

Sustainability report 2023

Responsible actions create safe,
functional and sustainable
connections



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Management review

Traficom is an agency that serves citizens and organisations for a well-working, safe everyday life. Through responsible work, we ensure the safety and functionality of transport and communications. We are involved in the lives of everyone who lives in Finland in many ways through our services. Our strength is our wide-ranging expertise in transport, communications, information and cyber security.

Our operations rely on responsibility, trust and cooperation. Active stakeholder cooperation is one of the Agency's most important resources and channels for influencing matters. We constantly build and develop ways of working together based on open discussion. The aim of the Agency's management is to meet stakeholders whenever possible in different contexts, both in Finland as well as on the international level. The specialists of the Agency are also visible and participate actively in the networks in the field.

Our values are trust, cooperation and capacity for renewal. One of the major cornerstones of sustainable action is to map and conceptualise the future and prepare for changes. The aim of Traficom's future and forecasting work is to make stakeholders and the administrative branch aware of coming

changes. We must find concrete and alternative options for what disruptive technologies, identified phenomena and development prospects mean in transport and communications, for example. Due to Russia's invasion of Ukraine, we as a society must also prepare for new kinds of situations. From the perspective of transport in particular, the functioning and efficiency of logistics is of primary importance in order to secure services and operational preconditions for trade and industry as well as citizens.

Responsible finances provide a solid foundation for Traficom's operations. Challenges in the public finances require us to make the operations more effective and utilise resources increasingly efficiently. We are working to digitalise processes and services and we use new technologies to increase productivity.

The Agency's strengths and extensive cooperation provide a unique opportunity to build a safe, well-working and sustainable society that consists of services, data and infrastructure that work together seamlessly. Together we can make people, goods and data move safely and smoothly.

Jarkko Saarimäki
Director-General



The role of the Finnish Transport and Communications Agency Traficom in society

Traficom is a responsible and dynamic expert organisation for transport and communications. Our tasks are to

ensure the availability of reliable, safe, secure and reasonably-priced connections and services

support the sustainable development of Finland's information society and transport system

anticipate changes and produce information and data to support decision-making and consumer choices

support experimentation and the creation of innovative services

serve as a licencing, register and supervisory authority.

Sustainability management at Traficom

The aim for sustainability at the Finnish Transport and Communications Agency Traficom is based on the performance agreement drawn up with the Ministry of Transport and Communications and the goals set for the Agency in the agreement, as well as the Agency's operational strategy. Our goal is to take care of our vital environment, enable innovative services and ensure well-functioning and secure transport and communications connections. The Director-General manages the Agency's operations with the help of the executive group. The executive group of the Agency includes the Director-General, the Deputy Directors-General of the Areas of Expertise, the Director of Data

Economy, the Director of Communication and the Director of Security.

The sustainability objectives that Traficom promotes through its own operations are closely related to the social impact objectives and performance objectives set for the Agency.

Traficom will draw up a new operational strategy during 2024. In connection with the strategy renewal, Traficom's sustainability programme will also be reviewed and concrete sustainability goals and measures to reach them will be established. At the same time, we will draw up a sustainability management description and include it as a part of the Agency's management system.

” We have participated in the work against human trafficking with other authorities by coordinating and producing awareness training on identifying and preventing human trafficking for personnel at airports and the personnel of airlines who are in direct contact with passengers. In addition, reporting and alarm systems for notifying the authorities immediately about suspected cases of human trafficking have been developed in cooperation with civil aviation authorities and operators.

Tiia Tuomilehto-Kiuru, Senior Specialist, Transport System Services, Traficom



How the report has been drawn up

Sustainability means being responsible for the environment, the people and the economy. The State Treasury recommends that all central government organisations draw up an annual sustainability report on their operations. The common sustainability reporting framework is based on the UN plan of action Agenda 2030 and the 17 Sustainable Development Goals set in it. For 2023, we have selected three goals for reporting at Traficom (goals 3, 11 and 13) that we promote with our core tasks. In previous years, we have also reported on a fourth goal (goal 9); based on a review of the selection of goals, the themes related to it have been combined with the other three goals. The review is related to the continuous development of the Agency's work on sustainability.

A close-knit group of experts and representatives of the management has coordinated

the compilation of Traficom's sustainability report. Traficom's different networks and areas of expertise have also participated in the selection of and work on the content of this third report of its kind through interviews, workshops and comments on the draft stages. Like last year, we also implemented a survey in the Agency's intranet, where everyone at Traficom had the opportunity to suggest sustainability actions to highlight in the report. We also collected thoughts about sustainability from representatives of our stakeholders, with which we cooperate extensively in our everyday operations.

The plans for developing Traficom's sustainability work in the coming years include drawing up a sustainability programme for the Agency as well as renewing the footprint reporting. The annually drawn up sustainability report will also be renewed based on them.



Traficom's sustainable development goals

🔗 [Learn more about the UN Sustainable Development Goals \(in Finnish\)](#)

UN goal 3.
Ensure healthy lives and promote wellbeing for all at all ages

UN goal 11.
Make cities and human settlements inclusive, safe, resilient and sustainable

UN goal 13.
Take urgent action to combat climate change and its impacts



Handprint

Traficom's impact on the selected three UN Sustainable Development Goals



Health and wellbeing

UN goal 3. Ensure healthy lives and promote wellbeing for all at all ages

Facts: Towards safer road traffic as a whole

Promoting traffic safety is one of Traficom's key tasks, not only in road traffic but also in aviation as well as rail and water traffic.

