

ADDING VALUE
with customer-specific solutions



YOUR BUSINESS. OUR FOCUS.



At Maintpartner, we deliver tailored industrial maintenance and operation services that are constantly streamlined and developed from flexible and cost-efficient regional HUB structure. We provide professional service management, reliable solutions, change execution and customer focus.

By thoroughly understanding our customer's business, we are able to add substantial value to their operations. We have a broad customer base, yet our fundamental principle is to focus on each customer's needs sharply and individually. To ensure that the determined business goals are achieved, we prepare a roadmap with clear

targets and KPIs, as well as a systematic follow-up process.

Our corporate culture and way of working is based on trust towards our people's ability to handle their tasks in a responsible, reliable and proactive manner. We aim to empower our front line employees to work like entrepreneurs. The role of the management is to give support, motivation, guidance and supervision. By keeping our clients' operations running flawlessly and reliably, we enable our customers to focus on their core businesses.

TUOMO RÖNKKÖ
President and CEO / Maintpartner Group



OUR MISSION

To maintain availability of production in industry and in public sector technical processes.

There is no single definition to availability. We form partnerships with our customers. We are dedicated to support them in running the production according to their strategy and targets. Whether the target is, for example, to improve quality, cost efficiency, safety or OEE, we are committed to help.



Customer focus

We deliver the right solution, tailoring it with real understanding of our customer's business and dedication to continuous improvement. Local skills and experience are complemented with flexible resources and expertise through our regional HUB structure.



Reliability

Using our comprehensive experience, specific industry knowledge and professional skills we can provide reliability our customers can count on. We're experts in availability – in maintaining your production processes by preventing and solving problems promptly and efficiently. It's all about keeping promises and exceeding expectations in a professional and safe manner.



Change execution

We master change execution. We believe in forward thinking and proactive service culture. We set clear targets with our customers and are committed to deliver the agreed results in a systematic and structured manner with focused approach.

OUR VISION

**To be the new role model of the industry
– the leading technical service company in the Baltic Sea region.**

In the past outsourcing has started from processes further away from the customers' main business. During the time outsourcing has become closer to the core. That is where we are. We are among the pioneers in shaping up the industry securing the availability of technical processes. We continuously develop our services and ways of working.

The four key elements in Maintpartner strategy

Growth

In the maintenance and operations outsourcing sector there is a trend towards more comprehensive services covering maintenance, operations and material management. We believe that industries seek partners to secure their production efficiency and reliable availability.

Profitability

Our customers are living in changing markets that push them to focus on their competitiveness. We are dedicated to help them to achieve their objectives. Similarly, we look carefully after our own competitiveness – our services, processes and

practices securing successful business. We always find a way to do things smarter.

Internationality

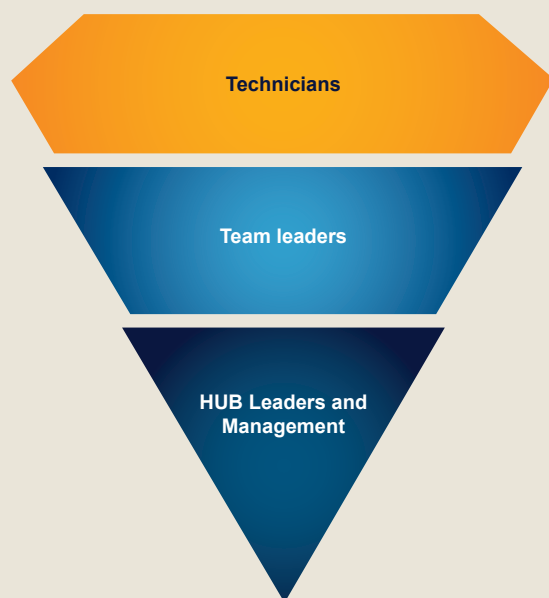
When it comes to corporate culture, we are a Nordic company. Our culture is one of our strengths. We grow together with our customers within our competence range in the Baltic Sea countries where there is a substantial industrial base and demand for maintenance outsourcing.

Development

We believe in continuous improvement both at the customer interface as well as internally. We master the change. We set

clear targets and systematic, individual approach for each customer. We have a proactive service culture and committed people who focus on delivering what we have promised.

We also work continuously to improve our internal services, practices, tools and competencies to better meet the expectations of our stakeholders. We have high standards of quality, safety and the environment.



The way we operate

We manage the availability of technical production processes locally in partnership with our customers. We have defined the management practices, structure, processes, tools and competences especially for industrial service business.

Our customer teams are as thoroughly integrated into the customer's processes as

possible. We have empowered the front line people to make decisions close to the customer with encouragement, support, guidance and supervision from the management.

