

HIGHLIGHTS

- The operating profit of Environmental Services was mainly weighed down by higher production costs.
- The operating profit of Facility Services was higher than in the comparison period due to the results of property maintenance and renovation services.
- The business of the Industrial Services division saw positive development and operating profit increased across all service lines.
- The net sales of Technical Services increased due to strong demand.

"Lassila & Tikanoja's net sales for the first quarter increased, but operating profit was lower than during the comparison period. We will continue to enhance our production and processes as well as improve our profitability."

Pekka Ojanpää. President and CEO

KEY FIGURES

NET SALES



Kiinteistöpalvelut 33 %
Ympäristöpalvelut 32 %
Kiinteistötekniikka 18 %
Teollisuuspalvelut 10 %
Uusiutuvat energialähteet 7 %

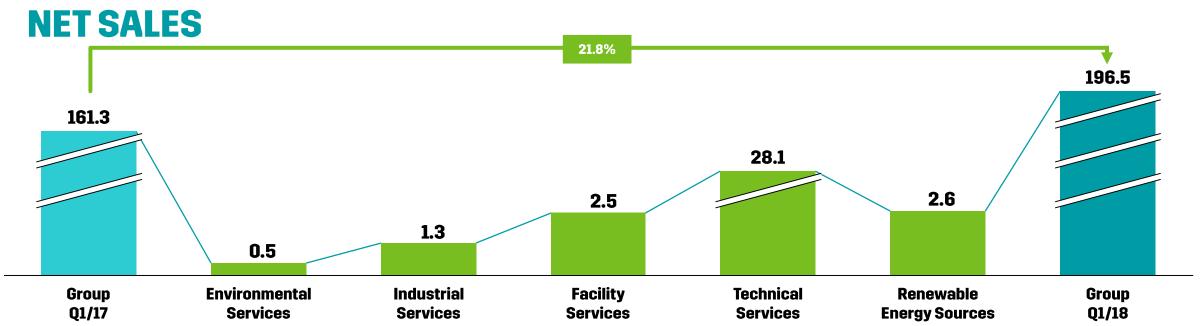
	Q1/18	Q1/17	Change%	2017
Net sales, EUR million	196.5	161.3	21.8	709.5
Operating profit, EUR million	3.7	5.0	-26.3	44.0
Operating margin, %	1.9	3.1		6.2
Profit before tax, EUR million	2.8	5.1	-46.0	42.5
Earnings per share, EUR	0.06	0.11	-46.2	0.87
EVA, EUR million	-2.2	0.0	N/A	21.1



KEY FIGURES

	Q1/18	Q1/17	Change%	2017
Capital expenditure, EUR million	8.2	10.9	-24.5	113.2
Depreciation, amortisation and impairment, EUR million	10.6	10.0	5.6	41.1
Net cash from operating activities, EUR million	14.1	6.8	107.5	61.8
Return on equity (ROE), %	4.4	7.9		15.2
Return on invested capital (ROI), %	4.0	7.7		13.3
Equity ratio, %	33.5	41.6		38.6
Gearing, %	78.5	38.0		54.2
Total number of employees at the end of the period	8,513	7,959		8,663





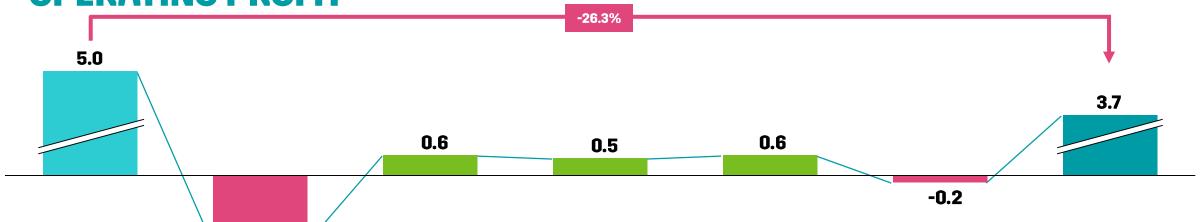
EUR million	Q1/18	Q1/17	Change%	2017
Environmental Services	62.8	62.3	0.8	262.8
Industrial Services	19.2	17.9	7.3	90.7
Facility Services	65.8	63.3	4.0	260.6
Technical Services	36.4	8.3	336.5	71.8
Renewable Energy Sources	14.7	12.1	21.1	34.9
L&T Group	196.5	161.3	21.8	709.5

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OPERATING PROFIT

-2.0



Group Q1/17	Environmental Services	Industrial Services	Facility Services	Technical Services	Renewable Energy Sources	Group Q1/18
EUR million			Q1/18	Q1/17	Change%	2017
Environmental S	Services		4.4	6.4	-31.6	31.6
Industrial Servi	ces		0.4	-0.2	344.1	8.7
Facility Services	3		-0.5	-1.0	44.2	5.2
Technical Servi	ces		0.7	0.1	721.8	1.6
Renewable Ene	gy Sources		0.1	0.3	-75.8	0.7
L&T Group			3.7	5.0	-26.3	44.0

L&T

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ENVIRONMENTAL SERVICES

The result was weighed down by higher production costs as well as the recording of revenue from seasonal services being postponed to the second quarter.

