Ethical guidelines of Suomen Terveystalo Oy

The values that guide the operations of Suomen Terveystalo Oy are expertise and caring. In business operations, the company emphasizes honesty and openness, respects human rights and supports the well-being of its employees. The company emphasizes mutual trust and respect, meeting customer needs, innovativeness, striving for the best results, quality, reliability and safety. These principles are adhered to with the personnel, private entrepreneurs, partners and other stakeholders.

Terveystalo as a company and its employees must adhere to the laws, regulations and norms of the countries in which it operates while taking the company's own targets and norms into account.

Openness
Terveystalo aims to disseminate information about its business activities in an open, honest and interactive manner. Communications at Terveystalo are based on our values. All communications are as high quality and target-group oriented as possible while taking ethical considerations into account. Marketing and Communications are committed to following good marketing and journalistic practices as well as current legislation.

Working environment and conditions
Terveystalo aims to provide a working environment where the entire personnel can work safely and efficiently in order to reach the company’s targets.

No discrimination, exploitation or harassment
Terveystalo emphasizes equality and tries to provide a working environment where there is no discrimination or bullying. The company considers all employees, applicants, private entrepreneurs and partners equal, and they are treated in an equal manner regardless of their race, skin color, beliefs, gender, age, background, possible disabilities or handicaps, sexual orientation, marital status, method of performance of military service duty, nationality or other factor prohibited by law. Exploitation and harassment is forbidden. No sexual or race-based or other harassment of any kind, mental or physical, will be tolerated at Terveystalo. In salary issues, the company emphasizes fairness by taking into account the minimum pay in the sector as well as the market and competitive situation.

Privacy is respected
As an employer, Terveystalo and all its personnel are committed to following legislation and regulations related to personal privacy. The personnel also respects the business secrets and confidential information of its cooperation partners.

No child labor
Local legislations and regulations are followed with regard to issues related to the age and working hour of individuals working at Terveystalo. The company does not hire people that are below the minimum age of employees defined by law. Local legislation and regulations are followed in age and working hour issues related to people in fixed term employment. To the best of its abilities, the company will also try to ensure that its cooperation partners also refrain from the use of child labor. When possible and within the scope of regulations, the company tries to offer practical training and working life familiarization opportunities for young people.
Freedom of organization and political activities
In compliance with local legislation, Terveystalo employees can join or decide not to join trade unions or similar organizations that represent their interests. The company shall not have the right to restrict an individual’s right to choose their political views. As a company, Terveystalo does not participate in political activities.

Eco-friendliness
In its operations, Terveystalo is committed to creating a sustainable relationship with its environment.

Marketing and competition
Terveystalo appreciates that customers and other cooperation partners fully trust the company’s operations and the services it offers.

In competition, the company acts honestly and in compliance with local legislation. The company believes in fair competition, supports the development of fair competition and operates in accordance with applicable laws and regulations and does not give negative statements concerning its competitors. The aim is to produce reliable services for customers and cooperation partners while complying with both the instructions of the customers and cooperation partners as well as local legislation.

Professional activities
In order to ensure the required level of expertise, Terveystalo offers its employees and private entrepreneurs various opportunities to continuously develop themselves and acquire and maintain skills.

The company’s decisions related to business operations are made financially and purposefully and in a way that promotes the company’s competitiveness while taking into account the best medical knowledge and practices.

Bribery and illegal offers and other compensated activities
Members of Terveystalo’s personnel are not permitted to give or receive any bribes that affect decisions related to business operations or that have considerable personal nominal or financial value.

Members of the personnel must avoid any personal actions that could be in contradiction with their employment at Terveystalo and their position in the company cannot be used to benefit themselves, their friends or family members. Limitations related to accepting secondary occupations have been listed in the employment terms and conditions.

Compliance with and monitoring of ethical guidelines
Terveystalo monitors these guidelines and their application among its personnel. The company aims to promote similar principles among its business partners and suppliers. The Group’s management group is responsible for communicating the principles outlined in the instructions to the entire personnel. Managers are responsible for monitoring that the principles are understood and applied.

Failure to apply or a breach of the ethical principles and other principles related to Suomen Terveystalo Oy’s business practice can lead to disciplinary actions. The company may in such cases terminate the employment contract of a person it has employed or terminate a business relationship with a cooperation partner.
14 March 2012

Other principles and guidelines to be followed:

As a healthcare sector company, Suomen Terveystalo Oy's activities are also guided by general principles and guidelines of healthcare providers, including:

- Code of medical ethics (Finnish Medical Association, 6 May 1988)
- Key regulations on healthcare, including the fundamental rights provided by the Finnish constitution (Suomen perustuslaki 731/1999), Act on the Status and Rights of Patients (Laki potilaan asemasta ja oikeuksista 785/1992), Act on Health Care Professionals (Laki terveydenhuollon ammattihenkilöistä 559/1994), Primary Health Care Act (Kansanterveyslaki 66/1972) and Act on Specialized Medical Care (Erikoissairaanhoitolaki 1062/1989)
- Ethical principles in healthcare (The National Advisory Board on Social Welfare and Health Care Ethics ETENE)
- Marketing guidelines related to physicians and medical services, Finnish Medical Association
- Ethical standards in advertising, MTL Finland, the Finnish Association of Marketing Communication Agencies

The Ethical Guidelines of Suomen Terveystalo Oy have been approved by the Board of Directors of the company. The guidelines will be updated when needed.