From our teams we expect efficiency without any compromises in quality and safety. Customer teams are supported by local

Maintpartner HUBs. Through HUB structure we coordinate resources and special competencies flexibly. Thus, HUBs give us the possibility to provide excellence as well as economies of scale and scope to our customers.





Working for your benefit

Maintaining availability

Our portfolio includes services for maintenance and operation. As we see every customer as unique, solutions vary from flexible resourcing to comprehensive total outsourced responsibility. In its most complete form, our service can cover total responsibility of both maintenance and operational services at customer's production plant.

Change execution

To define the present situation and identify the improvement potential, we conduct

maintenance and operation audits together with our customers. Based on site-specific analyses we provide suggestions regarding issues such as operational costs, availability bottlenecks, performance limitations, quality losses and energy efficiency. We set clear targets with our customers and are committed to deliver the agreed results in a systematic and structured manner with focused approach.

Lifecycle of production assets

In all industrial operations, multiple tasks and functions are needed to support the

production. Most of these tasks are only required occasionally and quite often, these tasks require special expertise and competence that might be challenging to maintain as a non-core activity.



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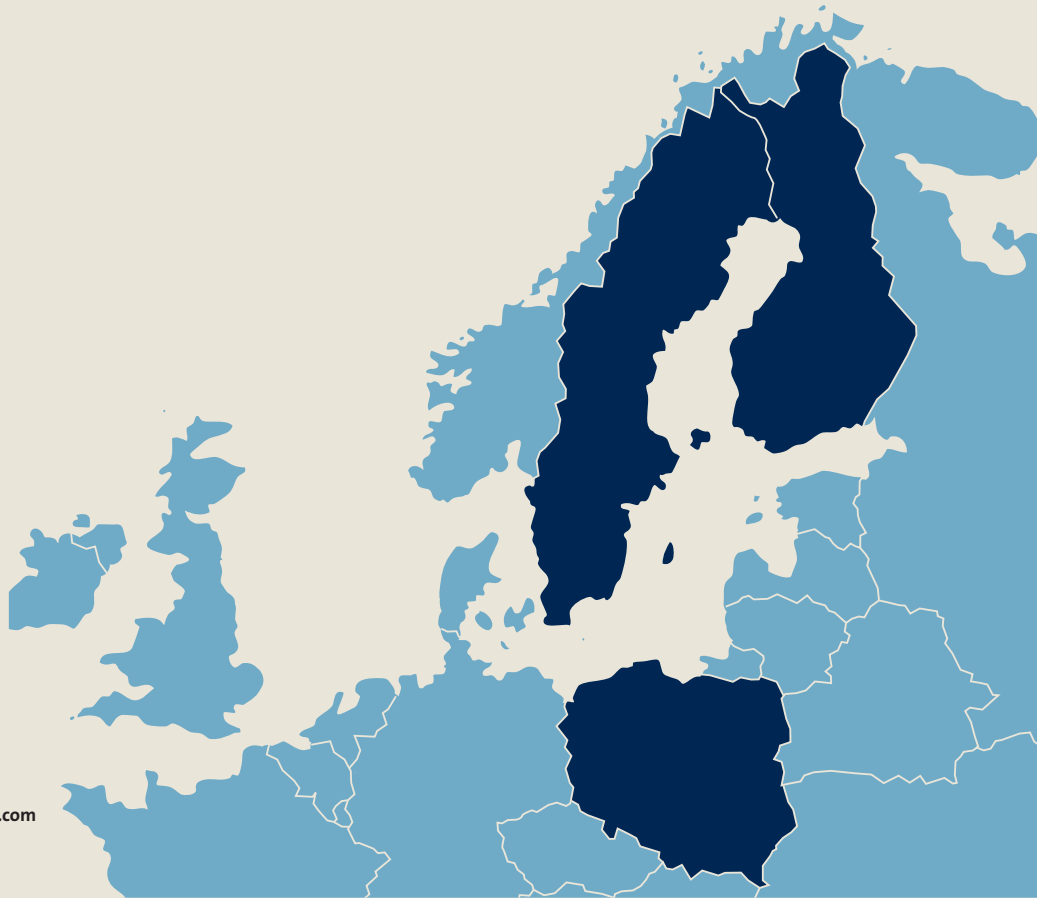
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Your business. Our focus.

Maintpartner is a supplier of industrial maintenance and operation services. We deliver tailored industrial service solutions that are continuously streamlined and developed. We are experts in maintaining the availability of production processes, helping our customers to focus on their core business. Our ambition is to be the new role model of the industry – the leading technical service company in the Baltic Sea region.



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