



ETHICAL PRINCIPLES OF CENTRIA UNIVERSITY OF APPLIED SCIENCES

INTRODUCTION

As an organisation, our ambition and goal is to act responsibly. This responsibility covers all people involved in our activities, the environment in which we operate, nature, economy and governance.

By acting responsibly, we mean that our operations are

1. in line with requirements and our operating instructions,
2. ethically sustainable and
3. transparent and acceptable as seen from the outside.

THE PURPOSE OF THIS DOCUMENT IS TO:

1. explain to the students, staff, partners and stakeholders what Centria's values are and what they mean in practice,
2. describe what kind of behaviour is encouraged or not encouraged,
3. help make better and more responsible choices and decisions.

In this document, we define the key elements of our organisation's responsible and ethical behaviour. You can read more in other documents and guidelines. You can find some of them on our website, but for various reasons, some can only be accessed by staff on the intranet.

This document was approved by Centria's Steering Group on 8 May 2024.

CENTRIA'S VALUES AND OPERATING MODEL

APPROACHABLE AND RELIABLE

We see things from the individual's perspective. We are easy to approach, and we are ready to listen and provide our support. We consider how different individuals and our partners think about different issues. We want to foster meaningful learning experiences and valuable new knowledge for our students, staff, and partner representatives. Building the future starts from building trust.



DIVERSITY AND COMPETENCE

Our strengths are the result of a variety of competences, tasks, and different perspectives. We approach things with a curious and open mind, discussing and valuing each other's ideas and opinions.



OPEN TO CHANGE AND NEW ENCOUNTERS

Expertise, knowledge, and science are our shared capital. By sharing them, communicating about them, and learning new things together, we can help our students, staff, and partners tackle new challenges. We respond to the needs and challenges of our operating region. Centria is a facilitator of meaningful encounters and collaboration.



GOAL-ORIENTED AND BOLDLY EXPERIMENTAL

The impact of our activities is fostered by our ability to approach issues in a holistic manner and through collaborative efforts with clear and understandable goals. Good results are the result of the interconnected work done by various individuals. Even the most difficult challenges can be overcome through bold experimentation and creative collaboration.



MAIN ACTS AND DECREES CONCERNING UNIVERSITIES OF APPLIED SCIENCES

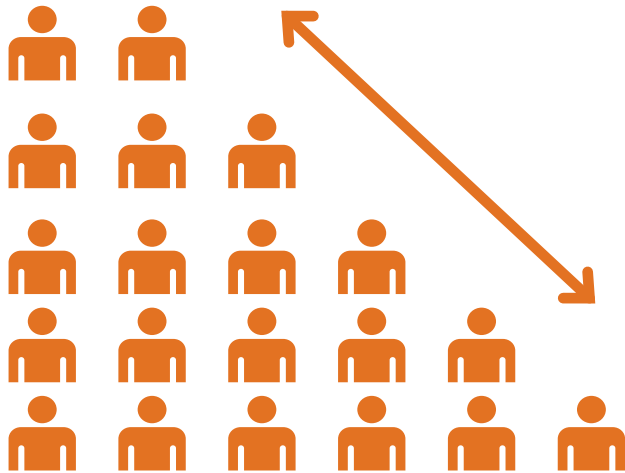
- Universities of Applied Sciences Act (932/2014)
- Administrative Procedure Act (434/2003)
- Act on the Openness of Government Activities (621/1999)
- Employment Contracts Act (55/2001)
- Government Decree on Universities of Applied Sciences (1129/2014)
- EU General Data Protection Regulation (2016/679)
- Data Protection Act (1050/2018)
- Act on Information Management in Public Governance (906/2019)
- Act on the Provision of Digital Services (306/2019)
- Archives Act (831/1994)
- Act on Public Procurement and Concession Contracts (1397/2016)
- Government Decree on Fees Charged for the Operation of Universities of Applied Sciences (1440/2014)
- Decree on the Higher Education Degree System (464/1998)
- Government Decree on Joint Application Process for Higher Education Institutions (289/2019)
- Decree on the Openness of Government Activities and on Good Practice in Information Management (1030/1999)



