

Hi! We're Framery.

We are Framerians - Industry pioneers at the top of our game, and global leaders of happier workplaces.

WHO WE ARE

A group of roughly 400 highly-skilled people from all over the globe.

We are an ambitious team of designers, builders, engineers, and more. But we're also singers, parents, athletes, musicians, foodies, DIY enthusiasts, and beyond.

WHAT WE DO

We create products that are necessary for a successful workday.

We use our knowledge and expertise to explore new ways to make offices and people function better.

HOW WE DO IT

By working together to help others work better together.

Framery culture is the starting point for our continued success and growth, and we take pride in that. It clarifies what we value, what we expect from each other, how we work, and how we get the best possible results.



Welcome to The Factory

Our office and company headquarters is in Tampere, Finland - we call it "The Factory".

We have Framerians spread out all across the world, but about 350 or so of usare located in Finland. A huge part of our company culture is built around our office - which houses our production facilities, our research and development labs, as well as the workstations for our entire operation.

STAYING GROUNDED

Combining product assembly, product development, and all supporting functions under one roof enables information sharing and accessibility.

KEEPING CONNECTED

The physical workplace brings people together and fosters connection and communication across functions.

BEING INSPIRED

Every Framerian becomes familiar with our products - from witnessing the production process, to building a pod, and ultimately using them daily.



FACTS, PRACTICES & STATISTICS

Our building was once a production facility for the local newspaper - and we've embraced the swift-moving industrial spirit of innovation that remains in it's walls.

Making Work Work

DEFINING BETTER WORKING LIFE

A better workplace is a byproduct of what we do - and how we do it.

Through our work contributing to more functional office spaces, we know the ins and outs of knowledge work and office behavior. We leverage this experience when building our company and culture where people can thrive.

TAKING RESPONSIBILITY FOR HAPPINESS

You can't force someone to smile - so we aim to create conditions to support their happiness.

We provide quality leadership, work-life balance, and a community where everyone feels seen, heard, and appreciated. This leaves more time for people to connect and focus on what really matters.

WELLBEING AS A FOUNDATION

Employee wellbeing is the cornerstone of our company's success.

A foundation of wellbeing is crucial to the success of any company - and a priority in our company culture. Because healthy people are able to perform to the highest standards and get (sh)it done.

As a furniture company, we design, build, and ship the world's best soundproof office pods around the world. As a group of humans, we seek to help people work together better across the globe.

Culture Matters

We take pride in the company culture we have cultivated at Framery.

Our workplace culture is the personality we have developed as a company and the character of the people who work here. It's the foundation that guides us as we strive to create the best working environment possible.

WHAT CULTURE IS

A collection of our shared values, beliefs, and attitudes.

Our culture affects us at all times - it shapes the way everyone experiences working at Framery. It's what sets the standards for how we work and what we see as the best ways to succeed together, now and in the future.

WHAT CULTURE TELLS US

How it feels to work at Framery - and what it means to be a Framerian. We respect common principles and guidelines as a community - and hold each other accountable for adhering to them. Being aligned under the same set of values creates a group dynamic of like-minded-but-diverse individuals.

FRAMERIAN CULTURE

Our culture is built by all of us in our everyday behavior, choices, decisions, and actions.

We see it as our responsibility to help our people thrive and grow with us. We strive to be a workplace where people feel seen and heard - so they can reach high ambitions together.



FACTS, PRACTICES & STATISTICS

We work together in an inspiring multicultural office that's filled with our soundproof pods. Like most modern offices, we utilize a hybrid work model - and the pods allow us to do that effectively.

40016825Framerianscountriesdepartmentsnationalities

Why Did We Make a Culture Handbook?

We wrote this handbook to express our vision of how we succeed together - now and in the future.

Our company, like our people, adapts and grows every day. This handbook aligns us as a community and gives us a shared understanding of what kind of workplace Framery is. We're proud of our culture - and proud to be Framerians.

WHAT'S IN THIS CULTURE HANBOOK?

This acts as a guide book of Framery as a workplace.

This handbook describes Framery culture in detail. Each chapter introduces a core principle of our company culture, and how it is visible in our daily life. We've also thrown in an anecdote or two along the way from a real-life Framerian.

WHO IS THIS CULTURE HANDBOOK FOR?

It's for you - regardless of whether or not you're a Framerian.

Think of this as an initiation into the world of Framery - and everything we do to ensure the success of our people and our company. We want to give anyone interested an understanding of how we operate - and hope maybe they'll learn a thing or two in the process.



The 9 Fundamentals of Framerian Culture

Courage & Curiosity	Page 13
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WHAT IT ALL MEANS

We spend the rest of this guide looking deeper into each of these fundamentals to show how they shape the way we work.

The Faces of Framery

A real-life example of each fundamental from a real-life Framerian.