In 2023, Traficom carried out a study into the condition and traffic safety of motorcycles and mopeds. As a part of the study, the police and Traficom cooperated in monitoring the technical condition of mopeds and motorcycles. 25 mopeds and 47 motorcycles were inspected during the monitoring. Of the mopeds inspected, approximately half had been upgraded.

Establishing the micromobility network is one of the measures of the Traffic Safety Strategy. Traficom has been coordinating the operation of the network since 2022. The network met five times in 2023. The members of the

network include authorities, municipalities, companies that rent electric scooters and other stakeholders. The meetings focus on exchanging information on the safety of using electric scooters.

Various types of Advanced Driver Assistant Systems (ADAS) have been available for cars for a long time, and they vary by the year of manufacture and trim level of the car. In 2023, Traficom published a series of videos on YouTube providing information about these systems. The series of videos helps increase the awareness of drivers about the systems, offers advice in using them and reminds drivers that they are always primarily responsible for controlling the car and driving safely.

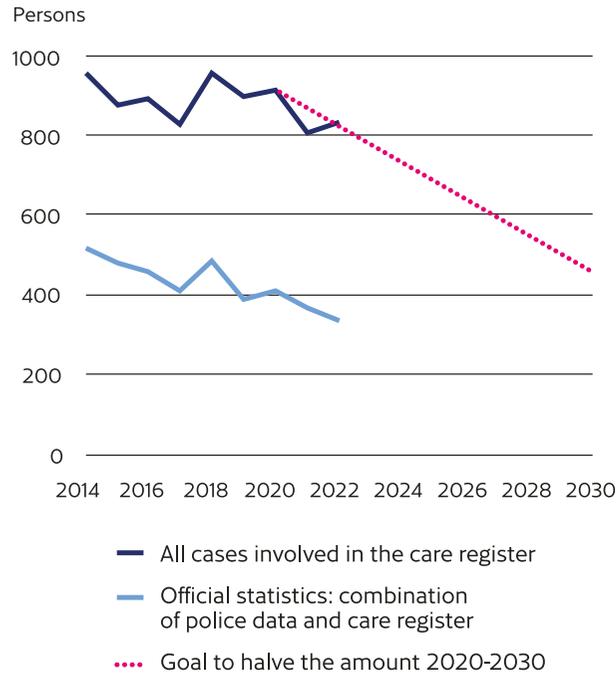
” We carry out intensified monitoring related to driving examinations in cooperation with the police and Ajovarma. In the crackdowns we inspect the compliance of teaching vehicles with the requirements and their condition as well as driving instruction permits. In 2023, a total of 63 vehicles, their drivers and teachers were inspected at four offices. The monitoring has reduced the number of deficiencies and minor violations, and it has been possible to transfer expertise from Traficom to the police. We can reach excellent results with continuing cooperation. Tiina Tiermas, Specialist, Services for Motorists

UN target 3.6

By 2020, halve the number of global deaths and injuries from road traffic accidents. The current EU target is to halve the number of global deaths and injuries from road traffic accidents by 2030.

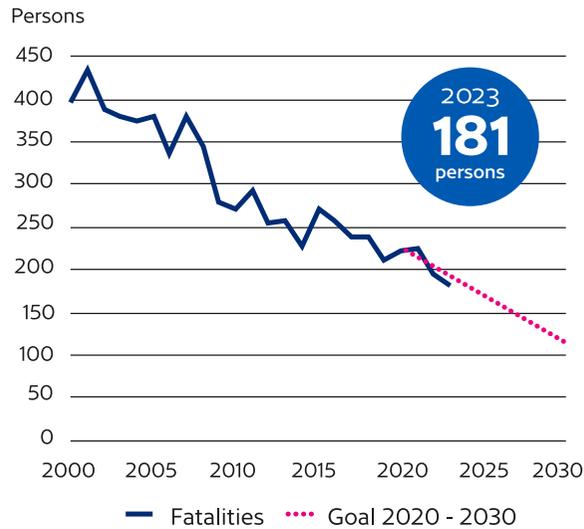


Road traffic injuries



Source: Statistics Finland

Road traffic fatalities



Source: Statistics Finland, 2023 preliminary data.

- 📌 [Traffic Safety Strategy 2022–2026 \(in Finnish with an English abstract\)](#)
- 📌 [Mopeds in poor condition both on the road and in accidents \(in Finnish\)](#)
- 📌 [ADAS – invisible driver assistant](#)

” In 2023, we provided training on driving health and traffic safety at 24 separate training events, in which more than 800 health care professionals as well as approximately 300 safety and logistics professionals or students participated. We also started a new cooperation with the police, in which we visited regional events for doctors to offer advice and guidance. Our new kind of presence and the accessibility of authorities have been valued and praised extensively.

Petteri Harjuvaara, Senior Specialist, Services for Motorists



Facts:

Cyber security is created through broad-based cooperation

Over the past few years, Traficom's National Cyber Security Centre (NCSC-FI) has become increasingly important as a security authority for society as a whole along with the changing cyber security environment. With its detection ability, networks and information exchange, the NCSC-FI together with its partners is able to rapidly respond to cyber threats against society and significantly mitigate their impacts on society, the digital infrastructure and citizens.

The importance of international cooperation was highlighted in 2023. Among other things, the European Cybersecurity Industrial, Technology and Research Competence Centre's National Coordination Centre commenced operation under the Finnish Transport and Communications Agency at the start of 2023. The function is a part of an EU-wide

network of coordination centres; their purpose is to improve national cyber security capacities, support cyber security research and accelerate technological development in the EU.

