



HELP WITH YOUR HELP

Annual Report 2013

Finnish Red Cross
16 May 2014

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Cover image: The Midwinter exercise was a success. Elderly people in Salo were 'evacuated' to safety from the effects of an imaginary winter storm.

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Annual Report of the Board for the Financial Period 2013

Introduction

The year 2013 was a special one for the Red Cross. The International Red Cross and Red Crescent Movement, active in as many as 189 countries and bringing together tens of millions of people, celebrated its 150th Anniversary. Despite its long and successful history – or perhaps as a result of it – the year 2013 was positive for the Finnish Red Cross (FRC) both in operational and financial terms. Volunteers and employees successfully implemented the organization's core function at home and abroad. Tens of thousands of people got help.

The largest assistance operation of the year was helping the victims of Typhoon Haiyan. FRC's action in the Philippines showed that the Finnish Red Cross is one of the fastest and most effective helpers even internationally. A good proof of domestic preparedness was given on Friendship Day in February. Together with public authorities, the FRC organized the biggest domestic preparedness exercise in years. The Midwinter exercise gathered more than 12 000 volunteers and employees to practice the evacuation of elderly people in the event that a storm or other crises would cut power supply and heating in care homes or residences.

During 2013, many events took place in the Society's operating environment that will have a continued impact on Red Cross activities at home and abroad.

The economic instability that has affected European countries since 2008 contributed to a growing sense of uncertainty among people in Finland. Unemployment failed to decline, and concern about the ageing of the population dominated dialogue in society. The daily news reports in the media on struggling companies, employee-employer negotiations and lay-offs caused distress among Finnish people. The Red Cross received messages for example through its friend visitor and Youth shelter activities that an increasing number of people wavered in their faith in the future.

Finnish and international experts paid attention to the division of wellbeing and wealth in society and the problems related to it. The majority of people still manage well but a part of the population is at risk of falling into a social exclusion trap due to economic, social, education-related or regional reasons.

Experts are especially worried about children and the young. The foundation for wellbeing is most often laid in childhood. If safety is shaken then, the child faces the risk of becoming socially excluded in the coming years and being left outside education and working life already at a young age.

The Board of the Finnish Red Cross has closely followed the dialogue on economic inequality and social exclusion. The issue has been discussed in many meetings and seminars. The Board has launched studies and programmes with the help of which the FRC hopes to be able to help better in the future than before. The aim is to also offer opportunities for volunteer action more effectively. Volunteering is a good way to prevent social exclusion and to increase people's sense of involvement and being needed.

The Board has drafted a new Strategic Programme for the Finnish Red Cross General Assembly to be held in Turku in June. The programme emphasizes the strengthening of civil society, open cooperation with other actors as well as enhancing local disaster preparedness and assistance capacities. The activities would facilitate the prevention of social exclusion and at the same time create opportunities for volunteer action. Even if traditional community structures have changed over the decades, people still feel a need to belong to a community. It creates safety and promotes a sense of security.

The long-term strategy of the FRC has been discussed a lot in connection with the preparations for the General Assembly. What kind of a Red Cross will be needed in Finland in 20 years and how will the FRC carry out its action to complement society's services and act as an auxiliary to public authorities?

The Board has for several years sought to strengthen the financial and operational structures of the organization. A stable economic base and financing of the operations have a crucial effect on the capacity of the Red Cross to act but they also play a key role in how the Red Cross will be able to help people at home and abroad in the future. The partnerships of the Finnish Red Cross with the Ministry for Foreign Affairs of Finland and the European Community Humanitarian Office (ECHO) in international assistance activities as well as with the Finland's Slot Machine Association RAY in domestic preparedness, health and wellbeing programmes have had a significant effect on the speed and impact of the assistance work.

The Finnish Red Cross Board has also spent a considerable amount of time to develop and streamline the managerial framework. The analysis of the managerial framework completed at the end of 2012 was continued and the Board finalized the implementation plan of the framework during the reporting year. The Board also launched an extensive review and policy project of youth activities and work conducted among young people.

The reform of the Money Collection Act and the discontinuation of the bank direct debit system affect FRC's finances. The reform of the Money Collection Act will reach parliamentary handling in 2014. The reform may bring many new and significant actors among money collecting bodies, which may reduce the income of current actors.

The discontinuation of the bank direct debit system and migration to the so-called SEPA payment system at the end of January 2014 has caused concern for NGO donation programmes. The transfer of current monthly donors to the new system and recruitment of new donors created a lot of extra work and concern in fundraising. The Board has actively monitored the progress and possible effects of the payment system change. For its part, it sought to influence the change to ensure that the effects on civic organizations were also taken into account.



Jarkko Mikkonen

Board of the Finnish Red Cross in 2014. Back left: Hannu Harri, Elisa Bloigu, Alpo Tanskanen, Eero Rämö. Front left: Pirkko-Liisa Ollila, President Erkki Liikanen, Christel von Frenckell-Ramberg, Maria Pietikäinen and Irmeli Metsänen.

Domestic activities

In accordance with the decisions of the Lahti General Assembly, the theme for the year 2013 was seniors. The goal was to bring into focus seniors, who are actively involved in society and strengthen its wellbeing. During the theme year, they were challenged to become volunteers, and at the same time FRC's senior volunteers were brought into spotlight. Through its action, the Red Cross wants to highlight the right of elderly people to get help and to be a valued part of their community.

The most visible and largest event of the senior year was the Midwinter exercise. The exercise organized on Friendship Day (Valentine's) gave practice in how to act when a winter storm hits an area or there is for example a power cut. Elderly people were 'evacuated' from institutions and their own homes to safety from possible damage caused by an imaginary winter storm. The aim was to draw attention to elderly people's vulnerability and need for assistance. The exercise also presented Red Cross preparedness to help, which is useful e.g. when the resources of the public authorities become overstrained.

Seniors were also integral to friend visitor activities. In the past year, the demand for friend visitors continued to grow. Loneliness as well as the need for support from a friend or the community exist in all age groups. Friend visitor services were provided in as many as 331 local branches and friend visitor training courses filled up all over the country.

In addition to the Anniversary of the International Movement, the Finnish Red Cross had several other reasons for celebration in the course of the year. Informal carer activities and Pluspoints both celebrated their 20th year of operation. Support services for informal carers have helped and given joy and training for family members of elderly, handicapped or chronically ill persons. The activities are open to all caring for their loved ones. In 2013, the services reached thousands of informal carers. The Pluspoints, which offer HIV and sexual health education as well as HIV testing, organized a seminar to mark the occasion.

Nitrous oxide or laughing gas became a notable new substance phenomenon in the spring of 2013. FRC's Drug and alcohol programme monitored the situation and played a key part in informing about it. The FRC gave training about the effects of nitrous oxide and supported volunteers in spreading information also in regional networks.

At the end of the year, the number of Healthpoints was 58. They complement the municipal health services by offering free and easily approachable advice services. Interest in Healthpoint activities appears to be on the increase, and a few new were established during the year.

The Red Cross also plays an important role in helping immigrants and refugees. Immigrant programmes have expanded year by year. The most recent project, titled VAPAA, involves 12 municipalities of various sizes in different parts of Finland. The FRC also launched a new antiracism campaign 'No to racism!'. It is a multi-sector national partnership programme that includes civic action against racism, gives education and provides support to people who have encountered racism.

International activities

The year 2013 was characterized by natural disasters and complex conflicts. The largest international operation of the Finnish Red Cross was assisting the victims of Typhoon Haiyan in the Philippines. At the beginning of November, one of the worst storms in recorded history swept across the islands of central Philippines killing 6 000 people and injuring tens of thousands. A few thousand people are still missing and four million people lost their homes.

The Finnish Red Cross sent a rapid deployment health clinic and an ERU logistics unit as well as dozens of delegates and a substantial amount of relief items to the area. The nearly two million euros raised through an emergency collection were spent on procuring the items mainly in the Philippines and nearby areas. In 2013, the Philippines was also hit by a number of other fierce storms, earthquakes, landslides and other natural calamities that hampered the relief efforts of earlier disasters.

From the perspective of international assistance, the most alarming situation was in Syria. The cruel civil war has already raged for almost three years. The parties to the conflict have not shown signs of seeking a solution through negotiations. The Finnish Red Cross has provided support to Syrian people through the International Red Cross/Red Crescent Movement and the Syrian Arab Red Crescent. Delivering aid has been very dangerous and difficult. The FRC has been involved in building a refugee camp in Jordan and has delivered a field hospital there. Due to the complex

political situation, the camp and hospital did not yet receive refugees in 2013. The camp is part of disaster preparedness set up in the area and is ready to start its activities if the refugee influx grows.

The long-term development cooperation of the Finnish Red Cross constituted a third of its international assistance in 2013. Its aim is to help people to identify, prevent and reduce the crises threatening them. The resources of disaster response are directed at risk management, which either helps to prevent or to be better prepared for future disasters. In this way, development activities are more closely integrated into disaster response.

Communication and fundraising

At the time of the 150th Anniversary of the Red Cross, the Finnish Red Cross appeared to Finnish people as an active, extensive and effective actor, which continues to be a leading assistance organization in domestic and international activities. Its visibility increased with the many large-scale events and collections during the Anniversary.

The Midwinter exercise gathered together thousands of volunteers in an enjoyable way. The refugee camp set up in Pori for the SuomiAreena event with its numerous side activities was the largest showcase for FRC's assistance capacity in years. In addition, the Hunger Day and Red Cross week reached people well in national communication. Visibility is not, however, restricted to national-level news. Regional media visibility taken care of by FRC districts has increased. Also local media visibility achieved by branches has grown and reaches residents in the branch areas commendably. However, internal communication in branches needs boosting, even if RedNet and other electronic communication channels are increasingly used.

The focus of the Board was the Society's fundraising and its development. Resources were added to digital fundraising to enable the organization to respond to competition better and to monitor changes in the fundraising environment.

The Red Cross has maintained its reputation as the leading Finnish civic and assistance organization. It can be seen in the number of donations and new members but also through media monitoring in how extensively FRC action is presented in Finnish media.

Blood Service

The use of blood products has decreased in Finland in recent years in the same way as in a number of other European countries. In 2013, the Finnish Red Cross Blood Service (FRCBS) supplied approx 210 000 units of red blood cell products and 37 000 of platelet products to hospitals. The amount was eight per cent less than in the previous year. The use of blood products has decreased due to very positive reasons. With the help of developed surgical and treatment methods, blood transfusion can be avoided more often.

Changes in the use of blood were so significant that in 2013 the entire Blood Service personnel was involved in joint cooperation negotiations concerning reorganization of operations. A decision was taken early in the year to centralize all manufacturing operations in Helsinki and discontinue the manufacturing of blood products in Oulu. Later during the summer and autumn, the blood service centres in Pori, Vaasa, Kokkola, Hämeenlinna, Mikkeli, Joensuu, Lappeenranta and Rovaniemi were closed and replaced by mobile blood collection events. Other operations were also reorganized, for example by discontinuing the collection of cord blood and activities in the bone bank network. The changes resulted in 61 lay-offs. In addition, nine persons handed in their notice or retired during the process.

The reshaping of operations was a hard and difficult process but it succeeded. In towns where blood service centres were closed, blood donation events were arranged at regular intervals and the number of donors there was higher than the target.

The Blood Service succeeded in collecting the required amount of blood all over Finland throughout the year. Approx. 11 per cent of all blood donors in Finland during the year were first-timers.

