



Updated 2.7.2022

Code of Conduct

General

The Code of Conduct is available on the SUAVA volunteers' program, web page and Facebook group page of Suomenoja Ukraine Aid and it is published as a guide for volunteers, customers, sponsors and partners of Suomenoja Ukraine Aid.

The Code of Conduct applies to volunteers, customers, sponsors and partners of Suomenoja Ukraine Aid, and it is the responsibility of each of above-mentioned party and person to get familiar with the content of the Code of Conduct.

Suomenoja Ukraine Aid is committed to complying with international humanitarian laws as well as all applicable laws, rules, and regulations in Finland.

Mission, Values, Vision

Suomenoja Ukraine Aid **mission** is to responsibly assist people who were forced to leave Ukraine due to the war and came to Finland for this purpose. There is no money collection in our concept or any intermediate service fee. Our concept is based purely on help of sponsors and work of volunteers. We have received pro bono space for this activity from KESKO for the period 06.06.2022 - 30.09.2022 and our vision is to assist with necessary products and food to people who came with almost empty hands to Finland to make their first steps in Finland easier.

Our **values** are to set the highest standards for Suomenoja Ukraine Aid operations. Our concept is based on good will, positive approach and friendly atmosphere for customers and volunteers of Suomenoja Ukraine Aid and it's an integral part of who we are and what we do. Ethical decision making enables us to operate by our values. Hope and focus on better future is an important element in how we achieve this.

Our **vision** is to provide with help of sponsors necessary hygiene products and food as well as to share information regarding studying, job seeking and other related information for Ukrainians in Finland during the above-mentioned period and by our humble activity also to slightly assist authorities both in Espoo city and possibly even in a larger area in their important work of accepting refugees from Ukraine to Finland.

Respectful behavior for all parties

We believe that friendly and respectful environment benefits us all, therefore, everyone is expected, at all times, to display respectful behavior towards their colleagues, partners, customers and volunteers.

We only accept clean and unbroken items as objects of donation, and every donator can easily evaluate if the item is of sufficient quality and if he or she could also accept it him/herself.

As space is limited, we highly appreciate if donators can only bring the stuff within our updated require list, this allows us to keep the help center zone clean, safe and comfortable for all parties.



Practical guidance for customers

All customers should provide registration documents issued by Finnish authorities regarding their refugee status to entry to Suomenoja Ukraine Aid help center.

Fragile groups such as mothers with kids below 3 years, people with disabilities or elderly people may receive a special permission for pass-by in the waiting line, please ask our volunteers for this assistance if needed.

All customers should act ethically and take only the items that they really need for their own use. It is important to take into consideration that there are also other people who need this help.

All customers should act respectfully towards volunteers and obey guidance of volunteers.

Practical guidance for volunteers

Any questions regarding guidance, training and tools necessary to perform your work to be addressed to Suomenoja Ukraine Aid operational manager (Nataliia Spirina).

All volunteers should act ethically, and, for example, should prevent sharing of sensitive information especially personal related information which they may hear from customers while serving them.

All volunteers should prioritize sustainable options and respect sustainability in our operations.

Free from discrimination and focused on safety

We do not allow discrimination based on national origin, ethnicity, race, religion, age, sexual orientation, etc., also we do not tolerate any form of harassment, threats or other unjust behavior.

You shall not be under the influence of intoxicating substances including alcohol while visiting or working in Suomenoja Ukraine Aid.

We must all commit to making safe and healthy conditions our top priority and we expect that no one compromise the health, safety, environment or security while visiting or working in Suomenoja Ukraine Aid.

Any questions?

If you are volunteer or customer and you are uncertain about your action or decision making, or if you suspect wrongdoing or other unjust behavior, your first point of contact for guidance should always be Suomenoja Ukraine Aid's operational manager (Mrs Nataliia Spirina).

If you are a partner or a sponsor and you are uncertain about your action or making a decision, or if you suspect wrongdoing or other unjust behavior, your first point of contact for guidance should always be the Suomenoja Ukraine Aid organizational team (Ritva-Liisa Luomaranta, Ira Hammermann, Tatyana Pitchulina).

Our expectations

We expect our volunteers, customers, partners and sponsors to comply with all relevant laws and regulations, as well as the Code of Conduct of Suomenoja Ukraine Aid.

We expect that together we can make this world a better place.