SAMU HÄLLFORS
Courage & Curiosity
Page 19



MARYANNE NDUNGU Transparency Page 2



MIKA KIERÄNEN Respect Page 35



MAIJU SAARELMA Good Judgement Page 43



ARTO VAHVANEN
Responsibility
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TIIA LEPPÄNEN Working Together Page 59



OMAR GONZALEZ
Freedom + Responsibility
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SAMULI KOSTAMO Context - Not Control Page 75



SAARA MERIKALLIO Enabling Leadership Page 83

WHAT IT LOOKS LIKE

How we bring the concept into our everyday working life.

THE IMPACT IT HAS

The way we behave and how we perform.

HOW IT AFFECTS US

A personal story about a professional experience.

Courage & Curiosity

Every Framerian sees a new challenge as an opportunity to learn.

What Courage & Curiosity Looks Like

1 Staying open

We stay curious towards new ideas, views, and opportunities.

2 Speaking up

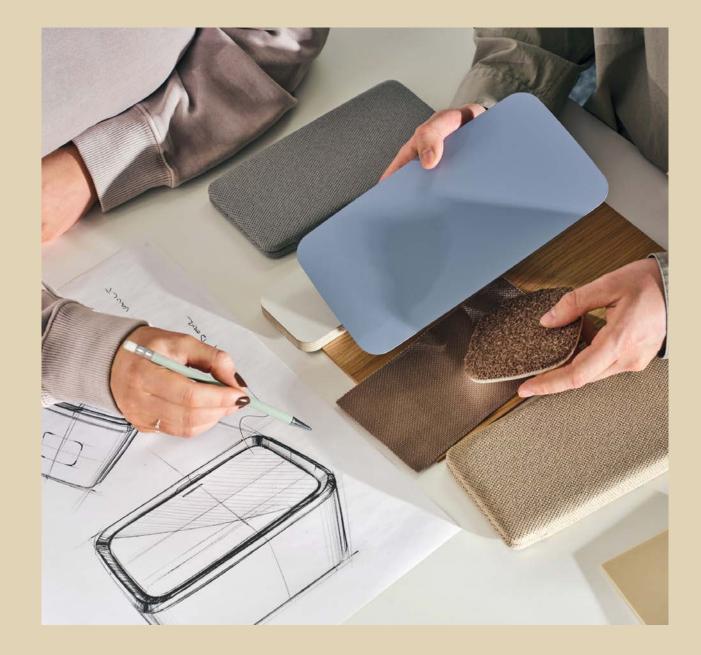
We strive to do what's right - rather than to try and please everyone.

3 Welcoming debate

We ask others to question our ideas in order to improve them.

4 Choosing to act

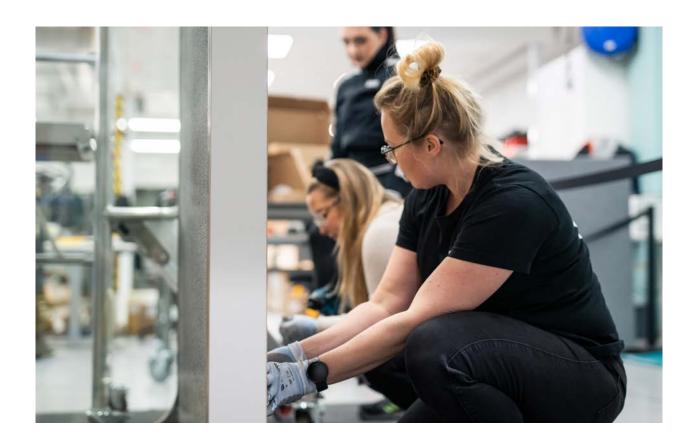
We are supported when things go sideways.



FACTS, PRACTICES & STATISTICS

Framerians taking responsibility over their work can be seen in our growth figures:

2014: 1 M€	2017: 40 M€	2020: 81 M€
2015: 5 M€	2018: 63 M€	2021: 94 M€
2016: 17 M€	2019: 106 M€	2022: 150 M€



The Impact of Courage & Curiosity

We have the confidence needed to go against the grain.

We are bold when embarking on new challenges.

We are supported when things go sideways.

We are open to seeing change as a chance for something new.

We are curious about exploring new ways of doing things and we have the courage to take action towards making things better.

How Hard Can It Be?

"How hard can it be?" - Jeremy Clarkson

This is a quote from Top Gear (tv-show) that makes me smile every single time. It's a rhetorical question filled with self-ironic overconfidence and arrogance when facing a nearly impossible challenge given by the show producers.

But besides being a well written joke in a tv-show, the question holds great wisdom inside. It's true that it takes years or decades to really master any form of profession or art. But most of the tasks we deem impossible for ourselves are really not impossible at all!

We have been good at asking ourselves that question from the very first day. In July 2010 I asked myself: "How hard can it be to build an office phone booth?"

Pretty damn hard, it turns out. But we had the courage and the curiosity to find out. And we have taken that same leap countless times since!

"How hard can it be to start exporting these products? How hard can it be to expand to the US? How hard can it be to build it from steel? How hard can it be to design our own computer and put a 4G connection in a phone booth?"

These and countless other times we had no clue! And all of these times many deemed it impossible, yet here we are.

