

YEAR 2001

# HOK forms part of the S-Group

The S-Group consists of member-owned co-operative societies and subsidiaries, and the SOK consortium owned by the co-operative societies. Retail sales of the S-Group amounted to EUR 6.6 billion in the year 2001. Personnel numbered approximately 23,000. The owners of the co-operative societies numbered roughly 970,000. Sales aimed at these accounted for EUR 3.8 billion. Local co-operative stores paid accrued Bonus to their owners for purchases made, at a total of EUR 99.7 million.

The national market share of the S-Group's sales of daily goods was approximately 30 %.

Helsingin Osuuskauppa HOK is the largest area cooperative store in the S-Group. HOK's sales account for 11 % of the S-Group's sales and 13 % of the sales from local co-operatives. HOK's share in the market store business of the S-Group is 16 %, and 20% in restaurant sales.

#### THE STRUCTURE OF THE S-GROUP

### Daily consumer goods chains

- S-MARKET
- PRISMA
- ALEPA
- SALE

## RESTAURANT CHAINS

- Rosso
- ALE PUB
- SEVILLA
- FRANSMANNI...

## OTHER BUSINESS OPERATIONS

- CAR DEALERSHIPS
- AGRICULTURE
- Sokos Oy
- Hotels

## NATIONAL BUSINESS OPERATIONS

- Maan Auto Oy
- HANKKIJA AGRICULTURE
- Sokos hotels



#### **LOCAL CO-OPERATIVES NUMBER 23**

**OWNERSHIP** 



#### SUOMEN OSUUSKAUPPOJEN KESKUSKUNTA, SOK

(THE FINNISH CO-OPERATIVE COUNCIL)

# THE PURPOSE OF HOK'S OPERATIONS IS TO PRODUCE BENEFITS FOR COMMITTED CUSTOMER OWNERS.

#### HOK'S VALUES

Our results guarantee our future.

Being prepared for change is our unbeatable advantage.

Our competent personnel are our greatest source of pride.

A committed customer is our greatest resource.

#### HOK'S OPERATIONAL STRATEGY

As part of the S-Group, HOK offers its customers cost-efficient, modern volume services for food and drink in the Helsinki area.

# HOK in brief

#### **History**

Helsingin Osuuskauppa HOK was founded on 4.1.1919. The first shops were opened in the spring of 1919. HOK entered the restaurant business in 1929, and the first hotel was opened in 1952. During the years 1960-1980, HOK also engaged in the hardware, fuel and farming business. In the 1980's HOK focused on hotels, restaurants and markets. In 1987 the market store business was sold to Ässäpartners Oy, SOK's and HOK's joint limited company. In 1995, the daily consumer goods business was bought back and the hotel business was sold to SOK.

#### Fields of business

HOK does business in daily consumer goods through the Alepa-, S-market- and Prisma-chains. Chain restaurants owned by HOK are marketed under the names Chico's, Rosso, Ale Pub, Pickwick Pub, The Olohuone restaurants and Coffee House. HOK also has 19 special restaurants based on unique business ideas. HOK sells fuel at five ABC machine petrol stations and one Shell machine station.

#### **Group structure**

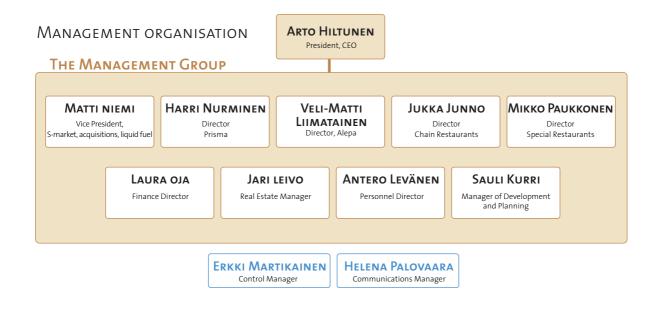
Helsingin Osuuskauppa HOK is the parent company of the HOK Group. Helsingin Osuuskauppa HOK is owned by 208,000 members, customer owners. The contribution payment of the co-operative is EUR 33.64. The co-operative manages the Group's financing, economic, real estate, personnel and member management assignments. The acquisition of the Group's machines and equipment, as well as financing and ownership, has also been focused on the parent company.

HOK Liiketoiminta Oy is fully owned by Helsingin Osuuskauppa HOK, and engages in retail, restaurant and fuel business activities.

HOK owns 20 real estate limited companies, the real estate of which is mainly rented out to HOK Liiketoiminta Oy.

#### **Board**

Helsingin Osuuskauppa HOK has a 50-person delegation, which is elected for four years at a time.



The delegation selects 18 members for the administrative council, whose members are elected for a period of three years. The Chairman of the administrative council in 2001 was Jouko K. Leskinen, with Eeva-Riitta Siitonen serving as deputy chairman.