GOOD GOVERNANCE AND QUALITY ASSURANCE

GOOD ADMINISTRATIVE PRACTICE

We follow the principles of good administration. We comply with the laws and regulations applicable to our organisation and strive to ensure that our guidelines are clear and understandable. In line with the principle of protection of legitimate expectations, we ensure that our operations are predictable and consistent. In accordance with the principle of being bound to the purpose, we only use data for predefined and lawful purposes. We report regularly on our activities and follow the principle of transparency whenever possible.



GOOD MANAGEMENT

Good management is one of the basic pillars of good administration. We strive for responsible management that takes into account the equal treatment of all employees, promotes well-being, and strengthens communality. We work actively to enable a good management culture and regularly train our managers and supervisors.

QUALITY WORK

Centria's quality work is based on the principles of continuous improvement. Quality is created together and we are all responsible for it based on our assignments and areas of responsibility. For us, quality means that we always do our best and that the work we do is of uniform quality.

OPERATING INSTRUCTIONS

- **Rules of procedure**
- **Powers at Centria**
- **Representation rights**
- **Quality policy**
- **Quality handbook**
- **Procurement instructions (in progress)**
- **Travel guidelines**
- **Recording of documents**
- **Transparency register**

EQUALITY, NON-DISCRIMINATION AND ACCESSIBILITY

EQUAL TREATMENT

Centria is a place where education, diversity and the appreciation of different opinions meet. In our activities, we ensure a safe and open atmosphere in which each member can act and work meaningfully. We do not allow discrimination on the basis of gender, race, age, ethnic origin, religion, sexual identity or other similar factors.

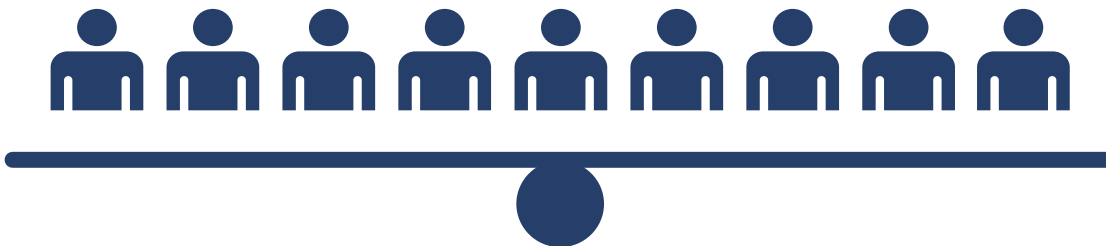
We are committed to promoting diversity, non-discrimination and equality. We treat each other with respect and behave responsibly.

ACCESSIBILITY

We respect the principles of accessibility. We are constantly working to ensure that all our students, staff and stakeholder representatives can participate in our activities in an open and equal manner. We take into account the needs of different learners and offer diverse learning support. Our goal is to create a learning environment that is accessible to all and to provide support to different learners in their individual learning paths.

OPERATING INSTRUCTIONS

- **Equality and non-discrimination plan**
- **Instructions for the student harassment procedure**
- **Accessibility plan**
- **Accessibility**
- **Staff accessibility training**



ETHICAL OPERATING PRINCIPLES IN TEACHING, LEARNING AND GUIDANCE

HIGH-QUALITY LEARNING AT THE HIGHER EDUCATIONAL LEVEL

We teach at higher educational level, meeting the needs of the world of work in accordance with the Centria pedagogical handbook. We monitor and develop the quality of teaching in accordance with the continuous development model (PDCA), using study units, academic years and other feedback channels. We involve students and stakeholders interactively in the development of teaching. We comply with Centria's degree regulations.

