



A HELPER CLOSE TO YOU

Annual report 2019

Adopted by the Council on 15 May 2020

Cover photo: The theme of the national Pisara 2019 preparedness exercise was scarcity of clean water. Volunteers practised, among others, water purification.

Photo: Joonas Brandt

Finnish Red Cross, Tehtaankatu 1 a, FI-00140 Helsinki, tel. +358 20 701 200

CONTENTS

Finnish Red Cross in brief	4
Activity Report	7
Introduction.....	7
Effective helping at home and abroad	8
Helping in sudden accidents and crises is based on preparedness	8
We respond to accidents and crises in a planned and fast manner and support recovery from them	9
Kontti stores as links in the chain of helping	12
Fast and effective international assistance.....	13
Help to fragile states through development cooperation	13
Help in disasters	14
Material and personnel assistance	15
Building strong sense of community and enabling wellbeing and safe living	18
We strengthen everyday safety and communities respecting diversity	18
Blood donation an important way of helping for many people	20
We promote wellbeing and health	22
We relieve loneliness and strengthen social wellbeing	23
Assistance work and voluntary activities expanded at Youth shelters.....	25
We work to support immigrants and integration	26
A brave advocate – an expert defender of humanity	28
We listen to those who need help and strengthen their voices.....	28
We defend humanity	30
An attractive and renewing volunteer organisation	32
We are a good place for members, volunteers and employees	32
Well-functioning branches take care of each volunteer.....	33
Transparency in decision-making and good governance ensure reliable helping	35
Research and development projects	35
HR development focus on wellbeing and managing	35
Effective fundraising ensures helping.....	37
Stable finances and risk management	38
Assessment of future development	39
Events after the financial period	40
Public funding in 2019	41
Use of self-financing funds in 2019	43
FINANCIAL STATEMENTS	47
Signatures to the Activity Report and Financial Statements	51
Action of Finnish Red Cross governing bodies in 2019	52

Finnish Red Cross in brief

The Finnish Red Cross (FRC) is a humanitarian assistance organisation the purpose of which is to help those in greatest need at home and abroad. It is a part of the International Red Cross and Red Crescent Movement, which provides assistance in disasters and crises in accordance with its seven Fundamental Principles. The global ability of the Red Cross and Red Crescent Movement to act is based on its neutrality and independence.

The Finnish Red Cross is one of the largest voluntary organisations in Finland. Its purpose is to protect in all circumstances life and health and to safeguard human dignity and human rights, to help the most vulnerable to prevent and alleviate human suffering, as well as to support and assist the country's public authorities in times of peace as well as of war and armed conflict.

The Finnish Red Cross helps people when disasters and accidents strike and trains them to be prepared for them. The organisation encourages people to look after their health and to take care of one another.

Governance

The highest decision-making power in the Finnish Red Cross belongs to the General Assembly, which convenes every third year. The next General Assembly will be held in 2020. The General Assembly elects the Presidents as well as the Board and the Council of the Finnish Red Cross, which lead the action of the organisation.

The Finnish Red Cross is an association governed by public law, which carries out its activities throughout the country. The organisational units comprising the Finnish Red Cross are its central administration, districts and local branches. The organisational units with their institutions constitute the Finnish Red Cross. The FRC-owned institutions, the Blood Service, Youth shelters and Kontti recycling stores, are part of Finnish Red Cross central administration. Finnish Red Cross first aid training and related activities have been concentrated in Punainen Risti Ensiapu Oy, a limited company jointly owned by the Headquarters and the districts. The Finnish Red Cross has approximately 450 local branches, whose activities are supported by 12 regional districts. The districts, the branches and Punainen Risti Ensiapu Oy prepare separate financial statements that are not included in those of Finnish Red Cross central administration.

Finnish Red Cross volunteers work in local branches. The paid employees of twelve district offices support the volunteers through regular contact, training and events. The reception centres run by the Finnish Red Cross operate under each district.

Finnish Red Cross voluntary activities and assistance work both in Finland and abroad are coordinated by the Headquarters. Its responsibilities include the development of FRC action, national collaboration with public authorities, national campaigns and international cooperation. The Headquarters is also in charge of Finnish Red Cross national advocacy work and promotes respect for its values in societal decision-making.

Activity forms

- Assistance activities in accidents in Finland
- First aid groups, event first aid and first aid training
- Friend visitor services, support to informal carers and strengthening inclusion
- Healthpoints and other health promotion
- Clubs and camps for children and young people
- Support to immigrants, reception of refugees and asylum seekers
- Restoring family links
- International disaster response and development cooperation
- Collections, campaigns and other fundraising
- Advocacy for people in greatest need
- Blood Service
- Kontti recycling department stores
- Youth shelters
- Coordination of Voluntary Rescue Service

Finnish Red Cross in figures

37 000 volunteers and fundraisers

125 000 blood donors

125 000 regular contributors

75 000 members

Fundamental Principles

Humanity

The International Red Cross and Red Crescent Movement was born of a desire to bring assistance without discrimination to the wounded on the battlefield. The Movement endeavours in its international and national capacity to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality

The Movement makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality

In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary service

It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity

There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry out its humanitarian work throughout its territory.

Universality

The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

Activity Report

Introduction

The introduction to the Activity Report at hand is written at a historically exceptional time. As a result of the global coronavirus pandemic, a state of emergency affecting daily life has been declared in Finland. The activities of the Finnish Red Cross (FRC) have also adapted to the new situation, with activities mostly moved online and run through distance communication. Volunteers continue to help locally throughout the country even if activity forms have changed. New approaches include an increased use of electronic means both in helping as well as in involving new volunteers.

The ongoing operation in the spring of 2020 shows how important the systematic building of the organisation's comprehensive preparedness is. A national exercise called *Pisara* was organised in 2019 in which local branches could practise their preparedness to help locally. An even tighter linking of all functions as parts of comprehensive preparedness is a focal area of FRC's work. Helping on the web is being developed, among others, in friend services and related contacting, and the training reform increasingly relying on online solutions is making progress. In recent years, joint action and mutual learning between FRC's domestic and international preparedness have also been increased. This work is now turning into reality as almost all countries of the world have to face the same crisis. The resources of international preparedness are in use domestically and the lessons learnt in domestic activities can be shared between the entire Red Cross and Red Crescent community.

At the time of writing, it is not known how long the exceptional circumstances will last, or what the situation will be like afterwards. What is known, however, is that Red Cross action and its long-term development has been necessary and appropriate. This work will continue.

Effective helping at home and abroad

Helping in sudden accidents and crises is based on preparedness

The response preparedness of the Finnish Red Cross is ensured through up-to-date preparedness plans. In 2019, 87% of the local branches had their own preparedness plans and the plans covered the entire country.

During the year, the template for regional preparedness planning was taken into use in nine FRC districts. Regional preparedness refers to an area covered by one district where the local branches share a common goal in preparedness and willingness to act together. The model facilitates more equal quality in response preparedness all over Finland.

Each FRC district has a valid preparedness plan for the purpose of responding to regional operations and supporting their local branches if needed. The general part of Finnish Red Cross preparedness planning describing the organisation's overall preparedness was adopted in the spring, and it is intended to be included as an introduction in the individual plans of all organisational units. To support the local branches, the general guidelines and forms of preparedness plans were also updated.

The preparedness plans were tested in several exercises. The most notable of them was FRC's national preparedness exercise Pisara 2019, which focused on scarcity of clean water. More than 200 local branches participated in the exercise, and it encouraged branches to collaborate with regional public authorities and organisations. At the same time, the role of the Red Cross in coordinating civil society organisations was strengthened at the municipal, provincial as well as at the national level. Attention was also paid to the reception of citizens willing to help and to strengthening the capacity to distribute relief items. External communication motivated people to think about their own preparedness and means to act in the event of a water crisis.

In addition, preparedness and preparations to respond to special situations such as a large-scale influx of asylum seekers were maintained and developed. The preparedness plans of reception units were updated, and the units were encouraged to take into use FRC's target state criteria for migration preparedness. The guidebook for setting up temporary shelter prepared in collaboration with the Finnish Immigration Service was updated and is ready for use.

During the year, the FRC was involved in several preparedness development projects implemented in close collaboration with various public authorities and organisations. The Volunteers in oil spill response and Oilspill projects focused on managing volunteers in collaboration with civil protection authorities. The Baltprep project, in turn, focused on interoperability between the National Societies in the Baltic Sea region and on enhancing preparedness in the Gulf of Finland area.

We respond to accidents and crises in a planned and fast manner and support recovery from them

The OHTO alert system became established as FRC's official alert channel for alert groups. The alert system's functions were especially developed for Red Cross alerting and information gathering.

At the end of 2019, the OHTO system had 3 960 trained Red Cross volunteers registered, forming 369 alert groups. Almost all FRC's active alert group members and groups were registered in the system. The registration of branch collection managers in the OHTO system was also ongoing, and alerting them was tested in connection with the Hunger Day campaign. The total number of volunteers registered through the Voluntary Rescue Service Vapepa was 9 873 and of alert groups 1 200.

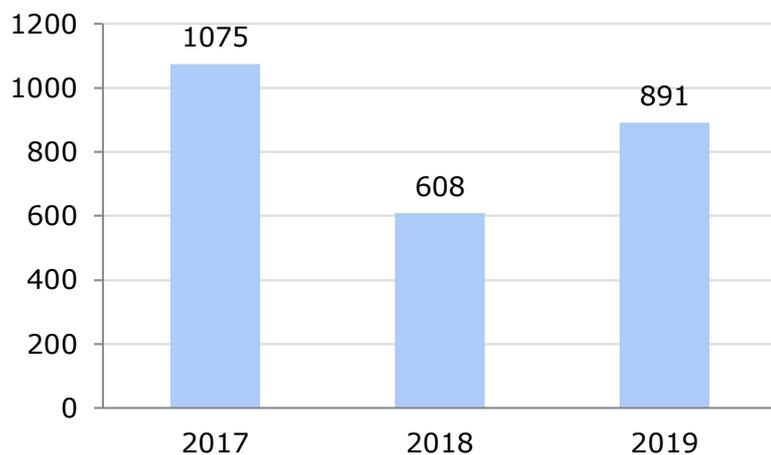
FRC districts and branches helped in 158 sudden accidents and crises in Finland. The total number of people assisted was 830. Western Finland district provided assistance the most. Domestic relief was provided more in 2019 than in 2018. The majority of the assistance incidents were fires. As an example, a block of flats known as *Keskuskartano* in the centre of the city of Pori was completely evacuated in May as a result of a fire. Altogether 20 000 euros were provided from the Finnish Red Cross Disaster Relief Fund, with 156 persons receiving Red Cross assistance.

In the reception of quota refugees, preparations were made for unexpected arrival situations and for large groups arriving at short notice. Consideration was given to the most vulnerable quota refugees both in preparations as well as in the actual reception. During the year, 891 persons selected in the refugee quota arrived in Finland, of whom 74 emergency cases. The largest group was Syrian and the second largest Congolese refugees. Trained Red Cross volunteers met the groups to be directed to various municipalities at the airport on 79 days for about six hours at a time.

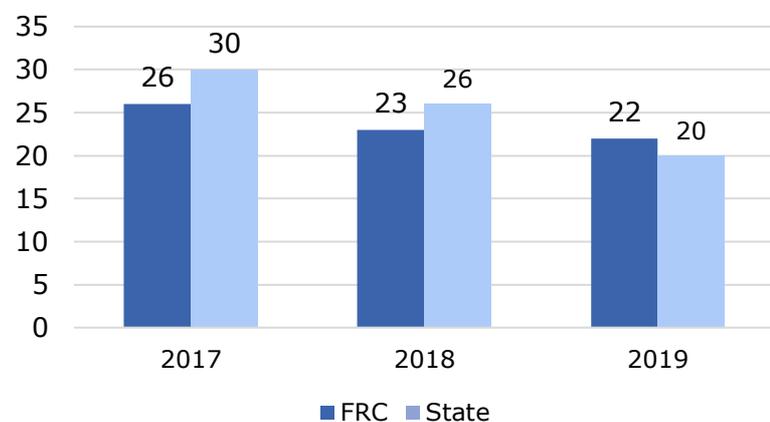
The establishment of a situation picture in operational situations was practised and developed both in connection with the Hunger Day and the Pisara 2019 exercise at all organisational levels, which contributed to an increased understanding of action in a large-scale situation. At the same time, understanding of the local relevance of comprehensive preparedness improved, of which a concrete example was the participation of volunteer friends and their contact persons in preparedness. In the Pisara 2019 exercise, an SMS system was used to test how many volunteer friends were readily available to help locally and nationally within a certain time frame.

District preparedness managers visited public authorities and municipalities to raise awareness of the action of the Red Cross and the Voluntary Rescue Service and to intensify collaboration. In the district areas, the participation of member organisations in Voluntary Rescue Service committees was strengthened. Network collaboration was emphasised in the development of branch and regional preparedness plans. The coordination duty of the Voluntary Rescue Service was enhanced by renewing the training together with the member organisations.