Every year, the administrative board of Helsingin Osuuskauppa HOK elects a board for the co-operative, whose chairman – in accordance with the regulations – is the President of the co-operative. Since 1998, Arto Hiltunen has functioned as President. In 2001 the HOK board members were Arto Hiltunen (President), Tuula Entelä (Deputy MD), Tapio Kiiskinen, Kimmo Manni and Matti Niemi.

The Board and President for HOK Liiketoiminta Oy are the same as for Helsingin Osuuskauppa HOK, but the Chairman of the Board is Tuula Entelä.

#### Organisation

The Group management has been organised into five areas of profit responsibility, with supporting service units. The profit responsibility areas are Alepa, S-market, Prisma, the restaurant chains and special restaurants. The profit responsibility areas are led by directors, who report to the President. In addition to the President and the directors, HOK's Board of Directors includes financial, real estate and Personnel Directors managers as well as a Manager of Development and planning. Communications and control managers also report to the President.

# HYVINKÄÄ MÄNTSÄLÄ NURMIJÄRVI JÄRVENPÄÄ TUUSULA KERAVA VANTAA ESPOO HELSINKI

#### HOK'S GROUP STRUCTURE

HELSINGIN OSUUSKAUPPA HOK

HOK LIIKETOIMINTA OY

20 REAL ESTATE FIRMS

# Customer owners – HOK's owners

The core idea behind the founding and existence of HOK has been to centralise purchases to a company owned by the members of the co-operative society. The profit from the business operations is used for the benefit of the customer owners, to develop the services and the service offering. Over the years, HOK has grown into the largest area co-operative society of the S-Group, but this core mission remains the same.

# The customer owner is a member of the co-operative, and receives benefits when using the services of the S-Group.

The customer owner collects Bonus on all purchases made within one household at all bonus outlets. At HOK, the Bonus is 1-3 % of the entire sum of the monthly purchases, when the purchases exceed EUR 50 per month. All purchases made during one month are calculated. The larger the sum, the larger the bonus percentage for the month. The system is simple and clear. The Bonus is paid out once a month directly to the S-Account, the member investment account or as bonus money sent in the mail together with the customer owner information.

# Service offering covers the whole of Finland

The bonus stores of the S-Group include all shop chains, special shops, bonus petrol stations, hotels and restaurants around Finland that are owned by the S-Group. In the whole country they number 1600; in the capital region alone there are over 200. In the Helsinki area, the S-Group also controls the Sokos department stores in Helsinki and Tapiola, as well as Sokos and Radisson SAS hotels and restaurants, Automaa car sales stores and Agrimarket agricultural outlets. In addition to the Bonus, many stores also offer their customers product or service benefits.

The service offering of the S-Group is complemented by HOK's partner companies. At the end of 2001, HOK's bonus partners included Oy Shell Ab (in HOK's territory), Tapiola insurance company, Dell Computer corporation, Silmäasema optican store, Asko's interior design department stores, Vattenfall Electricity Oy and Radiolinja mobile operator. Bonus accumulates on purchases made from the bonus partners in the same way as from stores in the S-Group.

Benefit partners include the Finnish National Theatre, Lasten Päivän Säätiö (childrens' charity fund), puppet show Vihreä Omena, Helsinki Station Parking Oy (Eliel) and Mäkitorppa Oy. The benefit partners offer their customer owners different service benefits, but Bonus is not accumulated on purchases made.

Additionally, eight of the S-markets in the Helsinki region have an EXPRESS LINE, which only operates with the S-Bonus card.

S-Account and S-Benefit credit can be added to the S-card. The S-Account is the credit-free savings account of the co-operative. Money can be deposited in the account, and it can be used to pay for purchases and withdraw cash at most S-Group shops. The S-Benefit Credit is granted by the S-Group's own financing company, S-Benefit Credit Oy.

#### Interaction is important

HOK's mission is to produce services for its customer owners. In order to carry out this mission, data on client needs is necessary. The data is regularly gathered with the

#### BONUS TABLE 1.1. SINCE 2002

Monthly purchases by a household	Bonus percentage
yli 500 € (FIM 2972,87)	3,0
<b>yli 400 €</b> (FIM 2378,29)	2,5
yli 300 € (FIM 1783,72)	2,0
yli 200€ (FIM 1189,15)	1,5
yli 100 € (FIM <sub>594,57</sub> )	1,0

The co-operative payment is EUR 33.64 (FIM 200), which is an investment in the co-operative's capital.

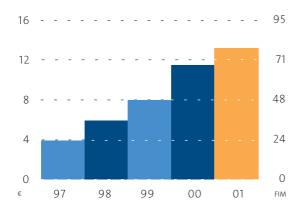
help of research and measurements, as well as through a multi-channel feedback system.

A shared information file is created from all feedback received through feedback phone lines, boxes, the personnel and e-mail, as well as the Internet. This file then serves as a basis for business development. Feedback was received from over 10,000 customers in 2001.