TOWARDS EXPERTISE

We support learning and promote the student's growth towards expertise. We assess the learning of our students appropriately and justifiably in relation to the set learning outcomes. We strengthen the students' ability to take responsibility for their own studies, regardless of their situation in life. We do not allow action that violates the responsible conduct of research or that is otherwise fraudulent in any matter related to studying. We support students in taking responsibility for the progress of their studies in different life situations and help them get support if necessary.

ETHICAL ACTIVITIES AND EQUALITY

We commit to following the norms and ethics of teaching and guidance as well as equal treatment regardless of gender, age, ethnic background, nationality and physical or other differences. We work responsibly, showing our own personalities in our work and developing our competence. We treat each other humanely and fairly, and we expect the same from others. We respect each other's rights, cultures and ideologies equally and we do not discriminate based on them.

OPEN LEARNING

We help everyone participate by lowering the obstacles to learning by means of open learning and by making our teaching and guidance activities accessible and unobstructed. We actively participate in open cooperation and promote the publication of open learning materials.

OPERATING INSTRUCTIONS

- Degree regulations
- Teaching plans and principles
- Thesis guidance
- Responsible conduct of research and ethical principles
- Fraud and plagiarism guidelines
- Quality criteria for study units
- Pedagogical policies/ pedagogical handbook
- Instructions for designing the scope of teaching
- Guidance plan
- Artificial intelligence policies
- Ethical review in human sciences (TENK)
- Curriculum principles and preparation instructions
- Instructions for teachers' working time plans
- Equality plan and the rules of procedure
- SORA legislation

ETHICAL OPERATING PRINCIPLES IN RESEARCH, DEVELOPMENT AND INNOVATION OPERATIONS

RESPONSIBLE CONDUCT OF RESEARCH

In its RDI activities, Centria complies with the principles of responsible conduct of research (RCR).

OPEN SCIENCE AND RESEARCH

Through open science practices, we promote a culture of openness and open practices in RDI activities.

MANAGEMENT OF INTELLECTUAL PROPERTY RIGHTS

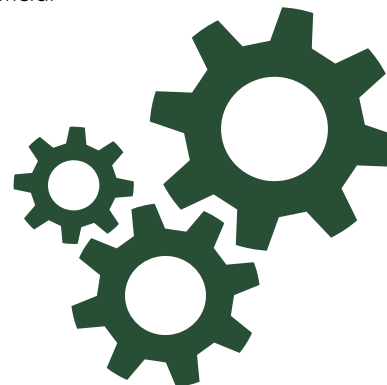
Centria has created guidelines for managing the results generated in RDI activities. The objective of the guidelines is to protect Centria's rights so that new knowledge and innovations can be used for the good of society. The management of intellectual property rights includes IPR policies for RDI activities, the agreement on the confidentiality and transfer of rights for RDI personnel, software development and the use of open source code, and the commercialisation of project results in RDI activities.

RESPONSIBLE RESEARCH AND RESEARCHER EVALUATION

Centria is committed to the CoARA agreement, which requires responsible research and researcher evaluation. The evaluation focuses on qualitative evaluation and the impact of research.

ETHICAL USE OF ARTIFICIAL INTELLIGENCE

Centria's guidelines on the ethical use of artificial intelligence also guide the utilisation of artificial intelligence in RDI activities.



OPERATING INSTRUCTIONS

- Responsible conduct of research (TENK)
- Instructions for the ethical review in human sciences
- Open science practices at Centria University of Applied Sciences
- IPR policies of Centria's RDI activities
- Software development and use of open source code in Centria
- Agreement on the confidentiality and transfer of rights for RDI personnel
- Commercialisation of project results in RDI activities
- CoARA
- Staff instructions on the use of artificial intelligence
- Archiving plan for the service business

WELLBEING, HEALTH AND SAFETY

Occupational safety and health legislation and the Universities of Applied Sciences Act determine the right to a safe (physical, psychological and social) work and study environment. At Centria, that means:

STUDENT WELLBEING

We communicate to students through multiple channels in both Finnish and English. We familiarise students with the use of study environments in accordance with the principles of accessibility. Our student union organises meaningful activities for students during leisure time. We take care of the wellbeing and health of our students with the help of the FSHS and our own staff. We also take the students' different backgrounds and life situations into account in wellbeing.