This is what these values mean for me: Fearless attitude towards challenges that seem impossible at first sight, and endless curiosity to learn new ways to solve them.

It has been the starting point of our company - and is still the backbone of everything we do at Framery.



Transparency

Every
Framerian
has an
understanding
of our strategy,
decisions,
and results.

What Transparency Looks Like

1 Keeping discussions open

We involve everyone in continuous and open dialogue to ensure everyone understands our path.

2 Seeking diverse perspectives

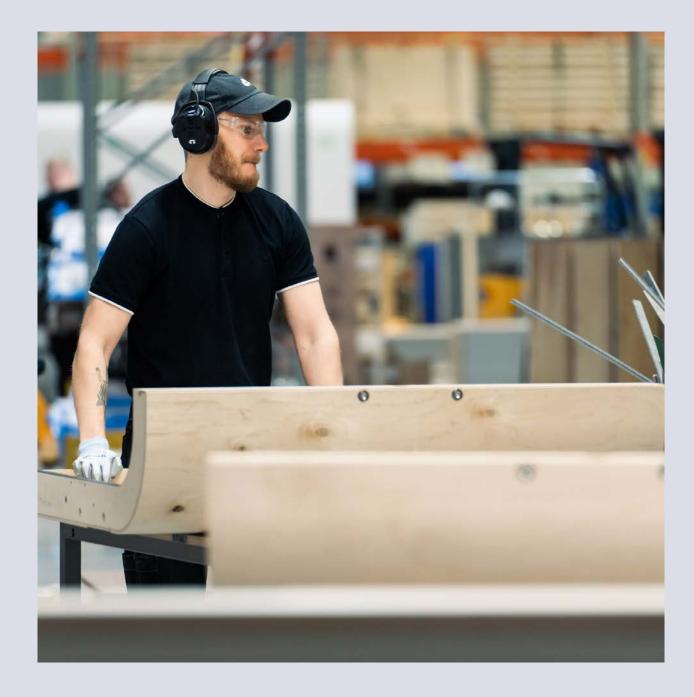
We seek out ideas and points of view from others to help make the outcome stronger.

3 Being direct

We give feedback openly and directly - providing everyone the opportunity to learn from it.

4 Sharing mistakes & problems

We see mistakes not as failures - but as opportunities to learn.



FACTS, PRACTICES & STATISTICS

Every framerian has access to real time information on all deals won. This increases understanding of our business and creates context for everyone's work.



The Impact of Transparency

We have insights into how everything comes together.

We are empowered by mutual trust from day one.

We are invited to take part in the conversation.

We are comforted by an understanding of how things are going.

We share all necessary information in a universally understandable way - letting people see the big picture and make better decisions.

Transparency From Day One

The culture of open communication and feedback at Framery has really impressed me.

The onboarding process here has been unlike any I've ever gone through as a new employee. Within the first few weeks, I've been trusted with information on every facet of the business - including product development, sales approach, financial metrics, and (most importantly) corporate strategy.

This level of transparency provides context and purpose for my work and empowers me to make decisions that will help Framery reach its objectives. I am better able to understand what I do and why I do it.

Additionally, it inspires me to take ownership of my work and do my best not to betray the trust I have received from all Framerians.

I often reflect on these words from Oona Hällfors, our Manager for Strategic Projects: "We can only be able to successfully implement our strategy if we tell our people what the strategy is".

That tells you everything you need to know about Framery's culture.



Respect

Framerian is treated with kindness, understanding and appreciation

What Respect Looks Like

1 Acting with kindness

We don't behave like assholes - burning bridges isn't in our nature.

2 Supporting without fear

If we witness unacceptable behavior we interfere without delay - regardless of the situation or the position of the people involved.

3 Assuming the best

We operate under the assumption that everyone is acting with good intention.

4 Being authentic

We can be our true selves when we come to work.



FACTS, PRACTICES & STATISTICS

To make sure all Framerians have a working environment where they can be themselves, we include a question about inclusion in our yearly employee survey and follow up on the results.



The Impact of Respect

We create an environment where people can be their authentic selves.

We are valued for our contribution.

We are appreciated for diverse beliefs, ideas, and cultures.

We are celebrated for our differences.

We recognize that we're affected by our preconceptions - but we make efforts to minimize their negative impact on our behavior and decisions.

Respect Improves Performance

My motto is "Open mind - happy life". That's why I try to make people happy when I work. I see a lot of people in this company every day. There are so many people, each with their own personality. Everyone here can be themselves.

I like to give everyone a chance to tell me their stories. The least I can do is listen to what someone has to say. Maybe there is something I can help with - and if I ever need help with anything, I don't need to think twice to ask.

It's a blessing for me to get to know so many different people. Every conversation we have is based on respect. People here cheer for each other, saying "good morning" every day that I belong to this community.

and having informal conversations at the coffee tables.

This kind of respect is really important to me. When respect is mutual it brings good vibes both ways. I feel respected in my team. My co-workers give me space to be myself everyday. They care about how I'm doing and push me forward with my work.