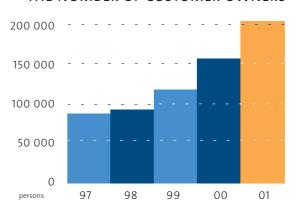
A customer owner can also affect the development of HOK's services by using his/her vote in the delegation election arranged every four years. The next elections will be held in November 2002.

Once a month, customer owner mail is sent out to HOK's members; automatically to everyone who actively uses their S-Bonus card. The mail package includes bonus information, S-Account statement and the magazine Etu&Uutiset (Benefit&News), which contains information on current product and service benefits. Additionally, the customer owner can, if he/she wishes, receive the S-Group's Yhteishyvä magazine, which is published every month.

#### SHARED BONUS IN THE TERRITORY



#### THE NUMBER OF CUSTOMER OWNERS





# Personnel

There are almost 4000 HOK employees. The number of permanent staff during the year has grown by about 380. The work itself, social relations in the workplace, work appreciation and feedback are important for both parttime workers earning money for their studies and for permanent career professionals within the service branch. In order to succeed, we also need shared goals, shared work and organisation, shared responsibilities and good overall management. And continued learning, as change itself is continuous.

#### Personnel responsibility

Personnel well being, safety and competence is ensured through continued development of the physical, psychological, social and professional preparedness of the personnel. We also strive to achieve this through training and daily management. Comprehensive occupational health care and operations maintaining work ability, such as gym tickets for the whole personnel, also promote well being in the workplace.

The aim of the equality plan is to strive to take as much advantage as possible of the competence that can be found within HOK. Safety has been raised as one target for continued development within HOK. The aim is a

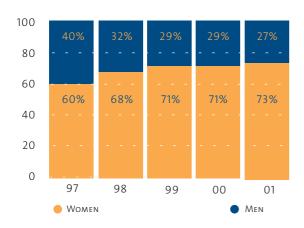
working community in which both the personnel and the customers can feel secure. HOK's anti-drug campaign has already been a part of the personnel policy for over two years, and the purpose is to ensure that the working community continues to remain drug-free in the future.

Work atmosphere polls are regularly undertaken among HOK's personnel. In January 2002 a new and lighter version of the "Dear S-Group employee" personnel research model was introduced, by which the strengths and development targets of the organisation can be charted more quickly than before. The experiences of persons who have terminated their employment are also followed up through a survey, asking them their opinions of HOK and the reasons behind their choosing to leave. In this way, HOK can develop into an even better place to work.

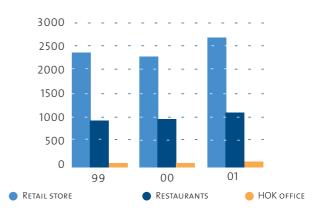
#### Development of personnel

Continued learning is supported in HOK, through various methods for learning in the workplace as well as through varied coaching programmes. Approximately 80,000 working hours were used on training in 2001, of which the share of euro instruction amounted to a quarter.

#### HOK GENDER DISTRIBUTION



#### PERSONNEL PER BRANCH



As a large employer, HOK has an important role in preparing a new generation for working life. Job training and other co-operation with educational institutions on different levels form part of this responsibility. The other part constitutes affecting the training structures and contents so that they correspond to the demands of working life to an even greater extent than before. In 2002, the first Retail business students will begin their studies in four different schools around Finland.

The most important challenge for learning at work is to train a new person for an assignment. Successful induction training provides information, increases knowledge and helps the person commit to his/her assignment and the company. The development of induction practices and tools will continue in 2002. In spring, the S-markets will begin implementing an e-learning induction programme available online, and a new induction model for new employees will be taken into use in the Alepa chain.

# Individual coaching and opening courses

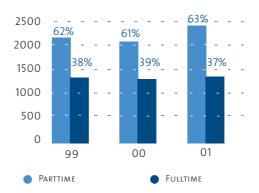
Learning on the job also matters a lot when instructing employees individually. About one hundred employees have participated in various, long training periods during the year. Commerce and restaurants are constantly coming closer as fields, and this has been taken into account in the training plan, particularly in continued training for supervisors. Some of the long individual coaching sessions lead to a professional degree, of which a part has been realised by apprenticeship contracts.

When it comes to opening new facilities and renewing the old, a certain kind of training is always provided. During spring, training was held for the new Alepa concept, and opening training was provided for Prisma stores in Hyvinkää and Kerava as well as for Rosso restaurants in Hyvinkää and Tikkurila. In early autumn, training was held for Kontula's Alepa and Ale Pub, the Alepa in Kivenlahti, S-market in Kerava and the work groups behind Iso Omena shopping centre's restaurant world and System restaurant. Euro training was also initialised.