The NCSC-FI is tasked with producing a situational picture on national cyber security. In 2023, among other things, the publication of cyber security weekly reviews analysing the most significant national and international cyber events of each week continued.

Supporting companies and municipalities to develop and improve information security continued during 2023. The NCSC-FI granted a total of approximately EUR 5.2 million of support to 251 companies to improve their information security. Hyöky, a national attack surface analysis service, was implemented to assist municipalities. The data provided by the service can help municipalities secure their

operating capability and ensure the security and reliability of municipal services.

Together with telecommunications operators, Traficom has drawn up and implemented measures to prevent international scam calls and scam messages. In October 2023, prevention of mobile phone number spoofing was implemented, and the arrangement has blocked more than 200,000 scam calls per day. As a result of this cooperation, scam calls from spoofed Finnish phone numbers have all but stopped.

- [Information security in 2023 \(in Finnish\)](#)
- [Cyber security weekly review](#)
- [Hyöky: A national attack surface analysis service to improve cyber security in municipalities \(in Finnish\)](#)

Information security incidents in total (2023, pcs)



18 625

2022: 12 947
2021: 17 572

Information security incidents processed automatically (2023, pcs)



209 416

2022: 188 561
2021: 209 237

Disturbances in communications networks (2023, pcs)



132

2022: 45
2021: 73

” Ensuring the continuity of digital services is of vital importance for the operation of society as a whole, and Traficom’s National Cyber Security Centre Finland has already been a key partner of ours in this effort. In cooperation, we have developed services such as HAVARO and the Kybermittari cyber meter for organisations critical to the security of supply that they can use to detect cyber threats against their operations and develop their own preparedness. Together we produce information that helps with identifying future cyber threats and preparing for them. Ensuring digital security is everyone’s concern, and we can achieve more through cooperation.

Jarna Hartikainen, Head of Unit, operative department, National Emergency Supply Agency



Example:
Rail transport safety culture creates reliability

The safety of rail transport is a sum of many parts. In addition to the technical and system safety, the safety culture also plays a key role. A good safety culture helps organisations to meet the challenges it encounters, even the surprising ones. In fact, the ability to succeed in changing conditions is a major sign of a well-working safety culture.

By looking at the safety culture, we can see the daily work and the reasons that affect choices. This means that the perspective helps us see how things are actually done and why. Through observation, organisations can often find points of view that have been ignored and are able to develop their own operations.

Traficom's work on the safety culture of rail transport focuses on cooperation with the operators in the system, providing support and sparring. At the same time, we develop our approach in a strong dialogue with the European Union Agency for Railways (ERA).

In 2023, we investigated the safety culture of small operators and found many things where we can intensify our cooperation. We also developed a tool for observing safety culture to be used in connection with management system audits. In safety dialogues, we talked with several operators on themes

focusing on human and organisational factors as well as resilience, among other things, while supporting the operators' own development work.

Supporting safety culture ensures the overall safety of the rail transport system in addition to other methods. Safety creates reliability, which increases the attractiveness of the railway system, thereby also helping achieve the climate goals related to traffic.



Example:
Aviation safety planning in a changing operating environment

In air transport, safety includes aviation safety, protecting aviation from intentional acts that reduce aviation safety, securing aviation data

and information systems, as well as health security. The obligations concerning national aviation safety programmes and plans come from EU legislation and international conventions.

The international operating environment and the competitive situation in the field of aviation are in constant flux. As the aviation authority, Traficom must remain aware of the impact of changes and predict them. The most important task is to ensure that in Finnish aviation, the necessary measures to maintain a high level of safety are taken at the right time. This is done by means of monitoring, regulation, information sharing and coordinated cooperation in risk management. Active interaction and cooperation with aviation operators ensure that the measures are based on up-to-date information on the everyday operations.

The Finnish Aviation Safety Programme maintained by Traficom describes the responsibilities, structures and procedures of safety work. Traficom also publishes the Finnish Plan for Aviation Safety annually. It contains concrete measures for aviation risk management. In 2023, Traficom updated the Finnish aviation safety performance targets and indicators in addition to the Plan for Aviation Safety and published the update on 11 January 2024.

 [Finnish Aviation Safety Programme \(FASP\)](#)

” We have been cooperating closely with Traficom for a long time already in order to mitigate the global climate impact of air transport, as long as for 15 years concerning emissions trading, for example, and nearly a decade when it comes to CORSIA, too. An open exchange of thoughts and ideas on both sides with a low threshold helps with the development of sustainability work. For example, the importance of sustainable aviation fuels (SAF) for emissions reductions in air transport plays a key role in our climate strategy, and the cooperation around the ReFuelEU Aviation initiative concerning this provides good support.

Eveliina Huurre, Sustainability Manager, Finnair

” The Nordic environmental working group for air transport has functioned already since 1991. Traficom has acted as the chair of the group for the last two years. The best part of the cooperation is that you can always ask for advice or support in influencing matters and find solutions together with neighbouring countries that face similar challenges.”

Katja Lohko-Soner, Chief Adviser, Transport System Services



Sustainable cities

UN goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable

Facts: Well-working and safe everyday connections for everyone as the goal

The goal of the National Transport System Plan, also known as the Transport 12 plan, is a transport system that operates in an environmentally, socially and financially sustainable manner and guarantees sufficient accessibility for people as well as trade and industry. Traficom is responsible for the impact assessment in the preparation of the Transport 12 plan and produces an overall strategic situational picture of the transport system and its development needs in cooperation with the Finnish Transport Infrastructure Agency and other stakeholders.

