenom.com**