KEY MESSAGES

The division's market position improved in the retail and industrial segments, but this was not enough to compensate for the impact of municipalisation on operating profit in the first quarter.

EUR million	Q1/18	Q1/17	Change%	2017
Net sales	62.8	62.3	0.8	262.8
Operating profit	4.4	6.4	-31.6	31.6
Operating margin, %	7.0	10.3		12.0







INDUSTRIAL SERVICES

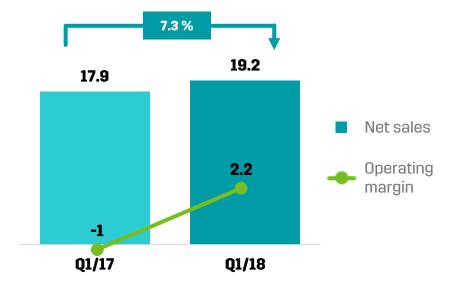
Operating profit improved across all the division's service lines thanks to a stronger market position and improved efficiency of operations.

KEY MESSAGES

 The expanded service offering, new customer accounts and favourable market climate contributed to the positive development of the business.

EUR million	Q1/18	Q1/17	Change%	2017
Net sales	19.2	17.9	7.3	90.7
Operating profit	0.4	-0.2	344.1	8.7
Operating margin,%	2.2	-1.0		9.6









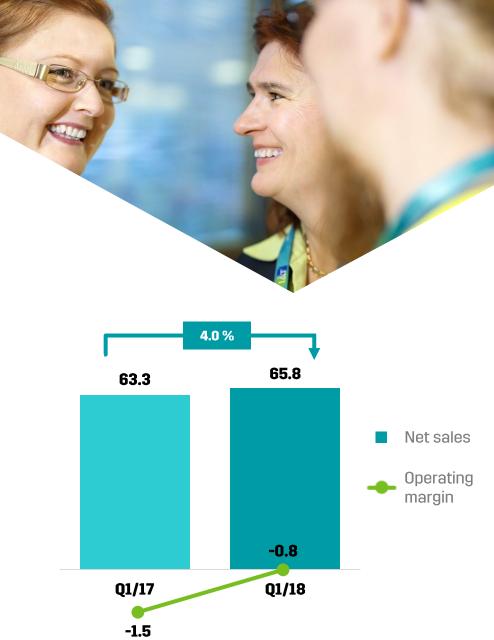
FACILITY SERVICES

The operating profit of the property maintenance business developed favourably.

KEY MESSAGES

- The operating profit of the property maintenance business developed favourably.
- The renovation business saw its operating profit improve significantly year-on-year.
- The result of cleaning services declined from the previous year, mainly due to preparations for ERP system deployment.

EUR million	Q1/18	Q1/17	Change%	2017
Net sales	65.8	63.3	4.0	260.6
Operating profit	-0.5	-1.0	44.2	5.2
Operating margin, %	-0.8	-1.5		2.0







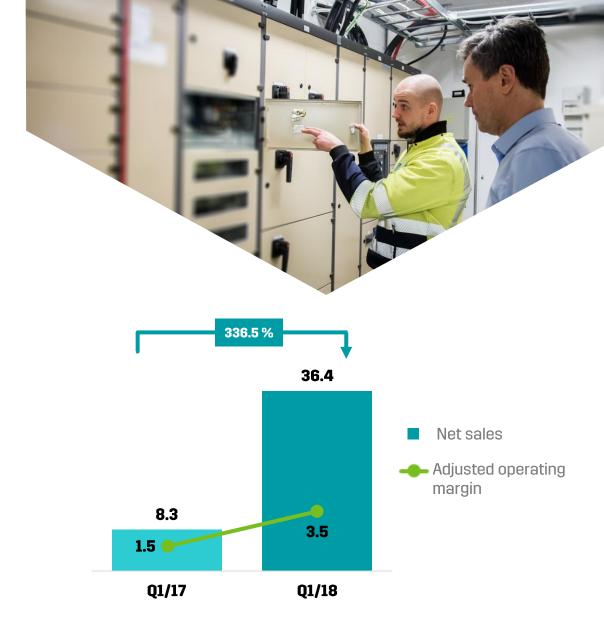
TECHNICAL SERVICES

The division's net sales increased in Sweden due to strong demand and developed in line with expectations in Finland.

KEY MESSAGES

- Operating profit adjusted for the purchase price allocation amortisation of the Swedish business was at a good level and the integration process has been completed according to plan.
- The deployment of the new ERP system has started in the Technical Services division's Finnish operations and is progressing according to plan.

