



## WELCOME TO FINLAND GUIDES AND LEAFLETS: INSTRUCTIONS ON HOW TO ORDER AND DISTRIBUTE, UPDATED ON 5 DECEMBER 2018

### ORDERS

**Finnish missions abroad, local register offices and the Finnish Immigration Service** order guides and leaflets directly from Grano by email. Materials are ordered with the attached product number. Remember to always specify the product number for the items you are ordering. This will ensure the swift delivery of the correct product.

When ordering please include your street address (not a PO Box) The guides and leaflets are sent to Finnish missions abroad by courier.

The Ministry of Economic Affairs and Employment covers costs for so-called statutory stakeholders, meaning the materials are free of charge for Finnish missions abroad, local register offices and the Finnish Immigration Service.

Other parties can purchase the printed guide and leaflet for a fee. This Ministry of Economic Affairs and Employment will not cover the cost of the guides or postage, if the party ordering them is someone other than the aforementioned statutory stakeholders.

**Other stakeholders**, including other authorities, municipalities as well as actors engaged in immigration and integration work, **may order free of charge fliers the size of business cards to hand out to their customers.** These fliers direct the customers to the online version of the guide at [lifeinfinland.fi](http://lifeinfinland.fi). **See the separate instructions for orders.**

**Order by sending an email to: [tervetuloasuomeen.tilaus@grano.fi](mailto:tervetuloasuomeen.tilaus@grano.fi)**

- **Specify product number**
- **When ordering please include your street address (not a PO Box)**
- **Orders will be sent to Finnish missions abroad by courier.**

Product number	Name
TEM4000	Welcome to Finland, guide, Finnish
TEM4000ru	Welcome to Finland, guide, Swedish
TEM4000e	Welcome to Finland, guide, English
TEM4000ve	Welcome to Finland, guide, Russian
TEM5000su	Welcome to Finland, leaflet, Finnish
TEM5000ru	Welcome to Finland, leaflet, Swedish
TEM5000en	Welcome to Finland, leaflet, English
TEM5000ve	Welcome to Finland, leaflet, Russian
TEM5000vi	Welcome to Finland, leaflet, Estonian
TEM5000ra	Welcome to Finland, leaflet, French
TEM5000es	Welcome to Finland, leaflet, Spanish
TEM5000ar	Welcome to Finland, leaflet, Arabic
TEM5000so	Welcome to Finland, leaflet, Somali

TEM5000pe  
 TEM5000ki  
 TEM5000th

Welcome to Finland, leaflet, Persian/Farsi  
 Welcome to Finland, leaflet, Chinese  
 Welcome to Finland, leaflet, Thai

**Inquiries and feedback:** kotouttamisenosaamiskeskus@tem.fi

## DISTRIBUTED TO: PRINTED GUIDE AND LEAFLET

An authority gives a printed guide or a leaflet to a customer *personally* at the time the customer is **given notice of a residence permit decision, their right of residence is registered, their residence card is issued or when the customer's municipality of residence and population information data are registered.**



**Finnish  
 Swedish  
 English  
 Russian**

### Guide

An authority will give a printed guide to a customer personally at the time the customer is given notice of a residence permit decision, their right of residence is registered, their residence card is issued or when the customer's municipality of residence and population information data are registered.



**Estonian  
 French  
 Spanish  
 Arabic  
 Somali  
 Persian-Farsi  
 Chinese  
 Thai  
 Turkish (coming soon)**

**Finnish  
 Swedish  
 English  
 Russian**

### Leaflet

1. When the guide is only available in the customer's language in electronic form, the authority will give the customer a leaflet.

The leaflet contains instructions on how to read the actual guide in the language in question at [www.tem.fi/tervetuloa-suomeen](http://www.tem.fi/tervetuloa-suomeen)

2. The leaflet is also available in the languages of the printed guide (Finnish, Swedish, English and Russian). These leaflets are to be placed on shelves in areas where customers are present.

## WELCOME TO FINLAND GUIDE: BACKGROUND AND ADDITIONAL INFORMATION ON DISTRIBUTION OF THE GUIDE

Section 7 of the Act on the Promotion of Immigrant Integration (2010/1386) stipulates that authorities must provide information on Finnish society to all persons moving to Finland. *Welcome to Finland* is an information package referred to in this act.

The guide is available in 12 languages. All the language versions are available at [www.tem.fi/tervetuloa-suomeen](http://www.tem.fi/tervetuloa-suomeen). They can be read or printed. The guide can be ordered in print in four languages: Finnish, Swedish, English and Russian. The printed leaflet can be ordered in the other eight available languages. The leaflet directs its audience to read the actual guide on the Ministry of Economic Affairs and Employment website. The leaflet is also available in Thai.

So-called statutory stakeholders are responsible for the distribution of the guide and leaflet. These parties include **Finnish missions abroad, the Finnish Immigration Service and local register offices**. An authority must give a printed guide to a customer personally at the time the customer is given notice of a residence permit decision, their right of residence is registered, their residence card is issued or when the customer's municipality of residence and population information data are registered. If the guide is only available in electronic format in the customer's language, the customer is given a leaflet. If the guide or leaflet are not available in the customer's language, the customer is given leaflets in Finnish and in English.

The Ministry of Economic Affairs and Employment covers all costs, meaning the materials are free of charge for Finnish missions abroad, local register offices and the Finnish Immigration Service. Local register offices and the Finnish Immigration Service must have all the language versions available in their selection. Please note that the number of orders will be proportionate to the number of residence permits issued. Please do not order the guide and leaflet just to store them.

The Centre of Expertise in Immigrant Integration at the Ministry of Economic Affairs and Employment is responsible for the distribution and updating of the Welcome to Finland guide.

The content of the guide has been updated in 2018. The materials for the guide and its language versions are taken from the InfoFinland website. The content of the leaflet has been updated in 2017.

**Inquiries and feedback:** [kotouttamisenosaamiskeskus@tem.fi](mailto:kotouttamisenosaamiskeskus@tem.fi)

DISTRIBUTION

Finnish Immigration Service, local register offices, missions/Ministry for Foreign Affairs

COPY TO

Integration of Immigrants matrix, Communications Unit at the MEE, Visual identity and publications at the MEE, registry at the MEE, InfoFinland