STAFF WELLBEING

An open, caring and safe atmosphere is key in wellbeing at work. We define a clear job description for employees, keep the workload reasonable, and regularly review the number of employees in relation to the work tasks. We keep staff documents and instructions available to everyone. We have flexible ways of working and opportunities to influence your own work. We take care of activities related to the wellbeing at work at all levels of the organisation. We support the staff's development of competence and the growth of professional identity.

PHYSICAL SAFETY ON CAMPUSES

Well-functioning properties and clean facilities on campuses are part of wellbeing and safety. We provide instructions on the correct use of the facilities and on how and when the facilities can be accessed and used. When there are changes, we utilise the principles of change management, that is, we listen to experts, follow the instructions and regulations issued, and make long-term plans for the facilities. We always use clear safety instructions. We strive to keep our safety instructions short and clear. We guide and monitor people's mobility through key management and various security systems. We increase physical safety with a fire detection system and proper lighting. We ensure safety together with a security company and other partners.

OPERATING INSTRUCTIONS

- HR policies ready in 2024
- Work community development plan
- Occupational safety and health action programme
- Operating model for inappropriate treatment and harassment
- Early intervention and bringing up a concern model
- Substance abuse programme
- Safety plan and training
- Rescue plans
- Contingency plan
- Crisis action plan
- Rules of procedure
- Property manual

RESPONSIBLE EMPLOYMENT RELATIONSHIP

RESPONSIBLE EMPLOYER

As an employer, we comply with laws, regulations and the collective agreement. We recruit responsibly, openly and diversely. We organise a comprehensive and long-term orientation to our staff. We treat everyone equally in terms of pay and staff benefits. We ensure that our staff members have the opportunities and resources to develop their own competence and progress along their career path. We want to be a genuinely caring and respectful employer. We do not accept any discrimination in our activities.

RESPONSIBLE EMPLOYEE

As an employee, you comply with the community's rules and principles, avoid conflicts of interest, and act in accordance with the loyalty obligation. You respect other members of the work community and their work and accept differences. You take care of your work environment, work ability and competence. You are also obligated to bring up any shortcomings and give constructive feedback.

OPERATING INSTRUCTIONS

- **Collective agreement**
- **Employment contract and non-disclosure agreement**
- **Orientation instructions**
- **Work community development plan**
- **Instructions on secondary occupation and competing activities**



DATA PROTECTION, INFORMATION SECURITY AND DATA

DATA PROTECTION

We process personal data in accordance with the principles of the General Data Protection Regulation. In this way, we protect the rights and freedoms of data subjects in the processing of personal data. The purpose of data protection is to indicate when and under what conditions personal data can be processed. The processing of personal data must always be based on law. Data protection ensures that our organisation processes personal data lawfully and only when there are lawful grounds for processing it.



INFORMATION SECURITY

Our organisation's information security is an integral part of our activities. We protect information by technical and administrative means. We strive for the confidentiality, integrity and availability of information. Information security is not only a technical matter, but is built on the operations of our entire organisation and staff.

DATA MANAGEMENT

Data management is an integral part of our activities. It enables knowledge-based leadership and data-based decision-making. Data management is important as it defines the objectives and direction of data use. Data management ensures the quality, timeliness and information security of data.