EUR million	Q1/18	Q1/17	Change%	2017
Net sales	36.4	8.3	336.5	71.8
Operating profit	0.7	0.1	721.8	1.6
Adjusted operating profit	1.3	0.1	935.0	2.6
Operating margin, %	1.9	1.0		2.3
Adjusted operating margin, %	3.5	1.5		3.6







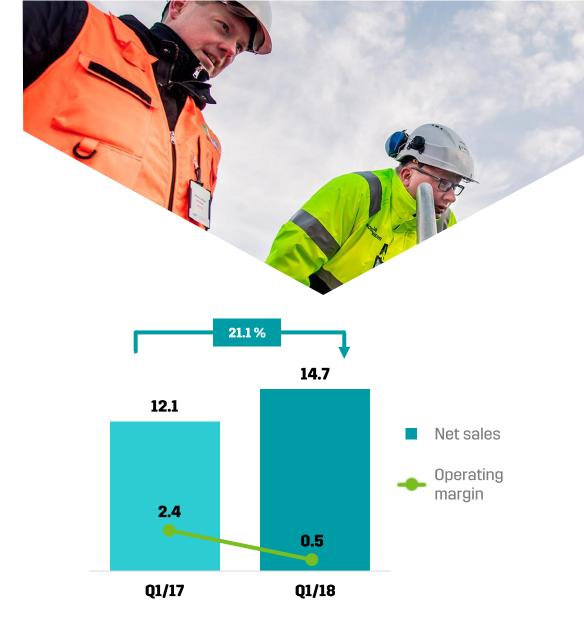
RENEWABLE ENERGY SOURCES

Net sales grew year-on-year, but operating profit declined from the comparison period.

KEY MESSAGES

- Net sales grew year-on-year thanks to strong demand during the heating season and new customer accounts.
- The weak energy content of delivered fuels had a negative impact on sales margins and operating profit.

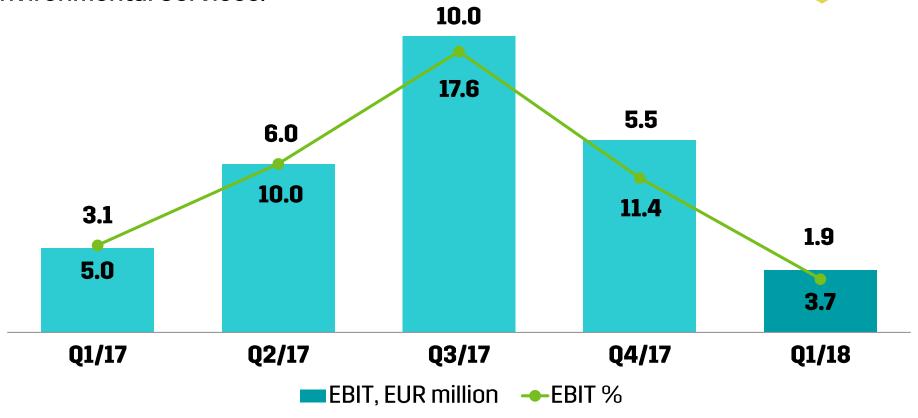
EUR million	Q1/18	Q1/17	Change%	2017
Net sales	14.7	12.1	21.1	34.9
Operating profit	0.1	0.3	-75.8	0.7
Operating margin, %	0.5	2.4		2.0





OPERATING PROFIT

Operating profit declined compared to the previous year, which was mainly due to the result of Environmental Services.





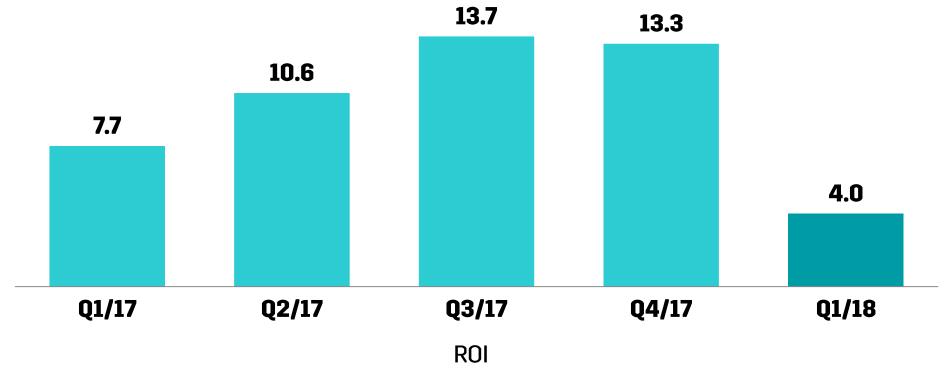
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ROVVER

RETURN ON INVESTMENT

The return on invested capital declined compared to the previous year with the weakening of the operating profit and increase in investment capital, which was mainly due to the acquisition of L&T FM AB.