It would be hard for me to work somewhere if the community doesn't respect me. It affects my behavior, my thinking, and my working environment.

Thankfully, I've never felt that somebody is judging me or my behavior here. I feel respected, and



Good Judgment

Every
Framerian
is trusted
to make good
choices and
behave with
the best
intentions.

What Good Judgement Looks Like

1 Taking responsibility

We recognize what's best for Framery - and what's best for ourselves.

2 Applying strategy

We understand that a good decision is in line with our strategy and goals.

3 Making decisions

We make decisions based on careful analysis of the best information available at the time.

4 Understanding consequences

We calculate the possible outcomes of the risks we take - and discuss them together to avoid unpleasant surprises.



FACTS, PRACTICES & STATISTICS

Since we trust Framerians to have good judgment, we have defined one of our 5-year strategic focus areas to be low-hierarchy decision-making with autonomous employees.



The Impact of Good Judgment

We use our full knowledge and skills to help us make smart decisions.

We are certain in our understanding of what is expected of us.

We are respected for our expertise and abilities.

We are inspired to perform at the top of our game.

We take responsibility for the high quality of our own work, never leaving problems or mistakes for someone else to fix.

Using Good Judgment

As a core team we make decisions all the time - from deciding what to eat for lunch today to choosing which features our new product will have.

We keep decision making close to the action. No one knows the details and project situation better than the team, so it is the best possible place to make major parts of the decisions.

As a project manager, decision making is part of my daily work. Small decisions can be made quickly - and bigger decisions need more input and collaboration.

When we trust ourselves to make good decisions, it gives others confidence that the project is advancing successfully. It's important that we understand the reasons behind a decision - and even more important to

understand the consequences coming from that decision.

When others trust us to make decisions with good judgment, we don't need to wait for approval and things move more smoothly. Of course we receive the necessary information and guidelines from management - but the core decisions are our own to make.

Decision-making is easier with clear rules. It allows us all to trust in good judgment no matter who makes the decision - and we don't waste time waiting for someone else to tell us what to do.

I trust that my team can make hundreds of decisions efficiently and with good judgment every single day. So we can trust each other and do the best work possible.



Responsibility

Every
Framerian
has a direct
impact on
Framery's
overall
success.

What Responsibility Looks Like

1 Taking initiative

We are certain in our understanding of what is expected of us - recognizing what's best for Framery, and what's best for ourselves.

2 Owning actions

We hold ourselves responsible for our collective working environment and make the most of the learning opportunities that arise.

3 Delivering results

We deliver what we promise and find new ways to achieve new heights.

4 Prioritizing balance

We take ownership of our own well-being - ambitious targets and tight deadlines never come before health and safety.



FACTS, PRACTICES & STATISTICS

We encourage prioritizing balance by arranging weekly break exercises for production workers. And our office employees can use up to one hour of work time in a week for exercise. As a matter of fact, many colleagues gather weekly for a yoga session at the factory.



The Impact of Responsibility

We have autonomy over our own actions and decisions.

We are relied upon to maintain a high quality of work.

We are relentless in our efforts to succeed.

We are energized by a healthy work-life balance.

We complete
high priority
work with care,
while finding
a balance of
freedom and
responsibility
that suits us
individually.

Responsibility for the Future

To me, responsibility is a profound part just for the sake of being "techy". It's of Framery's way of working.

just for the sake of being "techy". It's about people - and how we can help

There's an everyday feeling of responsibility for our own workplace atmosphere. I feel joy every morning at the office when I'm greeted with so many happy faces and "good mornings" - it's a small thing but so powerful.

We create solutions that make workplaces the best versions of what they can be. Our products and services help employees navigate this new world of work, and we have a responsibility to understand what kind of problems our customers have during their workdays.

Our recent shift to tech hasn't been

just for the sake of being "techy". It's about people - and how we can help them through tech. Using tech helps us to accelerate the change to a best possible new hybrid working model.

It's our responsibility to empathize with our customers to understand the problem and then provide the best solutions to it - with tech or without.

I feel that Framery is in an amazing position to succeed in this, and there's a sense of responsibility to our clients and to each other. Everyone in our team - and our company - feels a collective responsibility to reach our ambitious goals.

That said - we definitely do it for the kicks, too:)



Working Together

Every
Framerian is
an inspiration
for other
Framerians.

What Working Together Looks Like

1 Achieving collectively

We put the common good ahead of our own benefit.

2 Displaying trust

We keep mutual respect and steady interaction at the heart of what we do.

3 Exceeding expectations

We push in the same direction - and pass the ball to others to help everyone shine.

4 Behaving compassionately

We have zero tolerance for jerks - there's only room for good people on our team.



FACTS, PRACTICES & STATISTICS

We set a goal to reach a total of 105M€ in revenue in 2019. We worked together to reach the target, and as a reward, the whole company traveled to Åre, Sweden. Needless to say, we had an unforgettable trip together!



The Impact of Working Together

We have a "we over me" mentality in everything we do.