Quota refugees received by FRC

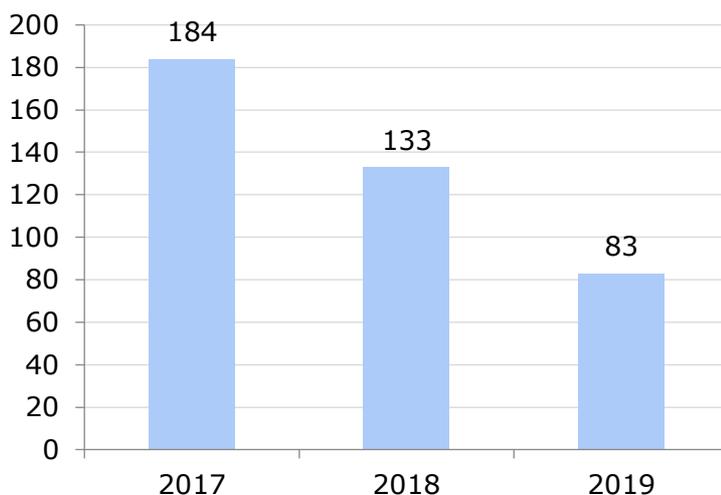


Reception centres for asylum seekers



Volunteers and trainers in psychosocial support were trained to support people recovering from accidents and crises. The first training of trainers in psychosocial support in English was also organised during the year. The basic and further training courses in psychosocial support were renewed, and a training to support volunteer friends in psychosocial support was designed. The guidelines for the refresher training day were updated to support the wellbeing of volunteers. The reform of the training programme in psychosocial support progressed as planned, observing the guidelines of the Reference Centre for Psychosocial Support of the International Federation of Red Cross and Red Crescent Societies.

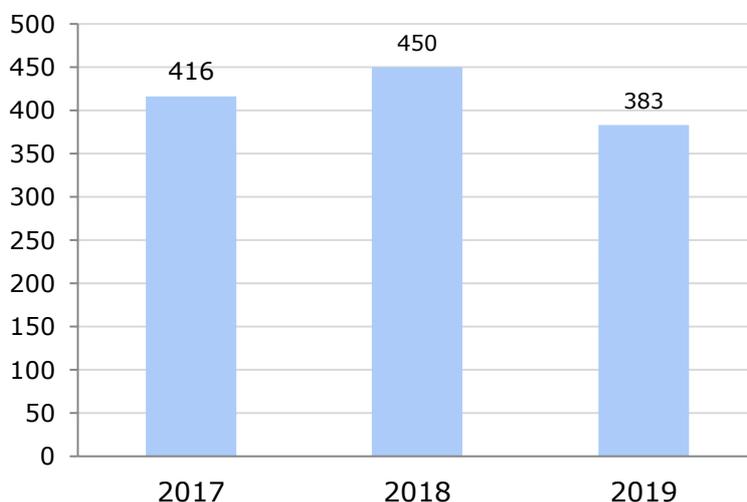
No. of new tracing requests to FRC related to searching missing persons



As part of the Baltprep project, a training event was organised to optimise and improve psychosocial support provided by the National Red Cross Societies in the Baltic Sea region. The training had 18 participants, of whom four from Finland.

In a violent attack at the Savo Vocational College in Kuopio one person was killed and ten were injured. Red Cross volunteers provided psychosocial support to the shocked persons and community members affected by the incident. The total number of people met was about 400. Thirteen psychologists from the FRC Emergency group of psychologists took part in the assistance duties in collaboration with the local authorities and also took care of tasks related to supporting the volunteers and their wellbeing.

Voluntary Rescue Service assistance duties



Kontti stores as links in the chain of helping

Kontti recycling department stores are part of the chain of helping needed in sudden situations. The most significant domestic assistance operation was in connection with the major fire in Pori when clothing was supplied to the victims from the Kontti store immediately during the night of the incident. The Kontti store also assisted Satakunta district in receiving goods donated to the fire victims.

The Kontti store in Turku moved to a new location in Länsikeskus and attracted a lot of new customers. Both customers and staff enjoy the more spacious premises. The Kontti store in Kuopio moved closer to the city centre. Almost all Kontti stores have moved to new premises at least once. The moves always provide a good opportunity for renewing the stores to respond the customers' changing needs.

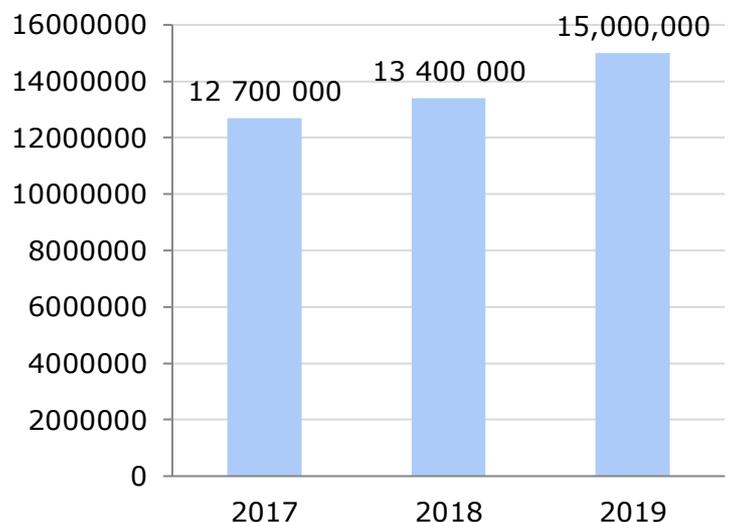
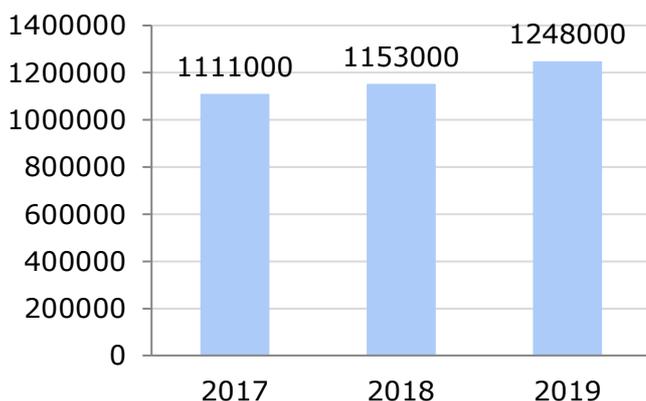
The sales volume of Kontti stores rose to a record high figure of approximately 15 million euros. The number of customers also climbed to 1.25 million, showing an increase of eight per cent from the previous year. The growth in sales enables an improved operational result and fundraising for assistance work.

The chain continued its strong focus on employment activities. Annually Kontti stores offer almost 1 400 long-term unemployed people an opportunity to enhance their employment capacities. The effectiveness of employment activities further improved, with a growing number of people finding a new job or place to study with Kontti's help.

Two thirds of the Kontti result is directed to assistance work in Finland and one third to FRC's Disaster Relief Fund. In addition, textiles are forwarded to the FRC Logistics Centre for clothing aid in disaster and crisis areas.

Kontti stores turnover, euros

Kontti stores customers



Fast and effective international assistance

Help to fragile states through development cooperation

The Finnish Red Cross carried out development cooperation by supporting the long-term programme work of its Sister Societies with a total of 6.5 million euros in 14 countries. Ten of them were situated in Africa (Burundi, Côte d'Ivoire, Ethiopia, Niger, Malawi, Kenya, Sierra Leone, South Sudan, Somalia and Zimbabwe) and four in Asia (Cambodia, Afghanistan, Nepal and Myanmar). The implementation of the development cooperation programme was supported through funds raised to FRC's Disaster Relief Fund, the civil society support from Finland's Ministry for Foreign Affairs and EU development funding.

The goal of programme cooperation in the different countries was to strengthen the resilience of vulnerable individuals and communities to disasters and crises by building healthier and safer communities through Red Cross volunteer action. The work focusing on health, disaster preparedness, water, livelihoods and disaster risk reduction supports the UN 2030 Agenda for Sustainable Development and is firmly based on local community action through Red Cross branches. In addition to the National Society programme partner countries, the Finnish Red Cross used collected earmarked funds to support climate change related water and food security activities of the Red Cross and Red Crescent in Tajikistan and Swaziland (Eswatini).

The geographical focusing of the programme was continued on least developed and fragile states that often also suffer from recurring disasters or protracted conflicts. In fragile states the humanitarian needs are great and the attainment of the development goals is challenged by conflicts and disasters, epidemics, food insecurity and drought.

The effects of climate change further increase the need for humanitarian aid in many countries and slow down the attainment of sustainable development goals. The added value of the Red Cross and Red Crescent Societies as auxiliaries to their public authorities and as actors complementing public services is highlighted in fragile states even more than earlier. Their operating environment also presents greater risks for both the action and its security, which hampers the reach of development cooperation to the most vulnerable groups. In 2019, the aid supported by the Finnish Red Cross combined humanitarian aid and development cooperation in, among others, Afghanistan, South Sudan, Ethiopia, Niger and Somalia. Support was increasingly targeted at Africa, with 71% of development funds directed there.

New focus areas in the programme included, among others, emphasis on sexual and reproductive health services in mother-and-child health programmes as well as utilising mobile technologies in both forecasting and monitoring epidemics. In disaster preparedness, the focus was on risks caused by climate change, novel ways to mitigate and prepare for them as well as integrated approaches to disaster preparedness planning. The programmes put special emphasis on reaching disabled people and on their inclusion in cooperation with Abilis Foundation, as well as on the fulfilment of gender equality in Red Cross work.

The year was also relevant in terms of learning. The Finnish Red Cross commissioned several external evaluations of its programme cooperation and also conducted self-assessments of its performance as a long-term partner of its Sister Societies. Efforts were made to enhance accountability, transparency, risk management and the prevention of all forms of misuse both through policies and processes as well as through continuous staff education. The dozens of FRC delegates working in the long-term programmes played a key role in preventing and monitoring risks and in enhancing the risk management capacities of the partners.

Help in disasters

Finnish Red Cross Emergency Response Units (ERUs), material preparedness and personnel reserve are ready to help in disasters in Finland and abroad. In 2019, the FRC provided humanitarian aid with funds from FRC's Disaster Relief Fund, Finland's Ministry for Foreign Affairs (MFA) and ECHO, the EU European Civil Protection and Humanitarian Aid Operations.

Major disaster response operations included the deployment of the Field Communication Unit (FCU) and field hospital to Mozambique after Cyclone Idai, participation in the Al-Hol hospital operation of the International Committee of the Red Cross (ICRC) in Syria as well as the deployment of the Logistics and IT/Telecom ERUs to support operations management in the Bahamas after Hurricane Dorian. The hospital operation in Bangladesh assisting refugees from Myanmar was completed at the beginning of 2019 and the hospital with its equipment was handed over to the Bangladesh Red Crescent Society.

Supported by Finland's Ministry for Foreign Affairs humanitarian aid, disaster response operations of the International Federation of Red Cross and Red Crescent Societies (IFRC) and the ICRC were assisted in, among others, Ukraine, Syria, Lebanon, Somalia, South Sudan, Niger, Uganda, DR Congo and Ethiopia. In addition, humanitarian aid was provided to the severe Southern Africa drought in Zimbabwe and Eswatini. As a continuation to the successful operation, the European Union contributed through the Finnish Red Cross in October a significant five million euro support to the food security crisis in Zimbabwe.

The FRC also maintained preparedness to assist public authorities in helping Finnish people abroad. The national MedEvac exercise was organised at Tampere-Pirkkala Airport together with the MFA Consular Services, Ministry of Social Affairs and Health, HUS Helsinki University Hospital and Vantaa Social Emergency and Crisis Centre. The exercise improved collaboration for the medical evacuation and assistance of Finnish people from an accident abroad. In addition, a pledge focusing on developing the reception of international aid and the use of Emergency Response Units in Finland was prepared for the International Conference of the Red Cross and Red Crescent together with the Ministry of the Interior.

A tabletop exercise was organised for the National Societies of the Arctic region as a part of the Arctic Disaster Management Project that has been ongoing since 2017. The project is funded by the Ministry for Foreign Affairs and implemented in collaboration with the Finnish Border Guard. The project also published an Arctic and Extreme Cold Preparedness Training Module. A Regional Disaster Response Team training and training in psychosocial support were organised in the Baltprep project enhancing preparedness and response capacities in the Baltic Sea region. The trainings had a total of 40 participants from eight National Societies from the Baltic Sea region. In addition, an analysis of the Baltic Sea National Societies' preparedness and collaboration with civil protection authorities was completed.

Material and personnel assistance

Aid despatched from the Logistics Centre in 2019:

Resource	Target
Field hospital	Mozambique
Telecom ERU	Mozambique
Relief supplies (blankets, tarpaulins, kitchen sets, sleeping mats)	Mozambique
Field hospital	Syria
Logistics ERU	Bahamas
Shelter and hygiene materials	Uganda
Shelter and hygiene materials	Niger
500 tents	Afghanistan
Clothing	Tajikistan and Mongolia twice

Red Cross Emergency Response Units (ERU) are deployed to help victims of conflicts or natural disasters when help is needed fast and the crisis exceeds the response capacities of the operating National Society.