Traficom monitors the satisfaction of citizens with the transport system and travel chains every other year through surveys. The survey produces information on the satisfaction of citizens with the different aspects of the transport system and the service level of travel chains for authorities and stakeholders in the transport sector. Satisfaction with the transport conditions refer to e.g. experiences with the functioning and safety of trips. In 2023, citizens were fairly happy with these, and the average of the assessments was 3.72. A slight

decreasing trend in satisfaction can be noticed especially in smaller urban areas and municipalities with less than 20,000 residents, where the level of satisfaction is also lower compared to the large urban areas.

Digital connections ensure that people are able to work remotely as well as use services provided by authorities and companies. In 2023 we launched the Bittimittari.fi service, which allows users to measure the speed of their broadband service. The goal is to make connections available on land, at sea, in the air and in space. Promoting the availability of services on a global scale is important from the perspective of social sustainability. In 2023, Traficom actively influenced the definition of 6G technology in international cooperation under the UN (IMT-2030). The starting point for Finland has been the UN Sustainable Development Goals, and Traficom has influenced the work on defining 6G so that they would be taken into consideration from the start.

One of the principles is reducing the footprint so that the energy consumption of 6G would be significantly lower than in the

UN target 11.2
By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.

previous generations of technology. It is also important to take sustainable development into account in the international frequency planning. Adding new frequencies to the base stations that already exist reduces the environmental impact compared to the construction of new base stations.

Coverage of fast (100 Mbit/s) 5G networks of all households



Share of fibre optic connections of fixed connections (situation at the end of June)



Facts:

New accessibility requirements for transport and communications emphasise equality

Accessibility means that all people should have equal opportunities to participate and operate in society. In terms of Traficom, this means promoting accessibility in passenger transport services, audiovisual content services as well as the electronic products and services in the information society, among other things.

In the summer of 2025, the European Accessibility Act of the EU will bring our Agency new monitoring duties. In 2023, we prepared for our new duties by means such as mapping the obligations of operators, the rights of citizens and the duties of supervisory authorities. We initiated planning for advice and communications as well as the work of the national monitoring group for accessibility standards. The new accessibility requirements promote

the equality of people with disabilities in particular, but everyone will benefit from the accessibility and improved usability of products and services.

Traficom participated in drawing up the transport accessibility vision led by the Ministry of Transport and Communications. The idea that safe and independent mobility must be possible for everyone is at the heart of the vision. We also studied accessibility in the requirements on buses. The goal was to harmonise equipment requirements in bus transport procured by the authorities and identify best practices with regard to accessibility. The study was presented to stakeholders, and feedback on it was received from transport clients, operators and representatives of the users. The new situational pictures of accessibility of taxi

transport were also completed in the summer.

We promoted the accessibility of audiovisual content services with our studies of the quality of SDH subtitles on the Nelonen television channel and by requiring Sanoma Media Finland Oy to correct the deficiencies in the subtitling service. In August 2023, we found that the subtitling service on Nelonen met the obligations of the law concerning sufficient clarity and understandability.

 [Accessibility](#)

 [Resident satisfaction with the transport system and travel chains](#)

 [Bittimittari](#)

General satisfaction with the functioning and safety of trips (average of evaluations)

Range of responses: 1–5, where 5 is very satisfied and 1 is very dissatisfied

General satisfaction with the functioning and safety of trips	2019	2021	2023
All in general	3,79	3,75	3,72

Satisfaction with accessibility	2017	2019	2021	2023	2023*
Pedestrian environment	3,62	3,75	3,70	3,70	3,52
Local public transport	3,41	3,78	3,73	3,77	3,43
Bus transport, long distance	3,38	3,64	3,57	3,43	-
Train transport, long distance	3,58	3,75	3,69	3,76	3,67
Air transport, long distance	3,69	3,82	3,81	3,90	-

* Respondents with a disability or restricted mobility that makes mobility more difficult

Example:

Supporting municipalities with promoting safe and sustainable transport

Nearly every Finnish municipality has climate goals, and measures focusing on transport are central to the climate work of municipalities. Traficom supports municipalities in many different ways in promoting safe and sustainable transport and communications. The support granted by our Agency speeds up change and development and helps us build an increasingly safer and more functional and sustainable future.

With government grants, Traficom helps municipalities implement projects that promote safe and sustainable mobility, the construction of fast broadband connections and cyber security in concrete ways. By sharing information on communications connections, clean vehicle purchases, traffic safety and sustainable mobility, we help municipalities make good decisions and promote important goals.

The effects of government grants must be assessed regularly. According to the Act on Discretionary Government Transfers, government grant authorities shall in a suitable manner monitor the effectiveness and appropriateness of the use of discretionary government grants awarded by them, the effect of the government grants on competition and on the status of different population groups, and the environmental and other impacts of the grants. In 2023, a report was completed assessing the impact of government grants for traffic safety, mobility management and walking and cycling promotion programmes in addition to the functionality and development needs of government grant processes. The impact assessment of government grants will continue in 2024.

”

In 2023, the Europe-wide Mobility Week was organised in Finland for the 20th time. The week is implemented together by Motiva and Traficom, and it offers cities and municipalities a wonderful opportunity to highlight the work they do for sustainable mobility every year. During the anniversary year, we had a record number of 45 municipalities joining in to highlight alternative forms of everyday mobility. Walking, bicycling, public transport, carpooling – we encourage people to try them out.

