



**Deaconess  
Foundation**

# The Code of Conduct of Deaconess Foundation

**D**eaconess Foundation (Helsingin Diakonissalaitoksen säätiö sr) and its subsidiaries provide social services and drive projects and activities which are effective and impactful as well as economically, ecologically, socially and ethically sustainable. The foundation's objectives are fulfilled through responsible action.

The activities of the foundation are guided by its vision, mission, values and strategies and supplemented by other policies, operational guidelines and controls. Additionally each department or subsidiary has its own strategy and specific instructions that guide the actions of its employees.

Deaconess Foundation is committed to the United Nations Global Compact and the human rights, labour standards, environmental and anti-corruption principles thereof. Deaconess Foundation is committed in promoting these values in its own activities and towards its stakeholders.

All of the employees of Deaconess Foundation must familiarize themselves with and follow this Code of Conduct. All supervisors of Deaconess Foundation have the responsibility to promote an organizational culture that embraces acting upon this code of conduct. If required, please contact your supervisor for further guidance.

## **Respect of human dignity and human rights**

The employees of Deaconess Foundation are recruited based on their capabilities and suitability, irrespective of gender, age, religion, nationality, sexual orientation or possible work limitations. The employees of Deaconess Foundation are entitled to a fair wage, to develop their capabilities, to receive feedback and information concerning the foundation. They are also entitled to an equal, safe and progressive work environment. The employees also have the right to collective action and bargaining, and respect of privacy and personal life.

Deaconess Foundation aims to give its beneficiaries and customers the opportunity to utilize their own capabilities and resources and to live a life of dignity defined from their own perspectives. The respect for human dignity consists of securing basic human needs, enabling a humanely valuable life and ensuring self-determination. Human dignity is universal, inviolable and unequivocally granted irrespective of individual qualities. No person can be required to earn their human dignity.

Human rights are not realized just by being granted. They need to be utilized and acted upon in everyday life. This requires a persistent and active approach from Deaconess Foundation also for the advancement of human rights, inclusion and participation of those in the most marginalized position in the society.

## **Abiding by laws and regulations**

The activities of Deaconess Foundation are based on responsibility and honesty. Deaconess Foundation and its employees abide by laws, regulations, this Code of Conduct and other relevant policies and guidelines. The regulation on favouritism of employees (lähipiirisääntely) will be practiced, as obliged by the Foundations Act.

Deaconess Foundation requires that all of its contractual partners follow laws and fair business procedures, and that they act responsibly while averting illicit business.



## Deaconess Foundation

### Working conditions

Deaconess Foundation offers a safe working environment by following occupational health and safety norms and measures. Each employee is responsible for following safety guidelines at work and for reporting possible shortcomings.

The employees at Deaconess Foundation shall treat each other in a fair and equal manner. The employees shall do their utmost in advancing common wellbeing at the workplace. The foundation does not approve involuntary work, child labour or discrimination at the workplace.

Working or visiting the workplace while intoxicated is forbidden. Physical and mental bullying and harassment are not tolerated at the workplace. Deaconess Foundation is committed to proactively intervening and resolving any cases of bullying and harassment.

### Environment

Deaconess Foundation is committed to continuous improvement so that any harmful environmental impacts will be minimized. The foundation will contribute to improving its employees' knowledge on environmental matters and to instruct its partners, associates and other stakeholders to take environmental aspects into account. Deaconess Foundation acts as a responsible proprietor and developer. Concerning its property, premises and buildings, the foundation aspires to make sustainable, lasting and ethical choices.

### Conflicts of interest

All employees of Deaconess Foundation must further the interests of the foundation and to act responsibly. The employees shall avoid situations in which their personal, family or economic interests are in conflict with the interests of their employer.

- Favouritism is forbidden towards people closely acquainted with Deaconess Foundation employees, or towards companies owned by the employees or their related parties.
- Participating as private entities or entrepreneurs in activities which compete with those of Deaconess Foundation is forbidden.
- Physical and intellectual property of Deaconess Foundation is not personal property of employees and should be well-kept and looked after.
- Employees shall do their utmost to communicate in an open and sincere manner on the activities of Deaconess Foundation. The communication should follow the communication policy of the foundation. When acting and representing the foundation outside the workplace, one should always remember that personal actions have an effect also on the reputation of the foundation.

### Cooperation with customers and associates

Customers and associates are to be treated equally and with parity. The foundation shall handle and keep customer and contractual data confidentially and respect privacy. We take care of data protection and information security according to the policies and guidelines of the foundation. Confidential information is utilized only for carrying out agreed upon duties.

Contracts are based on objective and transparent criteria, such as price, quality, capacity to deliver and responsibility. The foundation does not participate in any price cartels and it does not disclose contractual terms, prices or other tender-related or competitive information with competing service providers.



Deaconess Foundation does not support political action, parties or candidates.

Corruption and bribery are not allowed under any circumstances. The employees of Deaconess Foundation shall commit to not acquiring any personal gain through the activities of the foundation. The employees of the foundation are forbidden from offering, giving or accepting any inducements, favours, bribes or other kickbacks from any official, authority or candidate. The employees of the foundation are forbidden to accept or offer any gifts or unreasonable expenses unless they are of low value and within the boundaries of common hospitality (value less than 100 €).

The employees need to inform the foundation on their actions, connections and economic interests which might or seem to lead to a situation of conflict of interest. In such circumstances, the employees need to inform their supervisor and act according to their decision.

### **Informing on misdemeanours**

The purpose of internal control is to prevent misdemeanours and activities which do not follow the Code of Conduct or the guidelines of Deaconess Foundation. Each employee is responsible for upholding good and ethical code of conduct on their own part.

As an employee, if it seems plausible or clear that there are possible misdemeanours taking place, one should first inform his or her supervisor. When this is not possible, the lawyer of the foundation should be contacted through email. The employees can also anonymously use the "HDL Transparency" (HDL Läpinäkyvyys) link, which directs notices of misdemeanours to the lawyer of the foundation. These notices are handled with utmost confidentiality. Deaconess Foundation does not take action against employees who report misdemeanours in good faith. Disingenuous reports are forbidden and might lead to consequences.

### **Distibution:**

To employees in the beginning of their tenure. In addition, the Code of Conduct is available on the Deaconess Foundation internet site. Each supervisor is responsible that the document is made available to employees and can be checked through with the supervisor if required.

Updated and approved by the Board of Deaconess Foundation, 3rd of February 2020.