The Logistics ERU continued to operate in Indonesia and got support from the FRC Logistics Centre. Cyclone Idai caused devastation in Mozambique, and a field hospital was deployed there together with the Canadian Red Cross. A Telecom ERU was also deployed to Mozambique. A field hospital was deployed to the Al-Hol refugee camp together with the ICRC and the Norwegian Red Cross. The fifth ERU operation was the deployment of a Logistics ERU to the Bahamas hurricane operation in cooperation with the Danish Red Cross.

The procurement of materials for ERU operations as well as the packing, storage, despatch, development and technical support are among the services provided by the Logistics Centre in Kalkku, Tampere. FRC's evacuation hospital and centre were set up at Tampere-Pirkkala Airport for the MedEvac exercise. The evacuation centre was developed and tested also in several other domestic exercises.

A logistics unit was established at the Logistics Centre as well as a procurement unit, which supports procurement for both FRC's national and international action. An ERU coordinator began to work at the Centre to develop the ERUs. The Finnish Red Cross also took part in organising IFRC's ERU trainings.

The number of Finnish Red Cross delegate contracts totalled 228 in 2019. FRC's international personnel reserve enabled personnel support to partner National Societies both in disaster response operations and in long-term development cooperation projects.

Four logistics experts worked in the operation in Indonesia. The number of delegates working in the Idai operation in Mozambique in, among others, health care, IT and communications duties was 27. A total of 19 delegates of different professional fields worked at the Al-Hol camp in Syria. The number of delegates sent to assessment and logistics duties to the Bahamas was 16. Nine delegates worked in the food security operation in Zimbabwe.

Several delegates were seconded to work in IFRC's Field Assessment and Coordination Teams. A total of 25 delegates worked for FRC's Field Communication Unit and in IFRC's communication duties. Finnish Red Cross delegates worked in ICRC operations in, among others, Afghanistan, Iraq, Israel, Lebanon, Nigeria, South Sudan, Uganda and Ukraine.

The personnel needs of long-term development cooperation were responded to as planned in Africa, Asia and the Middle East to strengthen the capacities of partner National Societies.

In the EU Aid Volunteers project the Finnish Red Cross trained and sent 18 delegates to missions in the Philippines, Kenya, Nepal and Ukraine. The project also successfully piloted the mentoring of delegates on mission.

During the year, the international personnel unit of the Headquarters organised a total of 29 training events for the international personnel reserve: four IMPACT basic training courses, one youth delegate course and 24 further training events. A total of 124 new reserve members attended the basic training and 32 the youth delegate training. The numbers of participants in other further training courses was 668.

The total number of persons trained was 824, of whom 126 were from other National Red Cross and Red Crescent Societies. One of the highlights of the trainings was the Emergency Team Leader Training focusing on disaster situations, organised in cooperation with the IFRC. Furthermore, the international personnel unit provided support services for, among others, IFRC's advanced level Shelter Training and Global Logistics Training. The trainings emphasised the Protection, Gender and Inclusion theme. A dedicated training was organised on the topic, and the PGI theme was included in the basic and further training courses.

Members of the international personnel reserve also participated in training events of the Red Cross and Red Crescent Movement abroad. On top of the basic training courses, 63 delegates participated in IFRC's further training.

Four youth delegates were on mission in Malawi during the year. Young volunteers took part in international camps organised by the Austrian Red Cross and the Turkish Red Crescent and in youth events organised by the German Red Cross under the themes peaceful solutions to conflict as well as refugee issues and friendship. Four young people also participated in Erasmus+ youth exchange focusing on the consequences of climate change organised by the Latvian Red Cross.

The Headquarters supported international youth activities in FRC districts as well as international action of FRC's national youth committee mainly through funds from the Folke Bernadotte foundation. In addition, in the YOULEAD project launched through a Partnering for Youth initiative, young people designed and implemented youth leadership training in cooperation with the Kenya, Côte d'Ivoire and Zimbabwe Red Cross Societies. The project was implemented through Erasmus+ funding.

Building strong sense of community and enabling wellbeing and safe living

We strengthen everyday safety and communities respecting diversity

The Finnish Red Cross is present in local communities and in people's daily life and encourages all to act to promote wellbeing among their family and friends. Active measures by the local branch build and develop citizens' capacities to act independently also in accident situations.

The domestic and leisure accident prevention network coordinated by the Red Cross continued its work through means of communication. The *Pysy pystyssä* (Stay on your feet) and accident day campaigns reached approximately two million people of working age. The so-called safety coaches delivered messages about domestic and leisure accidents and their prevention to more than 1 000 people.

The themes for the Red Cross week in May were first aid skills and everyday safety. Parents and children were able to practise helping skills together in the new helper course for families with children. The volunteers considered the course contents good, and the courses will be continued.

The Red Cross continued its involvement in the Water Heroes project, which mainly trained children of primary school age. FRC branches have cooperated locally with reception centres and a new initiative was Water Heroes trainings for reception centres.

The *Pärjätään yhdessä* (Coping together) project implemented in 16 municipalities in Satakunta and Lapland districts promoted the work of civic organisations and encouraged people to self-preparedness. New helpers got involved especially in sparsely populated areas where the resources of public authorities are limited and society's services scarce. The project networks have become established and have developed local and personal ways to act. For example in the Satakunta municipality of Lavia, the *Laviaforumi* network has introduced its annual barbeque event to remind decision-makers of Lavia's existence and to increase its appeal.

First aid group activities and event first aid services were developed in the course of the year nationally, and the measures of the development plan will be implemented as a joint effort of the local branches, districts and Headquarters.

The development of youth first aid group activities was launched with a questionnaire sent to the district youth and health care officers. The responses indicate a need for standard guidelines for planning the group activities and for establishing new groups. The guidelines will be compiled during 2020 together with volunteers working with young people.

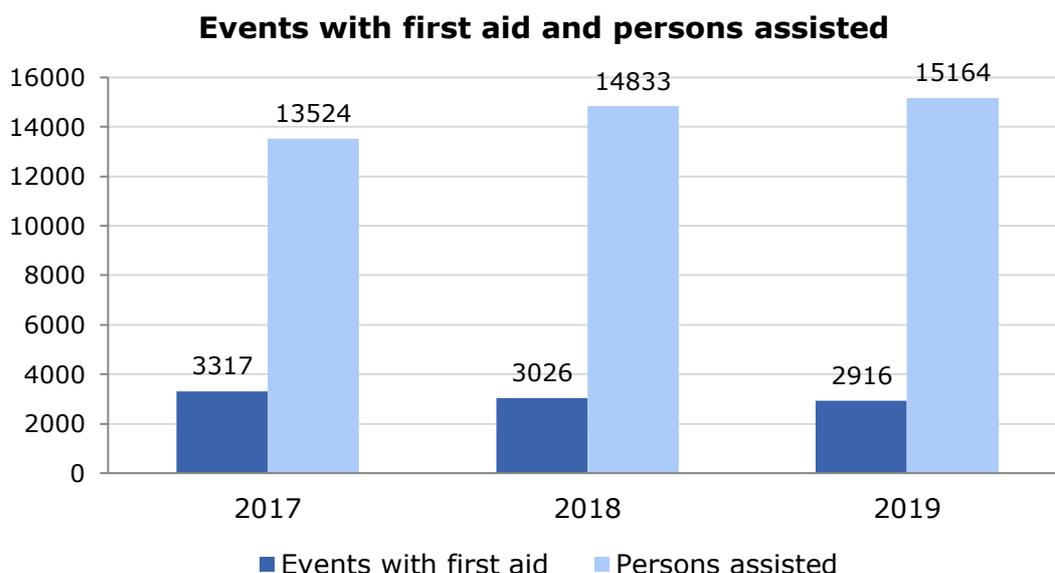
The InAction! – Good guys act – game-like emergency first aid training courses aimed at 8th graders was organised in seven Red Cross districts for more than 3 000 young people. Of the approximately 700 youth that gave feedback, 92% felt that their own first aid skills had improved as a result of the course. In the future the goal is to offer first aid training to as many young people as possible.

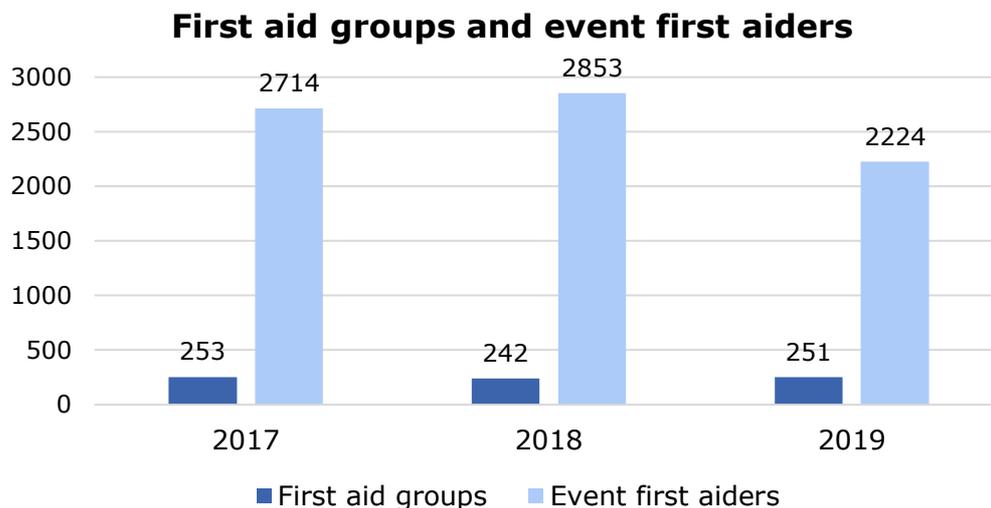
First response activities were developed together with the Finnish Lifeboat Institution and the Finnish National Rescue Association SPEK. Training materials were also updated together. The Red Cross was responsible for running the joint first responder training of trainers.

The first training of trainers in ski slope patrolling was organised, and the *Hupsis* database for event first aid was taken into use. Furthermore, the integration of *Hupsis* and *Oma Punainen Risti* information systems was developed in a manner that, for example, allows first aid group members to access *Hupsis* through *Oma*.

FRC's first aid company Punainen Risti Ensiapu Oy started a reform of first aid trainings. Multiform trainings and certification of first aid trainings are important steps for the Red Cross and partner trainers in pioneering in first aid training.

The first aid and health expert group convened four times. Distinctions in first aid were awarded to 19 persons, with resuscitation as the most common merit.





Blood donation an important way of helping for many people

Blood donors were available well throughout the year, and with their help the Blood Service was able to secure the supply of blood products to all Finnish hospitals every day of the year.

The Blood Service manages the supply of blood products all over Finland in a centralised manner. The operations include organising blood donations and collecting blood as well as testing donated blood, manufacturing blood products and distributing them to hospitals. The Blood Service supports patient care also through laboratory tests and cell services and conducts scientific research.

As in previous years, the supply reliability of blood products remained excellent throughout the year and the donated blood was utilised efficiently. The number of red blood cell products delivered for patient care was about 190 000 and of platelet products (thrombocytes) nearly 32 000. The use of blood products in hospitals decreases due to development in treatment methods. The use of red blood cell products decreased by less than one per cent in comparison with the previous year, and of thrombocyte products by about five per cent.

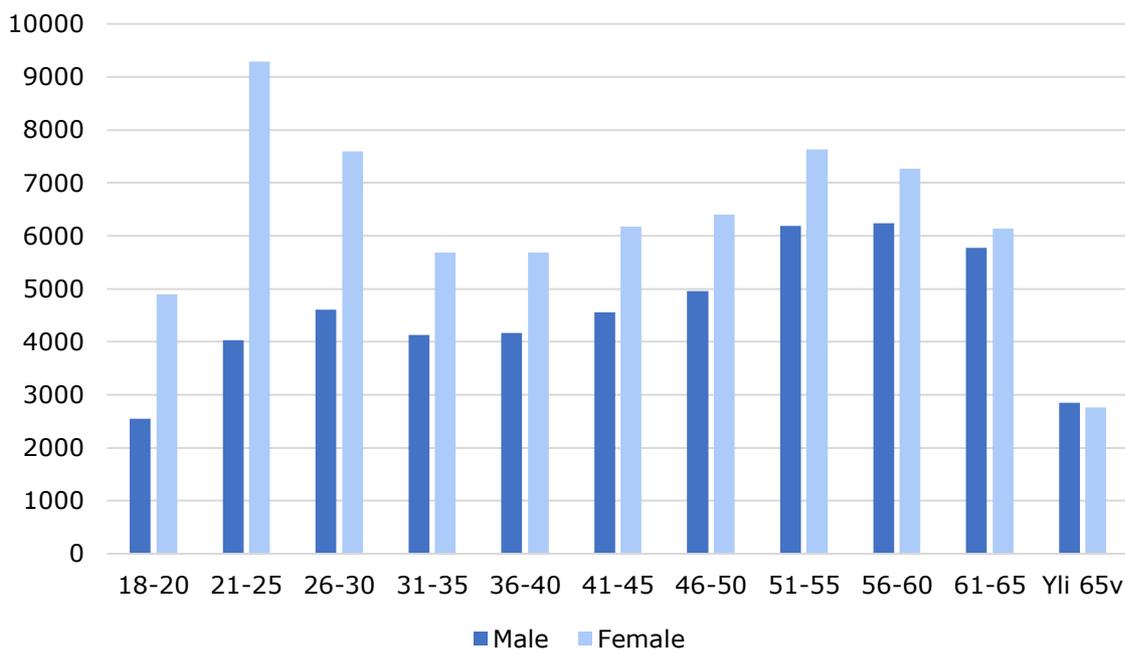
During the year, more than 198 000 units of whole blood were collected at Blood Service centres and at the 1 180 blood donation events of the mobile operations. A total of almost 125 000 different persons arrived to donate blood, almost 19 000 of whom were new.