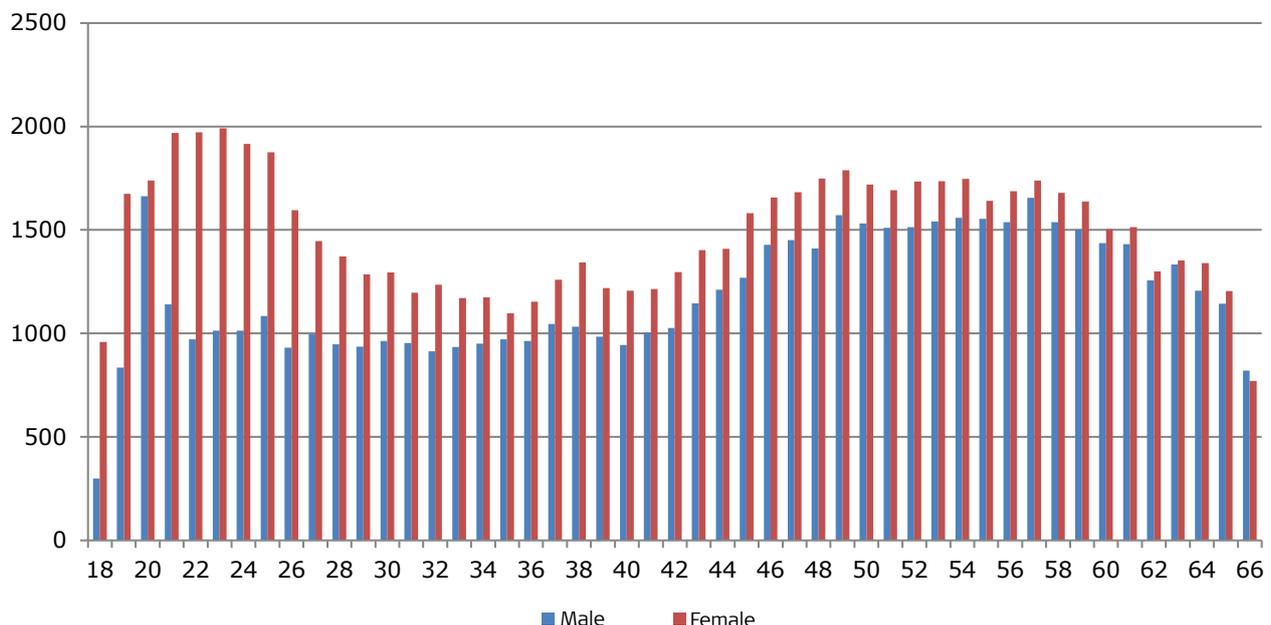
In 2013, the total number of blood donors in Finland was 132 000, and the number of donations 228 000. The number of blood donors decreased by just over 11 000, and the number of donations by more than 23 000 from the previous year. The reason was the above-mentioned decrease in the use of blood products in hospitals. Blood is only collected to meet the treatment need of patients, not too much or too little. Annually some 50 000 patients need blood transfusions in Finland.

The Blood Service continued its active research and development work. Its researchers contributed to 55 scientific publications. Novel cell therapies are one of the development fields. The FRCBS cell production centre manufactured the first cell products for the treatment of patients. The products were required for patients who have a severe graft-versus-host disease refractory to medication.

The financial result came out positive after two negative years. In 2013, the turnover of the Blood Service reached 65.6 million euros. The surplus for the financial year 2013 was 2.4 million euros (-0.8 million in 2012). The financial result of the Blood Service is included in that of the Finnish Red Cross.

An average of 585 persons worked with the Blood Service in 2013, whose contributions total the equivalent of 492 full-time employees. The mean age of the personnel was 42.2 years.

Blood donors by age and gender 2013

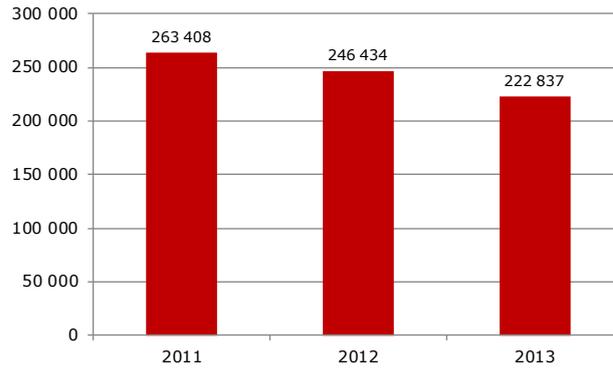




Blood donation at Espoo blood service centre.

Jari Härkönen

Whole blood donations



Kontti stores

The year 2013 meant growth for the Kontti chain of recycling department stores. The sales volume grew by 15 per cent from the previous year. This was due to three contributing factors: the chain expanded, the stores that have operated long continued positively and the popularity of recycling increased. On the other hand, competition for donated goods became tougher. Marketing therefore focused on the relevance of good-quality donations.

The turnover of the chain was 8 160 011 euros and the result 2 541 178 euros. Districts receive 50 per cent of the surplus, FRC's Disaster Relief Fund 25 per cent and 25 per cent is allocated to the development of the chain.

The customers bought dishes and decoration items, furniture as well as women's clothing most. According to a survey conducted in August, the satisfaction rate among customers was exceptionally high. The open responses especially mentioned the joy of finding good bargains, and gave positive feedback on cleanliness and good customer service. The typical customer was a female from 51 to 65 years of age.

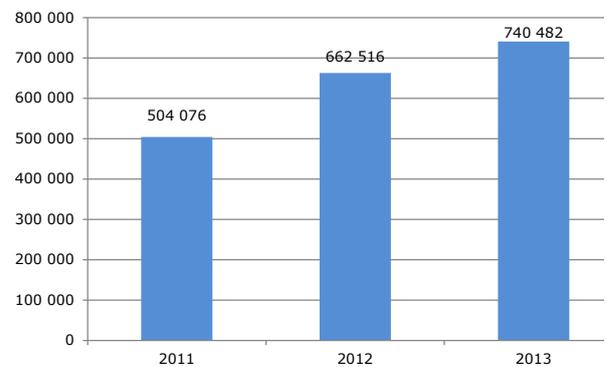
The Kontti stores collected about 145 500 kilos of clothing aid to disaster areas. The clothes were delivered to the FRC Logistics Centre and despatched further to people in need. The Kontti stores were involved in many Red Cross campaigns visible both nationally and locally.

The chain employed a total of 1 194 persons, of whom 57 in supervisory and administrative duties. Employment activities were undertaken according to expectations. Each Kontti store received funding for employment activities either from a regional government ELY centre or the European Social Fund (ESF). In addition, cooperation with municipalities intensified. The ESF funded employment project in the Oulu store was completed at the end of the year.

The employees were also encouraged to study while working. Of the supported employment staff, 81 completed a full or partial vocational qualification.

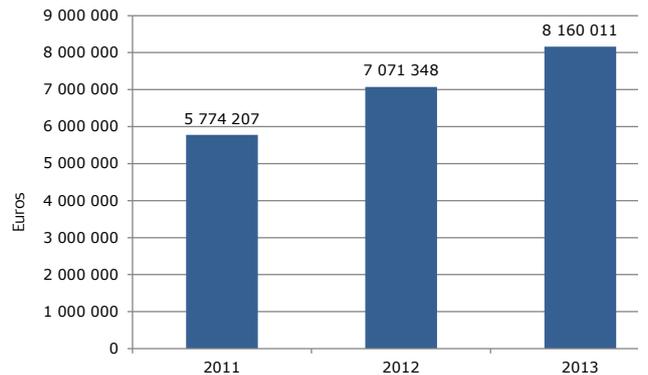
In the staff satisfaction survey, the employees gave good marks especially to working atmosphere and cooperation.

Kontti stores customers



Source: Sales report

Kontti stores turnover

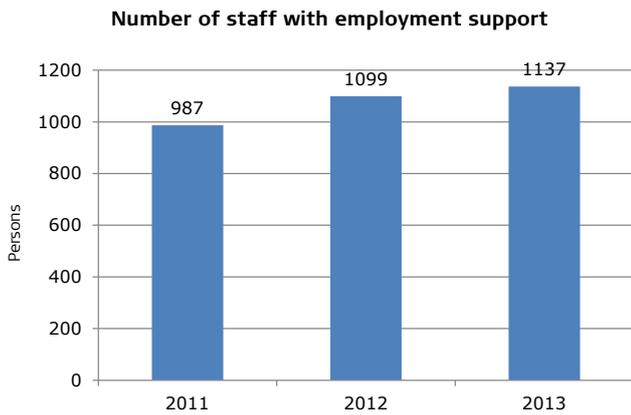


Source: Financial accounting



Receiving goods in Lahti.

Kaisa Rautainen



Source: Financial accounting



Kaisa Rautainen

The year 2013 was successful for the Kontti chain. The sales volume and customer numbers grew.

Youth shelters

In the past year, 526 young persons used some of the Youth shelter services. Most of them were girls (66 %). The gender distribution was very similar in the different shelters.

Many young people have difficulties in managing their daily lives. Some need strong support to coping as well as extensive guidance. Young people felt left out, and some of their parents also needed advice on taking care of family matters. Young people came to the shelters after they had been left outside other services due to their own limited ability to manage their lives and their lack of strength. The Youth shelters provided case management services, i.e. directly contacted various actors that could help and offer different services to the young.

In the past year, the need for family work stood out. Economic uncertainty and fear for unemployment affected wellbeing in families. Family work aims at increasing wellbeing and the family's understanding of its own situation. Families were encouraged to openness and were supported in interaction.

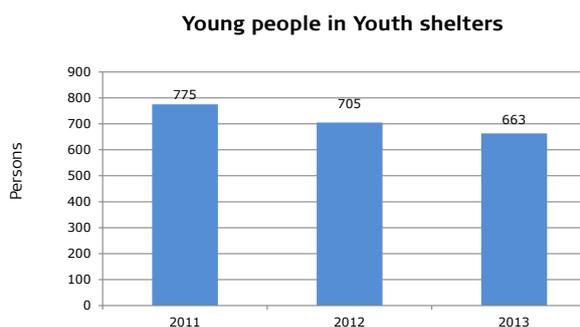
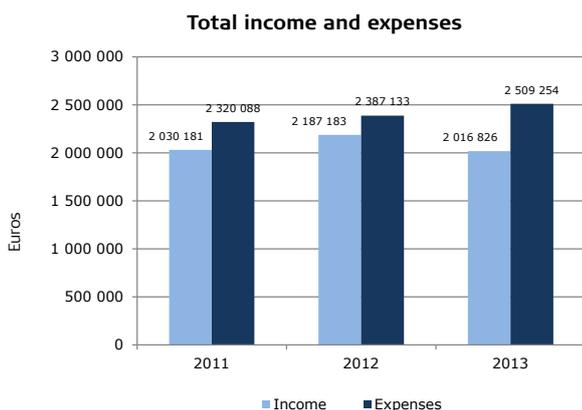
The increase in the number of homeless young people was shown especially in Helsinki and Tampere. The dire housing situation increased the number of young adults using the shelter services. Particularly many homeless young people above 18 years of age

came to the Tampere shelter. They constituted 23 % of those seeking crisis accommodation. In Helsinki, homelessness among young immigrants appeared to have increased. The shelters responded with reviewing the person's situation, advice, case management and networking to build adequate support and a plan for waiting for a home.

In 2013, the pilferage reprimand service reached 100 young people, family group conferences were held with 20 families and 96 young people were involved in group activities. On the Internet, 1 044 persons participated in the Tukinet discussions.

Volunteers were available online twice a week and on the last Friday of each month on a Net service provided by the Sastamala region association for mental health. The service aims at helping young people on the web. A special chat with the theme friendship was organized on Friendship Day (Valentine's). A chat was also organized for young people on Christmas Day.

A total of 243 volunteers worked at the shelters in 2013. The number grew slightly from last year. Shelter Manager Anna Laitinen retired in 2013 and Pekka Väänänen was selected as a new manager.



Development activities

The largest single development project, launched already in the autumn of 2012, was related to updating FRC's organizational application. The old software was over 10 years old and previous tailoring complicated the further development of the system.

In addition to membership registry functions, the system supports tasks related to FRC's fundraising, such as administering monthly donations. As a result of the up-dating, the FRC can now make use of a solution with the latest functionalities, in which new system versions can be introduced more easily and which enables better utilization of various electronic solutions in fundraising.

At the same time, the CRM system was transferred to so-called cloud services. Payment transactions were transferred to the new finance and accounting system, which will in the future replace the current, already 20 years old system.

In information management, the renewal of computers and basic software was started. After this, video conferences will also be available to facilitate both internal and external cooperation.

A preliminary report on the applicability of a project management system especially for the needs of our international assistance programmes was completed. Experiences were collected from British Red Cross practices to develop a project management solution. Our goal is to introduce the system in 2013.

The majority of the projects implemented are based on previously defined priorities to develop support services. The goal is to create harmonized national services to support the needs of various organizational units. The creation of harmonized services nationwide and achieving related benefits require changes particularly in operating procedures, which is likely to last through the following General Assembly period.

Risk management

The Society's risk management is based on the Risk management policy adopted by the Board. Risk management and the related assessment, planning and direction are linked to the management process. The focus of the current year was on measures pertaining to previously identified irregularities. Based on the findings of the assessment of internal controls, training on internal control was given throughout the organization either as a separate session or included in the training related to the development of the managerial framework.

In the future, internal control and especially the operating practices of support services will be developed on the basis of the support service strategy governing the entire organization. The operating practices will be harmonized using a service centre approach. Harmonized support services can also eliminate risks within internal control and develop the content of support services to support the needs of actual operations and their management.