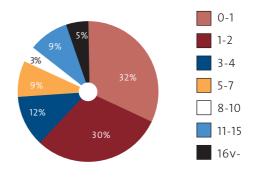
#### Smoothly into the euro age

The changeover to the euro has been a training challenge due to its sheer scale. During autumn and early winter, the whole of HOK's personnel participated in euro training, each in accordance with their job assignment. All HOK employees studied basic issues related to the euro. Euro-trainer training was arranged for 440 persons; 300 people working in cash functions, with responsibility for money, participated in additional training. Cash and floor personnel for whom the transfer to the euro affects cashier work, customer service and the handling of money were trained separately. In addition to Jollas trainers, persons responsible for outlets and chains have also done a commendable job as trainers.

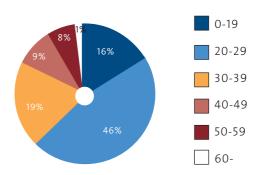
# PARTTIME AND FULLTIME PERSONNEL 1999-2001



#### SERVICE TIME DIVISION



#### HOK AGE DISTRIBUTION



# The operational environment within HOK's business areas.

There are 1.1 million inhabitants within HOK's territory - in other words, 22 % of the Finnish population. The population grew by 13,000 in 2001 - in other words, 1.1 %. Of all population growth, 2/3 comes from people moving in and 1/3 from new births. The market growth brought on by the population growth accounts for roughly 25 million euro per year in daily consumer goods. The sum corresponds to the annual food sales of one large hypermarket.

The average size of a household in HOK's territory is 2.1 persons, which is smaller than the average size of households in the whole country. One- or two-person households account for 70% of the number of all households. The age structure of the population in this territory is clearly younger than the rest of the country: the largest age group is the 30 to 34-year-olds, while 50 to 54-year-olds constitute the largest age group in the rest of Finland.

#### Daily consumer goods

The markets for daily consumer goods in HOK's territory account for EUR 2.3 billion. HOK's market share in the sales of daily consumer goods is 24 % . During the years 1997 and 1998, market store sales within HOK's territory grew by 5-6 % per year. In 1999-2000, growth slowed down significantly and remained at roughly 3 %. Mainly due to the increase in the price of meat and dairy products, the growth of sales in 2001 bounced back to its previous level. The slowdown of sales in markets is a typical European phenomenon; in some Central European countries, sales have taken a downturn. Changes in eating habits and increased eating in restaurants is likely to keep growth small in the Helsinki region over the next few years, regardless of the increase in population.

International chains have shown interest in the Finnish markets, and the first new, foreign-owned chain of shops will be opened during 2002.

#### Restaurant and Bar Division

The markets for alcohol-dispensing restaurants in HOK's territory amount to approximately EUR o.9 billion, of which HOK's market share is 9 %. Sales in the restaurant business have grown significantly faster than the daily consumer goods sales during the last few years, at about 7 % per year. The sales structure of the restaurant business has become strongly focused on food rather than drink.

The restaurant capacity of the Helsinki region has grown strongly in the last few years. At the beginning of 2001 the growth slowed down, but picked up again during the last months of the year. The fast growth in capacity has tightened competition and weakened profitability.

#### **Fuel business**

Sales in the fuel business went down by 11 % at HOK unmanned fuel stations. The average fuel price per litre decreased during 2001 by approximately 3 % compared to the previous year. The price competition in the Helsinki region was tough, just as in previous years. During last autumn, the permanently affordable prices of the ABC stations were lowered further.

# HOK's business chains

DAILY CONSUMER GOODS AND FUEL

**Prisma** is a hypermarket for the whole family, and the price level is permanently low. Prisma offers a varied selection of products, both daily consumer goods and clothes, as well as home decoration and leisure-time products. HOK's Prismas are centrally located, in connection with shopping centres.

Number: 6 Sales: EUR 192.1 million Personnel: 735







**S-market** is a supermarket for daily and weekly food shopping. The corner-stones of this business idea are affordable prices, varied selection, fresh products and easy access.

Number: 27

Sales: EUR 291.2 million

Personnel: 1287







**Alepa** is a modern chain of local shops that exist in the Helsinki area and are easy to access. Alepa's business ideas consist of customer-focused selection, easy access, good location and low prices. All shops are open on Sundays. The product selection varies from store to store, depending on the clientele.

Number: 44

Sales: EUR 129.6 million

Personnel: 550







The **ABC** unmanned fuel stations are located next to S-Group market outlets, at a convenient distance. The stations sell tested fuels that meet the maximum norms. Pricing is constantly affordable – the same price is valid for two weeks at a time.

**Number:** 5 (and 1 Shell) **Sales:** EUR 18.8 million





**Sentti** is a new shop concept, through which HOK and SOK research "hard discount" types of shops and their marketability in Finland.

HOK owns 5 % of Helsinki **Sokos** Oy, which runs operations in the Sokos department stores in Helsinki and Tapiola.

# HOK's business chains

#### RESTAURANT AND BAR DIVISION

#### Chain Restaurants

The operations of HOK's chain of restaurants are managed centrally. The aim is to ensure even quality in services and products, familiarity with the chains and effective operations.

