



FAMILIA'S POLICIES

1 WE ACT OPENLY AND POSITIVELY TO CREATE A SAFE WORKING ENVIRONMENT

- We treat each other with respect and appreciation.
- We act honestly and trust each other.
- We will address difficult issues directly and without delay with the parties involved.

If you hear comments about someone who is absent, remind the person of the policy and invite them to join in the discussion.

If a situation or something arouses strong emotions in you, think and wait before acting, especially if you're dealing with negative emotions.

Be honest, in a timely manner, about what you are doing so that it is transparent, and listen to others.

If in doubt, ask your coworker directly, and don't assume: you can also misinterpret.

2 WE TAKE RESPONSIBILITY FOR OUR OWN AND OUR COLLECTIVE WORK TO BE ABLE TO ALL WORK TOGETHER.

- We show appreciation for our own work and that of others.
- We are timely and actively present at joint meetings, and stick to what has been agreed.
- We ask for and offer help when needed.

The rules have been agreed upon or given by a supervisor, so it is your responsibility to follow them.

If you are asked for help, help, but don't belittle another's skills, and say when you can help.

If you are unable to attend a joint meeting, take responsibility for reading the memo and clarifying what was discussed if necessary.

During joint meetings, do not work on other tasks or personal matters.

3 WE INVEST IN FEEDBACK TO IMPROVE.

- We take note of the work well done and give corrective feedback immediately.
- We take into account the feedback we receive and improve our performance.
- We encourage and support each other every day.

If you receive feedback, first, think about whether you can change your actions, don't blame others.

If you receive feedback, discuss it with the person who gave you the feedback.

If you give feedback, think about how you give it and how it will best benefit the recipient.

4 WE LOOK OUT FOR EACH OTHER TO MAKE EACH OTHER MORE COMFORTABLE.

- We greet, thank, smile and openly show empathy.
- We treat everyone equally, with the same rules.
- We understand and accept differences.

When you are busy before a deadline or need help, remember that other people's work is just as important as yours.

During working hours, meeting guests and members in a friendly and unhurried manner is your job too.

If someone disagrees with you or acts differently, talk to them, don't judge.

5 WE ACT RESPONSIBLY TO BE TRUSTED.

- We respect and act in accordance with Familia's values.
- We recycle and respect the environment.
- We value our members, volunteers and other partners.

When you act, make sure you act in Familia's interests, not your own.

Keep the kitchen and the whole office tidy, and remind others when necessary if you notice that the common comfort has been forgotten.

When you see inappropriate treatment or conduct that violates policy, address it immediately, and report it to the supervisor or health and safety representative if necessary.