Ensuring the reputation of the organization and general trust in our action are an essential starting point in our operations. In addition, membership development and the number of active volunteers are still key issues also in terms of risk management. The development of the age structure in our society also brings challenges to the FRC. The membership and volunteers are relatively old and recruitment of new people will require special efforts from all voluntary organizations.

The instability of Finnish and European economy has an impact on the economic preconditions of the Society's action. The prolonged exceptional situation in the financial market increases the risk of fluctuation in investment yields. To manage this, the expertise of asset managers is utilized extensively. Despite the difficult environment, investments have yielded according to the long-term requirement set. The instability in the financial market and imbalance in Finland's economy force the state to seek means of balancing the economy, especially through cost savings.

Cost savings generally hamper the daily lives of people already struggling. That, in turn, increases the need for our Society's core activities. At present, FRC's financial status does not allow significant expansion of activities or increase in expenditure.

The means to increase income financing are limited. At the general level, civic organization's own fundraising may be impeded by the proposed amendment to the Money Collection Act to include churches, universities and cultural institutions among bodies authorized to collect money. This would further tighten the competitive situation in fundraising. Difficulties in acquiring financing may also emerge if the Finland's Slot Machine Association RAY or EU/ECHO significantly change their provision of funding.

The Investment policy adopted earlier by the Board defines the investment and risk management principles of FRC's investment property. The management of the securities of the central administration has been outsourced to asset managers selected through a competitive bidding process. The Investment Committee appointed by the Board and led by the Secretary General supervises the implementation of investment activities. It is comprised of FRC employees and external experts. The risks related to investment activities are managed together with the experts of the main asset manager. This enables the utilization of the asset manager's special investment risk simulation and control applications.

In financing international assistance activities, foreign exchange protection is not used as assistance decisions are made in bookkeeping currency. The long-term financing loan taken out by the Society includes hedging against interest rate risks. The interest rate of the loan capital of 9.5 million euros has been swapped from a variable rate to a fixed one. At the time of closing the books, the market value of the interest rate swap was -310 707 euros due to exceptionally low market interest rates.

Financial status

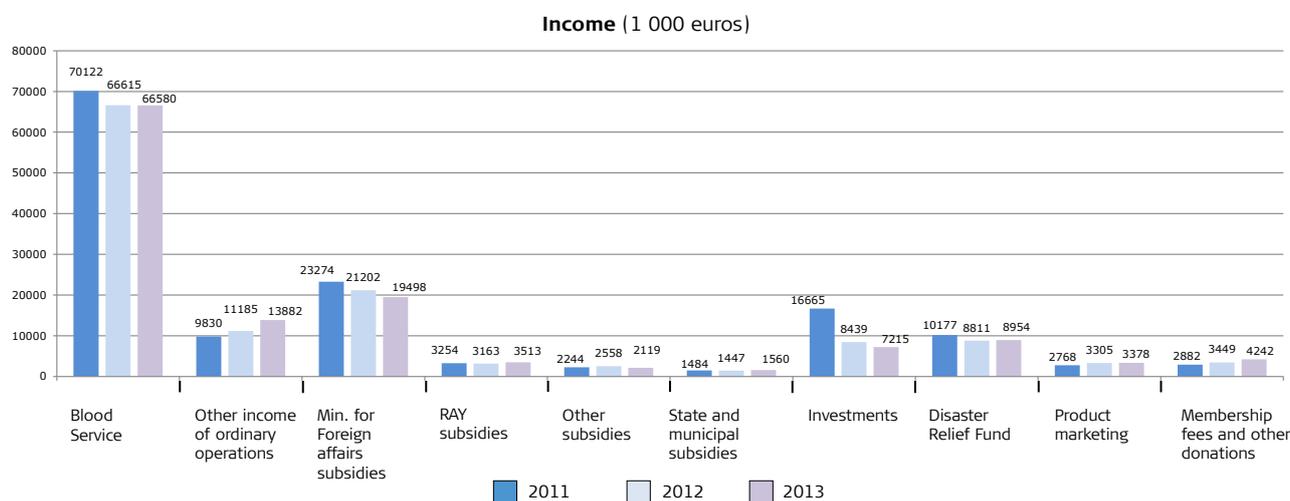
The bookkeeping surplus of the central administration was 2.2 million euros. The result was especially affected by the adjustment of operations in the Blood Service and elsewhere in the organization, a good fundraising result and the investment yield realized according to the long-term goal. The average annual yield of the Society's investment property of 129.5 million euros was 6.25 per cent. The average yield was still reduced by the relatively large share of real estate property.

The financial status of the central administration as a whole is stable. A factor affecting the assessment of the result is the support the HQ annually provides to districts as cash contributions and gratuitous services. If the financial situation in the districts requires support from the central administration, the subsidy granted strains the Headquarters result in the year in question.

Districts and branches issue their own financial statements

The Finnish Red Cross is an association under public law, the activities of which are based on the Act and Decree on the Finnish Red Cross. The Decree specifically identifies the districts and branches as units with legal capacity. They therefore prepare separate financial statements, and district financial statements are not consolidated in the financial statement of the central administration.

Institutions of the Finnish Red Cross – the Blood Service, Kontti recycling department stores and Youth shelters – are legally part of central administration. Their action is included in the financial statement of the central administration.



Personnel

The implementation of the HR development plan made on the basis of the staff survey conducted in 2011 was continued. One of its most important goals is to develop leadership and line manager activities. During 2013, the tools for a key management process, i.e. guidance and monitoring, were tested in the Headquarters. Training was given to line managers in coaching performance reviews. Assessing line manager action is important, and it was conducted on the basis of renewed line manager and leadership roles. A workplace wellbeing programme was also completed during the year. Its implementation focused on planning work community development and leadership.

The plan for the Common Good programme was finalized in 2013. The three-year programme aims at developing organizational culture which is positive, service-oriented, cooperative and has a sense of pulling together. The project is expected to give an even more positive image of the organization's action to volunteers and beneficiaries. The project was launched at the staff annual meeting in October. The programme is funded by Ilmarinen Mutual Pension Insurance Company.

The development of payroll management processes reached its final stage. The benefits of the harmonized and effective processes were seen, among others, in the absence of the previous years' panic at the turn of the year 2013–2014. The centralized payroll management now serves Oulu, Satakunta, Southeastern Finland, Häme, Helsinki and Uusimaa, Aboland and Varsinais-Suomi districts. The centralized model had 1 190 earners of salaries or fees, and the total salaries paid was 18.3 million euros.

In 2013, the provision of occupational health services was put out to tender together with the Blood Service, Helsinki and Uusimaa as well as Aboland district. The large volume brought financial advantages, and competence could be combined in the tender process.

In supported employment activities, support has continued to employment projects and Kontti chain line managers. After the closing of the project, one person is available to support all FRC employment activities.

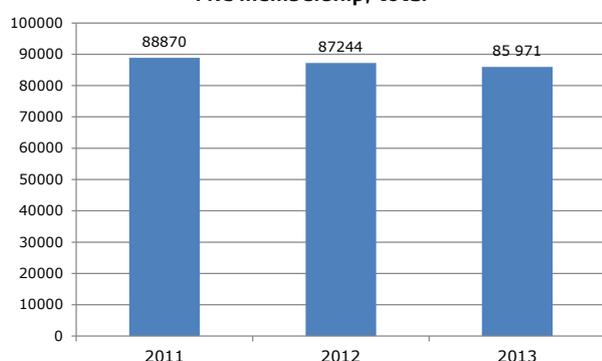
Employees of Central administration

	2013	2012	2011
Headquarters	158	154	156
Blood Service	585	631	590
Kontti stores	55	51	42
Youth shelters	43	41	42
Headquarters total	841	877	830

Salaries and fees paid in Central administration

	2013	2012	2011
Salaries and fees	33 602 613	34 955 054	34 621 627

FRC membership, total



Future views

The Red Cross is considered a reliable organization with the ability to respond to domestic or international disasters and crises whenever needed. FRC's preparedness as part of the International Red Cross and Red Crescent Movement is an important element in Finnish people's safety.

The volunteers in more than 500 local branches play an important role in civil society and in strengthening sense of community. FRC's clearer focus on preparedness as well as on health and wellbeing programmes increases its impact and relevance. FRC's significance as a Finnish aid organization is shown, among others, in the fact that thousands of new members join the Society every year. People have a strong view of the Red Cross as an effective channel for helping. The number of new members, however, does not mean that membership is growing. The average age of members will soon exceed 60 years. The ageing of the membership and volunteers affects the resources available for the Society's action in many ways.

The growth in membership is also hindered by the fact that we for the time being have not found effective means to ensure that new actors would actually be able to get involved in the activities that

specifically interest them. Our Society must therefore pay special attention to welcoming new actors among old ones. It must be ensured that the Society is open to all interested people.

We are making preparations for the FRC General Assembly in Turku in June. Right now it is necessary to discuss how the traditional organizational bureaucracy can be cut down to enable volunteers to feel that they more often perform duties that raise the quality of people's lives. The Red Cross has increased cooperation with NGOs, and expanding cooperation will be increasingly important in the future. Through cooperation, the resources available can be utilized effectively in practical assistance activities and in the background advocacy influencing the resources available for civic organizations. The Red Cross is concerned about deteriorating operational prerequisites for the entire third sector. This primarily means that in the past years the financial foundation of NGO activities has become weaker rather than stronger due to the international economic situation.

Ensuring adequate resources for example for Red Cross domestic activities is important because there is an increasing number of people in Finland who need external support and help to manage their lives. Problems caused by loneliness, poverty and social exclusion appear to be growing. The forthcoming balancing activities of Finland's state economy and cost saving programmes are hardly likely to relieve the situation.

Red Cross and environment

The operations of the Finnish Red Cross are comparable to other national organizations mainly involved in office work. Hence the Society's action does not cause significant environmental burden; nor does voluntary work contain environmental risks. However, the activities of the Headquarters, 12 districts and more than 500 local branches require many joint meetings and travelling, and therefore the burden caused by driving, unnecessary use of office paper and amount of waste produced must be taken into consideration.

In the past year, the vehicle fleet of the HQ was fully renewed. We now have a good solution in terms of occupational safety and eco-friendliness.

With technical solutions and practical measures the Red Cross increasingly aims at moving over to electronic office solutions and communication. The information management projects presently undertaken also support this goal. The FRC uses electronic invoicing and authorization of payments, and nearly all meeting documents are already delivered electronically to the participants.

The FRC does not have a separate environmental programme but the Blood Service and Kontti chain observe their own guidelines. The Blood Service applies the practices of the pharmaceutical industry in handling disposable materials, among others. The Kontti chain is a significant recycler of items such as furniture, dishes, other household items and sports equipment, and it also recycles second-hand clothes.

Midwinter exercise a joint effort of the Year of Seniors

The aim of the year 2013 was to bring out seniors, who are actively involved in society and strengthen its wellbeing. During the theme year, they were challenged to become volunteers, and at the same time FRC's senior volunteers were brought into spotlight. Through its action, the Red Cross wants to highlight the right of elderly people to get help and to be a valued part of their community.

The preparations for the Year of Seniors included the production of activity materials for districts and branches. The theme year was highlighted in seminars and events nationwide.

The senior year event that attracted the most attention was the Midwinter exercise. It aimed at drawing attention especially to elderly people's vulnerability and need for help in natural disasters and everyday emergencies. The exercise also brought out Red Cross preparedness to help as an auxiliary to public authorities.

In the exercise, elderly people were 'evacuated' from institutions and their own homes to safety from power cuts and other damage caused by an imaginary winter storm. The exercise ended in happy Friendship Day (Valentine's) events. The Midwinter exercise

gained significant publicity, and about 10 000 volunteers and 296 local branches took part in it.

The theme year was also present in FRC's first aid training courses where participants were reminded about domestic accidents typical for seniors and means to prevent them.



Harri Hinkka

Many volunteers participated in the Midwinter exercise in Seinäjoki.

Senior citizens have also been a target group for accident prevention in national-level cooperation bodies.

The Red Cross was involved in many projects highlighting the senior theme of the year. It participated in the activities of the elderly people's network of SOSTE Finnish Federation for Social Affairs and Health. At the beginning of the year, a new project proposal was prepared for the Finland's Slot Machine Association RAY's elderly people's programme. The initiative seeks to strengthen the opportunities of retiring people to join volunteer activities and create new operating models for this.

Volunteers commended in Vihtavuori, Laukaa

For several years, the Red Cross has strengthened its assistance capacities in a determinate manner. On 5 February 2014, 416 local branches (84 %) had completed their preparedness plan. The total number of branches included in the preparedness figures was 508, of which 497 active.