The Stem Cell Registry hosted by the Blood Service supplied 126 grafts for the treatment of severe blood disorders. More than 5 000 new members joined the Stem Cell Registry. At the end of the year, the Registry had over 52 000 members.

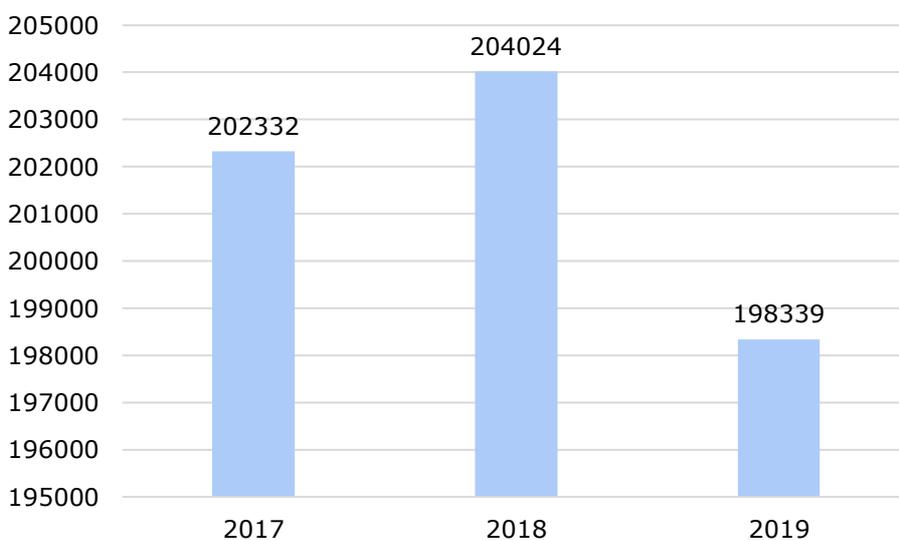
The Board of the Finnish Red Cross adopted the Blood Service’s new research and development strategy. The aim in R&D is to assess and develop the quality, safety, availability and effective use of current and future products and services as well as the efficiency of the service chain. During the year, Blood Service research staff published 26 peer-reviewed scientific publications. The Board decided to create an independent fund of the surplus of previous years to enable support to research activities.

The lease agreement of the Blood Service’s main premises at Kivihaka in Helsinki expires at the end of 2022. In September 2019 a decision was made to relocate the main place of business to new premises being built in Vehkala, Vantaa in the autumn of 2022.

Blood donors by age groups



Whole blood donations



We promote wellbeing and health

In health promotion, the key themes were brain health, substance-induced health problems and accident prevention. Volunteers were trained to identify and take up risks and health problems as well as to give advice and, if necessary, to guide the clients they meet to services. Dealing with the substance topic in voluntary work increased and became more diversified.

The Red Cross began the training of trainers in health promotion, in which the participants specialise in health advice or substance work. The training also pays attention to topics related to health inequalities.

FRC's Healthpoints served in environments of daily life, and volunteers of alcohol, drug and sexual health work at festivals, among others. Start-up and complementary kits were made available for Healthpoints in FRC's online store, which contain health advice materials in Finnish and Swedish. FRC's Pluspoints performed HIV tests, provided reliable sexual health information and dispelled fears about the virus.

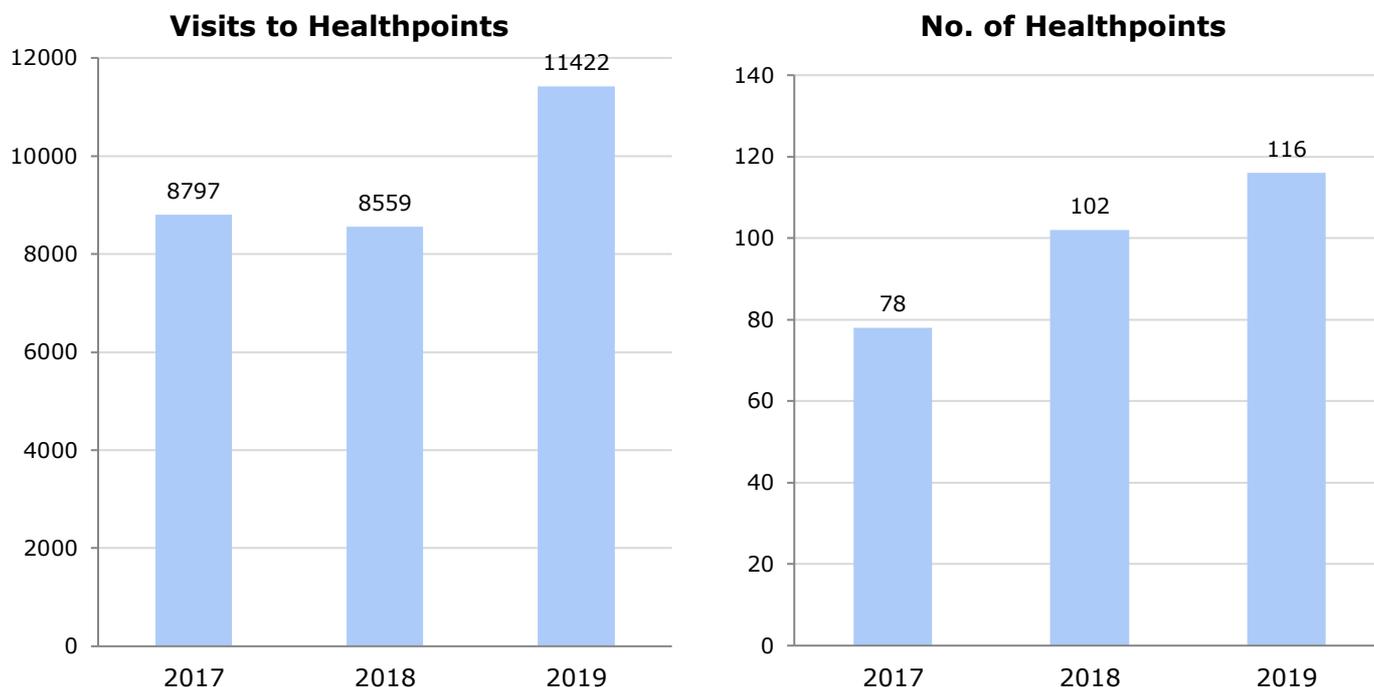
Sending newsletters to health promotion volunteers was started to provide information about the health promotion programme, current events and future trainings and to give tips on promoting health and reducing accident risks. New Healthpoint concepts were brainstormed in cooperation with students and the gathering of monitoring information about health promotion activities was developed. Tools for the collection of digital monitoring information were tested in the pilot districts and will also be taken into nationwide use later on.

Inclusive action related to food aid was tested in Satakunta, Oulu and Lapland districts. Means and activity forms were discovered with the help of which FRC's volunteer friends can increase vulnerable peoples' experiences of social wellbeing and inclusion.

The Headquarters organised 38 health promotion training events for volunteers on drug and alcohol work, sexual health and accident prevention. A total of 616 volunteers participated.

During the year, safety coaches organised nearly 50 information sessions or events all over Finland. They had about 1 100 participants, most of whom, over 70%, were above 60 years of age. In drug and alcohol work, approximately 150 representatives of authorities and partners were trained. The accident prevention network organised a joint seminar for the network employees and volunteers. Of the participants 95% considered that the seminar motivated them to promote falls prevention, and 75% felt that the seminar gave them new methods to preventing falls.

FRC's health promotion was showcased at national events and fairs, including the Educa Fair, Nuori2019 youth work event, Nursing Congress and Exhibition as well as Substance Congress and Exhibition.



We relieve loneliness and strengthen social wellbeing

The 60th anniversary of Finnish Red Cross friend services was celebrated in May. The President of the Republic sent his message to the occasion thanking all volunteers involved in friend activities and reminded the audience about the importance of taking others into consideration.

The role of friend volunteers in preparedness was strengthened during the year. A special training course on psychosocial support was designed for friends, their role in relation to comprehensive preparedness was clarified and their preparedness identity enhanced on friend training courses. Friend contact points took part in the Pisara 2019 preparedness exercise.

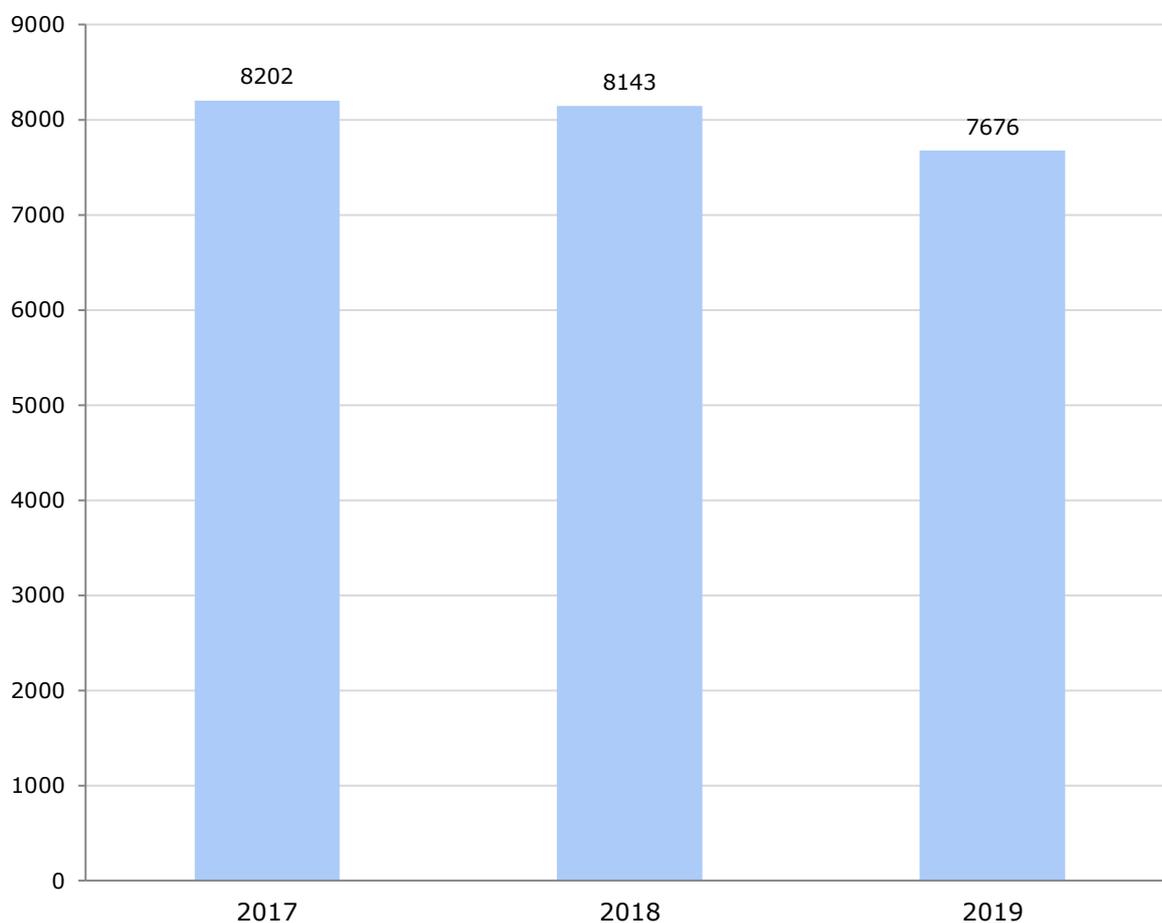
The utilisation of the electronic friend contact system expanded, with the number of electronic contact services currently at 140. Support for contact persons was developed, materials were produced and a national event was organised for them. A group of contact persons was also set up for online friend services.

Lonely people were reached through versatile activity forms. Further training was designed for friends in one-time assistance, online friend services and in community-based prison activities. Materials for outreach work were tailored for use and easily accessible meeting points were opened for elderly people in Lapland, Western Finland and Åboland district.