Total number: 41

Sales: EUR 37.5 million

Personnel: 496

The Olohuone restaurants are located in suburbs and within the centre of Helsinki. The clientele consists of dinner guests and patrons, for whom programmes and different kinds of games are available in the restaurant.

Number: 12

Sales: EUR 9.8 million

Personnel: 115

Chico's is a food restaurant particularly favoured by the young and youthful. Chico's menu contains American favourites such as burgers, steaks and fajitas.

Number: 8

Sales: EUR 9.1 million

Personnel: 126

Pickwick Pub is a socialising restaurant, whose selection includes beers, ciders and an assortment of salty snacks. The pub chain is frequented by lots of loyal customers, who appreciate the familiar staff and cozy surroundings.

Number: 10

Sales: EUR 7.1 million

Personnel: 81

The price level of Ale Pub products is very affordable. The clientele of the restaurants, located mainly in suburbs and densely populated areas, is very extensive. The Ale Pubs not only offer their patrons drinks but also various services and entertainment, such as music, karaoke, dancing and games.

Number: 4

Sales: EUR 3.7 million

Personnel: 47

Rosso is an easily accessible dinner restaurant, where quality and price are at a good level. Customers include families and various groups. The menu offers steaks, broiler dishes, salads, soups as well as pasta and fish dishes. Rosso also provides a nice setting for a coffee, a pint or a drink.

Number: 6

Sales: EUR 7.8 million

Personnel: 127

#### **CHAIN RESTAURANTS:**















#### **Special restaurants**

HOK's special restaurants and cafés are mainly located in the centre of Helsinki. Each restaurant and café has its own unique business idea. Food and socialising restaurants offer high-quality service to a broad customer base at affordable prices.

Number: 19

Sales: EUR 45.8 million

Personnel: 529

The special restaurants located in Järvenpää, Mäntsälä and Hyvinkää are restaurant entities, which several restaurants with their own separate chain business idea belong to. They are easy to access and offer familiar products.







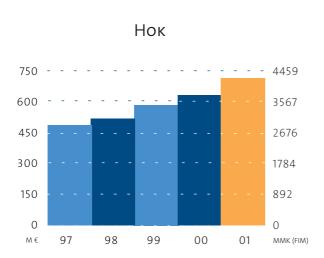






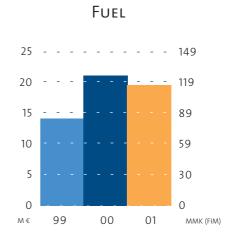
# **BUSINESS OPERATIONS DEVELOPMENT 2001**

#### SALES:



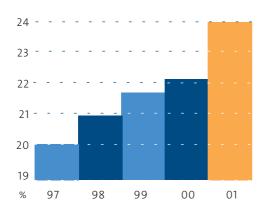




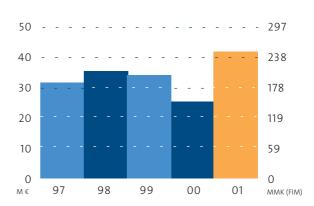




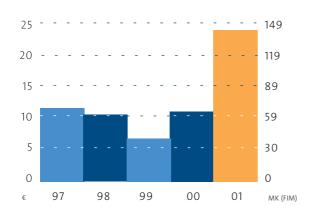
#### PT MARKET SHARE



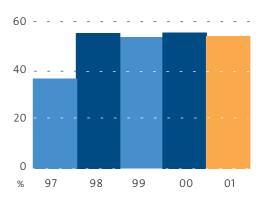
#### **NET INVESTMENTS**



#### SURPLUS BEFORE EXTRAORDINARY ITEMS



#### SOLVENCY RATIO





#### HOK

Hopeatie 2 Tel. +358 9 188 3000 www.hok.fi

#### **PRISMA**

#### Helsinki

Malmintori Malmin kauppatie 18 Tel. +358 9 350 9260

#### Vantaa

Jumbo Vantaanportinkatu 3 Tel. +358 9 290 990

Tikkurila Tikkuraitti 20 Tel. +358 9 836 320

#### **Others**

Järvenpää Rantakatu 5 Tel. +358 9 291 420

Hyvinkää Kauppakuja 2 Tel. +358 19 830 1201

Kerava Kauppakaari 2 Tel. +358 9 870 630

#### **S-MARKET**

#### Helsinki

Arabia, avataan 03/02 Hämeentie 111 Tel. +358 9 756 2120

Sokos Helsinki Metrotaso Postikatu 2 Tel. +358 9 622 0380

Herttoniemi Kettutie 2 Tel. +358 9 788 387

Jakomäki Huokotie 1 Tel. +358 9 347 8080

Kasarmitori Kasarmikatu 19 Tel. +358 9 622 6320

Konala Hankasuontie 1 Tel. +358 9 540 4040

Lauttasaari Lauttasaarentie 28-30 Tel. +358 9 696 2510 Malmi Kirkonkyläntie 34 Tel. +358 9 350 5440