Cooperation with public authorities and other partners was enhanced.

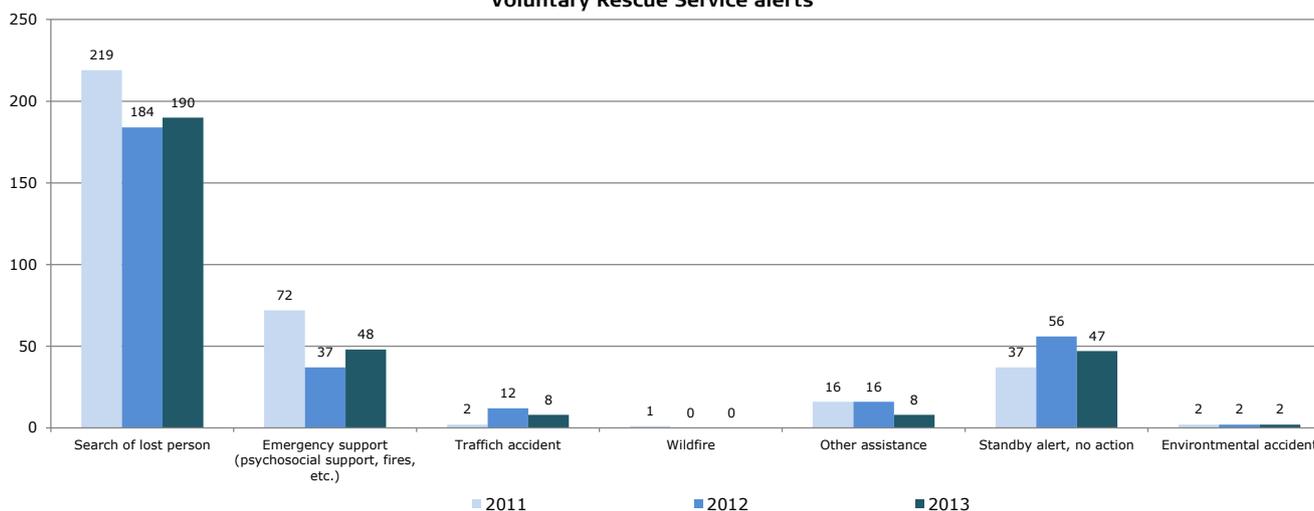
The significance of cooperation was highlighted at the end of 2013 when the Viking Line car ferry MS Amorella was grounded off Mariehamn. Volunteers helped families to catch their new travel connections. They distributed blankets and gave psychosocial support both on board as well as in Mariehamn and Turku harbours.

In the major accident risk situation in an explosive factory in Vihtavuori, Laukaa volunteers played a key and highly praised role. According to the report of the Safety Investigation Authority, the organization of the evacuation centre was widely acclaimed.

Voluntary Rescue Service had 1 200 alert groups

The Voluntary Rescue Service has 1 200 alert groups of 50 different NGOs all over Finland. The Finnish Red Cross acts as the coordinating body for this network. In the Red Cross theme year for seniors, the relevance of seniors was a special focus also in this activity.

Voluntary Rescue Service alerts



New members recruited to first aid groups

First aid groups continue to offer an important channel for helping in the Red Cross for actors of different ages. In the group one can learn and practice first aid and be involved in assistance duties. The General Assembly has set a goal to increase the number of both first aid groups and their members. The number of groups has grown but the number of actors has gone down alarmingly. In 2010, the number of actors was 3 968 and 3 196 in 2013. The reduction in the number of first aid group members especially affects first aid attendances, the number of which increases every year, but the number of actors decreases. In 2013, the groups took care of 2 767 attendances and assisted 20 696 people.

Both general and targeted recruitment was used to reinforce first aid groups. An excellent example of this is the group set up as a joint effort of branches in Sukeva and Sonkajärvi, in which Afghan young people participate in first aid attendances.

The two-year project undertaken in Oulu and Lapland districts was completed in 2013. The aim was to develop effective recruitment methods. In Lapland and Oulu, sleeping branches were also reactivated. In Oulu branch, three new local branches were established. The plan is to establish more new branches in 2014.

The first aid skills of volunteers were tested in Savonlinna in June. The competition had tasks for Reddie Kids, youth, adult, first responder and senior groups. Seniors took part for the first time and felt that the event was inspiring and supported their own health and safety.



Jani Rutanen

Many Reddie Kids were able to show their skills in the Finnish Championships in Savonlinna.

Initiatives to improve assistance capacities

The FRC participated more actively in drafting and implementing the regional welfare programmes of the authorities' internal safety plans.

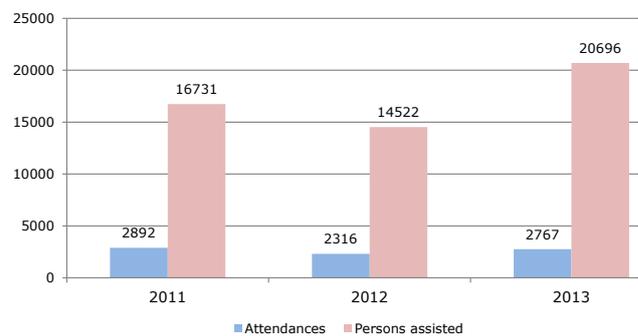
At the end of 2013, the 'Development of Wellbeing and Civil Safety in Municipalities' project of Lapland won the European Public Sector Award of the European Institute of Public Administration in Maastricht. The project is managed by the Regional State Administrative Agency for Lapland and FRC Lapland district is actively involved in it. The goal is to develop local resources in a manner that best serves the citizen's wellbeing.

The Finnish Red Cross participated in the EU Aid Volunteers Pilot Project 'Volunteers in Capacity Building'

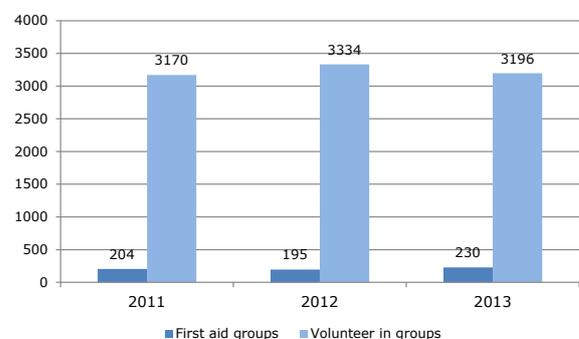
funded by ECHO. Two FRC volunteers supported the Paraguayan Red Cross. Recommendations concerning the recruitment, training, support and guidance before, during and after the field deployment as well as the duties of the host organization were given to ECHO.

Another EU-funded project on strengthening the legal and policy framework for international disaster response in Finland was launched during the year. The aim is to review potential obstacles and development needs in Finnish legislation on the reception of international aid. The judicial review will be completed in 2014.

First aid attendances and persons assisted



First aid groups and volunteers in them



Niklas Melto

A category for seniors was introduced in the Finnish Championships to mark FRC's Year of Seniors.

Friend visitors in as many as 331 branches

Loneliness and need for community support exist in all age groups, which was shown in friend visitor courses filling up in different parts of the country. Friend visitor activities are run already in 331 local branches. The versatility of the activities attracts new people to join.

Friend visitors took part in the Midwinter exercise in large numbers. They learned how to act in exceptional circumstances and at the same time also strengthened FRC's assistance capacity. Many happy Friendship Day events were organized after the exercise, in which the 'evacuated' elderly people could enjoy coffee, cakes and refreshing programmes.

In friend visitor activities, the FRC cooperated with the Finnish Association for Mental Health. The friends got further training in the psychological wellbeing of elderly people.

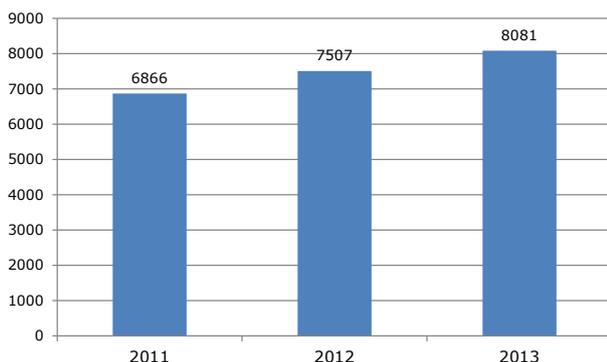
At the end of the year, a new play culture project funded by the Finnish Cultural Foundation was launched. It is implemented by the Mannerheim League for Child Welfare and the FRC. It aims at creating cross-generational meeting places for 5 to 10-year-old children, their families and seniors. The action is built around play, arts and imagination. The pilot phase of the project began in four towns in November: Turku, Tuusula, Muurame and Tampere.



Paula Myöhänen

Friendships are established in village clubs. The Pieksämäki branch club leader and member are delighted about seeing each other.

Volunteers in friend visitor activities

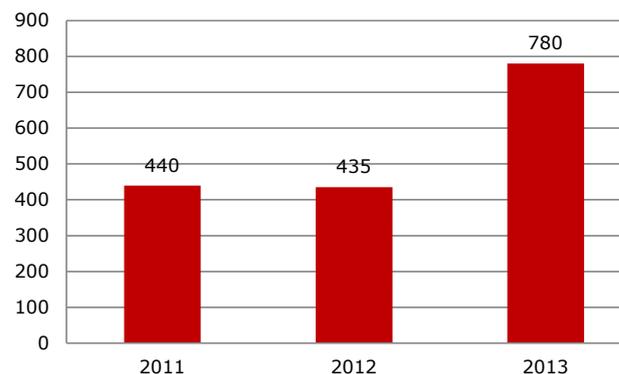


Joy and good company for informal carers

For 20 years, the Finnish Red Cross has supported informal carers, at first with professional vacation substitutes and currently by supporting their wellbeing. In 2013, the aim was to increase interaction between different generations. A further aim was to remind informal carers to also take care of their own health and well-being. The activities are open to all caring for their family members. During the 20th Anniversary, efforts were made to increase the visibility of and advocacy for the activities. Informal carers were brought into focus in various regional and national events.

Support to informal carers is a professionally coordinated activity mainly organized by volunteers. In 2013, eight districts offered the activities in their area, and seven of them had a regional employee for the purpose. A total of 54 local branches and nearly 300 volunteers were involved in the activities. The number of volunteers that were given training in 2013 was 233.

Number of informal carers in trainings



Jarkko Mikkonen

It is important that informal carers also take care of their own wellbeing. With a volunteer, it is easier to get up and exercise.

20 years of Pluspoint activities

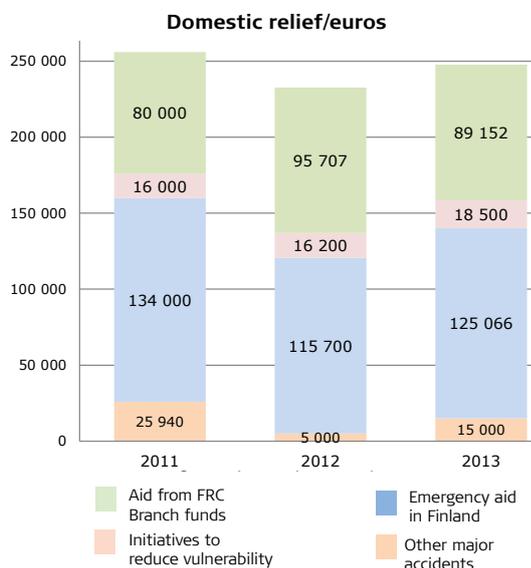
Pluspoints celebrated their 20th Anniversary in Joensuu in October. A seminar and banquet dinner for invited guests were organized to celebrate the valuable work of volunteers and employees. Pluspoint volunteers were awarded for meritorious work in producing confidential testing and advice services.

Safe sex promotion teams continued their work in the Helsinki ports. FRC's HIV/sexual health work volunteers and Finnish AIDS Council professionals spread information about safe and responsible sex behaviour to travellers there. Volunteers also distributed hundreds of condoms at the Levi ski resort in Lapland. Volunteers, mostly health care professionals, served at Pluspoints and on the national telephone helpline.

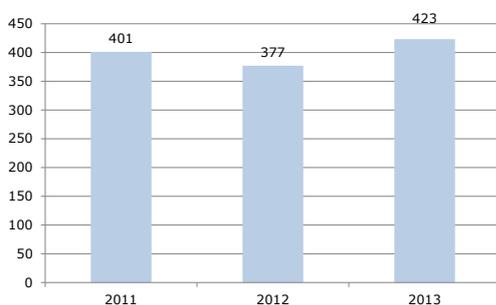
Nitrous oxide occupied drug and alcohol workers

FRC's Drug and alcohol programme worked at festivals in the summer and at shopping centres and educational institutions in the winter. The use of nitrous oxide, laughing gas, has increased and became a new substance phenomenon in the spring of 2013. FRC's Drug and alcohol programme played a key part in monitoring the situation, informing about it and giving training. Volunteers collected observations nation-wide and the FRC served in an expert role on many occasions.