We are determined to help others whenever we can.

We are strengthened by open, direct, and honest feedback.

We are motivated to go further than we thought we could.

We collaborate
upon a
foundation
of trust - which
helps us explore
new ideas, manage
change, and
find new paths
to success.

Working and Playing Together

We do a great deal to build the community and sense of togetherness at Framery. We all create the atmosphere together. If we have a joint goal, something to reach together, we cheer and root each other to better performance even more. When it's comfortable and safe, you can be your authentic self which affects how you perform.

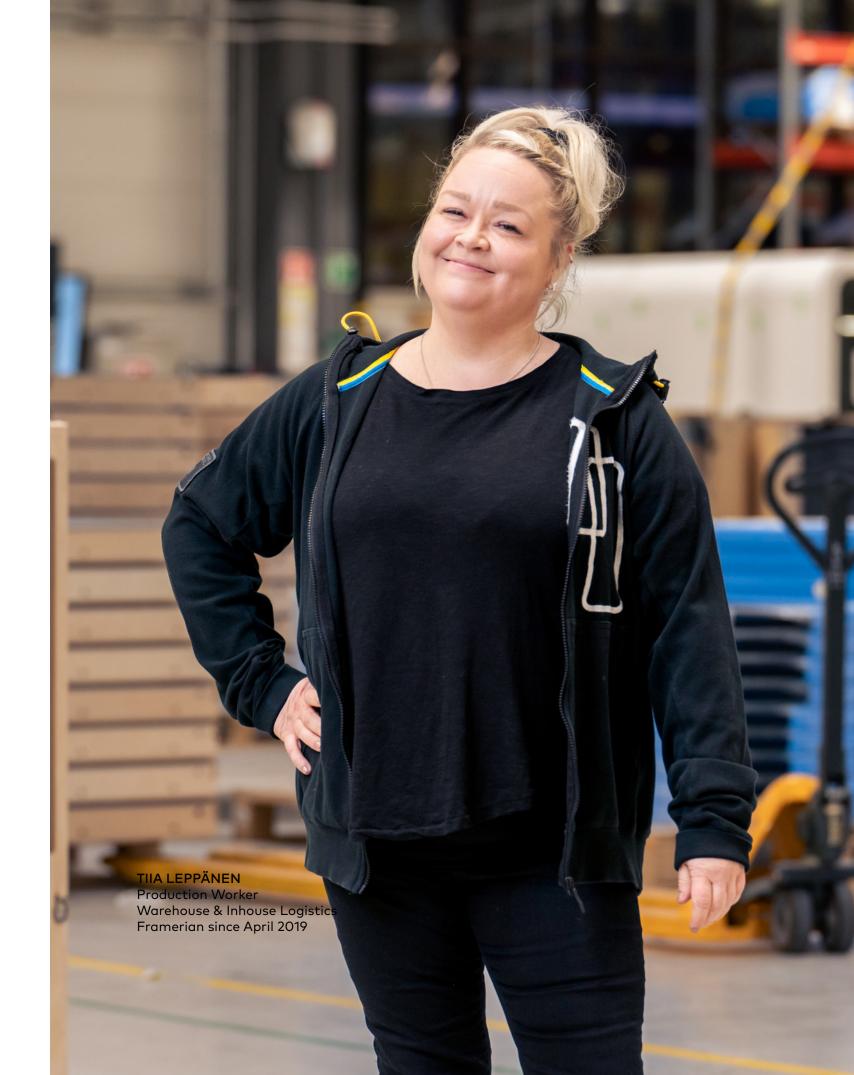
Working alone is really boring. When your work contains a lot of repetition, the role of colleagues becomes even more important. That's why we openly share tips with each other on how to improve our ways of working. Being able to exchange ideas and observations with colleagues allows you to gain new perspectives yourself.

Each department is equally important. We are all aware that doing our own work well helps our colleagues in other departments to do their work better. Being helpful is often a returned

favor - when you help others, others help you in turn. That's how we work together at Framery.

I started at Framery in the spring of 2019, and in less than a year we flew to Åre, Sweden on a private plane because we reached an ambitious revenue target by working together. That was a once in a lifetime event. I've never heard of another company flying their entire staff to another country for a ski trip - who even does that!

We also know how to celebrate small successes together with all Framerians - which is awesome. For example, everyone in the company has the possibility to arrange events for the entire staff. It's a great way to introduce people to new hobbies, sports, or culture, and mix people from production and the office nicely. It's a really good way to get to know more Framerians.



Freedom + Responsibility

Every
Framerian strives
to balance
freedom and
responsibility.

What Freedom + Responsibility Looks Like

1 Having accountability

We operate with independence - and remain responsible for our actions.