Munkkivuori Raumantie 1 Tel. +358 9 506 2510

Paloheinä Pakilantie 95 Tel. +358 9 724 4741

Puotinharju Korsholmantie 2 Tel. +358 9 323 6614

Ruoholahti Itämerenkatu 15 Tel. +358 9 565 7140

Vallila Aleksis Kiven katu 11 Tel. +358 9 774 0350

Vuosaari Mustalahdentie 4 Tel. +358 9 321 6930

Columbus Vuotie 45 Tel. +358 9 343 4270

#### Espoo

Espoonlahti Ulappakatu 1 Tel. +358 9 809 1322

Matinkylä Matinkatu 22 Tel. +358 9 803 2405

Olari Kuunkatu 3 Tel. +358 9 887 0680

Tapiola Länsituulentie 12 Tel. +358 9 435 5580

#### Vantaa

Hakunila Kannuskuja 2 Tel. +358 9 876 6043

Korso Maakotkantie 6 Tel. +358 9 838 6060

Martinlaakso Laajaniityntie 2 Tel. +358 9 276 4100

#### **Others**

Hyvinkää Uudenmaankatu 3 Tel. +358 19 871 460 Järvenpää Sibeliuksenkatu 12 Tel. +358 9 279 8100

Kerava Kauppakaari 17 Tel. +358 9 274 6500

Klaukkala Lepsämäntie 2 Tel. +358 9 879 4033

Mäntsälä Keskustie 10 Tel. +358 19 687 2671

Tuusula Hyrylänkatu 6 Tel. +358 9 274 7250

#### **ALEPA**

#### Helsinki

Töölöntori, coming 4/02 Töölöntorinkatu 6

Vihernimenkatu coming 5/02 Viherniemenkatu 9

Asematunneli Kaivokatu 8 Tel. +358 9 657 032

Freda Fredrikinkatu 56 Tel. +358 9 496 729

Helsinginkatu Helsinginkatu 18 Tel. +358 9 753 8512

Herttoniemi Hiihtomäentie 14 Tel. +358 9 755 3308

Hämeentie Hämeentie 25 Tel. +358 9 712 455

Iso Roobertinkatu Iso Roobertinkatu 21-25 Tel. +358 9 641 345

Kamppi Salomonkatu 19 Tel. +358 9 693 2185

Katajanokka Merisotilaantori 1 Tel. +358 9 656 332

Kisahalli Mannerheimintie 76 Tel. +358 9 440 702 Konala Kolsarintie 2 Tel. +358 9 547 1283

Kontula Ostostie 4 Tel. +358 9 565 5210

Kruununhaka Kirkkokatu 2 Tel. +358 9 628 397

Käpylä Koskelantie 19 Tel. +358 9 777 3665

Laajasalo Yliskyläntie 3 Tel. +358 9 698 2420

Lassila Kaupinmäenpolku 8 Tel. +358 9 562 4754

Lauttasaari Vattuniemenkuja 6 Tel. +358 9 692 3072

Malminkartano Puustellinpolku 5 Tel. +358 9 532 203

Mannerheimintie Mannerheimintie 102 Tel. +358 9 241 5726

Maunula Metsäpurontie 23 Tel. +358 9 724 4405

Mellunmäki Korvatunturintie 2 Tel. +358 9 325 4952

Munkkiniemi Solnantie 35 Tel. +358 9 481 398

Myllypuro Kivensilmänkuja 3 Tel. +358 9 342 1790

Mäkelänkatu Mäkelänkatu 54 Tel. +358 9 750 253

Pakila Pakilantie 48 Tel. +358 9 724 2921

Pikku-Huopalahti Mannerheimintie 170 Tel. +358 9 477 1300

Pukinmäki Säterintie 2 Tel. +358 9 385 8607 Runeberginkatu Runeberginkatu 58 Tel. +358 9 446 893

Viiskulma Pursimiehenkatu 4-6 Tel. +358 9 625 977

Vuosaari Ulappasaarentie 2 Tel. +358 9 341 2645

Ympyrätalo Siltasaarenkatu 18-20 Tel. +358 9 701 6815

#### Espoo

Haukilahti Ukkohauentie 11-13 Tel. +358 9 452 3936

Kivenlahti Merivirta 5 Tel. +358 9 813 4960

Laajalahti Kirvuntie 22 Tel. +358 9 541 8202

Leppävaara Läkkisepänkuja 3 Tel. +358 9 512 7203

Mankkaa Mankkaanaukio 2 Tel. +358 9 502 2007

Soukantie 16 Tel. +358 9 801 9452

Suvela Sokinsuontie 4 Tel. +358 9 805 3339

#### Vantaa

Hiekkaharju Leinikkitie 22 Tel. +358 9 873 3783

Koivukylä Karsikkokuja 15 Tel. +358 9 871 0220

Korso Korsontie 5 Tel. +358 9 872 2801

Länsimäki Kilpakuja 1 Tel. +358 9 556 152

Varisto Riihitontuntie 2 Tel. +358 9 854 8024

#### Others

Hyvinkää Uudenmaankatu 70 Tel. +358 19 432 880 Kerava Lintulammenkatu 2 Tel. +358 9 242 4550