The preventive drug and alcohol theme week, coordinated nationally by the FRC for the second time, encouraged local branches to present themselves in their areas.

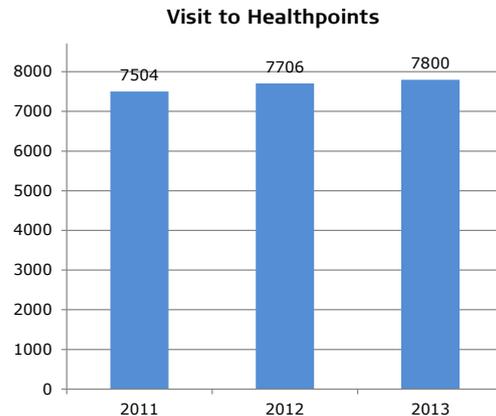


Number of persons assisted by FRC branches and districts in sudden accidents in Finland



More than 50 Healthpoints

The interest in Healthpoint activities appears to have grown. A few new Healthpoints were established during the year, and at the end of the year the number of these easily approachable advice centres was 58. Healthpoint activities can be seen as a peer service as many actors are retired health care professionals. Hence the goal of the Year of Seniors was achieved in this voluntary activity.



Defibrillator registry

Devices have been added to the defibrillator registry established in cooperation with the Finnish Heart Association and Finnish Resuscitation Council at a regular pace. More AEDs are registered in major population centres than in sparsely populated areas where an AED would often be useful. Marketing for the registry will continue.

New materials to support training

FRC's Emergency First Aid Manual was updated in 2013. The Finnish and Swedish editions were published in one volume. The manual was also translated into English.

A decade of Safety pass training programme

In 2013, eight training courses were organized for trainers in first aid and health education (ETK) and one in emergency first aid. One ETK trainers' training was given in Swedish, and 16 trainers' refresher courses were organized. As in last year's trainings, all participants also got the trainer qualification in basic life support.

A major reform of the ETK trainers' training began during the year. The aim is to adapt the training to make it qualify as vocational education and for the study credit system. The safety pass training programme has been run for 10 years.

First response training reformed

The first response training reformed in the autumn of 2013 was presented to hospital district physicians in charge of out-of-hospital emergency medical services. The request to develop joint training was presented by the Ministry.

The Finnish National Rescue Association SPEK and Finnish Lifeboat Institution SMPS as well as the Finnish Red Cross produce the contents and operational

protocols of the training. They decide the common criteria used for the selection of new first responders and trainers.

A further training course for FRC first response trainers was organized in October. The reform of the contents and materials will be completed in 2014.

European Restart a Heart Day

The European Restart a Heart Day was observed in Finland for the first time in October. It is an initiative of the European Resuscitation Council about the importance of CPR skills.

The First Aid and Emergency Medical Care symposium was organized at Finlandia Hall in Helsinki 21-22 November 2013, gathering 270 participants. The theme was 'Society is changing – does first aid?'.

Drivers' first aid skills studied

European Red Cross Societies and the Automobile/Touring Club Association carried out a survey on drivers' first aid skills. The results were published in the spring. There were major differences between the countries involved. Of Finnish drivers, 91 % remembered to check the casualty's breathing, and as many as 97 % remembered that a pressure bandage is used to stop severe bleeding.

Practical exercises showed that 30 % of Finnish drivers knew how to give CPR and half of them knew how to place a casualty in the recovery position and check breathing. The study showed that people overestimate their first aid skills and that a one-time first aid course is not adequate to maintain first aid skills forever. A positive finding was that most people were willing to help.



Kimmo Holopainen

In the Volunteer Gala, Leila Honkala from Sonkajärvi branch was awarded the Master Promo of the Year title as the best promoter of volunteer action.

Volunteers thanked in the Gala

The Volunteer Gala gathered 500 participants in Hämeenlinna on 7 December. The Board of the Finnish Red Cross gave a special award to Viinijärvi branch for its long-term commitment to support the growth of young volunteers. Kiiminki and Korsholms norra branches also got an honourable mention for their youth action.

The Promos of the Year awarded in the Volunteer Gala were: Master Promo Leila Honkala from Sonkajärvi branch and six Master Promos in specialized fields: in first aid Kalle Kivimaa from Tapiola branch, in multicultural activities Anneli Saarinen from Mäntyharju branch, in youth activities Pilvi Peltola from Tampere branch, in social services Sisko Mäenpää from Ilmajoki branch, in health and wellbeing Tuula Töyrylä from Joensuu branch and in preparedness activities Virpi Laine from Nousiainen branch.



Vivi Mounhu

A total of about 70 000 people participated in volunteer and public training organized by the Finnish Red Cross.

The training of volunteer trainers had 70 new participants. The trainers' web course was developed to better correspond with the topical basic contents in organizational training. The aim is that all trainers are qualified to give the 'Under the same flag' organizational training.

In the trainers' refresher event in FRC's training centre Nynäs, 57 volunteer trainers extended their qualification.

The study credit system of national volunteer training was launched with the training of trainers study unit and key basic training courses of volunteers. In addition, course descriptions and national certificate models were renewed.

RAY supports Finnish Red Cross domestic action

General subsidy for promoting social welfare and public alth work	364000		
Activities of the Voluntary Rescue Service	588000	Immigrant activities	274000
Emergency support services of the Voluntary Rescue Service	75000	Drug and alcohol work	134322
HIV and sexual health activities	202000	Support service for friend visitor activities in Helsinki and Uusimaa district (project)	121907
Support services for informal carers	463000	Development of regional support for friend visitor activities in Western Finland district (project)	192621
Youth shelters	945000	No to Racism (project)	85203



Multicultural activities attracted new volunteers

New training to support integration

The Finnish Red Cross immigrant programme developed new multicultural training courses to support integration. Training for language club instructors started in Joensuu, immigrants were recruited to become volunteers in educational institutions in the capital region and new models were tested in the accommodation assistance activities in the Kouvola region. The programme was launched in 2007.

Some 200 different occasions with nearly 6 000 participants were organized. More than 1 000 people participated in the easy-to-enter activities, such as homework help clubs, international clubs and language clubs. The total number of participants in all tutored activities was over 37 000 according to calculation based on visits and activity times.

VAPAA project activated refugees and immigrants

The VAPAA project of volunteers in refugee activities assisted new local branches in starting activities supporting the integration of refugees. The nationwide initiative was launched on 1 January 2013, and it involves 12 municipalities of different sizes all over Finland. Five of these municipalities have not had Red Cross multicultural activities before.

The volunteers were encouraged to use the competence of refugees who already live in the area when helping in the reception of new refugees. This encourages refugees to participate in civic organizations' activities.

The project also aims at improving the employment opportunities of refugees. Visits to companies as well as berry and other farms have been arranged for them. Education and employment paths have been created especially for people with little prior education. The project has given special attention to vulnerable quota refugees.

The VAPAA project supports volunteers to serve as friends of refugees, to make the activities more visible as well as to actively take part in discussions in the community. Experience shows that local action is especially successful in influencing municipal decision makers.

Action against racism

Anti-racist civic action, education and information as well as supporting people who have experienced racism lie at the heart of the No to racism partnership project. The project was launched in the spring of 2013. Anti-racism work was promoted nation-wide in many events, the media and workshops.

The collection of materials to be included in the anti-racism toolkit was also begun in 2013 together with partner organizations. The Quick Response group for quick advocacy also started its work.

Reception of refugees and asylum seekers continued

There was no major change in the number of asylum seekers in comparison with the year 2012. However,

the number was lower than estimated in preparedness plans. Therefore the Finnish Immigration Service decided to close down the Siuntio reception centre maintained by the Finnish Red Cross at the end of 2013. There were changes in the capacity and premises of other centres as well.

During the year, 674 quota refugees were received, meaning that the figure remained short of the quota. Travel arrangements were made for three families. Five family members arrived in the family reunification programme. One family organized their travel themselves.

Many changes affecting the status and rights of refugees' family members have been made in the family reunification policy and administration in recent years.

With this in mind, the FRC organized a seminar titled Rights of family reunification in November 2013. The seminar had 97 participants and was considered useful due to lack of common discussion forums.

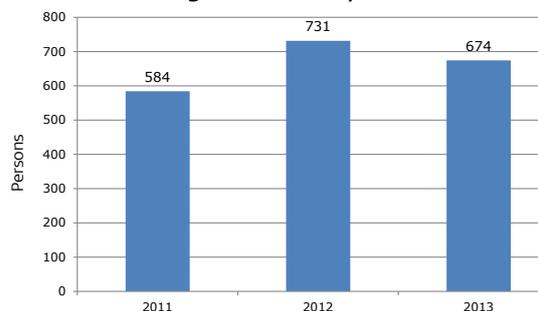
The number of family members traced was 1 089. More than half of the tracing requests concerned family members fleeing to Europe. A total of 426 tracing requests were processed. The number of Red Cross messages delivered was 42.



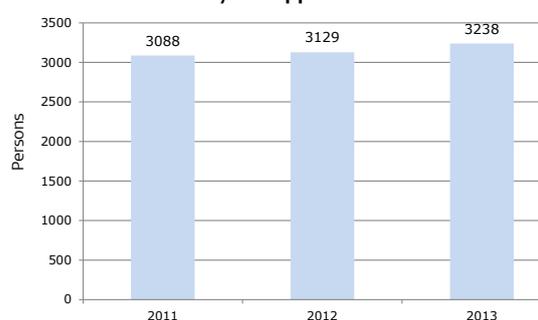
Kimmo Holopainen

The anti-racism week was organized again in March. Rebekka Holm has actively brought out the racism experienced by children and young people.

Quota refugees received by Finnish Red Cross



Asylum applications



Source: Finnish Immigration Service

Help to victims of natural disasters and war

The year 2013 was characterized by natural disasters and complex conflicts. At the beginning of November, one of the worst storms in recorded history swept across the Philippines. Typhoon Haiyan killed thousands of people and approx. four million people lost their homes. In Syria, no end is in sight to the civil war that started as a popular uprising in the spring of 2011. It is a sad example of the complex conflicts of our time, which also severely affected Mali, the Democratic Republic of Kongo, South Sudan and the Central African Republic in 2013.

The Finnish Red Cross long-term development cooperation aims at assisting the most vulnerable people. The goal of FRC's development work is a resilient family or society that is able to prepare for disasters and to recover from them as well as possible to pre-disaster or even better level. Development activities are linked more closely to disaster response so that disaster response resources are directed at risk management. It either prevents future disasters or enables better preparedness for their impact.

The General Assembly of the International Federation of Red Cross and Red Crescent Societies was held in Sydney in November. The meeting considered community resilience as a key component of sustainable development. The General Assembly adopted a Declaration on the post-2015 humanitarian agenda, in which the Red Cross/Red Crescent commits itself to improving the capacity of communities in risk-prone areas to prepare for and respond to disasters.

ASSISTANCE PROGRAMMES

Asia

Cyclones devastated the Philippines

The Philippines was hit by one of the strongest typhoons in the country's recorded history on 8 November 2013. Typhoon Haiyan killed more than 5 700 people and approx. four million people lost their homes. At the end of 2013, more than 1 700 people were still missing.

The Finnish Red Cross supported the assistance operation by despatching a rapid deployment health clinic and an ERU logistics unit to the Philippines. The clinic received approx. 80–100 patients daily. In addition to the rapid response units, the Red Cross delivered 500 tents, 5 000 blankets, 4 000 tarpaulins and 50 000 bed nets to protect the cyclone victims. The typhoon also caused a lot of damage in the Aklan region, where, however, the victim figures remained low due to a disaster preparedness programme supported by the Red Cross. In Aklan, evacuation and immediate relief action was started earlier due to previous preparedness training.

The situation was worsened by the fact that the Philippines had not yet recovered from previous natural disasters. Only three weeks before Haiyan, central Philippines was affected by earthquake Bohol, and in August 2013 tropical storm Utor forced more than 10 000 people to flee their homes.



Jarkko Mikkonen

The Finnish Red Cross helped victims of Typhoon Haiyan by sending, among others, hygiene parcels to the area.

The Finnish Red Cross delivered 9 500 health and hygiene kits as well as two motor boats for rescue use to the area. The reconstruction work following Typhoon Bopha that hit the Philippines in 2012 was also continued in 2013.