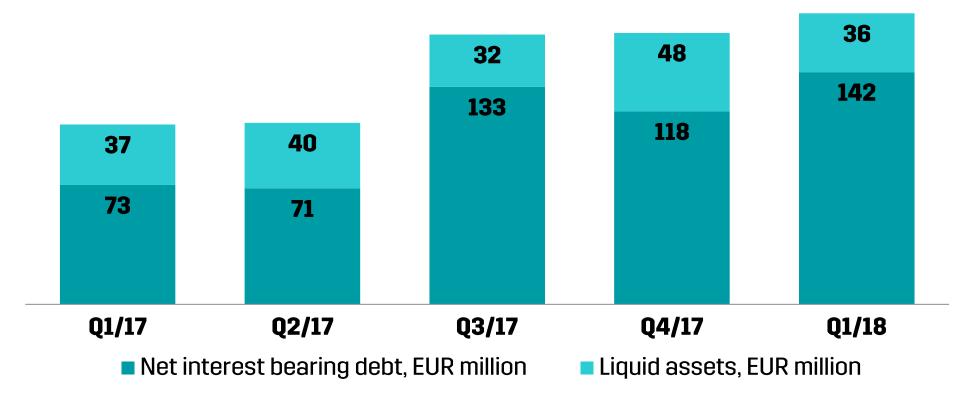




INTEREST BEARING DEBT

Net interest-bearing liabilities grew compared to the previous period, which was mainly due to the acquisition of L&T FM AB.





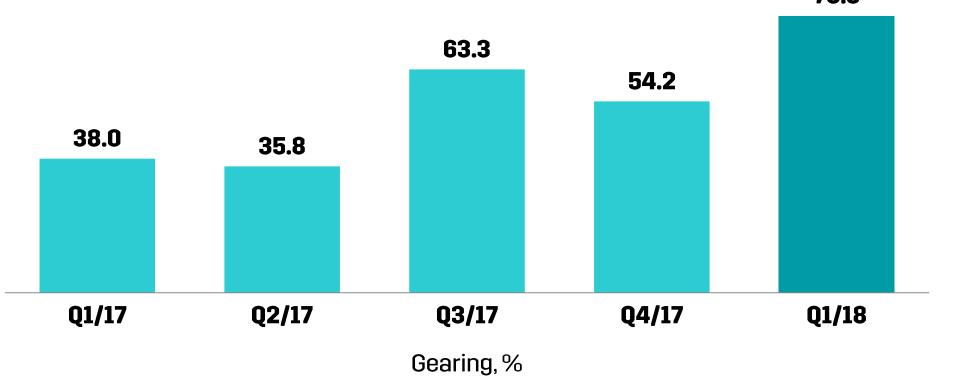
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GEARING

The growth in net interest-bearing liabilities raises gearing.

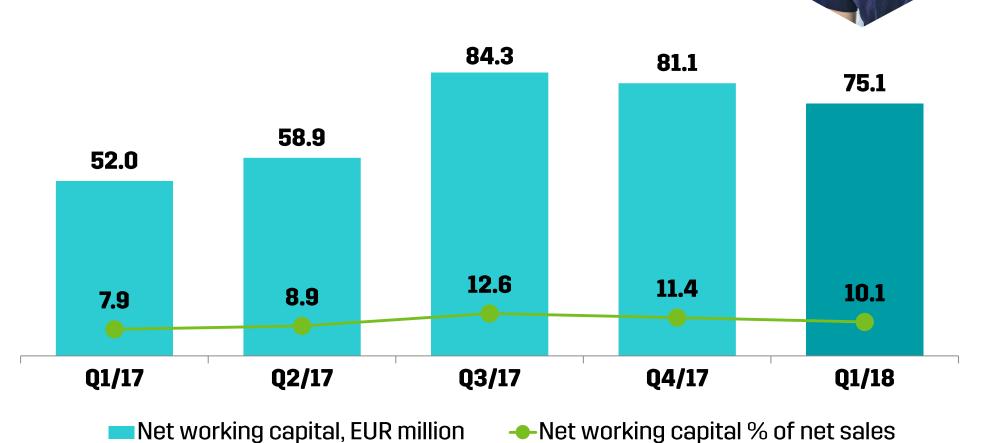






NET WORKING CAPITAL

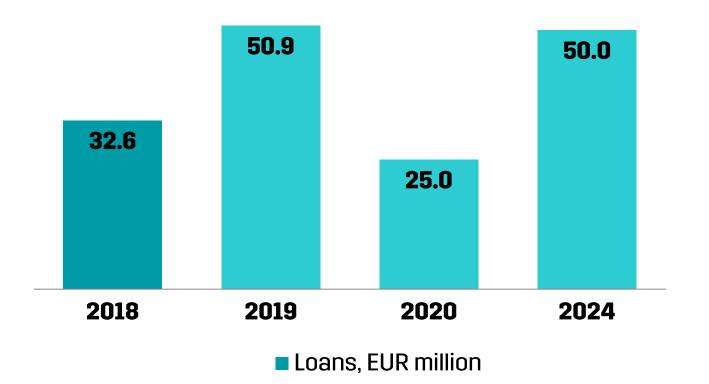
The decline in trade receivables had a positive effect on the working capital.



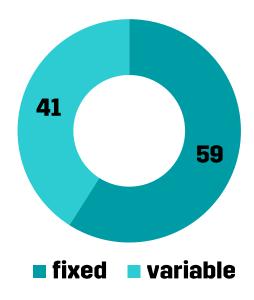


MATURITY STRUCTURE OF LOANS

The average interest rate on loans remained low.