Jenni Marsio, Coordinator for the Mobility Week in Finland, Motiva Oy

- [Traficom supports municipalities in promoting safe and sustainable transport and communications \(in Finnish\)](#)
- [Impact assessment of government grants for mobility management and traffic safety \(in Finnish\)](#)
- [Support and grants awarded by Traficom \(in Finnish\)](#)



Example:

Rights of persons with disabilities or reduced mobility in different modes of transport

Traficom shares information and monitors the rights of people with disabilities or reduced mobility based on the EU passenger rights regulations. People with disabilities or reduced mobility have the right to receive help free of charge within the EU in air, train, boat and bus transport. These rights apply to people whose ability to function has been permanently or temporarily reduced when using means of transport. During the trip, assistance can be provided e.g. to elderly persons, persons using a wheelchair or persons with hearing or visual impairments. Not all disabilities, such as the autism spectrum or memory illnesses, are visible.

The assistance services are provided at different stages of the trip by personnel trained for the purpose. Assistance can be received

e.g. at the station when checking in, moving into a means of transport as well as in the means of transport during the trip. Passengers have the right to transport mobility aids as well as a service dog free of charge. It must be possible to get reservations and tickets without additional costs. Information about the terms and conditions related to transporting persons, those who may accompany them as well as mobility aids must be provided in an accessible format.

It is always good to give advance notice of the need for assistance. Even if no advance notice was given, the aim must always be to provide assistance so that the person with a disability can take the reserved trip. If there are problems with the assistance service, you can contact the transport operator

or the party maintaining the station or port without delay. If the complaint is not successful, you can notify Traficom about the matter.

[📍 Rights of passengers with disabilities or reduced mobility in different modes of transport](#)

” With the new transport forecast methods, the impact assessment ability can be improved and it can be determined how the impact affects different population groups and how the changes affect emissions and accidents. At the same time, it is possible to create scenarios quickly on how the structural changes in the population and community affect mobility. Our goal is to create an open and transparent model so that as many parties as possible can use the information from it.

Jens West, Senior Specialist, Transport forecast model team



Climate action

UN goal 13. Take urgent action to combat climate change and its impacts

Facts:

Towards emissions reductions in road traffic with a strong knowledge base

Domestic transport emissions account for roughly one fifth of all greenhouse gas emissions in Finland. Of these, approximately 96% are caused by road transport.

The 'Fit for 55' package refers to the set of legislative proposals issued in 2021 with the purpose of ensuring that the climate goals of the EU will be reached. The proposals involve matters such as alternative fuel infrastructure, carbon dioxide emission standards for vehicles, emissions trading as well as alternative fuels for maritime and air transport. In 2023, Traficom participated in the implementation of several legislative proposals in the 'Fit for 55' package. We supported ministries in preparing national legislation that implements or supplements EU legislation and prepared for taking over the monitoring and other official duties assigned to Traficom.

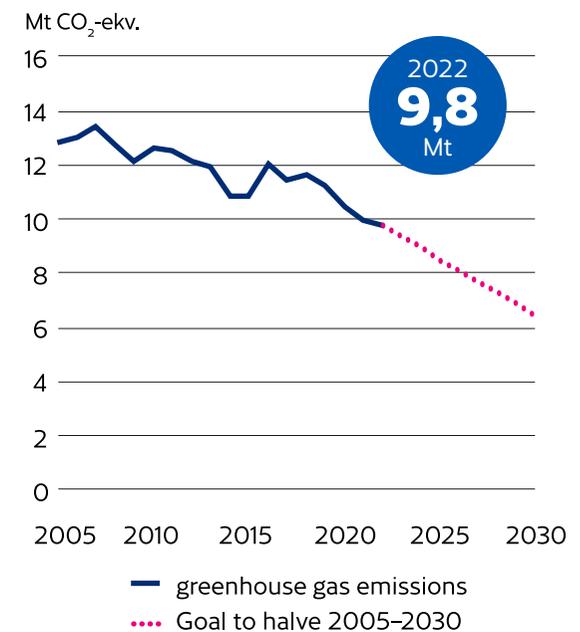
In 2023, we also developed the knowledge base for monitoring and assessing climate and

other environmental impact. Among other things, we published an updated road transport vehicle stock and greenhouse gas emissions base forecast that describes the probable development of emissions in the road transport sector until 2050. A policy scenario that included potential additional measures to achieve the desired emissions reductions was published at the same time. In 2023, we also participated actively in the development work of the environmental impact assessment network in the administrative branch of the Ministry of Transport and Communications. The work for supporting knowledge-based policy preparation and decision-making continues in 2024 in the working group for developing the impact assessment ability of the administrative branch.

 [Fit for 55 package](#)

UN target 13.2
Integrate climate change measures into national policies, strategies and planning, while taking into account the fact that the UN climate change framework agreement is the primary international and intergovernmental forum when negotiating global measures to fight climate change.

Domestic traffic greenhouse gas emissions



Source: Statistics Finland. 2022 preliminary data.

Facts:

The monitoring of energy consumption of communications networks continued

Information and communications technologies (ICT) play a key role in the reduction of climate impact in many other sectors. On the other hand, the networks, devices and data centres required by ICT leave their own footprint in terms of energy consumption, emissions and material consumption.

In 2023, Traficom continued to implement the Climate and Environmental Strategy for the ICT Sector in Finland by the Ministry of Transport and Communications by means such as carrying out an annual data collection on the energy consumption of networks for the largest telecommunications operators. The data collection was a continuation for the pilot data collection in 2022. The data offers a more detailed picture of the environmental impact of the field and makes it possible to monitor the development of the energy consumption of communications networks.