The Finnish Red Cross also sent delegates to areas devastated by the cyclone. In 2013, a total of 20 health care and technical professionals worked in the health clinics. The ERU logistics unit had five Finnish logistics delegates working together with Danish Red Cross delegates. In addition, several communication professionals were sent to the Philippines with the field communication unit.

Internal disturbances in Rakhine State

In Myanmar, a volatile situation has existed in Rakhine State between the Muslim minority and the Buddhist majority for several decades. As a consequence of the violence, about 120 000 people have sought shelter in refugee camps. The Myanmar Red Cross Society distributed basic supplies and hygiene kits to people in the camps with support from the Finnish Red Cross.

Health, clothing and social welfare services

Health programmes were continued in Afghanistan, East Timor, Myanmar, Cambodia and PDR Korea. A presidential election will be held in Afghanistan in 2014, and at the same time, the majority of foreign troops will leave the country. This is expected to create new challenges for the humanitarian actors but it may also open up new support opportunities when funding states review their strategies for Afghanistan. At the end of 2013, the Afghan Red Crescent spent a lot of resources on preparing for the coming year. Mid-term reviews were conducted in the community-based health care programmes in PDR Korea and Afghanistan, the results of which will be utilized in planning the support for 2014.

In Mongolia, the community-based health programme was implemented in three districts in the vicinity of the capital Ulanbaatar. The Finnish Red Cross also supports Mongolian Red Cross social welfare centres in rural growth centres. As in previous years, clothing was despatched from Finland to Mongolia. Even if economic growth in Mongolia was fast due to the mining boom, social problems increased among ordinary people.

The community-based health programme in East Timor was concluded at the end of 2013, and its final evaluation will be conducted at the beginning of 2014.



Jarkko Mikkonen

The Red Cross and Red Crescent assist families that have had to flee. Psychosocial support, among others, is given to children in a safe place.

Middle East

Assistance to war victims in Syria and neighbouring countries

No end is in sight for the war in Syria. Its neighbouring countries received hundreds of thousands of Syrian refugees. In 2013, the assistance given by the Finnish Red Cross was directed both to people in need in Syria and refugees having fled to the surrounding region. The FRC channelled one million euros for the assistance operation in Syria to the International Federation of Red Cross and Red Crescent Societies. The funds were used to deliver food parcels, hygiene items, blankets and women's kits.

The Finnish Red Cross supported the assistance operation in Syria with 1 250 000 euros by providing material assistance (blankets) and a cash contribution. In addition, the FRC supported the regional assistance efforts to help Syrian refugees with a cash contribution of 500 000 euros.

Field hospital to Azraq refugee camp

In August 2013, the Finnish Red Cross received seven million euros from the Directorate General for Humanitarian Aid and Civil Protection of the European Commission (ECHO). The funds will be used to provide hospital services for Syrian refugees at the Azraq refugee camp in Jordan. The one-year field hospital project is implemented in cooperation with three other National Red Cross Societies (Germany, Norway and Canada).

The intent was to open the Azraq refugee camp in September but due to delays in the camp construction work and the decreasing number of refugees entering Jordan, the opening of the camp was postponed. At the end of 2013, the hospital operation was on standby, with a minimum number of delegates in Jordan. The Finnish Red Cross is fully prepared for an immediate start of the hospital operations when needed. The refugee camp will be opened as soon as the Government of Jordan and UNHCR so announce.

Africa

Crisis in South Sudan

In 2013, the Finnish Red Cross assisted 14 000 households returning to South Sudan from Sudan. It delivered relief items such as blankets, kitchen sets and water containers. Many FRC health and medical delegates worked in the country during the year. The relevance of the assistance activities was highlighted even more when South Sudan drifted into a new violent crisis at the end of the year. The FRC also supported the physical rehabilitation of mine victims in South Sudan.

Assistance to Darfur and floods in Sudan

The Finnish Red Cross supported assistance activities in areas of Darfur torn by conflict and violence. In the autumn the country was hit by widespread flooding. The FRC supported the flood operation coordinated by the International Federation of Red Cross and Red Crescent Societies, and also despatched relief items such as kitchen sets and blankets there.

Health throughout the country in Somalia

The Finnish Red Cross continued its support to the Somali Red Crescent health programme. Thousands of people received health care through the more than 65 health stations and mobile clinics. They provided services especially for pregnant women and children. FRC's field communication unit visited Somalia.

Help to victims of flooding and terrorism in Kenya

The Finnish Red Cross supported the rescue operations, relief items distribution and reconstruction efforts of the Kenya Red Cross flood operation. The flooding affected 52 000 people. The Kenya Red Cross Society was the first to help in the Westgate mall attack by providing first aid and psychosocial support and running ambulance services.



Jarkko Mikkonen

The Red Crescent mobile clinic is constantly on the road in Somalia. Nursing auxiliary Faisa Hassan Ahmed is used to it.

Americas

Assistance to floods in Paraguay

The Finnish Red Cross supported disaster preparedness and adaptation to climate change in Paraguay. The latest flood relief and recovery programme started in August 2012. Seed grain was distributed to families in the flood-affected region and hygiene conditions were improved.

In Argentina, the inhabitants of Salta and Jujuy learned to prepare better for floods and drought. The project will be continued in cooperation with the Argentinian public authorities in Mendoza and San Juan regions in the Andes. The disaster preparedness of 25 000 people in El Salvador and of 20 000 people in Honduras was strengthened in villages, schools, health clinics and prisons. In Bolivia, school children and teachers learned first aid skills and evacuation in areas with a risk for landslides and floods in Potosi, Sucre and Tarija.

Delegate training and missions

Personnel were sent to work both in development cooperation and disaster response. The number of contracts was 177. Of them 65 % were women and 35 % men. Delegates worked in bilateral programmes, and in duties of the International Federation of Red Cross and Red Crescent Societies (IFRC) and International Committee of the Red Cross (ICRC). Twenty-one training events were organized for FRC's aid workers. In addition, a seminar for war surgeons was organized together with the German and Norwegian Red Cross Societies. A total of 555 persons were trained during the year mainly by FRC's own staff.

Ministry for Foreign Affairs and EU the most significant funding partners FRC's international aid

The Finnish Red Cross is a major international humanitarian actor. It is among the ten largest donors within the International Federation of Red Cross and Red Crescent Societies (IFRC) and an important partner of the International Committee of the Red Cross (ICRC).

The extent of FRC's disaster response and development cooperation is based on partnership contracts with the Ministry for Foreign Affairs of Finland as well as with the Directorate-General for Humanitarian Aid and Civil Protection (ECHO) and DG for Development and Cooperation – EuropeAid of the European Commission. The Ministry has been FRC's key partner in international assistance since the 1960s, and cooperation with the European Commission started in 1995.

In 2013, the Ministry for Foreign Affairs channelled 13.2 million euros to Red Cross humanitarian assistance and 6.3 million euros to development cooperation through the FRC. EU and ECHO funding for humanitarian aid totalled 2.7 million euros and for development programmes 0.5 million euros. In FRC's programmes, the value of donations to FRC's Disaster Relief Fund and as material assistance reached 9.0 million euros.

Mother and child health project launched in Kenya

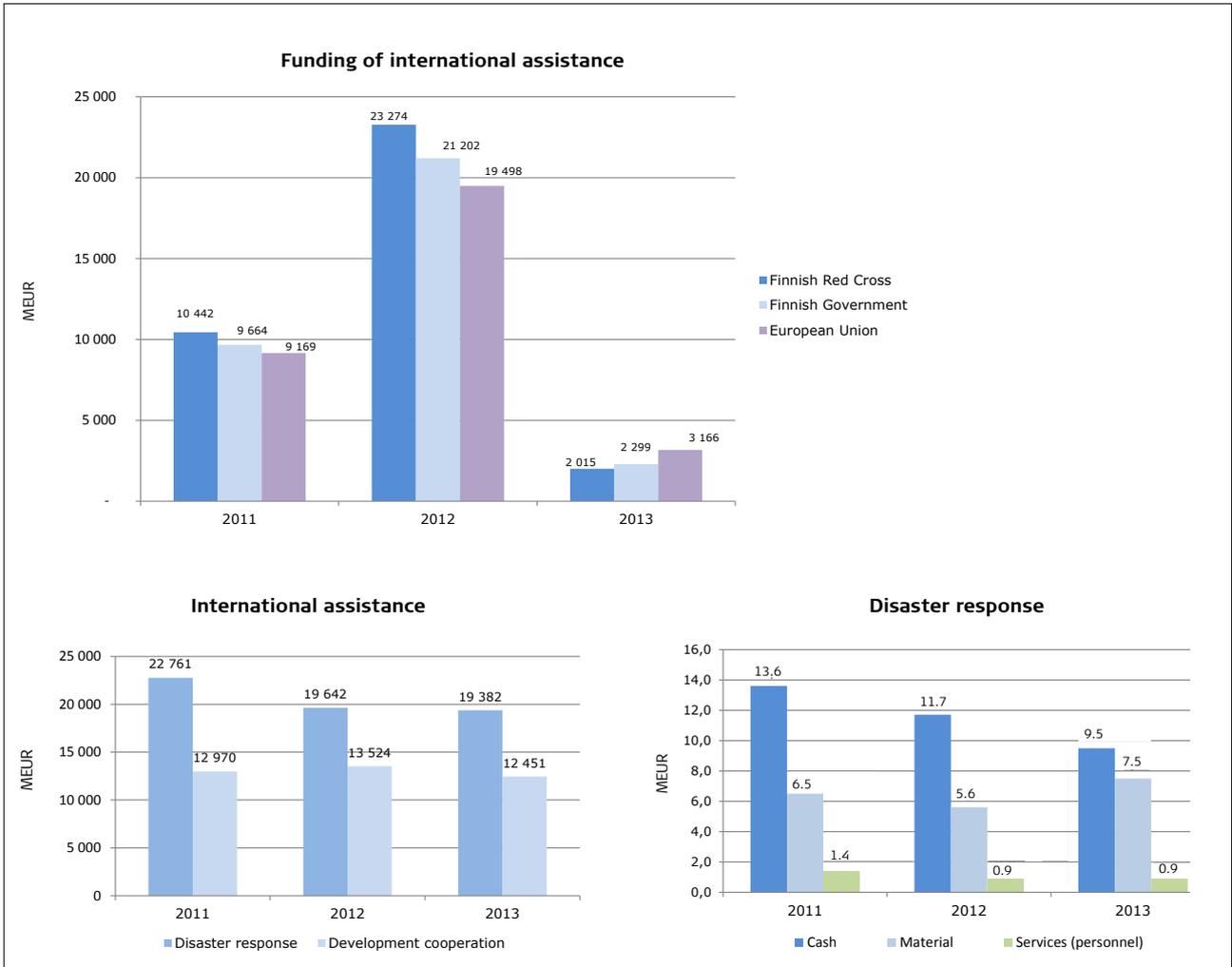
A new project was launched in the Tana River area in Kenya aiming to improve mother and child health. Women will have better access to health services especially during pregnancy and delivery. The goal is to reduce children's morbidity and mortality. The three-year project is undertaken in cooperation with the local Ministry of Health. The standard of health services will also be improved with the renovation of two health clinics.

Food security and better nutrition in Magarini

The drought that affected Eastern Africa in 2011–2012 was the worst in decades. In Kenya, farmers and nomads paid the highest price for the crisis. The project started in Magarini aims at improving food security, livelihoods, nutrition as well as water and sanitation conditions to enable people to be better prepared for future dry spells. Farmers are taught more sustainable and versatile farming methods, and irrigation will be improved at the same time. In addition, nutrition knowledge in communities will be expanded and their disaster preparedness strengthened.

Food and medical assistance to Mali and Niger

The fighting between the government of Mali and various armed groups escalated into a conflict in the northern part of the country already in 2012. Civilians fled to larger towns within the country and also to neighbouring countries. The conflict especially affected Niger where the crowds fleeing the fighting add to the existing social and economic tensions. The Finnish Red Cross provided disaster relief totalling 1 million euros. Due to security problems, there are few other humanitarian actors in the region.



Majja Tammi

The health clinic and logistics centre sent by the Finnish Red Cross continue to operate in the Philippines. The country will need humanitarian assistance for a long time to recover from the disaster caused by Typhoon Haiyan.

Policy work for youth action started

The national youth committee set up a working group of young volunteers at the beginning of the year. Its task was to find new kinds of youth activities and prepare a policy to direct youth action. During the year, the draft youth policy was discussed, among others, in the Youth Assembly and sent to a commentary round within the FRC. A new policy for school cooperation was also being prepared.