2 Maintaining balance

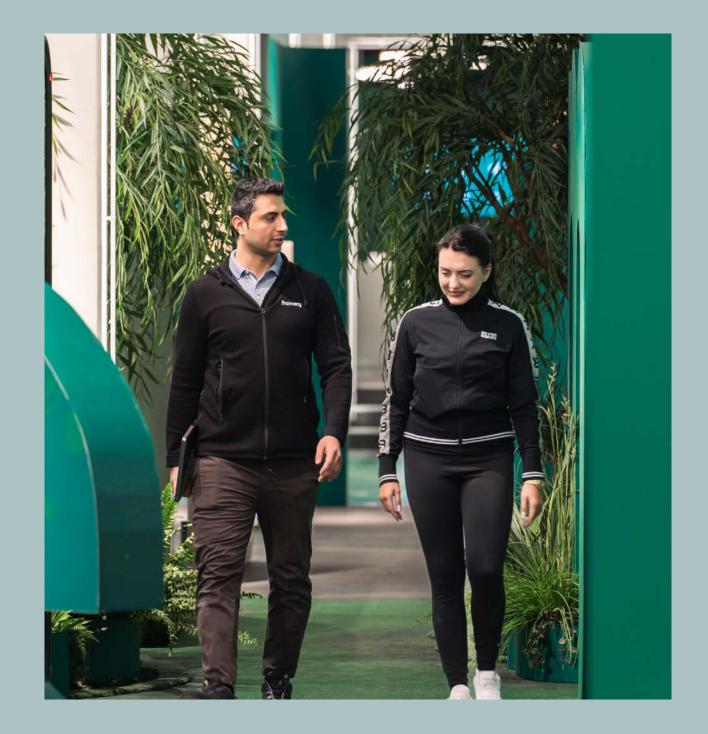
We assess and challenge our ways of working and are capable of healthy critical self-analysis.

3 Owning mistakes

We take ownership of our missteps - and we allow others to do so as well.

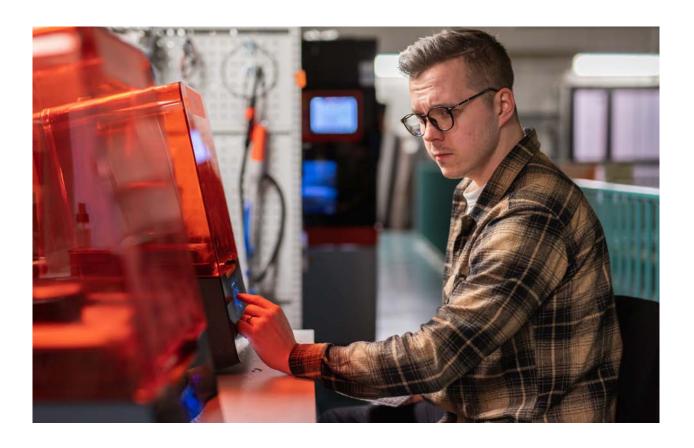
4 Respecting processes

The perfect balance of freedom and responsibility doesn't mean a complete absence of defined processes, guidelines and rules - we create guidelines only when they are needed to prevent crucial mistakes and improve predictability.



FACTS, PRACTICES & STATISTICS

Freedom + responsibility is manifested in our lack of policy for using company money. We trust that with enough context, Framerians make the right calls on spending decisions.



The Impact of Freedom + Responsibility

We have the capacity to pursue a path towards success.

We are excited to explore new ways of working.

We are capable of healthy critical self-analysis.

We are encouraged to operate without the fear of failure.

We have the freedom to continually develop ourselves, and the responsibility to constantly develop our work.

When Working Remotely is the Standard

The balance of Freedom +
Responsibility allows me to organize
my day and structure my work the
way I like. By choosing when to focus
on meetings, organizing customer
visits, and supporting my dealers,
clients, and prospects, I am able to
offer better service to my customers,
objectives, and leads.

Having the freedom to choose where and when to work signals that the company trusts you to do your job, and makes me more committed to Framery. They are happy to provide the elements I need to build work habits efficiently for my daily tasks and objectives with my Dealers and Customers and coworkers.

With the architectural and technological tools for hybrid working all in place, I can work how I work best. I am provided with a suitable working space at home, great technology, high-speed internet, and fantastic support from all departments.

This provides motivation, supports productivity, and builds trust in my team, leaders, and my company. This high-autonomy approach to work creates a happier, healthier, and higher level of performance in my work and personal life.

As a result, I've found a great work-life balance that benefits me and the company equally.



Context Not Control

Every
Framerian
is given
context and
respect needed
to make
informed
decisions.

What Context - Not Control Looks Like

1 Building frameworks

We provide objectives - not a list of things to do or how to do it.