According to the study, the energy consumption of communications networks in 2022 was approximately 970 gigawatt hours. The most energy is consumed by the network sections closest to the end user. These include the access network of fixed networks and the radio network of mobile networks. The results show that the mobile network consumes clearly more energy per byte transferred compared to the fixed network. Traficom also participates in EU-level cooperation to develop common indicators for monitoring environmental impact in the field.

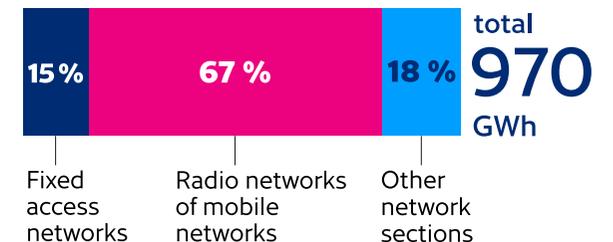
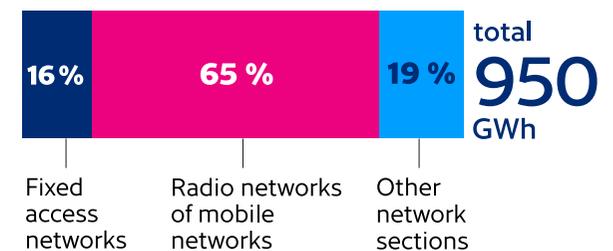
- [Climate and Environmental Strategy for the ICT Sector](#)
- [Energy consumption in communications networks](#)

” **The decisions of the World Radiocommunication Conferences (WRC) are very important for the future wireless communications networks and services in Finland. These international decisions directly affect how Finland meets the growing communications needs of the information society. For this reason, we participate in close international cooperation concerning frequencies.**

Jarno Ilme, Deputy Director-General, Digital Connections



Energy consumption of Finnish communications networks 2021 and 2022



Example:

The scrapping premium and the purchase subsidy for fully electric cars promoted sustainable modes of transport

In 2023, Traficom conducted follow-up studies on the scrapping premium campaign and the purchase subsidy for fully electric cars. Both involved government grants targeted at private individuals with the aim of reducing the greenhouse gases caused by traffic and renewing the Finnish vehicle stock.

In the scrapping premium campaign, you could get a government grant for purchasing a new car, an electrically-assisted bicycle or public transport services by scrapping an old car with large emissions. The undisputed star of the campaign was the electrically-assisted bicycle – more than 70% of all of the scrapping premiums were used in purchasing one. The campaign brought electrically-assisted bicycles plenty of positive attention as an environmentally friendly mode of transport that promotes health, and it seems that the bicycles purchased have been used actively. The study showed that an electrically-assisted bicycle is a valid means of transport that can replace car trips.

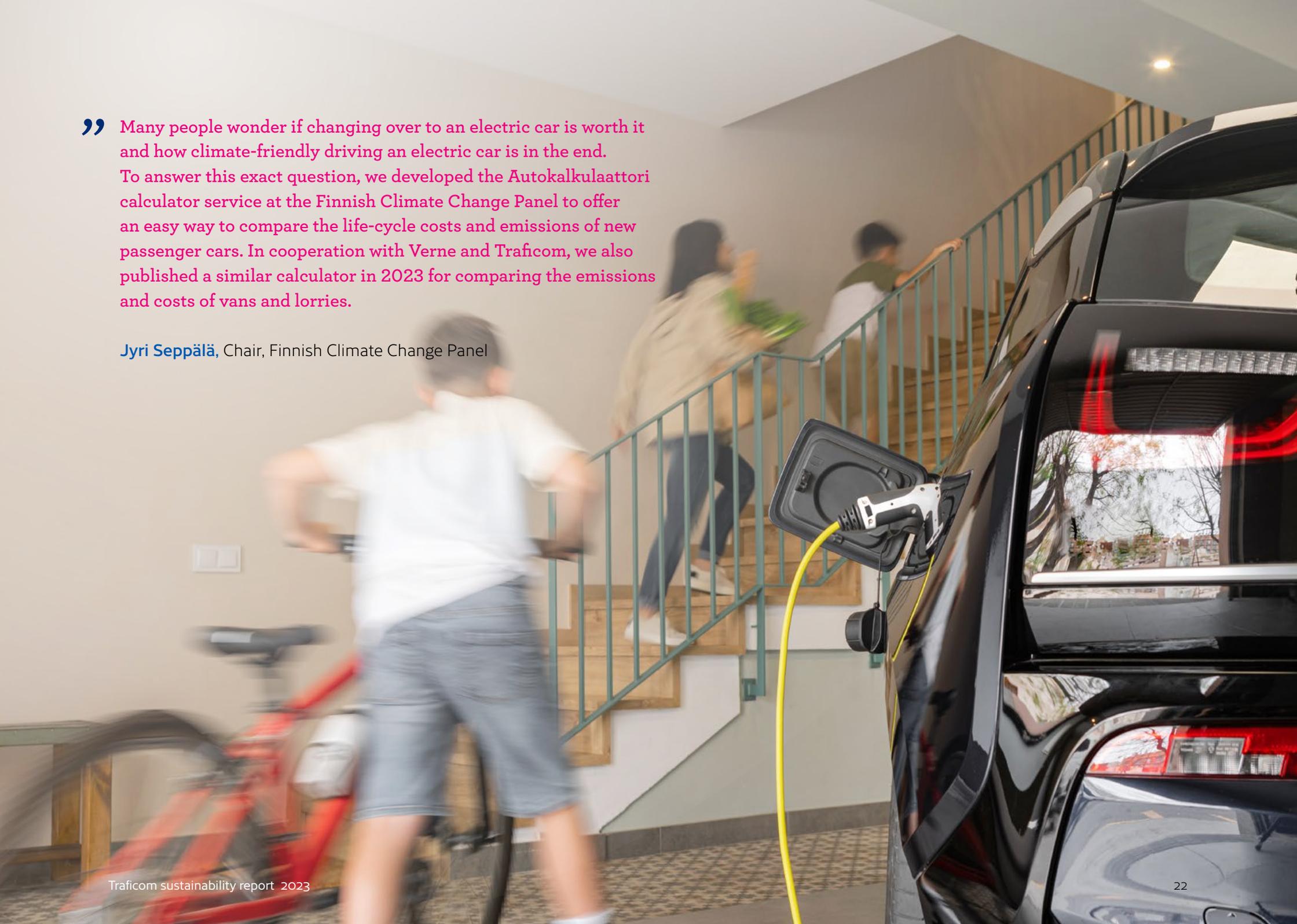
As for the purchase subsidy for fully electric cars, as the name indicates, it was only available for purchasing a fully electric car. The purchase subsidy was very popular, and after the follow-up study, it can be stated that the subsidy was timed correctly with regard to the transport energy revolution. Those who received a subsidy for purchasing a fully electric car were motivated by the desire to reduce the cost of driving in the long term and a wish to reduce the environmental impact of one's own driving. According to the study, those who had purchased a fully electric car were very satisfied with their new car and felt that using and recharging it was easy, pleasant and effortless.