Young people were in the spotlight in the first aid Finnish Championships held in Savonlinna in June. The junior Reddie Kids category had participants from different parts of Finland, and also youth first aid groups had their own test track in the competition.

The bottle return lottery organized in collaboration with Lidl shops collected funds for youth activities in the local branches and for Youth Shelters.

Youth Assembly in Turku

The Youth Assembly organized in Turku in December gathered 140 young people from different parts of Finland. The joint meeting of the national youth committee and chairs of district youth committees discussed, among others, the draft youth policy and guidelines for district youth committees.

Red Cross concerned about young people's loneliness

Young people's loneliness has become one of the most common problems of our time. According to research, it is the most common reason for exclusion from society. Young people's loneliness was seen especially at Youth shelters. Many young people also suffered from bullying, which raised the threshold for becoming involved in hobbies.

At Youth shelters, the young were assisted in creating social contacts in various groups. The shelters had, for example, art, gym and girls' groups. Youth friend visitor activities were continued and developed in different municipalities e.g. in Oulu, Savo-Karelia, Lapland, Helsinki and Uusimaa as well as Western Finland districts. The activities succeeded in reaching lonely young people, who were offered friends for hobbies and being together from among youth who had taken FRC's friend visitor course.

Reddie Kids clubs taught first aid and tolerance

The Reddie Kids clubs aimed at juniors (7 to 12-year-olds) offered an opportunity to learn for example first aid skills, tolerance and multicultural values through play.

The number of Reddie Kids clubs remained at the same level, and the club model was further adapted to English language clubs. The reformed Reddie Kids instructor training was successfully piloted in three districts.

International Humanitarian Law (IHL)

With funding from the European Commission, the Finnish Red Cross implemented a training project in international humanitarian law, during which five separate three-day training sessions were held for a total of 140 humanitarian aid professionals. The training events were organized in different parts of the world in cooperation with the ICRC.

The Swedish language version of the board game on IHL 'Even wars have rules' (Även krigen har regler) was completed at the end of 2013. In 2014, the game will be actively distributed to local branches and schools in the Swedish-speaking districts.

'Amid conflict' role play attracted 150 young people

'Amid conflict' role play was an extensive Red Cross youth event organized in the summer of 2013. Almost 150 young people took part in the role play organized in connection with the SuomiAreena event in Pori, and it also gained national media visibility. The Red Cross highlighted equality and humanity in the marketing of the event.

The FRC continued to develop the role play after the event. With the help of practical examples, it familiarizes young people with the rules and effects of war from the civilians' point of view. The aim of the role play is to promote the players' humanity, sense of community and understanding of the refugee experience. In terms of IHL, the purpose is to show that even wars have rules, the victims have the right to receive help, the Red Cross has a unique mandate to assist victims of war and to monitor rules of war, and that war victims can be helped even from Finland.



In SuomiAreena, young people were involved in a role play. The young ran away when the guerrillas attacked the refugee camp.

Jussi Partanen

Disasters and attractive events interested the media

The theme year for seniors was presented in our own media contents, as well as in the communication of the Midwinter exercise and Red Cross week. The perspectives of the stories and images were seniors both as actors and as persons in need of support. Many FRC's statements also advocated for the most vulnerable elderly people. The other theme of the year, the 150th Anniversary of the Red Cross, was brought into focus for example at the SuomiAreena event and in the seminar organized in the autumn.

Our most extensive and attractive events and campaigns interested the media most. The most widely covered were the Midwinter exercise on 16 February, the SuomiAreena event in July and assistance to typhoon victims in the Philippines in November. The Hunger Day collection was preceded by our active participation in the discussion on the situation in Syria in national media. The deaths of the volunteers of the Syrian Arab Red Crescent were publicized already at SuomiAreena. In addition, issues related to first aid, psychosocial support and disasters in Finland (Vihtavuori explosion, stabbing in Oulu and grounding of Amorella) interested the media throughout the year.

The FRC gained visibility in the Letters to the Editor sections of provincial media with two national themes. During Red Cross week, we reminded about the significance of basic first aid skills to all citizens. In February-March we campaigned for victims of silent disasters. A related collection of stories was published on FRC's website.

In the media, the Red Cross was mainly treated in a neutral or positive way. The most critical content was seen in the forums of social media, especially in relation to the trial involving the Blood Service.

Social media and mobile diversified communication

The changes in the media behaviour of citizens and the media were reflected in FRC's digital media channels. Our Facebook account exceeded 40 000 likes but at the same time, changes in the service limited the access of users to the content. Twitter grew side by side to Facebook and exceeded 2 000 followers. The growing number of visitors caused additional pressure on moderating the discussion. A group of updaters was established and its working method tested in connection with the Hunger Day and Philippines collections. The model proved successful and will be taken into use in the future for example in disaster situations when the channels of social media are particularly busy.

Journalists also increasingly used social media as their source. The Red Cross up-dates in Facebook and Twitter led to newspaper stories and TV visibility. For the FRC, the growth in the popularity of social media will in the future mean a more diversified use of channels and allocating resources to the work.

The number of hits at our website punainenristi.fi varied in the course of the year. The average number of visitors at the site per month was approx. 50 000. A marked increase was shown during the Philippines emergency collection. In November, the number of visitors was about 91 000.

In the future a particular challenge for the site will be the growing number of mobile device users. Serving mobile users and for example collecting mobile donations through the site will require changes in the technical solution.

Gold Medals of Merit awarded for the first time

The Humanitarian Gesture award, presented since 1989, was given to journalist Rauli Virtanen for his career of more than 40 years as a reporter of world news and crises for the Finnish media.

The amendment of Section 46 of the Act on the Finnish Red Cross, in which the Gold Medal of Merit was added to the Society's awards, entered into force on 1 January 2012. The President of the Republic awarded the first Gold Medals of Merit (67) to meritorious volunteers on 15 March 2013. At the same time, he awarded 42 Silver and 154 Bronze Medals of Merit. The FRC Board further awarded 42 Badges of Merit.

Other reforms: FRC magazine, production of materials

Cooperation between FRC's magazine Avun maailma and the Blood Service ABO magazine as well as renewing advertising sales was planned in the autumn. The outcome was presented in issue 1/2014. The ABO magazine was discontinued and Blood Service materials were added to FRC's organizational magazine. A new advertising sales agent started at the beginning of the year.

A materials production group started to work in the HQ. The aim is to produce quality materials in a planned and cost-effective manner.



The Red Cross gained a lot of visibility in the SuomiAreena event organized in Pori.

Jussi Partanen

Means of fundraising diversified

New monthly donors recruited

In 2013, the Finnish Red Cross recruited a record number of new monthly donors, 8 247 in total. In addition to street and door-to-door fundraising, new donors were recruited at Helsinki-Vantaa Airport where a permanent campaign desk operated from February until the end of the year. Of the new monthly donations, 57 % were directed to domestic activities and 43 % to the Disaster Relief Fund.

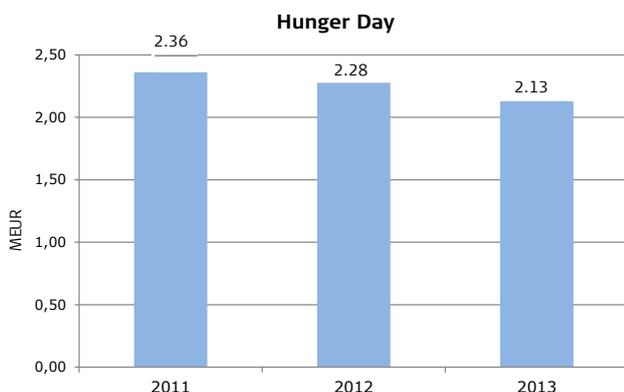
Retaining and thanking the donors are of critical importance. Telemarketing was used for thanking, for activating those who had discontinued as well as for increasing the sum donated.

The change in the bank payment system introduced at the beginning of 2014 caused a lot of work, especially regarding monthly donations. The migration from direct debit to e-invoicing required a conversion process for each monthly donor. Because the needs of NGOs had not been listened to in the banks, the situation required numerous discussions with banks in order to guarantee a degree of fluency for the donors. Civic organizations worked in a united front in the issue. The change also caused great uncertainty with regard to how monthly donors can be recruited in the future.

Hunger Day: young people active in collection

The largest annual fundraising effort, the Hunger Day, was organized 12–14 September 2013. It raised 2.12 million euros to the Disaster Relief Fund. The Hunger Day was visible in the streets and market places all over Finland, and extensively also on the Internet and in social media. To support the collection, a tour was organized with actress Krista Kosonen, who hitchhiked from Rovaniemi to Helsinki with a collection box. The tour was shown on TV and the Internet and motivated volunteers well.

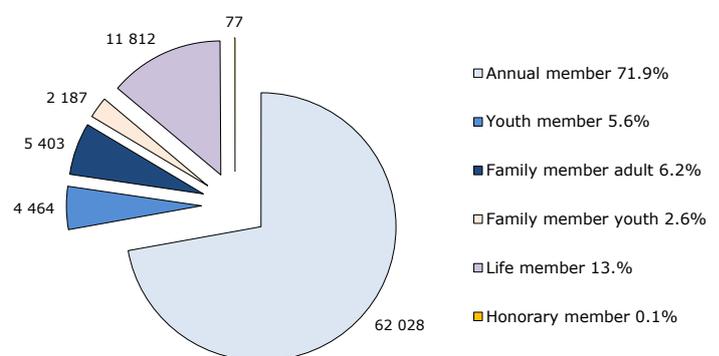
New collection methods introduced were a developed version of last year's virtual collection box as well as the opportunity for credit card donations. Thousands of people volunteered to collect on Hunger Day, and many young people were especially eager to carry the collection box. The Hunger Day also served as a preparedness exercise for the FRC.



Jari Riihimäki

Actress Krista Kosonen hitchhiked with a collection box through Finland.

Membership by type 2013



New members

The Finnish Red Cross membership was 85 971. The number of new members was 4 324, which is 17 % more than the year before. The total membership figure, however, went down by 1.5 %. New members were attracted through active recruitment in local branches, and a growing number joined through the website.

At the end of the year 2013, new materials were prepared to support membership recruitment. Membership can also be given as a gift, and this opportunity was used particularly for newborn babies and graduates.

Help from Corporate partners

The Corporate Supporter agreement with Accenture continued. The collaboration develops new forms of corporate cooperation for the Red Cross, enabling Accenture employees to be involved in various FRC volunteer activities while also making their professional skills available. Volunteers from Accenture shared their competence through pro bono work, among others. They developed a mobile application for the Chain Reaction campaign, assisted in launching new campaigns, development of websites and various youth activities as well as participated in the Hunger Day. The strategy process of the Kontti chain started in 2011 was continued with Accenture during 2013.

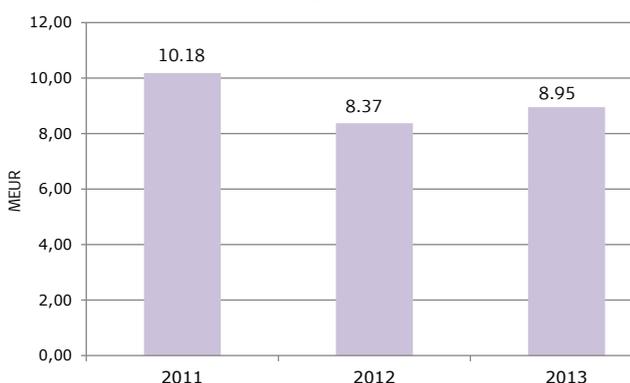
Furthermore, Accenture also provided support to FRC Youth shelters. They were also supported by Canon Europe through a European partnership and by Canon Finland and Skanska in Finland. Many companies supported the Red Cross with cash or product donations. Pilkkoset, among others, donated products and funds to the Youth shelters and international assistance. Coca-Cola Finland supported a water project in Kenya through product cooperation, and Elematic latrine construction in Burundi. Messu keskus Expo & Convention Centre provided a stand free of charge at the GoExpo Fair for free time activities. Many companies donated their products for the meals of volunteers at the SuomiAreena event.

Some corporations helped the Red Cross by providing their customers an easy way to donate. In connection with the Philippines disaster, Lindex Oy fashion stores offered their customers the round up for the Red Cross campaign, in which the customer can round up the sum of their shopping upwards and donate the difference to the Red Cross. Finnair, Norstat, Hotelzon and Suomen Ostohyvitys Oy offered their customers the opportunity to donate the bonus points earned to the Red Cross.