2 Regulating oversight

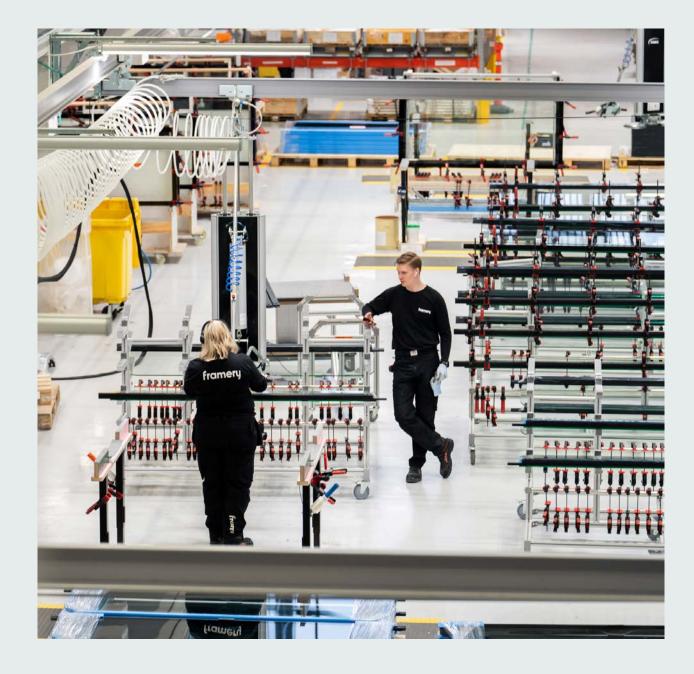
We take control only when it is needed - and relinquish it when it becomes ineffective.

3 Empowering others

We entrust decision-making to those closest to the process.

4 Seeking guidace

We look to improve our understanding whenever we're unsure how to proceed.



FACTS, PRACTICES & STATISTICS

We use Steering Groups for increased context – not control. In steering meetings, our Management Team is present to answer questions, set context, and help make decisions, but they don't dictate the agenda.



The Impact of Context - Not Control

We have the ability to see the whole picture and all the moving parts.

We are qualified to make informed decisions.

We are confident in our abilities and expertise.

We are trusted to take charge if needed.

We have the freedom to continually develop ourselves, and the responsibility to constantly develop our work.

Context Over Control

The "Context - not control" approach at Framery ensures that decisions are being made on the most capable level - which is especially important in my role.

Product projects at Framery are run by three roles: the Product Manager sets the goals of the end product, a Chief Engineer decides how to reach the goals in a technical sense, and a Project Manager makes sure the project has the right resources and schedule to pull everything off.

My job is to set the technical goals for the Engineers and let them work without too much intervention. Not to dictate, but to facilitate. If I micromanage them to death, my own work goes unfinished, and the Engineers have nothing fulfilling to do and their brilliant minds go to waste.

And the same thing applies to the other direction - if I was given a strict list of details to include in the final

design and my job would be just to apply them, we'd lose all avenues of innovation. Without the creative freedom to solve the problems as I see fit, there would be no justification for my role.

The context we give and receive comes with the expectation that you'll connect the dots yourself - or come back for more. It's a great signal of trust towards your competence. The freedom to find my own path and apply my competence greatly outweighs the burden of responsibility that comes along with it.

In my eyes, the biggest benefit of this mindset is that I can trust everyone to pull their weight when promised, without having to manage or oversee their work. Everyone is so used to the way of working where you take responsibility for the broader goal rather than just a task, that working together is very seamless.



Enabling Leadership

Every
Framerian
is given tools
to help them
grow and
succeed in
their work.

What Enabling Leadership Looks Like

1 Coaching mindset

Backed by our team leaders and colleagues, we share our expertise through targeted dialogue - inspiring and growing with each other along the way.

2 Respecting differences

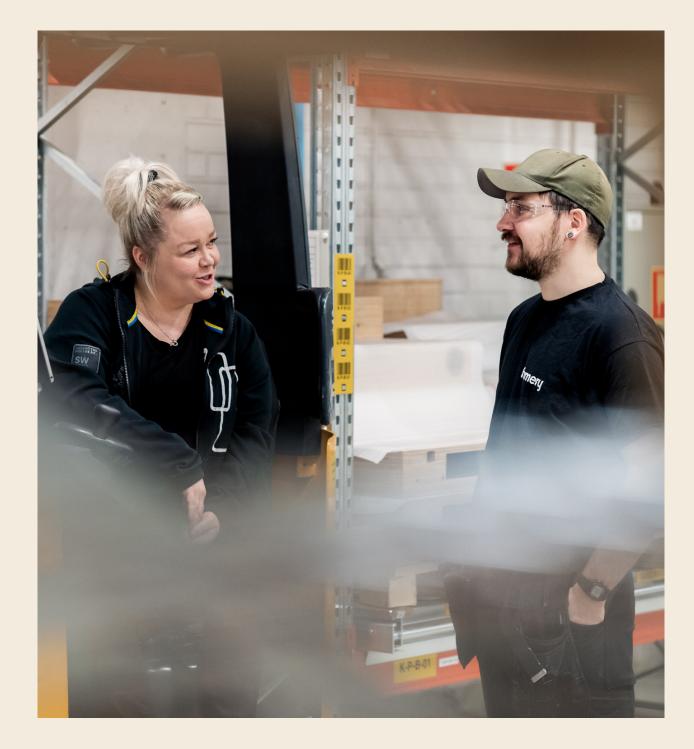
We recognize that everyone works differently - and we can all be trusted to find our own way towards the same goal.