Weighted average of effective interest rate 1.1 %



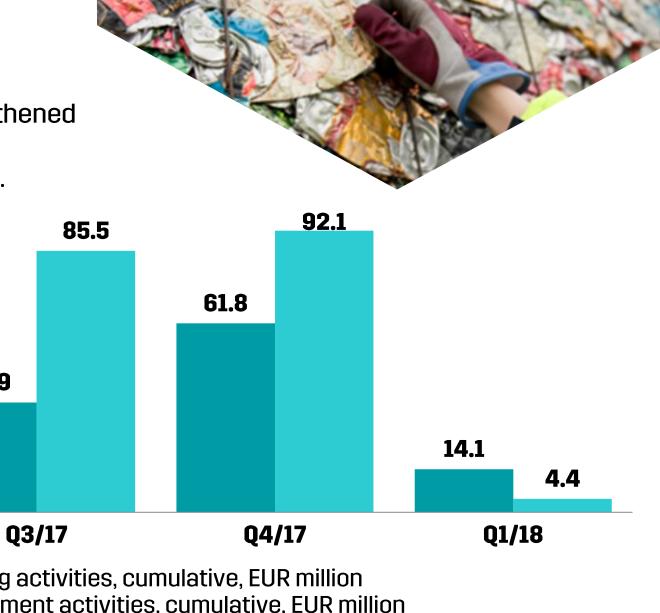
6.8

Q1/17

6.6

CASH FLOW AND INVESTMENTS

The cash flow from operating activities strengthened compared to the previous year due to lower investments and change in net working capital.



Net cash from operating activities, cumulative, EUR million

35.9

■ Net cash used in investment activities, cumulative, EUR million



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Q2/17

22.3

13.5



CONTACTS



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L&T IN BRIEF

L&T YEAR 2017

NET SALES BY DIVISION



ENVIRONMENTAL SERVICES 37%

Waste management, recycling services and environmental management

FACILITY SERVICES 36%

Cleaning and support services, property maintenance and renovation business

INDUSTRIAL SERVICES 12%

Process cleaning, environmental construction, sewer maintenance and hazardous waste management

TECHNICAL SERVICES 10%

Maintenance of technical systems

RENEWABLE ENERGY SOURCES 5%

Forest services

WE HAVE ABOUT

50,000

business and public sector customers

plus about

100,000

household customers in Finland

We also offer Facility Services in Sweden and Environmental Services in Russia.

L&T'S OFFICES



IN 2017, WE EMPLOYED APPROXIMATELY

8,700

people in Finland, Sweden and Russia.

OUR EMISSION SAVINGS

Together with our customers, we were able to reduce CO₂ emissions by approximately

1.1 MILLION

CO2 equivalent tonnes.

This corresponds to approximately the emissions from food wastage in Finland.

WE PAID TAXES

167_{MEUR}



Jobs for people. Tax revenue for municipalities.

NET PROMOTER SCORE OF OUR PERSONNEL

70% 📫

We do meaningful and sustainable work.

OUR ACCIDENT FREQUENCY

2017

15

2012

33

33

2018 Target

Final target: 0

In just five years, we have halved our accident frequency.

OUR CUSTOMERS RECOMMEND US MORE THAN BEFORE

The area for which we received the most praise was our knowledgeable and flexible service.





OPERATING ENVIRONMENT

L&T'S RELEVANT MARKET OFFERS ROOM FOR GROWTH AND STRENGTHENING OF MARKET POSITION

Market size and development



- The market is large and offers room for growth as the economy stabilises
- The relevant market is growing at a compound annual rate of ~2% during the strategy period
- Focus on strengthening market positions in businesses
- A healthy balance sheet enables investments and business acquisitions



^{*}Based on L&T's estimate and research data on the size of relevant markets in Finland. Outsourcing potential in municipal sector not included © Lassila & Tikanoja plc

L&T HAS A STRONG MARKET POSITION RANKING IN THE TOP 3 IN ALL BUSINESSES

Market sizes and L&T's positions

Relevant market size*	Annual market growth	L&T market position
1.2 Billion €	1%	1–2
0.4 Billion €	3%	1–3
3.4 Billion €	2%	2
0.5 Billion €	5%	3–4
	market size* 1.2 Billion € 0.4 Billion € 3.4 Billion €	market size* 1.2 Billion € 1.4 Billion € 3.4 Billion € 2% Billion € 5%

^{*} Market positions and sizes based on management estimates, with current business portfolio. Outsourcing potential in municipal sector not included

OPERATING ENVIRONMENT CHANGES AND REQUIRED ACTIONS ARE INCORPORATED INTO THE STRATEGY

Changes in the operating environment

Description

National regulation tightens

Importance of services related to energy efficiency increases

European Union sets long-term targets to create a Circular Economy

Retail and media industries' business models are changing

New building construction decreases and switches to renovation in the short term

Industrial manufacturing is not growing, but outsourcing is increasing

Impact on L&T

Increase in producer responsibility for waste and the ban on the disposal of organic waste in landfills create opportunities in recycling

Demand for energy efficiency services grows, customers' purchasing criteria focus more on optimisation of total property maintenance costs