Record yield in Chain Reaction

The Chain Reaction campaign again encouraged people to exercise and help. The campaign raised nearly 80 000 euros. In the Chain Reaction, the company pledges to pay one euro for each 25 kilometres pedalled and doubles the sum if the goal set by the team is met. All that is needed in Chain Reaction is a company interested in helping and incidental exercise and a group of employees keen on cycling.

Disaster Relief Fund: proceeds through collections and other donations



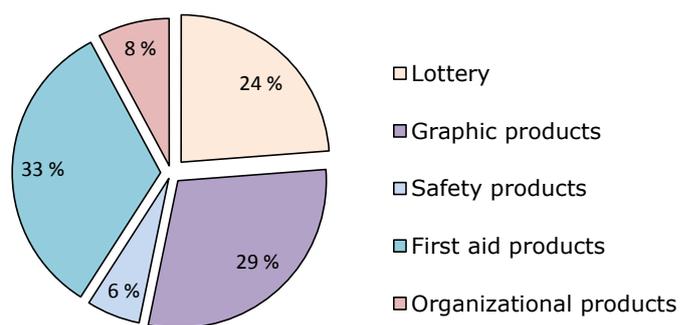
Christmas collection

The communication goal of the Christmas collection organized for the 17th time was to draw attention to child poverty and social exclusion of families with children from welfare and services. A further goal was to challenge decision-makers to take action to improve the status of families with children.

The number of gift vouchers given to disadvantaged families for food purchases was raised to 20 000. The collection yielded 1.04 million euros. The collection failed to reach the target kept for many years. The fundraising campaign of the new children's hospital 2017 attracted a considerable amount of corporate donations, which was shown in the result of the Christmas collection, even if the majority of the yield accumulated (68 %) specifically from corporate donations.

The collection was organized in collaboration with Yle Morning TV, Yle Radio Suomi and Yle Radio Vega. In 2013, the cooperation with K food stores was expanded to include also Lidl shops and S Group food shops among the partners. The Mannerheim League for Child Welfare coordinated the effort.

Distribution of gross yield by product group



Many young people were especially active as fundraisers on Hunger Day.

Jonas Brandt

Income statement

	1.1.-31.12.2013	1.1.-31.12.2012
ORDINARY OPERATIONS		
Income	106 787 874.45	105 817 762.48
Expenses		
Personnel expenses	-44 574 908.59	-44 774 384.70
Depreciation	-2 023 673.64	-2 134 627.09
Other expenses	-75 130 346.83	-77 279 576.79
Defrayed from Disaster Relief Fund	8 121 936.12	8 595 721.63
Deficit of ordinary operations	-6 819 118.49	-9 775 104.47
Fundraising		
Donations, Disaster Relief Fund	8 954 431.23	8 810 546.05
Membership fees	413 047.00	426 463.50
Other income	7 208 189.42	6 327 863.12
Collection expenses, Disaster Relief Fund	-1 201 333.62	-811 604.16
Other expenses	-3 279 075.74	-2 950 331.98
Deficit	5 276 139.80	2 027 832.06
Investments and financing activities		
Income	7 182 505.79	8 439 625.00
Expenses	-2 836 395.11	-3 251 803.55
Surplus	9 622 250.48	7 215 653.51
Subsidies	364 000.00	352 000.00
Result for the financial period	9 986 250.48	7 567 653.51
Transfer Disaster Relief Fund	-7 666 857.10	-7 947 705.08
Transfer self-financing funds	-133 209.31	-77 305.70
Deficit/surplus for the Financial Period	2 186 184.07	-457 357.27

Balance sheet

A S S E T S	31.12.2013		31.12.2012	
NON-CURRENT ASSETS				
Intangible assets				
Intangible rights		3 824 986.55		3 754 646.36
Tangible assets				
Real estate (land)		84 093.96		84 093.96
Real estate (buildings)		2 403 795.50		2 508 178.12
Machinery and equipment		1 615 544.93		1 413 634.60
Advance payments and other incomplete procuring		453 089.95		1 154 899.87
Investments				
Real estate (land)		417 235.28		889 112.28
Real estate (buildings)		779 513.99		796 696.31
Other stocks and shares		82 469 468.64		81 668 981.96
Other long-term expenses		609 646.34		685 852.13
SELF-FINANCING FUNDS				
Securities	4 687 395.92		4 321 286.45	
Bank receivables	6 771.28	4 694 167.20	4 740.85	4 326 027.30
CURRENT ASSETS				
Stocks				
Goods		8 403 124.06		9 693 546.94
Debtors				
Long-term				
Other debtors		1 844 576.17		2 060 776.17
Current				
Trade debtors from FRC districts	305 636.25		819 002.54	
Trade debtors	5 666 400.19		5 770 086.07	
Other debtors	4 867 651.71		4 567 273.09	
Prepayments and accrued income	5 557 198.37	16 396 886.52	3 591 170.72	14 747 532.42
Cash in hand and in banks		22 469 622.39		14 299 324.52
TOTAL ASSETS		146 465 751.48		138 083 302.94
EQUITY AND LIABILITIES				
CAPITAL AND RESERVES				
Self-financing funds		4 153 852.21		4 020 642.90
Market value fund		540 314.99		305 384.40
Other funds				
Blood Service Fund		23 546 309.70		23 546 309.70
Disaster Relief Fund		11 999 765.48		12 454 844.50
Market value fund		5 183 785.76		2 290 809.21
Retained earnings	33 358 638.52		33 815 995.79	
Profit/loss for the financial period	2 186 184.07	35 544 822.59	-457 357.27	33 358 638.52
LIABILITIES				
Provision reserve		0.00		800 000.00
Long-term creditors				
Loans from credit institutions		29 114 678.61		33 238 821.45
Current creditors				
Loans from credit institutions	4 124 142.84		2 524 142.84	
Advances received	9 718 136.84		3 093 899.22	
Trade creditors to FRC districts	97 341.51		191 036.82	
Trade creditors	6 388 097.86		6 184 315.88	
Other creditors	5 099 592.60		5 739 620.71	
Accruals and deferred income	10 954 910.49	36 382 222.14	10 334 836.79	28 067 852.26
TOTAL EQUITY AND LIABILITIES		146 465 751.48		138 083 302.94

Auditor's Report (Translation)

To the Council of the Finnish Red Cross

We have audited the accounting records, the financial statements, the report of the Board of Directors and the administration of the Finnish Red Cross, an association pertaining to public law, for the year ended 31 December 2013. The financial statements comprise the balance sheet, the income statement and notes to the financial statements.

Responsibility of the Board of Directors and Secretary General

The Board of Directors and Secretary General are responsible for the preparation of financial statements and report of the Board of Directors that give a true and fair view in accordance with the laws and regulations governing the preparation of the financial statements and the report of the Board of Directors in Finland. The Board of Directors and Secretary General shall see to it that the accounts and the financial affairs of the association have been arranged appropriately and the Secretary General shall see to it that the accounts of the association are in compliance with the law and that its financial affairs have been arranged in a reliable manner.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial statements and on the report of the Board of Directors based on our audit. The Auditing Act requires that we comply with the requirements of professional ethics. We conducted our audit in accordance with good auditing practice in Finland. Good auditing practice requires that we plan and perform the audit to obtain reasonable assurance about whether the financial statements and the report of the Board of Directors are free from material misstatement, and whether the members of the Board of Directors or the Secretary General are guilty of an act or negligence which may result in liability in damages towards the association or whether they have violated the Associations Act or the rules that concern the Finnish Red Cross.

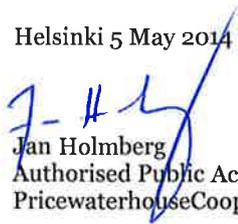
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements and the report of the Board of Directors. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of financial statements and report of the Board of Directors that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control of the Finnish Red Cross. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements and the report of the Board of Directors.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements and the report of the Board of Directors give a true and fair view of the financial performance and financial position of the Headquarters and district offices in accordance with the laws and regulations governing the preparation of the financial statements and the report of the Board of Directors in Finland. The information in the report of the Board of Directors is consistent with the information in the financial statements.

Helsinki 5 May 2014


Jan Holmberg
Authorised Public Accountant
PricewaterhouseCoopers Oy


Kirsi Kontro
Approved Auditor


Pertti Hiltunen
Authorised Public Accountant

Finnish Red Cross Governance

Council

In 2013, the Council convened twice to take decisions on statutory matters such as financial statements, discharge from liability and amount of membership fee, and also discussed, among others, the Hunger Day, SuomiAreena event, conflict in Syria and Strategic Programme for 2015-2017.

Chair Kiuru Krista
Deputy chair Nordström Ralf

Members Basilier Linda
Helin Marko
Häkkinen Juha
Jokiniemi Anna-Marja
Koivistoinen Leena
Kuokkanen Hannu
Kuusela Katja
Levijoki Juha
Lindbäck Peter
Lindholm Max
Luiro Anne
Merikallio Juhani
Neilimo Kari
Nygård-Taxell Rachel
Paajanen Heikki
Rasinkangas Jarno
Saloniemi Pia
Seppänen Seppo
Silvonen Juha
Suokas Markku
Valtasaari Saija
Viitanen Maria
Vänni Hanna

Representatives of Ministries Kaukoranta Päivi
Kerminen Päivi
Niemi Marja-Liisa
Partanen Pentti
Siitonen Simo
Voipio-Pulkki Liisa-Maria

Board

In 2013, the Board convened nine times with 151 agenda items. The financial status, activity plans and activity reports were regularly discussed. Additional items included, among others, the development of the managerial framework, forthcoming General Assembly, follow-up and assessment of the Strategic Programme, reform of the Money Collection Act, youth issues, role of the Audit Committee as well as the Code of Ethics.

President Liikanen Erkki
Vice-President Ollila Pirkko-Liisa
Rämö Eero
von Frenckell-Ramberg Christel

Members Bloigu Elisa
Harri Hannu
Metsänen Irmeli
Pietikäinen Maria
Rubini Aino
Tanskanen Alpo

Development and Personnel Committee

The Committee convened three times with 20 agenda items.

Chair Harri Hannu
Deputy Chair Bloigu Elisa
Members Carlstedt Henrik
Kainulainen Harri
Kähtävä Eira
Lumme-Tuomala Riitta
Piispanen Elina

Board of the Blood Service

The Board convened ten times with 90 agenda items.

Chair Komi Kirsi
Deputy chair Rämö Eero
Members Kronman Gunvor
Oksanen Tuula
Parkkola Kai
Saini Timo

Board of the Youth Shelters

The Board convened four times with 27 agenda items.

Chair	Ollila Pirkko-Liisa
Deputy Chair	Rubini Aino
Members	Bremer Lena Kumpula Kristiina Lounatvuori Sisko Mohamed Saido Näsi Altti

Board of the Kontti Recycling Stores

The Board convened four times with 27 agenda items.

Chair	Pietikäinen Maria
Deputy Chair	Kumpula Kristiina
Members	Kervinen Hannele Kohmo Pasi Levänen Antero Löövi Kalle Saarela Pertti

Membership and Volunteer Activities Committee

The Committee convened four times with 50 agenda items.

Chair	Rubini Aino
Deputy Chair	Metsänen Irmeli
Members	Backman Henri Levijoki Juha Peltonen Göran Reinholdt Ilse Sandell Birger Ch. Tuorila Sanna

Youth Committee

The Committee convened four times with 65 agenda items.

Chair	Rämö Eero
Deputy Chair	Lindholm Danielle
Members	Aho Minttu Juhajoki Joonatan Kymäläinen Anna Laitinen Sami Magd Noora Pesonen Jenna

First Aid and Health Committee

The Committee convened four times with 34 agenda items.

Chair	Siitonen Simo
Deputy Chair	Haikala Olli
Members	Castrén Maaret Katila Ari Kärnä Helena Määttä Teuvo Pietikäinen Maria Ruokojä Tove Saarinen Markku Silfast Tom Vertio Harri

Investment Committee

The Committee convened five times with 38 agenda items.

Chair	Kumpula Kristiina
Members	Huuskonen Susanna Syrjälä Martti Torsti Esko Väisänen Tapani

Audit Committee

The Committee convened three times with 30 agenda items.

Chair	Christel von Frenckell-Ramberg
Members	Bloigu Elisa Harri Hannu Kivistö Kalevi Neilimo Kari Nikula Pekka

Arbitration Committee

The Committee did not convene in 2013.

Chair	Liikanen Erkki
Members	Helaakoski Hannu Kumpula Kristiina Riihelä Kirsti Sandell Birger Ch.

Humanity
Impartiality
Neutrality
Independence
Voluntary service
Unity
Universality