The impact assessment commissioned from the Rehabilitation Foundation and targeted at clients of FRC's friend activities showed that this type of voluntary work significantly relieves loneliness and improves quality of life. Friend activities reach well out to people experiencing loneliness, and those in greatest need also benefit from the activities the most.

A survey was also conducted among informal carers and their family members. In the opinion of the respondents, participation in peer groups considerably improved the wellbeing of informal carers and facilitated their coping. A letter to the editor was prepared on the basis of the survey, which was published in more than 30 provincial and local newspapers during the informal carer week.

Volunteers in friend visitor activities



Assistance work and voluntary activities expanded at Youth shelters

At Youth shelters, the year was filled with development of assistance work and voluntary activities. Young people and their families were met and helped not only at the shelters but also in young people's daily environments and online. This lowered the threshold to seek help and opened new opportunities for the young to join the shelter activities.

The assistance work of Youth shelters as a whole was assessed and developed from the perspective of fulfilment of equality, which deepened the staff members' and volunteers' understanding of the diversity of the young and families. The needs for support among the young and their immediate communities vary in different phases of life. In 2019, in addition to helping underage young people and their families, a special focus was on developing support to young people growing towards independence through dedicated *Kotipolku* activities. The activities are based on young people's own inclusion and close collaboration between municipal and NGO actors and they have significantly enhanced the resources and competence of the shelters in supporting the young in the diverse paths towards independent coping.

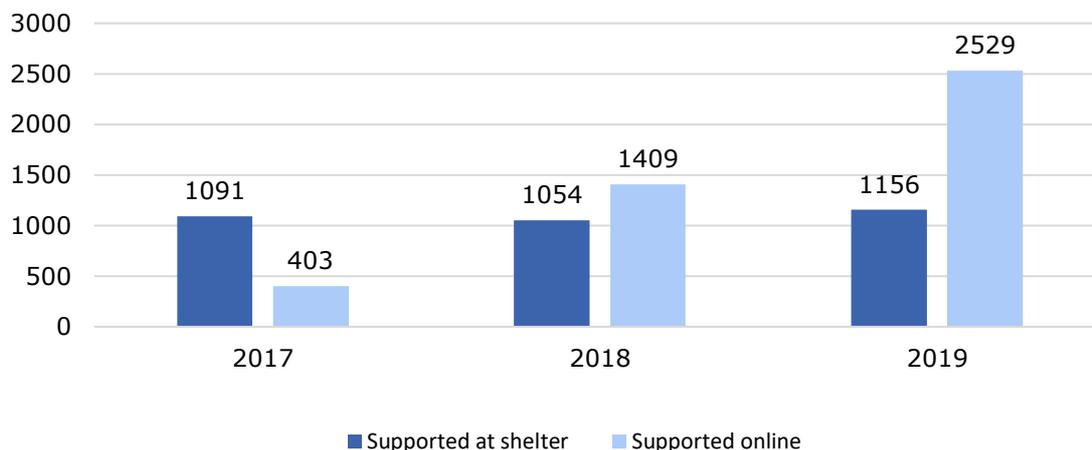
A major step was taken in meeting and supporting young people online. The role of the Youth shelters in the *Sekasin* chat offering online support to the young nationwide grew as the Youth shelters took on to coordinate the chat together with MIELI Mental Health Finland and the Mannerheim League for Child Welfare. Online assistance work provides volunteers the opportunity to participate in helping young people all over Finland, regardless of their place of residence. Together with MIELI, a web training and counselling for online helpers was designed and has been available regularly since the autumn. Digital family work was also piloted during the year. Meeting and supporting families online offers the families as equal opportunities as possible to be in the reach of help.

The role of Youth shelters in Red Cross overall psychosocial preparedness was defined more accurately. The background for the specified cooperation is the shelter staff members' multi-professional psychosocial competence especially among young people and families, as well as the on-call nature of the work.

The quality of assistance and voluntary activities and management of the work at Youth shelters are based on a strong foundation of knowledge. In 2019, information gathering as a whole was reformed to respond to renewing activities and helping environments. In addition, research collaboration was engaged in with the All Youth research project of the Academy of Finland, in which an extensive interview material was collected among young adults in 2019. A documentary musical based on artistic research was produced of the life stories of young people at the shelters. It premiered in Central Finland in the spring. The collaboration will continue in 2020.

The renewed ways of helping and environments created opportunities for expanding forms of volunteering. In addition to on-call service at the shelters, volunteers worked as support persons in the young people's daily lives, as online volunteers and in communication and advocacy work. Approximately half of the over 500 volunteers participating in the shelter activities in 2019 were below the age of 29.

Young clients of Youth shelters



We work to support immigrants and integration

In 2019, approximately 150 local branches were engaged in action to support integration or anti-racism action. Friend activities in their various forms as well as language clubs and open meeting points offered important support in the early phase of integration. The activities had a positive impact on the attitudes locally. Good relations between the populations ease tensions and push the integration process forward.

A record number of events (152) for which the Red Cross was fully or partly responsible were organised during the anti-racism week. The Red Cross produced new training modules, and the new basic course in integration support targeted at volunteers was completed. The forms of integration support are already well utilised and known in branches and are part of their established range of activities. The next step will be to continue with the design of new, lighter activity models and their marketing.

The networks coordinated by the Red Cross, the NGO network for reception and integration support as well as the *Paperittomat* (undocumented) met regularly during the year. Active regional network collaboration was also conducted within the framework of the Immigrant programme.

The ability and preparedness to work with undocumented migrants improved throughout the organisation as expertise, cooperation and exchange of information increased, and undocumented migrants were reached better than before. Comprehensive guidelines were prepared for the work of the local branches to support undocumented migrants. The training materials for volunteers were updated, and protection was included in them as a new theme. Volunteer trainers were also given training in the undocumented migrants topic.

Protection-based modes of action were enhanced in the psychosocial support offered in detention units, and monitoring procedures were agreed on with the Finnish Immigration Service.

Reception centres were given training on the changes in the Aliens Act, asylum procedure, legal protection of asylum seekers, residence permits and termination of reception services either through distance learning or on site. Online meetings were organised to facilitate peer learning and sharing of best practices for five personnel groups of reception centres: instructors, managers of volunteers, language teachers, benefits officers and legal advisors.

Small-group working was taken into use between the directors of reception centres and Headquarters reception coordination.

The Red Cross skills assessments for asylum seekers were discontinued and the assessments were gradually replaced by the Finnish Immigration Service's system.

A brave advocate – an expert defender of humanity

We listen to those who need help and strengthen their voices

The introduction of Microsoft 365 cloud services and tools was supported through a dedicated project to improve cooperation and findability of information. The workshops had participants from all units of the Headquarters as well as from Varsinais-Suomi district, Kontti chain and the first aid company Ensiapu Oy.

FRC's focuses of action were strengthened through campaigns.

Friendship Day 14 February 2019

During the week of the Friendship Day, experiences and effects of loneliness were discussed, new volunteers were invited to take courses and friend activities were introduced to people hoping to get a friend. The campaign consisted of events organised by the local branches, national and local communication as well as national marketing communication. The 'Learn to know a stranger' event concept was piloted in four districts. The campaign utilised the survey conducted among volunteer friends that showed that elderly people living alone benefit the most from a friend's support. Through targeted marketing, the contact information of 2 200 people interested in the activities was collected.

Anti-racism week 18–24 March 2019

The anti-racism week campaign gained good media visibility and its social media posts were among the year's most liked and shared contents in social media: the Facebook posts reached 196 400 users and got 12 500 reactions.

Red Cross week 6–12 May 2019

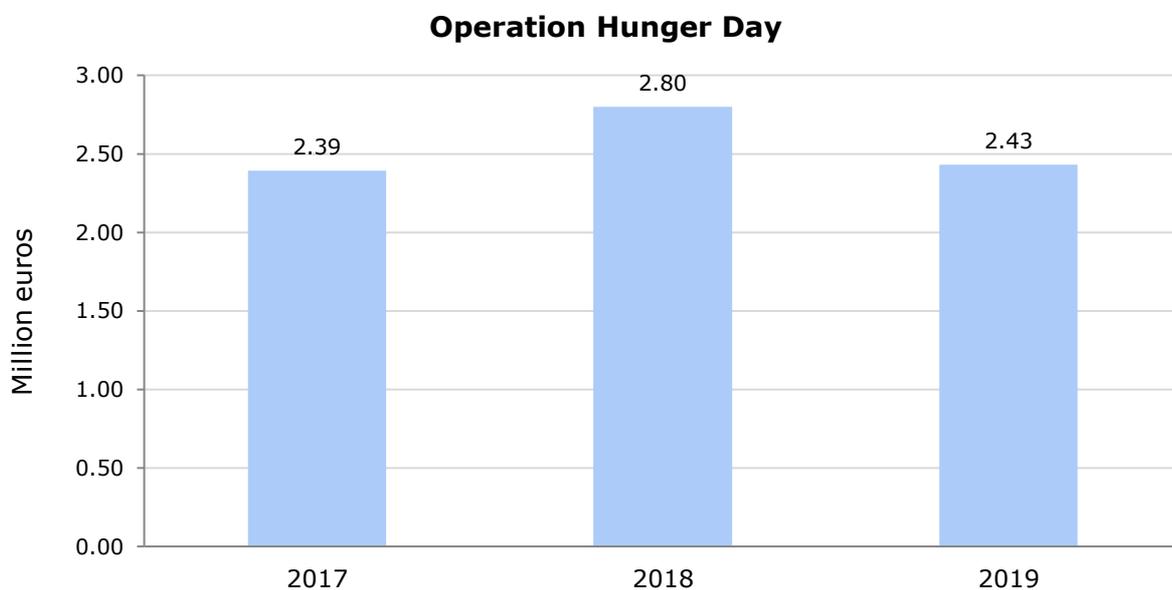
During Red Cross week, children's parents were targeted to think about the safety of their home and to strengthen the first aid skills of the entire family. A material package was developed for local branches to be used in helper courses focusing on families with children. The branches organised a total of 44 events.

A survey was conducted on first aid themes for communication purposes. In addition, a new first aid video and an online everyday safety test were produced. The week gained visibility also through payable advertising and blog collaboration and it was displayed in S Group's own media, such as in a celebrity interview published in *Yhteishyvä* magazine's channels and table flyers produced to all ABC service stations.

Hunger Day 26–28 September 2019

The Hunger Day box collection was organised 26–28 September. The campaign theme was scarcity of clean water. The water bucket installations constructed by the local branches demonstrated the fact that every day 33 children die as a result of lack of clean water. In addition, the campaign told about Red Cross assistance in fires.

During September and October, the Hunger Day raised over 2.43 million euros to FRC's Disaster Relief Fund. Almost half of the funds were raised through the box collection, which mobilised about 13 000 voluntary fundraisers in the streets. An increasing number of branches took on card payment and MobilePay to support box collection. The yield of the novel channels is still small but the speed of growth is promising. More than 1 000 schools participated in the Hunger Day school collection.



Good Christmas Spirit 21 November – 24 December 2019

The Christmas collection of the Finnish Red Cross and the Mannerheim League for Child Welfare was organised together with the national broadcaster Yle's morning TV for the 23rd time. In 2019, the organisation in charge was the Red Cross.

The campaign raised funds for gift vouchers for families with children with limited means and raised discussion about poverty in families with children. The communication focus was on the impact of poverty on the children's future. The phenomenon was assessed through a survey, to which more than 100 social welfare and health professionals responded. The campaign raised 1.7 million euros, enabling the distribution of gift vouchers with a value of 70 euros to over 28 000 families with limited means. The campaign partners were K food stores, Lidl and S Group stores.

Other campaign and theme days

In addition to the main campaigns, interested local branches were supported operationally and through communication in other campaign days, which in 2019 were the following:

- World Health Day 7 April
- National accident days on Friday the 13th, i.e. 13 September and 13 December
- World Humanitarian Day 19 August
- World First Aid Day 8 September
- International Volunteer Day 5 December

We defend humanity

The Finnish Red Cross issued 18 statements on government bills and on other requests made by the Ministries and Committees of Parliament and prepared statements on topical issues. Meeting cards of the People, Simply campaign of the Finnish Red Cross, Finn Church Aid and Amnesty International Finland were sent to new Members of Parliament and Members of the European Parliament. The People, Simply campaign's methods encouraging compassionate encounters, listening to others and sharing one's stories reached at least 150 000–200 000 Finns. The methods included meeting cards, meeting cafés, digital video storytelling as well as social media posts.

The year marked the 70th Anniversary of the Geneva Conventions, and the Finnish Red Cross, together with the Foreign Affairs Committee of Parliament and the Ministry for Foreign Affairs, organised a cross-disciplinary seminar on the role of humanity at war from the perspectives of international law and politics as well as of ethics and modern technology.

Information about international humanitarian law was also distributed by digitalising the educational material aimed at upper comprehensive schools and the sixth form in Finnish and Swedish. Educational materials on refugees, climate change, equality and first aid were renewed and new school visitors trained. The Red Cross also participated in teachers' seminars and the Educa Fair.