Klaukkala Liikekuja 1 Tel. +358 9 8797 273

#### SENTTI

Hakaniemi
Viherniemenkatu 9
until 3/02
since 4/02
Vuosaari
Number for giving
feedback: 0800 90901

#### CHAIN RESTAURANTS

#### **ALE PUB**

#### Helsinki

Public Corner coming 03/02 Mikonkatu 15 Tel. +358 9 692 2322

Freda Pohj. Rautatiek. 21 Tel. +358 9 2709 1291 Public Corner Tel. +358 9 454 3533

Kontula Ostostie 4 Tel. +358 9 5655 2160

#### Espoo

Soukka Yläkartanontie 28 Tel. +358 9 813 3500

Suvela Sokinsuontie 4 Tel. +358 9 805 1495

#### **Others**

Hyvinkää Uudenmaankatu 4-6 Tel. +358 19 430 648

Mäntsälä, avataan 03/02 Osuustie 1 Tel. +358 19 688 0533

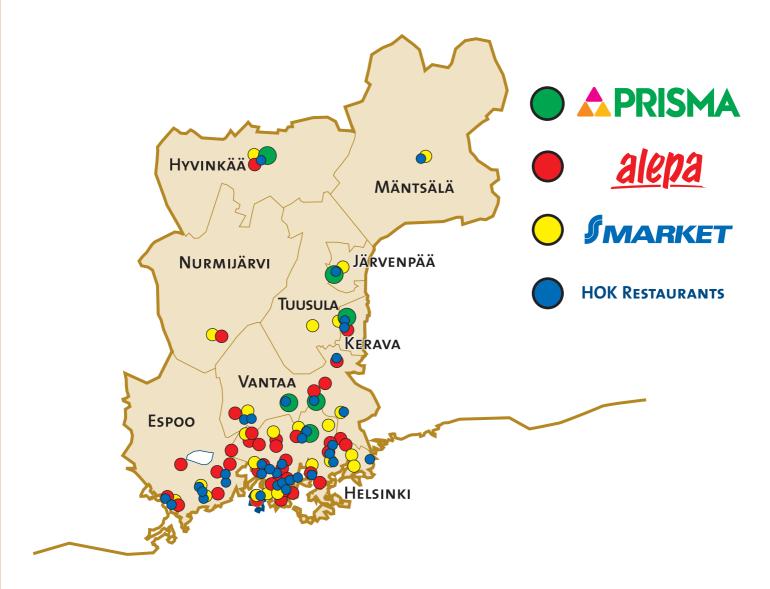
#### CHICO'S

#### Helsinki

Itäkeskus Itäkatu 3 Tel. +358 9 343 1905

Keskusta Salomonkatu 1 Tel. +358 9 694 6875





Töölö Mannerheimintie 68 Tel. +358 9 493 591

#### Espoo

Food court in Iso Omena Piispansilta 11 Tel. +358 9 887 0810

Lippulaiva Espoonlahdenkatu 4-6 Tel. +358 9 7002 5461

Olari Maapallonkuja 2 Tel. +358 9 888 2626 Tapiola Louhentie 2 Tel. +358 9 455 1182

#### Vantaa

Food court in Jumbo Vantaanportinkatu 3 Tel. +358 9 870 0100

Myyrmäki Myyrmäenraitti 2 Tel. +358 9 2709 0848

#### Others

Hyvinkää Uudenmaankatu 4-6 Tel. +358 19 418 155

#### THE OLOHUONE-RESTAURANTS

#### Helsinki

Herttuan Krouvi Hiihtäjäntie 1 Tel. +358 9 788 224

Kivitorppa Raumantie 1 Tel. +358 9 553 259

Kolme Liisaa Liisankatu 14 Tel. +358 9 135 2162 Kuusihokki Pihlajatie 34 Tel. +358 9 477 2863