- [Scraping premium campaign, 2020–2021 \(in Finnish\)](#)
- [Effectiveness of the purchase subsidy for fully electric passenger cars, 2018–2022 \(in Finnish\)](#)



” Many people wonder if changing over to an electric car is worth it and how climate-friendly driving an electric car is in the end. To answer this exact question, we developed the Autokalkulaattori calculator service at the Finnish Climate Change Panel to offer an easy way to compare the life-cycle costs and emissions of new passenger cars. In cooperation with Verne and Traficom, we also published a similar calculator in 2023 for comparing the emissions and costs of vans and lorries.

Jyri Seppälä, Chair, Finnish Climate Change Panel



Example:

Traficom is given an administrative role in maritime transport emissions trading

In 2023, Traficom for its part prepared for the inclusion of maritime transport in the EU Emissions Trading System from the start of 2024 onwards.

The negotiations on the changes in the EU Emissions Trading System and expanding it to cover maritime transport emissions were concluded during the spring of 2023. Traficom supported the Ministry of Transport and Communications in negotiations concerning maritime transport with regard to technical issues and especially the exceptions proposed for winter navigation important to Finland. Traficom also participated in the preparation of the national Emissions Trading Act.

In 2023, Traficom started preparing for the role of the administering authority responsible for shipping companies in maritime transport emissions trading. Traficom held a briefing for the operators in the field and published a bulletin on the topic. Traficom also prepared for the administrative decisions it will make in its role as an administering authority. Acting as the administering authority for emissions trading will expand the scope of Traficom's duties. Traficom will also act as the administering authority for emissions trading for certain shipping companies from third countries.



 [Maritime transport will become a part of the Emissions Trading System starting on 1 January 2024](#)

Footprint

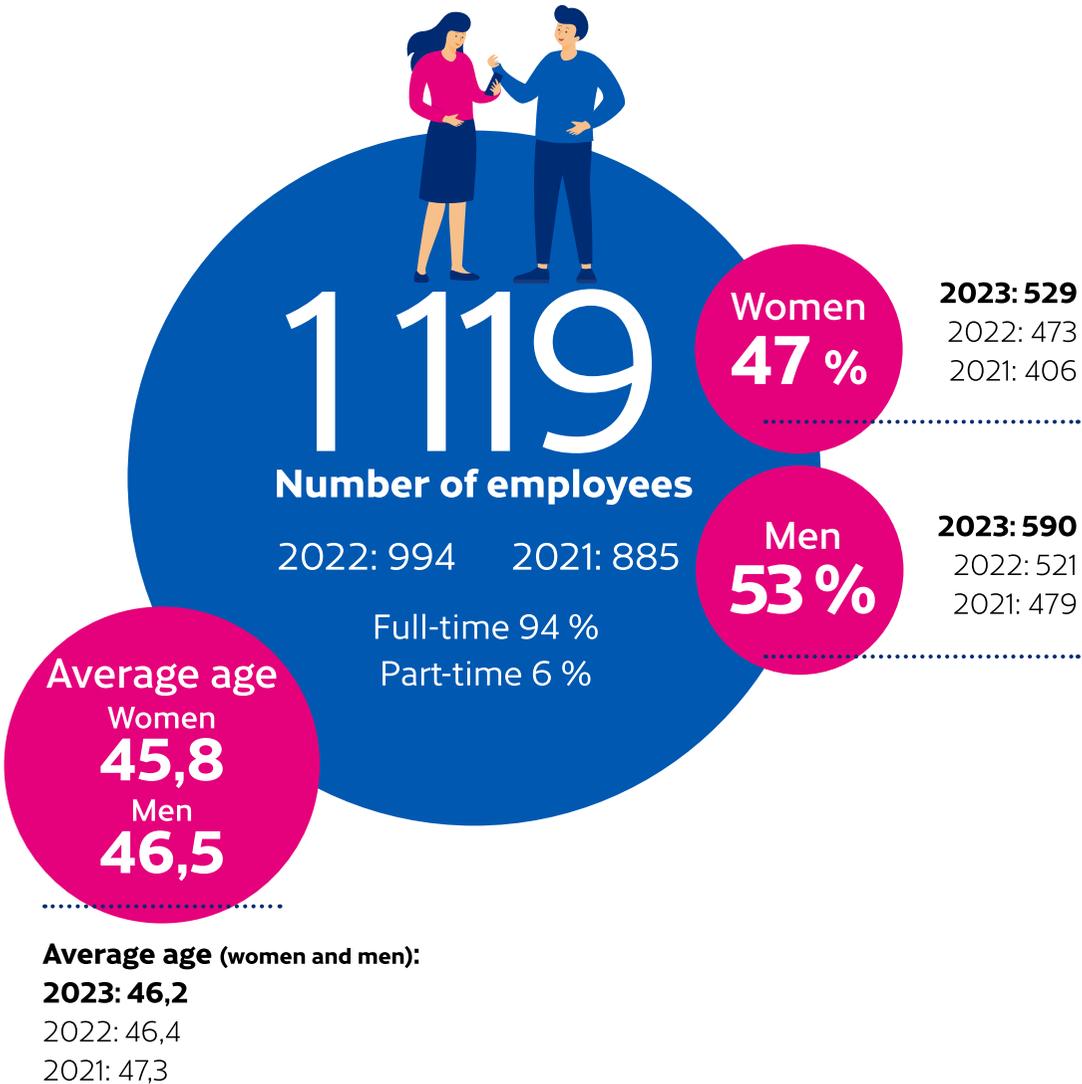
The social, ecological and economic impact of Traficom on its operating environment