Young people's influencing communication was piloted together with a volunteer group of Climate influencers and a social media influencer. Influencer collaboration enabled participation in climate change discussion, and thousands of young people interested in Red Cross values were reached through channels they use.

The FRC commissioned a study concerning the competencies of asylum seekers as a resource in society from the University of Eastern Finland, in which a total of 2 000 asylum seekers' skills assessments were analysed. The results of the study were covered by all major media in Finland. FRC's online news article on the study has been referred to in the media many times even after its publication.

National communication training for volunteers made progress as a part of FRC's new training system with two training modules on communication: the fundamentals of local branch communication and use of social media in the local branches. The contact persons appointed from districts were trained and volunteer trainers were selected.

On the proposal of the Board of the Finnish Red Cross, the President of the Republic awarded 58 Gold, 86 Silver and 161 Bronze Medals of Merit. The Board further awarded four Badges of Merit. The Humanitarian Gesture recognition awarded by the Board of the Finnish Red Cross was given to Seinäjoen Jalkapallokerho football club.

Finnish Red Cross communication was effective and multi-channelled. The Headquarters sent out 49 information bulletins to the media, and the number of edited media hits in the new media monitoring service was 12 237. In a survey on corporate communication targeted at journalists and conducted by Taloustutkimus market research company, Finnish Red Cross external communication received the best overall grade of the 141 companies and organisations reviewed. Red Cross communication was followed the most, with the best ratings achieved in the reliability of communication, the professionalism and availability of the personnel in charge of communication as well as in the standard of the communication materials.

The number of news releases published on the FRC website was 95, which had a total of more than 23 500 readers. At the same time, the reform of the *punainenristi.fi* website was taken forward. Communication on social media reached Finnish people extensively and served both as a channel for national communication and support to local communication. In 2019, the combined total reach of the Facebook page and Twitter account was over 11 million users. The reach of the Instagram account also grew: the number of followers rose to more than 10 000 users and of posts to 195 (+79%).

In the largest social media channel, Facebook, the average reach per post grew by 64% in comparison with the previous year, and the total combined reach was 9 295 102. The average of post engagement, i.e. reactions, also showed an enormous 115% increase. The growth is partly due to FRC's most popular share image of all times *Please do not take pictures at a crash site*, the reach of which was over 1 700 000 and which was reacted to more than 210 000 times.

Numbers of followers:

- Facebook page likes 105 700 (+7 %)
- Twitter followers 16 700 (+8 %)
- Instagram followers 10 300 (+34 %)

An attractive and renewing volunteer organisation

We are a good place for members, volunteers and employees

Since the beginning of 2019, new volunteers and members were directed to local branches through the *Oma Punainen Risti* information system. At the same time, the development and introduction of the *Oma* system was continued in branches.

The targets set for the launch of *Oma* were exceeded. In 2019, the number of persons registered *Oma* rose by 750%, from about 1 000 to more than 7 500 people. The system now provides previously unavailable information about volunteers to support the management and development of action. Alongside the launch, the development of digital processes for enrolling new volunteers was continued. Over 400 digi-helpers and *Oma* administrators were trained all over Finland.

'Vision of volunteering 2030' dialogues were held in districts with volunteers as well as nationally. Best practices were collected from local branches, and features common to them were analysed to support development. New forms of local level action were introduced together with pilot branches.

A novel form of online volunteering, Climate influencers, evolved from the Hackathon trial. It especially attracted young volunteers to join all over Finland. Through Climate influencers, a wider range of new activity forms operating and getting organised online will be developed and questions related to the support and funding provided for these activities solved.

FRC's national youth committee worked on the Youth policy, which will be completed during the spring of 2020. A national youth meeting was organised in Tampere, in which young people discussed, among others, the Youth policy and sustainable development topics.

Well-functioning branches take care of each volunteer

The training of volunteers will be renewed by offering short modules for the skills all volunteers need when serving in the FRC. These training modules have been designed in recent years, and the common modules completed in 2019 offered volunteers skills and knowledge, among others, about communication, coping of volunteers and the Red Cross in general. To support the capacities of volunteers, a classroom induction training including basic information about the Red Cross and the volunteer activities it offers was designed.

During the year, the online course *Welcome to our shared story* was also updated and its English version launched. The trainings serve as introductory sessions for new volunteers that want to take a deeper look into Red Cross action.

The new training modules were tested during the year at trainers' refresher events and the contact instruction phase of training of trainers. The trainers' refresher events were attended by 112 volunteer trainers complementing their trainer competencies and the contact instruction phases by 87 new trainers.

The FRC promoted better identification and acknowledgement of competencies gained by volunteers. The first step was the definition of the base model for the digital skill badge system. With the digital skill badges the volunteers can show the kind of competencies they have for specific duties and other voluntary activities. The skill badge can, for example, be attached to one's personal social media profile or e-portfolio as a proof of competence recognised by the Red Cross. The testing of the system was started with piloting the trainers' skill badge.

To support the planning of training, a working model, guidelines and templates were developed, such as peer-supported and tutored planning workshops as well as an ABC support package with instructions and models for planning.

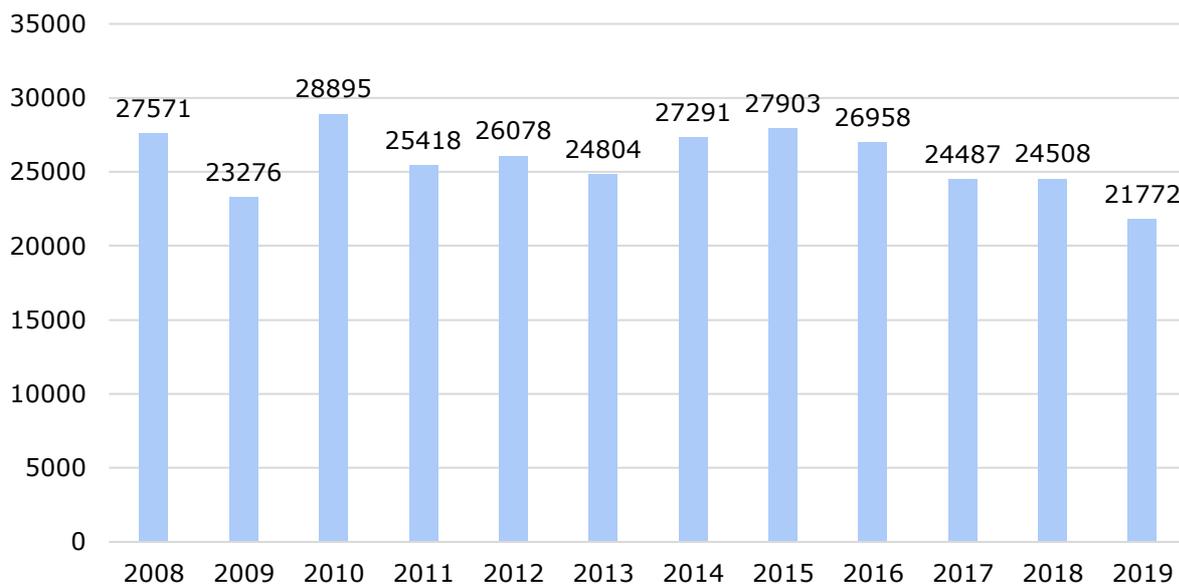
The reform of national training policies and principles was started at the training development event by defining, among others, the minimum criteria for Red Cross national training models and by agreeing on key working methods between staff members responsible for trainings.

Itslearning was selected as the learning platform for the Finnish Red Cross. It is also used by Sivi Study Centre. *Sivisverkko* run by Sivi Study Centre was taken into use for the management of volunteer training, for example for enrolment, collection of national feedback, registration of courses and people trained as well as statistics.

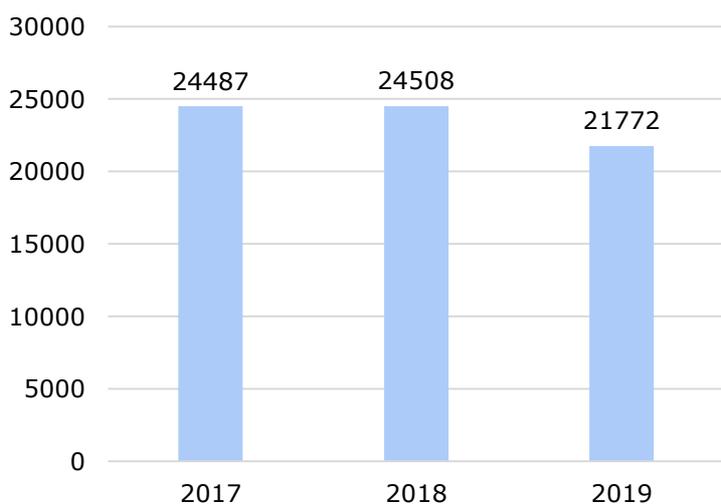
In 2019, Finnish Red Cross branches, districts and the Headquarters organised a total of 3 338 training events with 28 255 participants.

The work of branch coaches from the districts was developed by creating national indicators, frameworks and tools with the help of which local branches can assess their own activities and the support needed. Online induction as well as learning through mentoring were planned for the coaches. These will be completed in 2020.

Volunteers in local branches



Volunteers in local branches



Transparency in decision-making and good governance ensure reliable helping

Research and development projects

In 2019 the Finnish Red Cross focused especially on developing communication tools and methods. The development of the *Oma Punainen Risti* tool and external online communication continued, and the development of internal communication particularly with the help of the Microsoft Office 365 tool was begun. In the autumn, a dedicated project (YTY) was launched that will improve the organisation's internal communication and modernise document management and cooperation tools throughout the organisation. The project also aims at improving FRC's archiving nationally.

The development of finance and support services continued. The reform of the financial support distributed to districts and of the Kontti revenue distribution with the help of the so-called organisational support model was completed. At the end of 2019, the clients of the centralised support services included the central administration and Punainen Risti Ensiapu Oy company, as well as 9 districts in financial administration, 11 districts in HR management and all 12 districts in IT management. The pricing principles of the centralised support services were updated, and the new principles were taken into use at the beginning of 2020. Occupational health care services were put out to competitive tender, and preparations were made to launch collaboration with the new national service provider in 2020.

The Blood Service was developing its new ERP system that will steer blood donation, production and the supply chain of blood products in the future. The system will be taken into use in 2020.

As part of the cooperation with Accenture, the tools and goals of the organisation's knowledge management were assessed. Measures related to information gathering and its utilisation will be taken into use in the organisation step-by-step in accordance with the recommendations of the assessment.

HR development focus on wellbeing and managing

The aim of the Finnish Red Cross is to create national modes of operation and tools for work capacity management that ensure the wellbeing of the personnel and minimise work capacity risk. In 2019, common indicators were defined for work capacity management and occupational health services.

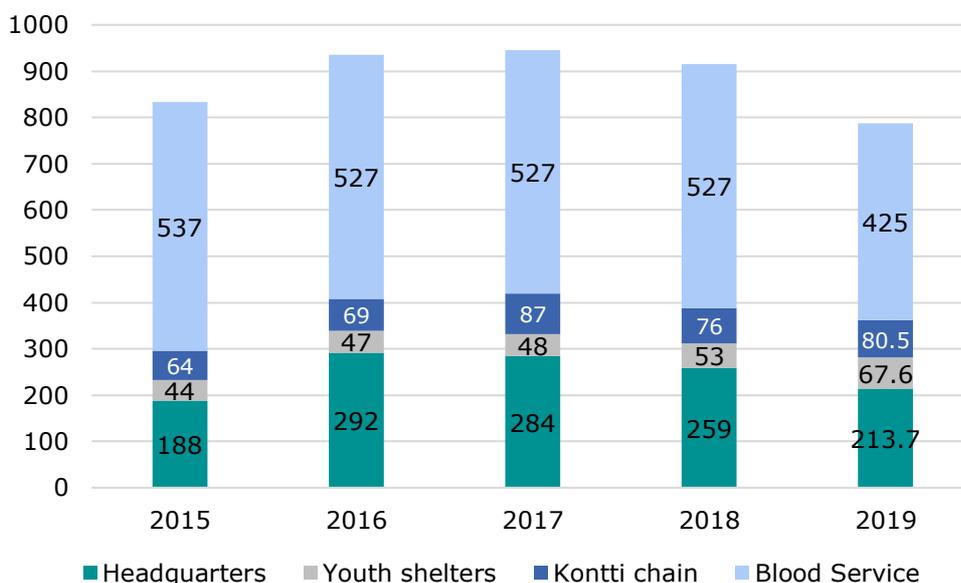
The competitive tendering process for the national occupational health service agreement was completed, with Suomen Terveystalo selected as the service provider. The new agreement covers all districts except Åland, the Headquarters, Youth shelters and Kontti chain. The joint agreement enables the development of work capacity management at the level of the entire organisation when the tools linked to it are taken into use in 2020. The selection decision was followed by a takeover phase, in which the current status of all organisational units was mapped and preparations were made for the transfer to the new agreement from the beginning of 2020.