3 Achieving balance

We encourage the pursuit of healthy and sustainable personal and professional development.

4 Providing context (not control)

We provide sufficient information so that others can complete their work successfully and efficiently.



FACTS, PRACTICES & STATISTICS

Having a fair and competent supervisor has been the 5th most important factor at work to Framerians in our employee survey for the past few years. The continuous results of over 85 % realization signal that our employees feel supported by their team leaders.



The Impact of Context - Not Control

We have constant support from multiple types of aligned leadership.

We are backed by our team leaders and colleagues.

We are seen and heard as individuals in our teams.

We are driven to reach our full potential.

We are guided by our cultural values in order to support success, self-direction, and personal growth.

Rise to Leadership

For me, 'Enabling Leadership' means trusting people. At Framery we know that the leaders don't know everything and we as leaders don't try to convince people to think otherwise. It means that we try to get the best players to the right places and then let them do what they do best - they are the experts after all.

When I think about my journey as a team lead and then as a manager, I've never felt lonely - quite the opposite. Support coming from my own supervisors has always been top-notch, but the support I've gotten from my fellow team leads has been truly important as well.

When you take on more leadership you need to find the people who can listen, challenge, advise you and give you the pep talk when you look like you need it. I've felt extremely supported in every step I've taken. I was allowed to develop processes - and myself - without any objections. When the first team lead position opened up in our team, I knew the job would fit me and I

got a lot of support from my fellow teammates to apply.

I've grown a lot. I've learned a lot about myself and what drives me. I've learned how important it is to have a balance between work and personal life. I can

honestly say that I know what kind of working style works for me and what kind of things I struggle with. I didn't know that earlier. I've also understood how important it is to have fun at work and how much I enjoy being trusted.

For me personally, it means that I have support and I'm trusted to make decisions and speak my mind. I feel that Framery understands my potential - my strengths are really seen and I'm allowed to use them. I can take control and get things done without asking permission for every little thing.

In a nutshell - I can be myself and work in a way that suits me best. Framery knows that the best results are made that way.



That Was a Lot of Sharing

BECOME A FRAMERIAN

If you liked what you read - we need new colleagues all the time.

Check out our <u>careers page</u> to see what positions we are looking to fill at the moment.

CHECK BACK FOR MORE

This is a living document.

Everything in this handbook is a reflection of the company culture at Framery - for now. But it is bound to change.

WHAT DO YOU THINK?

We love feedback.

Did we overlook something? Did something connect with you? Did we make a typo? Let us know. It's the best way for us to grow.



WE BARED IT ALL - THANKS FOR TAKING THE TIME TO HAVE A LOOK

We hope you've gained an insight into what life is like as a Framerian.

It's over. Now What?

Not to worry - we've got a few ideas in mind.

SPREAD THE WORD

Reach out to everyone in your network - they too may want to read this. Share this Culture Handbook with your family, your friends, your HR rep, your dog, or anyone else you think would appreciate hearing what we are all about.

READ IT AGAIN

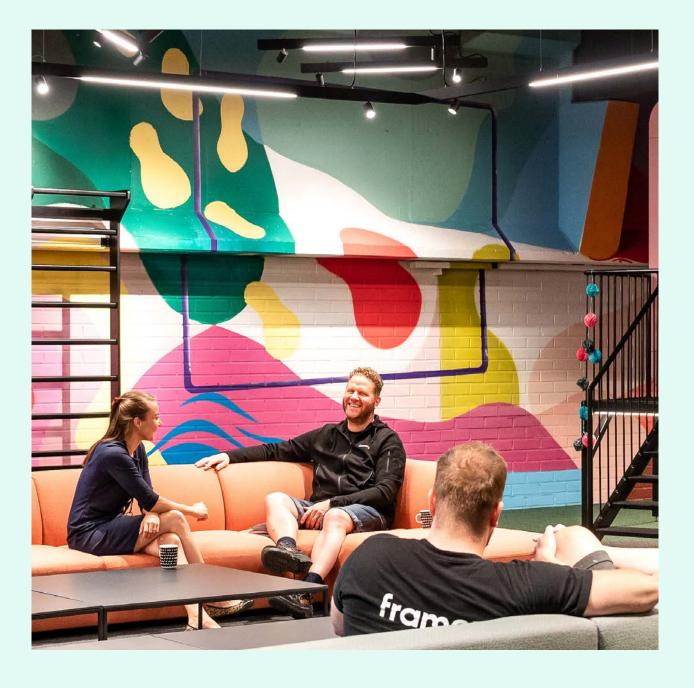
Like all good art - we think this is worth a second look.

We recommend you print out the PDF and keep it with your birth certificate, passport, and precious family heirlooms. Or just come back and read it online whenever you need to be inspired.

FOLLOW US

We're on Instagram.

We have a special Instagram account that's dedicated to life at Framery as seen by Framerians in addition to our company account. You can also find us on LinkedIn, Facebook, and Twitter - though, to be honest, we don't really tweet that much.





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