Staff wellbeing

In 2023, the number of employees at Traficom was 1,119, and we worked at a total of 15 offices all around Finland. The work is done with a multi-location working approach, which combines working from home and in the office. In fact, the people at Traficom have been very happy with the flexible options for working from home as well as being able to define the practices for working at home and in the office at the service areas and teams of the Agency based on their duties. The aim is also to develop the preconditions for multi-location work continuously; examples of this include strengthening the sense of community and conducting surveys to map the usability of different types of spaces.

The principles and measures related to developing the competence of the people at Traficom are collected in the annually updated personnel and training plan. Traficom has adopted shared learning paths that include e.g. the personnel orientation material, general and advanced security training as well as training with a wide range of themes to support work and ensure the use of common methods.



” In our unit, we adopted a template for the situational picture of the work week, in which everyone estimates the main duties for the current week and the time spent on them. We also review the issues and overall feeling of the previous week. The shared operating model has built up our unit’s sense of community and brought transparency to diverse areas and the workload. We participated in the Agency’s “Arjen Supersankarit” (Everyday Superheroes) competition with the idea, and we have shared this tried and true operating model within our agency.

Laura Puranen, Senior Specialist, Development and Cooperation unit of Traficom’s National Cyber Security Centre Finland



Personnel years

2023

Permanent 961 Fixed term 158

2022

Permanent 864 Fixed term 130

2021

Permanent 838 Fixed term 47

Well-being at work

Overall job satisfaction index on a scale of 1-5*

2023 **3,65**

2022: 3,66, 2021: 3,52

*Response rate
2023: 73,6 / 2022: 73,3 / 2021: 74



Ecological footprint and sustainable procurements

Factors causing harmful effects to the environment in Traficom operations are energy consumption in premises, travel for work, commutes, material consumption and service and product acquisitions. In fact, developing the sustainability of procurement is one way in which we aim to minimise the harm caused on the one hand and promote values in accordance with sustainable development on the other hand. Procurements are the largest expense item of the Agency, and they can be used to make a major impact. When preparing for procurement, we assess whether it can be used to promote sustainable development via

the perspectives of environmental, social and economic responsibility.

The largest of costs in Traficom's financial management are service purchases and personnel costs. In 2023, the total costs of the Agency amounted to EUR 223 million, of which EUR 132 million was spent on purchasing services and EUR 89 million on personnel costs. In the previous year of 2022, the total costs of the Agency amounted to EUR 190 million, of which the amount of service purchases was EUR 109 million and the personnel costs was EUR 75 million.

” For a few years now, we have taken measures to increase the share of electronic invoicing with regard to vehicle tax bills. In November 2023, we adopted Suomi.fi messages alongside e-invoices and the OmaPosti service. In March 2024, the number of vehicle tax bills sent electronically crossed the threshold of 50%. Our work is a part of the digitalisation of central government. It's great that sustainability also creates concrete savings.

Antti Hänninen, Senior Specialist,
Services for Motorists

The popularity of digital services increased

The development of Traficom's operations also includes the digitalisation and automation of the Agency's customer service and service processes. Digitalisation reduces the consumption of natural resources, and at its best, it improves the customer experience, reduces errors and misuse and helps the people at Traficom to work more efficiently. The aim with regard to the level of digitalisation of the Agency's

services was to reach at least the same level as in 2022. In 2023, we reached our goals when the level of digitalisation measured for the registration of vehicles, registration of watercraft, driving licence services and licences for radio broadcasting rose to 73% (in 2022, the realised percentage was 71.5%).

[Traficom's financial statements \(in Finnish\)](#)



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