Two workshops were held for occupational safety officers and representatives on safety and health at work. Best practices and models to improve occupational health were discussed in the workshops, including topics such as risk assessment, induction as well as managing and monitoring psychosocial stress. A sparring network was introduced for occupational safety issues.

The preparations for a competence management strategy were started in the extended management group's meeting in August. The meeting identified the driving forces that challenge the competencies of the Red Cross in the forthcoming strategic period. The work will continue after the Strategic Programme has been finalised.

Processes were developed in payroll management and the first robot was introduced for making an evidence of expenditure. Österbotten district joined as a new client in payroll management services. The Mepco HRM system was developed in the handling of personal data as well as vacations and absences. Line managers were trained in the use of Mepco especially in districts.

Central administration work years



Effective fundraising ensures helping

Effective recruitment of monthly donors continued, and the Finnish Red Cross got a total of 13 000 new monthly donors. Increased attention was paid to welcoming the new monthly donors and telling about the assistance work carried out with the donors' support. The most popular donation option is still 50/50, in which the support is shared between domestic assistance and disaster response. Almost half (49%) of the new monthly donors chose this option. The Disaster Relief Fund has increased its popularity: it was chosen by as many as 40% of the monthly donors, whereas domestic activities were chosen by 11%.

Electronic channels such as SMSs and e-mails were increasingly used.

The topics of the 2019 donation direct mailings were the protracted conflicts in Syria, sudden natural disasters in Mozambique and the Bahamas as well as long-term problems induced by climate change, such as drought. A paper letter was still an effective channel to reach the Red Cross supporter group.

National corporate cooperation provided support to FRC's local action, campaigning and visibility: LocalTapiola enabled development of friend visitor activities, S Group offered advertising space and Accenture staff developed knowledge management as well as Voluntary Rescue Service activities. A national partnership was agreed on with Tokmanni stores for work reducing loneliness and Hunger Day. The collaboration was launched on Hunger Day with bucket installations describing the importance of clean water. The Red Cross Ambassadors programme to diversify corporate cooperation continued.

Fundraising in districts and branches was supported by producing materials for corporate supporting membership and by offering a corporate register into use. Christmas card direct mailing to the membership was a joint effort, with the districts getting all its proceeds. Districts were also supported in organising legacy events.

Donating through wills was presented in communication, advertising and legacy events. A campaign for responsible donating was implemented together with the Finnish Bar Association and 48 other organisations in November, during which attorneys-at-law helped persons including a donation in their will free of charge. The will guide was ordered by 375 people.

A national membership recruitment campaign took place at the beginning of the year. Districts and branches were encouraged to goal-oriented membership recruitment and tools were created for continuous monitoring. Materials for membership recruitment were renewed, and becoming a member was built in the *Oma Punainen Risti* service. The number of new members was 3 753, due to which the membership only went down by 1.6%. Two districts succeeded in increasing their membership.

In the Chain Reaction cycling campaign, a record number of 235 corporate teams cycled against climate change and raised more than 110 000 euros. The campaign was awarded as the fundraising campaign of the year in the Finnish Comms Awards 2019 competition.

The Bumerang key safety service was developed by redesigning the key ring and streamlining the returning process. Collaboration with Falck Oy will continue.

The development of the ethical 'Gifts that matter' was continued, and two new ethical gifts were added to FRC's online store at the end of the year. The restructuring of the online store was started to be able to serve consumers, members and branches even better. In addition, non-gratuitous direct mailings yielded almost a million euros to domestic work.

Stable finances and risk management

The Finnish Red Cross is economically stable. The result of the central administration for 2019 shows a surplus of 35 million euros. The reasons for this historically high surplus included the non-recurrent capital gain received through the selling of investment property, excellent and higher than expected returns on investments as well as a financially strong year in the Blood Service and Kontti recycling stores.

Based on its long-term investment strategy and thorough investigation, the Finnish Red Cross decided to sell the Merikatu 5 property, received as a donation from the Civil Guard, to a Finnish real estate investor. The sale is shown in the 2019 result as a non-recurrent capital gain of 22.5 million euros. The sales income was spent in full on the repayment of the loan taken out earlier to insure the supplementary pension liability. Otherwise the operations of the organisation were realised in accordance with the budget approved by the Board. The accounting result of investments was especially increased by the significant positive change in market value after the falling prices at the end of the previous year.

A good reputation and Finnish people's trust are essential prerequisites for Finnish Red Cross action. By managing reputational risk the organisation aims at sustaining general trust in the Red Cross. The Finnish Red Cross has drawn up a number of policies to guide the action, developed standard audit measures with related reporting practices and made preparations to also communication-wise face and control situations that could threaten to weaken the reputation or trust. Investing in the development of a harmonised organisation-wide risk management process and in risk management continued. After an assessment of the current status and development needs of FRC's risk management, the risk management policy was updated to support the implementation of the changes required.

The downward development trend in the numbers of members and volunteers has caused concern for many organisations relying on voluntary action, also the Red Cross. Therefore special attention has been paid to the recruitment of volunteers and members by, among others, developing information system solutions and by utilising the information obtained through the systems also in targeting membership recruitment measures. Even if FRC's economic position has grown stronger in recent years, the financing of operations also contains risk factors, such as the development in Veikkaus games revenues and its impact on financing health and social welfare organisations in the future as well as the increasing competition in fundraising.

Assessment of future development

The ability of the Red Cross to strengthen humanitarian values and to act in accordance with its Fundamental Principles will remain vital also in the future. Living the principles true strengthens the trust of supporters, beneficiaries, volunteers and public authorities in the organisation's capacity to act in accidents and crises at home and abroad. The preparedness to respond to assistance needs is based on trust, functioning networks and on the joint competence of professionals and volunteers. Working through networks requires new types of knowledge and skills both from volunteers and employees.

There is a growing demand for Red Cross domestic action and international aid. The climate crisis, protracted conflicts, social inequality, loneliness and sense of insecurity are developments that impact Red Cross action and its development.

Red Cross comprehensive preparedness relies on the thought that local action provides an opportunity to work as part of the communities, gives first-hand information about people's needs and creates prerequisites for responding to crises and accidents, helping the authorities if necessary. Comprehensive preparedness is the responsibility of all Red Cross branches and institutions. Success is fundamentally connected to the organisation's ability to serve as a platform for helping for those who share Red Cross principles and want to work towards achieving common goals.

The financing of civil society organisations is experiencing changes, and the fundraising environment is challenging. Long-span financial and activity planning as well as balanced overall economy require unified decision-making in the entire organisation. It is important to share the organisation's resources in a manner that ensures the availability of Red Cross action in sparsely-populated areas but also finds new ways of reaching actors in growth centres. The difference between volunteering and membership fades away when commitment takes place through action.

Changes in voluntary action can be responded to in collaboration with other actors, by ensuring support and coaching to volunteers and by inspiring new actors to join. Digitalisation and the speed in responding to the actors' needs are crucial when new ways of voluntary work are sought to complement traditional activity models. This requires new competence from the organisation. Brave communication in accordance with the Fundamental Principles and constantly bringing up humanitarian issues increase people's interest in becoming involved in the activities.

Events after the financial period

In the spring of 2020 the Red Cross is working all over the world to stop the COVID-19 pandemic. The Red Cross, especially the volunteers, play an important role in slowing the spread of the coronavirus and in helping people in exceptional circumstances. The development of the COVID-19 situation has been monitored since its onset. The Finnish Red Cross as a national organisation and as an auxiliary to the public authorities has a special role in preparedness. The action will be developed and increased when the epidemic situation and assistance needs change.

The Finnish Red Cross launched its Corona 2020 operation on the 18th of March. The Finnish Red Cross works in the corona crisis all over Finland by, among others, offering psychosocial support on the phone and online, ensuring the continuation of blood donation activities and by distributing information on the web and for example at Helsinki-Vantaa Airport.

The coronavirus situation also has an economic impact on FRC operations. Immediate effects include a significant decrease in investment yields at the beginning of the year, the closure of Kontti stores due to lack of customers and the interruption of the monthly donor recruitment programme. The staff is extensively working remotely, which is also seen in the reduced service needs at FRC premises.

Public funding in 2019

Finnish Red Cross domestic and international operations are co-funded by public funds. Significant strategic partners include, among others, the Ministry for Foreign Affairs of Finland and STEA.

Funding Centre for Social Welfare and Health Organisations (STEA)

Coping together – safe daily life and crisis assistance capacities	78 000 €
Health promotion programme	324 742 €
Voluntary Rescue Service	708 000 €
General subsidy	364 000 €
Support activities for informal carers	527 324 €
Finnish Red Cross Youth shelter activities (Helsinki, Vantaa, Espoo, Tampere, Turku)	1 034 000 €
Immigration programme	364 444 €
Digital ecosystem for volunteering	160 000 €
Becoming part of the community and society!	190 000 €
Domestic and leisure time accident prevention programme	20 000 €
Undocumented migrants and the Red Cross	298 274 €
The road home. Support to young adults' independent residing	388 000 €
Getting together in villages and centres	330 000 €
Total STEA	4 786 784 €

Five cities (Vantaa, Espoo, Helsinki, Turku, Tampere)

Youth shelters	1 181 000 €
----------------	--------------------

Regional State Administrative Agency

Prevention of youth loneliness online (2018-2019)	26 000 €
Physical activities at reception centres	42 000 €
Total Regional State Administrative Agency	68 000 €

Finnish Immigration Service

Support services related to the reception of refugees, persons seeking international protection and persons receiving temporary protection

Ministry of Social Affairs and Health

Food aid (1 October 2019 – 31 December 2020)	78 000 €
--	-----------------

Ministry of Education and Culture

Youth activities **110 000 €**

Ministry of Social Affairs and Health

Summer rubber campaign **25 000 €**

Sivis Study Centre

Training **179 890 €**

Ministry of Economic Affairs and Employment

Support to integration **223 000 €**

Ministry for Foreign Affairs

International humanitarian law 65 000 €

International operations and programmes 19 289 765 €

Total Ministry for Foreign Affairs 19 354 765 €

European Union

Volunteers in oil spill response (2019–2021) 159 750 €

Total European Union 159 750 €

MIELI Mental Health Finland

Support to young people's mental wellbeing (STEA) 103 140 €

Support to young people's mental wellbeing (WE foundation) 61 815 €

Total MIELI Mental Health Finland 164 955 €

DG ECHO, European Commission Directorate-General for European Civil Protection and Humanitarian Aid Operations

International operations and programmes **5 042 537 €**

Use of self-financing funds in 2019

1. Antti Ahlström Fund

Purpose of the fund: To assist at discretion the sick and those who need help

Use in 2019

Coordination of social welfare activities	16 000.00 €
• Coordination of social wellbeing programme	
Development of friend visitor services	22 000.00 €
• Planning of social welfare activities	
Coordination of health promotion	40 91.00 €
• Development of monitoring information, concept design and quality. Materials, training of volunteers and supplies for collection of digital monitoring information, personnel costs	
Healthpoint activities	13 000.00 €
• Development of Healthpoint monitoring information, concept design and quality. Materials, training of volunteers and supplies for collection of digital monitoring information, personnel costs	
Support activities for informal carers	12 330.00 €
• Development of support activities for informal carers	
Fund total	103 421.00 €

2. Olga and Jalmari Välimaa Fund

Purpose of the fund: elderly people and friend visitor activities

Use in 2019

Prison activities	31 909.00 €
• Development project of prison activities, expansion and development of activities and development of community-based activities in Finland	
• Development of an electronic management system for friend contacts and coordinating its introduction	22 000.00 €
Fund total	53 909.00 €

3. General Mannerheim and Baron von Troil Fund

Purpose of the fund: Finnish Red Cross wartime and peacetime action

Use in 2019

FRC First response training	10 063.00 €
• Implementation of three trainings of trainers in first response	
FRC First aid group activities	58 11.00 €
• Trainings of trainers for first aid groups and in ski slope patrolling, pilot of the refresher course for ski patrollers. Development plan for first aid group activities and event first aid completed.	
Fund total	68 574.00 €

4. Jaakko Bascharoff Fund

Purpose of the fund: To strengthen the care of people with cleft lip and cleft palate as well as with speech defects, including training of doctors and speech therapists

Use in 2019

Total amount spent from the fund in 2019 **7 691.00 €**

Grants were awarded six times for travel expenses and participation fees: twice to a specialised dentist, once to a surgeon and three times to a speech therapist

5. Minna Emilia Frisk Fund

Purpose of the fund: To assist the war blind

Use in 2019

Total amount spent from the fund in 2019 **35 000.00 €**

Grants to five persons blinded by war were awarded in cooperation with the war blind association *Sotasokeat ry*

6. Julius and Irene Frisk Fund

Purpose of the fund: To assist the war blind

Use in 2019

Total amount spent from the fund in 2019 **4 000.00 €**

A grant to one person blinded by war was awarded in cooperation with the war blind association *Sotasokeat ry*

7. Brothers Markus and Henry Schatelowitz Fund

Purpose of the fund: To assist disabled war veterans from Helsinki

Use in 2019

Total amount spent from the fund in 2019 **3 390.00 €**

Grants to disabled war veterans were awarded in cooperation with the Helsinki District of the Disabled War Veterans Association of Finland in the form of pharmacy vouchers. A total of 113 members of the Helsinki District of the Disabled War Veterans Association received a voucher with a value of 30 €.