OPERATING INSTRUCTIONS

- **Secure remote work**
- **Guidelines for the handling of datasets (data management)**
- **Information security and data protection guidelines**
- **Privacy statements**
- **Camera surveillance report**

RESPONSIBLE COMMUNICATION AND INTERACTION

RESPONSIBLE COMMUNICATION

Centria communicates about its activities actively, openly and in a diverse way. In our communications, we aim to be truthful and open, avoiding sharing misleading or incomplete information. Centria's communications must be accessible, clear, understandable and effective so that the recipient understands the content and purpose of the message. Centria actively communicates with the surrounding society, its partners in the world of work and alumni. Centria communicates in two languages, Finnish and English, and also in Swedish depending on the situation.

INCLUSIVE AND RESPECTFUL CULTURE OF DISCUSSION

We actively promote a culture of open discussion and encourage both staff and students to actively participate in discussions. In our communications and discussions, we maintain a good tone and respect each other. We actively engage in dialogue with our partners and are open to new ideas and proposals.

WE PARTICIPATE IN SOCIETAL DEBATE

By participating in societal debate, we have the opportunity to increase our impact and talk about the work we have done. We can participate in societal debate through publications, blogs, social media, seminars and other events. When Centria employees participate in the debate as a representative of Centria, it is important that the guidelines mentioned in this document are followed.

USE OF SOCIAL MEDIA

As an organisation, Centria uses several social media channels. Discussion on social media is open and transparent, but Centria intervenes with any misinformation or misconduct. Discussion in the media and social media is actively monitored. Centria has social media guidelines to guide how staff and students should behave in social media channels. Centria domains should not be used to sign in to social media channels or other services.

OPERATING INSTRUCTIONS

- **Communications strategy**
- **Social media guidelines**
- **The crisis communications plan (part of the safety plan)**
- **Brand instructions**

GOOD PARTNERSHIP AND ETHICAL ACTIVITIES IN NETWORKS

CENTRIA AS A PARTNER

As an organisation, Centria has several different networks, ecosystems and partnerships both nationally and internationally. Some partnerships are based on agreements, while others are less formal.

We want to be a reliable and respected partner. It takes a long time to build a good reputation and trust, but what has been built can be lost quickly. That is why we keep our promises and try to build long-term partnerships.



PARTNER SELECTION AND MAINTAINING NETWORKS

We carefully select our partners, keeping Centria's strategy in mind. When we create new partnerships, we will carry out an in-depth background study and look for forms of cooperation that will benefit all partners equally. We regularly evaluate cooperation and ensure that it remains active. When selecting international partners, we follow the guidelines presented in Centria's Partner Policy.

AGREEING ON ETHICAL PRINCIPLES

We ensure that our partners are aware of and ready to comply with Centria's principles of responsibility.

We do not accept any form of corruption, and if there is even a suspicion of corruption, we will investigate the case immediately.

In order to avoid conflicts of interest, it is important that all parties are aware of their role and, if necessary, talk about these potential conflicts of interest.

OPERATING INSTRUCTIONS

- **Centria Partner Policy**
- **Education Agents and Agent Code of Conduct**

ETHICAL CONCERNS AND RESPONSE TO INCIDENTS

Anyone who finds that the instructions are not followed is asked to bring the matter up immediately with the party concerned.

If you do not want to talk about it directly with the person concerned, you can contact, for example, a teacher, the Head of Education, a supervisor or occupational safety and health services.

Centria also has a separate whistleblowing channel through which you can anonymously report activities and behaviour that deviate from the guidelines and instructions given.

IMPLEMENTATION AND UPDATING OF THE PRINCIPLES

The guidelines are implemented systematically and their compliance is regularly monitored. New employees are familiarised with the guidelines as part of their initial training. Students receive instructions meant for them at the beginning of their studies, after which they receive regular reminders throughout their studies.

The guidelines are easily available both on the intranet and on the Centria website, so they students and external stakeholders can also read them.

The guidelines are reviewed and updated annually by Centria's Steering Group as necessary. The Steering Group ensures that the guidelines are kept up to date and meet current requirements and practices.