Conditions to develop new technology and waste management solutions improve

Amount of recyclable fibres diminishes, but e-commerce-related opportunities emerge

In the short term, the amount of construction waste decreases and competition intensifies in renovation

Decreases waste volumes, but brings opportunities in value-added solutions. Outsourcing potential is increasing especially in municipal sector

STRATEGY OVERVIEW



AIM Profitable growth

STRATEGIC FOCUS AREAS

VISION

We are the most advanced and useful service company in our industry

CUSTOMER PROMISE

We'll keep our word
We'll make your everyday life easier
We'll help you succeed

Development of services and channels

Customer and employee experience



Productivity

New growth opportunities

CLIENT BENEFITS

We maintain value
We create efficiency
We improve everyday life

KEY SUCCESS FACTORS

Skilled personnel and a good service attitude

Ability to renew

Sustainable and safe operations

TRENDS

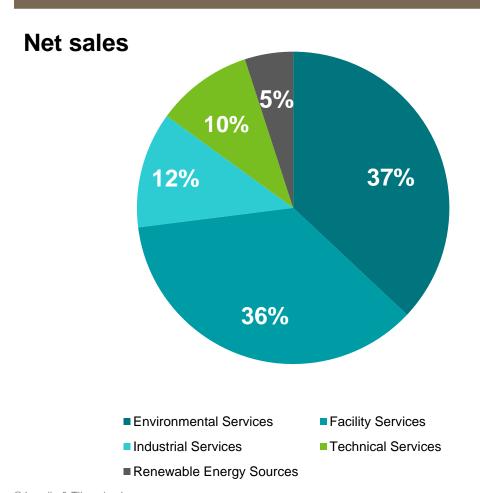
Transition of work life Sustainability Digitalisation

New business models

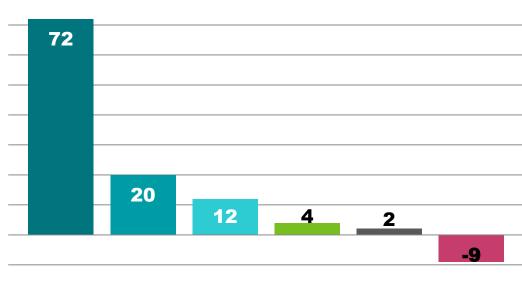


BUSINESS SEGMENTS

NET SALES AND OPERATING PROFIT BY DIVISION 2017



Operating profit, % of Group total



■ Environmental Services

Industrial Services

Facility Services

■ Technical Services

-5 ...5

30

Technical Services

■ Renewable Energy Sources

Administration and other



L&T'S ORGANISATION 1.1.2018

President and CEO

Finance, development, ICT, procurement

HR

Corporate relations, Communications, Sustainability, Risk Management, EHQS, Facilities

Legal affairs

Environmental Services

Waste management

Recycling

Secondary raw materials

Facility Services

Cleaning

Facility support services

Property maintenance

Renovation

Maintenance of technical systems

Environmental

Process cleaning

Industrial

Services

Sewer maintenance services

construction

Renewable Energy Sources

Hazardous waste services



ENVIRONMENTAL SERVICES

OUR STRATEGIC FOCUS AREAS
ARE NEW SERVICES THAT
PROMOTE THE CIRCULAR
ECONOMY, THE BEST CUSTOMER
EXPERIENCE IN THE INDUSTRY
AND PRODUCTIVITY.



OUR PERSONNEL IS OUR MOST IMPORTANT RESOURCE.







L&T IS THE MARKET LEADER IN THE FINNISH WASTE MANAGEMENT MARKET

Market size and L&T's positions by business lines

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		1000

Waste management

Recycling

Subcontracting for municipalities

Environmental products

Relevant market size	Annual market growth	L&T market position
1.2 Billion €	1%	1–2
	~ inflation	1
	> inflation	1–2 depending on material
	~ inflation	1
	~ inflation	1–2 depending on product

OPERATING ENVIRONMENT CHANGES AND REQUIRED ACTIONS ARE INCORPORATED INTO THE STRATEGY

Changes in the operating environment

Description

Importance of environmental responsibility increases

European Union sets long-term targets to create a Circular Economy

Retail and media industries' business models are changing and digitalising

New building construction decreases in the short term

Industrial manufacturing is not growing

Impact on L&T

Demand for environmental services grows, purchasing criteria focus more on environmental responsibility

Conditions to develop new technology and waste management solutions improve

Amount of recyclable papers diminishes, but e-commerce creates more packaging waste

In the short term, the amount of construction waste decreases and competition intensifies

Decreases waste volumes, but brings opportunities in value-added solutions



ENVIRONMENTAL SERVICES MAINTAINS HIGH PROFITABILITY AND STRENGTHENS ITS POSITION IN THE ENVIRONMENTAL SERVICES VALUE CHAIN

Main elements of the strategy

We expand our value chain

We grow within our current value chain

We focus on corporate, producer responsibility and household segments

We build competitive advantage by service development and operational efficiency

- We launch Environmental Management professional services
- We invest in the technical waste management equipment business
- We strengthen our position in current and new geographical areas in Finland
- We utilise the business opportunities brought about by stricter legislation
- We increase our market share in the corporate sector by focusing on selected customer segments
- We grow by creating comprehensive solutions for producer responsibility organisations and digital services for household customers
- We actively develop new services
- We develop operating model to improve operational efficiency