Myllyrenki Kiviparintie 2 Tel. +358 9 349 3165

Salve Hietalahdenranta 11 Tel. +358 9 603 455

Tilhenpesä Meripihkatie 3 Tel. +358 9 387 9194

#### Espoo

Taskumatti Matinkylä Matinkatu 22 Tel. +358 9 803 2511

#### Vantaa

Carizza Kaivosvoudintie 1 Tel. +358 9 532 919

Piilopaikka Hakunila Laukkarinne 4 Tel. +358 9 876 5959

#### PICKWICK PUB

#### Helsinki

99 Mannerheimintie 58 Tel. +358 9 448 683

Annankatu Annankatu 27 Tel. +358 9 694 4471

Kaivokatu Kaivokatu 10 Tel. +358 9 622 4774

#### **CONTACTS**



Kalevankatu Kalevankatu 51 Tel. +358 9 694 8107

Malmi Malmin kauppatie 18 Tel. +358 9 345 5171

Munkkiniemi Laajalahdentie 19 Tel. +358 9 482 707

#### Espoo

Tapiola Pohjantie 3 Tel. +358 9 460 073

#### Vantaa

Korso Korsonpolku 4 Tel. +358 9 872 7972

#### **Others**

Kerava Kauppakaari 4 Tel. +358 9 294 7411 Sir Winston Järvenpää Sibeliuksenkatu 12 Tel. +358 9 286 622

Ukko-Munkki Helsinki Laajalahdentie 19 Tel. +358 9 482 710

Rockwells Kerava Kauppakaari 15 Tel. +358 9 2709 0840

#### Rosso

#### Helsinki

Citykäytävä Keskuskatu 6 Tel. +358 9 628 527

Malmi Torikatu 3 Tel. +358 9 350 6958 Tikkurila Kielotie 12 – 14 Tel. +358 9 857 3911

Vuosaari Vuotie 45 Tel. +358 9 341 1144

#### Others

Järvenpää Sibeliuksenkatu 19 Tel. +358 9 279 3010

Hyvinkää Prisma kauppakeskus Kauppakuja 2 Tel. +358 19 830 1600

#### Rosso Express

#### Espoo

Iso Omenan ravintolamaailma Piispansilta 11 Tel. +358 9 887 0810

#### Vantaa

Food court in Jumbo Vantaanportinkatu 3 Tel. +358 9 870 0100

# PASTA EXPRESS

Citykäytävä Keskuskatu 6 Tel. +358 9 628 527

Iso Omenan ravintolamaailma Piispansilta 11 Tel. +358 9 887 0810

Food court in Jumbo Vantaanportinkatu 3 Tel. +358 9 870 0100

# SPECIAL RESTAURANTS

#### Helsinki

Amarillo Mikonkatu 9 Tel. +358 9 6860 000

Coffee House Kaivokatu 8 Tel. +358 9 622 2627

Mikonkatu 9 Tel. +358 9 6860 0055

CTRL Fredrikinkatu 48 Tel. +358 9 694 0246

Grill Fish Kaivokatu 6 Tel. +358 9 270 72020 Heartbreakers Mannerheimintie 5 Tel. +358 9 622 0520

Kartano Simonkatu 6 Tel. +358 9 586 0710

La Tour Mannerheimintie 5 Tel. +358 9 684 0740

Restaurants of Linnanmäki Café Donitsi Tel. +358 9 7739 9265 Kapteeni Koukku, Trattoria Italia, Tivolikuja 1 Tel. +358 9 7739 9243

Old Hat Mannerheimintie 3 Tel. +358 9 6844 9012

Papá Giovanni Keskuskatu 7 Tel. +358 9 622 6010

#### HELSINKI CENTRUM





Praha Mannerheimintie 5 Tel. +358 9 6220 5216

Sokos Café Mannerheimintie 9 Tel. +358 9 631 771

Sports Academy Kaivokatu 8 Tel. +358 9 622 2627

Sports Academy Bar Kauppakeskus Iso Omena Piispansilta 11 Tel. +358 9 8870 8190

Spårakoff C/O LaTour Mannerheimintie 5 Tel. +358 9 684 0740

System Keskuskatu 4 Tel. +358 9 2709 2690

Wanhan Tanssikellari Mannerheimintie 3 Tel. +358 9 684 4900

#### Espoo

Food court of Iso Omena Chico's, Pasta Express, Coffee House, Spice Ice, Rosso Express, Hesburger Piispansilta 11 Tel. +358 9 887 0810

#### Vantaa

Food court of Jumbon Coffee House, Chico's, Hesburger, Spice Ice, Rosso Express Mövenpick, Pasta Express Vantaanportinkatu 3 Tel. +358 9 870 0100

#### Others

Hyvinkää Upstairs Club Uudenmaankatu 4-6 Tel. +358 19 414 457

Järvenpää Café Rantakatu 5 Tel. +358 9 292 1897 Hesburger Rantakatu 5 Tel. +358 9 292 1896

Mäntsälä Neliapila Osuustie 1 Tel. +358 19 687 2338

#### **FUEL**

#### Helsinki

ABC! Jumbo unmanned fuel station (Prisma Jumbo)

Konala unmanned fuel station (S-market Konala)

#### Vantaa

Jakomäki unmanned fuel station (S-market Jakomäki)

#### **Others**

Hyvinkää unmanned fuel station (Prisma Hyvinkää)

Klaukkala unmanned fuel station (S-market Klaukkala)

Shell Mäntsälä Liedontie 35

Heating oil Tel. 0800 121316