8. Dahlström Fund

Purpose of the fund: Transfer to the Disaster Relief Fund or use for other current appropriate purpose at the discretion of the FRC Board.

Use in 2019

Digital services of volunteering, ecosystem project	6 300.00 €
<ul style="list-style-type: none">The grant was used to cover the self-financing share of the digital services of volunteering project. The project develops digital services that facilitate becoming a volunteer as well as the guidance of volunteers in branches. The services are built on the <i>Oma Punainen Risti</i> system. The project also develops online volunteering and information gathering.	
Transfer of returns to the Disaster Relief Fund in 2019	55 105.00 €
Fund total	61 405.00 €

FINANCIAL STATEMENTS

Finnish Red Cross Central administration

INCOME STATEMENT

	1.1.-31.12.2019	1.1.-31.12.2018
Ordinary operations		
Income	109 150 796.30	107 860 822.15
Expenses		
Personnel expenses	-45 875 355.35	-46 790 537.93
Depreciation and amortisation	-2 069 468.54	-2 101 026.91
Other expenses	-77 869 995.72	-74 011 341.56
Defrayed from Disaster Relief Fund	8 884 763.96	8 499 223.80
Deficit of ordinary operations	-7 779 259.35	-6 542 860.45
Fundraising		
Donations, Disaster Relief Fund	12 879 638.55	12 159 948.33
Membership fees	243 870.37	247 830.00
Other income	9 171 721.11	8 244 655.21
Collection expenses, Disaster Relief Fund	-1 462 375.05	-1 550 010.63
Other expenses	-4 298 953.36	-3 958 738.02
Surplus of fundraising	16 533 901.62	15 143 684.89
Investments and financial activities		
Income	38 398 622.90	7 048 811.55
Expenses	-1 526 266.73	-10 401 720.97
Surplus of investments and financial activities	36 872 356.17	-3 352 909.42
Subsidies		
	364 000.00	364 000.00
Result for the financial period	45 990 998.44	5 611 915.02
Transfer Disaster Relief Fund	-10 473 175.23	-10 337 379.00
Transfer self-financing funds	-470 237.92	561 420.31
Deficit/Surplus for the financial period	35 047 585.29	-4 164 043.67

**Finnish Red Cross
Central administration**

	31.12.2019		31.12.2018	
BALANCE SHEET ASSETS				
NON-CURRENT ASSETS				
Intangible assets				
Intangible rights		2 317 065.30		1 951 480.57
Tangible assets				
Land	84 093.96		84 093.96	
Buildings	1 990 811.09		1 885 510.46	
Machinery and equipment	2 138 075.86		2 449 382.53	
Advance payments and other incomplete procuring	2 915 610.10	7 128 591.01	2 818 626.56	7 237 613.51
Securities		1 370 013.45		1 380 013.45
Investments				
Land	130 797.90		309 954.28	
Buildings	0.00		704 114.59	
Participating interests	2 500.00		2 500.00	
Other shares and similar rights of ownership	104 625 503.98	104 758 801.88	93 004 773.15	94 021 342.02
SELF-FINANCING FUNDS				
Securities	5 489 419.99		4 735 587.86	
Bank receivables	28 975.98	5 518 395.97	319 929.44	5 055 517.30
CURRENT ASSETS				
Inventories				
Goods		9 461 715.65		8 754 177.68
Debtors				
Long-term				
Other debtors		1 045 764.15		1 239 963.28
Short-term				
Trade debtors internal	434 738.84		500 786.83	
Trade debtors	5 040 238.67		5 350 254.66	
Other debtors	5 366 590.86		3 880 173.85	
Prepayments and accrued income	3 871 884.99	14 713 453.36	3 657 285.28	13 388 500.62
Cash in hand and at bank		36 478 366.06		34 773 258.31
TOTAL ASSETS		182 792 166.83		167 801 866.74

EQUITY AND RESERVES**CAPITAL AND RESERVES**

Restricted funds

Self-financing funds	5 394 699.50		4 924 461.58	
Disaster Relief Fund	25 015 625.06	30 410 324.56	23 427 213.79	28 351 675.37

Other funds

Blood Service fund	0.00		23 546 309.70	
Blood Service research fund	23 546 309.70		0.00	
Joint operations fund	5 017 896.75	28 564 206.45	630 545.00	24 176 854.70

Retained earnings	49 726 626.21		58 278 021.63	
Deficit/Surplus for the financial period	35 047 585.29	84 774 211.50	-4 164 043.67	54 113 977.96

LIABILITIES

Long-term

Loans from credit institutions		3 500 000.00		28 000 000.00
--------------------------------	--	--------------	--	---------------

Short-term

Loans from credit institutions	500 000.00		18 107.25	
Loan from organisational bank	1 672 113.91		1 566 582.18	
Advances received	6 827 159.21		3 134 126.96	
Trade creditors to FRC districts	121 993.83		1 033 136.56	
Trade creditors	7 168 730.89		5 862 956.84	
Other creditors	8 290 724.66		10 642 402.80	
Accruals and deferred income	10 962 701.82	35 543 424.32	10 902 046.12	33 159 358.71

TOTAL EQUITY AND RESERVES**182 792 166.83****167 801 866.74**

CASH FLOW STATEMENT

	2019	2018
Cash flow from operating activities		
Cash flow from ordinary activities		
Income of ordinary operations	109 150 796.30	107 860 822.15
Expenses of ordinary operations	-125 814 819.61	-122 902 906.40
Change in short-term interest-free receivables	-1 216 867.87	1 256 003.34
Change in long-term interest-free receivables	194 199.13	158 853.00
Change in short-term interest-free liabilities	-1 374 041.38	-1 066 994.86
Depreciation and amortisation	2 069 468.54	2 101 026.91
Change in inventories	-758 743.11	139 053.98
Other adjustments	6 193 257.70	320 852.22
Net operating cash flow	-11 556 750.30	-12 133 289.66
Cash flow from fundraising		
Income of fundraising	22 295 230.03	20 652 433.54
Expenses of fundraising	-5 761 328.41	-5 508 748.65
Change in short-term interest-free receivables	-83 864.33	-23 735.68
Change in short-term interest-free liabilities	-522 867.20	-216 214.25
Change in inventories	51 205.14	-1 221 248.47
Net fundraising cash flow	15 978 375.23	13 682 486.49
Cash flow from investing		
Investing in fixed assets		
Acquisition of fixed assets	-2 219 047.23	-1 013 844.10
Change in incomplete procuring	-96 983.54	-965 899.23
Investing in investments		
Interest, dividend and other investment income	4 164 706.50	6 666 011.80
Investment expenses	-1 526 266.73	-3 529 729.08
Change in short-term interest-free receivables	-23 703.08	-113 576.35
Investment purchases	-82 174 860.26	-90 675 535.36
Investment sales	104 917 484.67	93 265 182.64
Net investing cash flow	23 041 330.33	3 632 610.32
Cash flow from financing		
Loans received	4 000 000.00	28 000 000.00
Loan instalment	-28 000 000.00	-28 908 357.28
<i>Organisational account</i>	-2 412 800.97	-2 745 985.30
Net financing cash flow	-26 412 800.97	-3 654 342.58
General subsidy	364 000.00	364 000.00
Net cash flow	1 414 154.29	1 891 464.57
Cash and cash equivalents 1 January	35 093 187.75	33 201 723.18
Change in cash and cash equivalents	1 414 154.29	1 891 464.57
Cash and cash equivalents 31 December	36 507 342.04	35 093 187.75

Signatures to the Activity Report and Financial Statements

BOARD OF THE FINNISH RED CROSS

Helsinki, 26 April 2020

Pertti Torstila
President

Ann-Mari Audas-Willman
Vice-President

Sami Laitinen
Vice-President

Otto Kari
Vice-President

Eija Karine
Member

Katja Kuusela
Member

Outi Forsblom
Member

Henri Backman
Member

Marju Pihlajamaa
Member

Markku Suokas
Member

Kristiina Kumpula
Secretary General

Auditor's Confirmation

A report on the audit has been issued today.

Helsinki, XX May 2020

Pricewaterhouse Coopers Oy
Authorised Public Accountants

Samuli Perälä
Authorised Public Accountant (KHT)

Leena Kaura-Mäkinen
Authorised Public Accountant (HTM)

Päivi Värjä
Authorised Public Accountant (KHT)

Action of Finnish Red Cross governing bodies in 2019

Council

Convened twice in 2019 to take decisions on statutory matters such as the financial statements, discharge from liability and amount of membership fee, and to discuss, among others, the forthcoming Strategic Programme and the transfer of one branch from one district to another.

Chairperson	Ollila Pirkko-Liisa
Deputy Chairperson	Kuntze Päivi
Members	Aho Minttu Huttunen Mari Jansson Leif Jokiranta Harri Kinnari Leila Kojo Katariina Käki Esko Lehikoinen Emmi Lemström Margita Murto Pasi Mustonen Juha Nahkiaisaja Riitta Nieminen Kari Nuora Kukka Parkkari Juhani Päivinen Jenni Raatikainen Petri Salo Veli-Matti Sjöberg Barbro Tanskanen Alpo Virta Harri Väisänen Teemu Yli-Pirilä Pia
Representatives of Ministries	Bruun Anna Iivari Annakaisa Palojärvi Jaana Saarela Anu Salmi Ilkka, resigned 30 October 2019 Siitonen Simo Suurpää Johanna

Board

Convened nine times in 2019 with 171 agenda items such as the finances, action plans and reports, acceptance of new members as well as reports of the directors of institutions regularly, and, among others, the main aims of the Strategic Programme, balancing the finances, organisational support, development of support services and digitalisation.

President	Torstila Pertti
Vice-Presidents	Audas-Willman Ann-Mari Kari Otto Laitinen Sami
Members	Backman Henri Forsblom Outi Karine Eija Kuusela Katja Pihlajamaa Marju Suokas Markku

Finance and Development Committee

Convened four times in 2019 with 34 agenda items.

Chairperson	Audas-Willman Ann-Mari
Deputy Chairperson	Lumme-Tuomala Riitta
Members	Hokkanen Matti Kainulainen Harri Kuokkanen Hannu Mäkinen Hannu Piispanen Elina Rasinkangas Jarno

Programme and Volunteering Committee

Convened twice in 2019 with 15 agenda items.

Chairperson	Kuusela Katja
Deputy Chairperson	Piri Pekka
Members	Forsblom Outi Grönlund Henrietta Hanén Tom Jokiranta Harri Lehtimäki Kati Leinonen Teemu

Directorate of the Blood Service

Convened six times in 2019 with 80 agenda items.

Chairperson	Komi Kirsi
Deputy Chairperson	Suokas Markku
Members	Kronman Gunvor Martikainen Tarmo Rämö Eero Siitonen Simo

Board of the Youth Shelters

Convened twice in 2019 with 21 agenda items.

Chairperson	Laitinen Sami
Deputy Chairperson	Kumpula Kristiina
Members	Ahlström Mari Hagert Leif Honkatukia Päivi Karine Eija Savolainen Pentti Warmma-Lehtinen Eija

Board of the Kontti Recycling Department Stores

Convened four times in 2019 with 38 agenda items.

Chairperson	Pihlajamaa Marju
Deputy Chairperson	Kumpula Kristiina
Members	Aro Timo Ekelund John until 30.8.2019 Freese Olli Kaukiainen Petri Kiiskinen Ilpo from 30.8.2019 Levänen Antero

Youth Committee

Convened six times in 2019 with 143 agenda items.

Chairperson	Laitinen Sami
Deputy Chairperson	Kojo Katariina
Members	Aho Noora Nieminen Riitta Paju Tiitu-Lotta Sandström Henrika Suokas Niko Wallenius Tytti

First Aid and Health Committee

Convened four times in 2019 with 33 agenda items.

Chairperson	Siitonen Simo
Deputy Chairperson	Backman Henri
Members	Harve-Rytsälä Heini Hoppu Sanna Ilkka Lasse Kovasin Merja Putko Lasse Tulokas Pekka Vertio Harri

Investment Committee

Convened six times in 2019 with 51 agenda items.

Chairperson	Kumpula Kristiina
Members	Räsänen Mika Torsti Esko Väisänen Tapani

Audit Committee

Convened four times in 2019 with 37 agenda items.

Chairperson	Kari Otto
Members	Liikanen Erkki Neilimo Kari Nygård-Taxell Rachel Pietikäinen Maria Paul Mikael

Arbitration Committee

Did not convene in 2019.

Chairperson	Torstila Pertti
Members	Johansson Tove Kuokkanen Hannu Kivistö Kalevi Kumpula Kristiina Oinaala Sirkka-Liisa Rämö Eero Yli-Pirilä Pia