INDUSTRIAL SERVICES



THE MOST BENEFICIAL PARTNER OF AN INDUSTRIAL COMPANY

CUSTOMER EXPECTATIONS

Continuous development and promotion of the customer's business operations

Strong professionalism and cost efficiency

Understanding the changes of the customer's markets

Responsible operations

Industrial services



L&T'S SOLUTIONS

We produce support services efficiently and extensively for the entire industrial area

Proactive safety and environmental activities are at centre stage of our operations

We produce transparency and ease into management

We develop services and operations for the benefit of our customer

COST EFFICIENCY

- Synergetic support service packages
- Joint work planning

EFFICIENCY

- Proactiveness and systematicness
- One contact point and management for support services

DEVELOPMENT OF OPERATIONS

- · Based on the customer's KPIs
- · More focused operational analysis
- · Best practices at the L&T level

RESPONSIBILITY

- · Proactive EHSQ culture
- Support and competence to meet the requirements by the authorities

L&T HAS A STRONG MARKET POSITION RANKING IN THE TOP 3 IN ALL SERVICE LINES

Market size and L&T's positions by business lines

	Relevant market size	Annual market growth	L&T market position
Industrial Services	0.4 Billion €	3%	2
Industrial process cleaning		~ inflation	2
Sewer maintenance services		> inflation	3
Hazardous waste management		< inflation	2
Environmental construction		~ inflation	3



OPERATING ENVIRONMENT CHANGES AND REQUIRED ACTIONS ARE INCORPORATED INTO THE STRATEGY

Changes in the operating environment

Description

Importance of environmental responsibility increases

European Union sets long-term targets to create a Circular Economy

Businesses linked to landfilling are changing

Industrial manufacturing is not growing

Impact on L&T

Demand for environmental services grows, customers' purchasing criteria focus more on environmental responsibility

Conditions to develop new technology and waste management solutions improve

Ban on the landfill disposal of organic waste creates opportunities in recycling. As incineration increases, the need for ash processing and recycling solutions increase as well

Industrial companies seek cost efficiency by support service outsourcing, which creates opportunities for Industrial services



INDUSTRIAL SERVICES FOCUSES ON OPERATIONAL EFFICIENCY AND STRENGTHENING ITS MARKET POSITION

Main elements of the strategy

Effective and centralised operating model

Effective sales and account management

Deep integration to selected accounts

Growth in industrial customer segment

Capacity utilisation

Effective and centralised operating model, including nation-wide resource planning and management supported by ICT solutions

Active and well planned sales efforts and account management combined with segment-oriented responsibilities and growth plans

Deep integration into selected clients' processes and operating models with a customer-oriented development view

Industrial customer segment growth in both current and new key accounts by expanding the range of services provided and securing new clients with customer segment specific planning

Profitability improvement by more efficient capacity utilisation and systematic growth also in small / middle-sized clients by utilising possibilities provided by existing resources



FACILITY SERVICES

CUSTOMER EXPECTATIONS

Accuracy of conditions

Total cost management

Transparency and responsibility

Active development of customer processes



HOW DO WE RESPOND TO CUSTOMER EXPECTATIONS?

Development of customer and personnel experience

Customer-focused service development

Digital solutions supporting daily work

Efficient operating model



WE HAVE A STRONG MARKET POSITION RANKING IN THE TOP 2 IN MOST BUSINESSES

Market size and L&T's positions by business lines

Facility Services
Cleaning services
Property maintenance
Renovation services
Maintenance of technical systems

Relevant market size	Annual market growth	L&T market position
3.4 Billion €	2%	2
	< inflation	2
	~ inflation	1
	~ inflation	2
41	> inflation	4

FACILITY SERVICES FOCUSES ON OPERATIONAL EFFICIENCY AND SEEKS PROFITABLE GROWTH IN SELECTED BUSINESSES

Main elements of the strategy

We improve our competitive advantage by developing our operating model

We grow business with our current customers through service development

We invest in growth in the maintenance of technical systems

We expand to professional services in the value chain

- We invest heavily in the development of our operating model
- We harmonise processes and develop workforce management to improve operational efficiency
- We productise current services to improve operational efficiency and create added value with service packages
- We reduce customer relationship terminations through better customer relationship management
- We strengthen our service offering in our current operating locations
- We acquire special expertise through targeted business acquisitions, but do not pursue extensive acquisitions in the short term
- We productise current expert know-how into professional services.
- We utilise professional services also as a sales channel for other Facility Services.



OPERATING ENVIRONMENT CHANGES AND REQUIRED ACTIONS ARE INCORPORATED INTO THE STRATEGY

Changes in the operating environment

Description

Industrial manufacturing in Finland is not growing

Demand for office modifications increases

Repair construction volume is growing while new construction remains at low level

E-commerce changes requirements for retail property

Availability of skilled workforce is a challenge

Impact on L&T

Overall industrial manufacturing volume decreases, but outsourcing of non-core functions opens up new opportunities for Facility Services

Remote work becomes more commonplace, which creates opportunities in providing modern office solutions

Competition in repair construction intensifies as construction companies seek growth outside their traditional domain

Amount of retail property decreases and competition intensifies

Workforce management, employer image and efficient recruitment continue to grow in importance

CHANGES IN CUSTOMER BEHAVIOUR OPENS UP OPPORTUNITIES FOR FACILITY SERVICES

Changes in customer behaviour

Description

Centralisation and professionalisation of service sourcing

Increased outsourcing of non-core activities in public sector

Growing role of technology in Facility Management

Need for transparency and reporting

Impact on L&T

Growing requirement for sales competencies and efficiency of operations, also opportunities in providing integrated services

Business development possibilities in Facility Management and services to the public sector, with growing importance of operational efficiency to cope with price competition

Need to grow offering in technological systems maintenance

Opportunities for professional services to support our clients



RENEWABLE ENERGY SOURCES

VISION

We will become the most competent and efficient operator in the field and double our net sales by 2020



· Private forest owners

- · Small forest service and harvesting companies
- Municipalities, parishes and forest co-owners

RAW MATERIAL SUPPLIES

- · Power plants
- Forest industry
- · Farms, landscapers, municipalities and businesses



WE HAVE A STRONG MARKET POSITION IN RENEWABLE ENERGY SOURCES

Market size and L&T's position

Relevant market size*

Annual market growth

L&T market position

Renewable Energy Sources 0.5 Billion €

5%

3-4



^{*}Market positions and sizes based on management estimates, with current business portfolio.

OPERATING ENVIRONMENT CHANGES SUPPORT THE BUSINESS

Changes in the operating environment

Description

New investments in wood processing industry and the use of wood biomass in other industrial sectors

The goal of carbon-free, clean and renewable energy recorded in the current Government Programme

Climate goals become tighter

Impact on L&T

Demand for wood biomass will increase. Using only 80% of the sustainable felling potential will secure sufficient raw materials.

The conditions for developing bioenergy business will improve.

Climate goals will have a positive effect on our business, because it helps to cut down the use of fossil fuels and reduce carbon dioxide emissions.



THE FOCUS OF THE CURRENT STRATEGY ON COST EFFICIENCY AND PROFITABILITY HAS YIELDED RESULTS

Main elements of the strategy

Clarifying the customer and product portfolio and improving the efficiency of procurement

Making the production chain more efficient

Reducing tied up capital

Procurement will be geographically centralised and the product portfolio updated on the basis of demand. The focus will be on improving profitability.

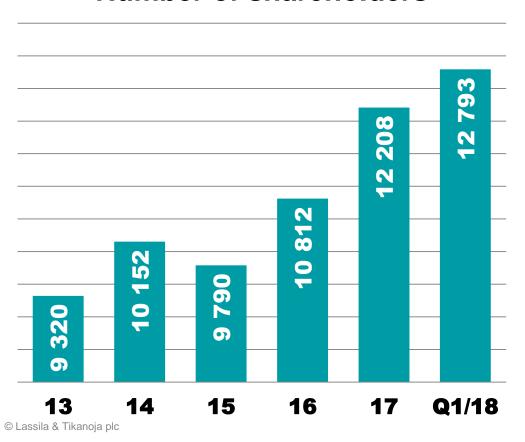
Improved production management will make production more cost-efficient and increase energy content. Production chains of forest energy will be optimised for each major client.

We will enhance our stock management with updated procurement methods and, for example, by planning our stock locations so that they are near the customer.

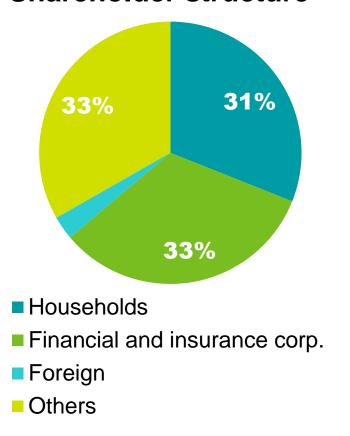
SHAREHOLDERS

SHAREHOLDER STRUCTURE

Number of shareholders



Shareholder structure*





MAJOR SHAREHOLDERS AT 31 MARCH 2018

Shareholder	Shares	%
Evald and Hilda Nissi Foundation	2,413,584	6.22
Mandatum Life Insurance Company Limited	2,311,238	5.96
Nordea Investment Funds	2,083,557	5.37
Maijala Juhani	1,529,994	3.94
Elo Mutual Pension Insurance Company	1,229,073	3.17
Ilmarinen Mutual Pension Insurance Company	934,836	2.41
Stiftelsen för Åbo Akademi	903 332	2.33
Föreningen Konstsamfundet rf	855 721	2,21
Bergholm Heikki	829,506	2.14
Maijala Mikko	720,000	1.86
Nominee-registered shares	7,541,520	19.44
Number of shares	38,798,874	100.00
Number of shareholders	12,793	

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