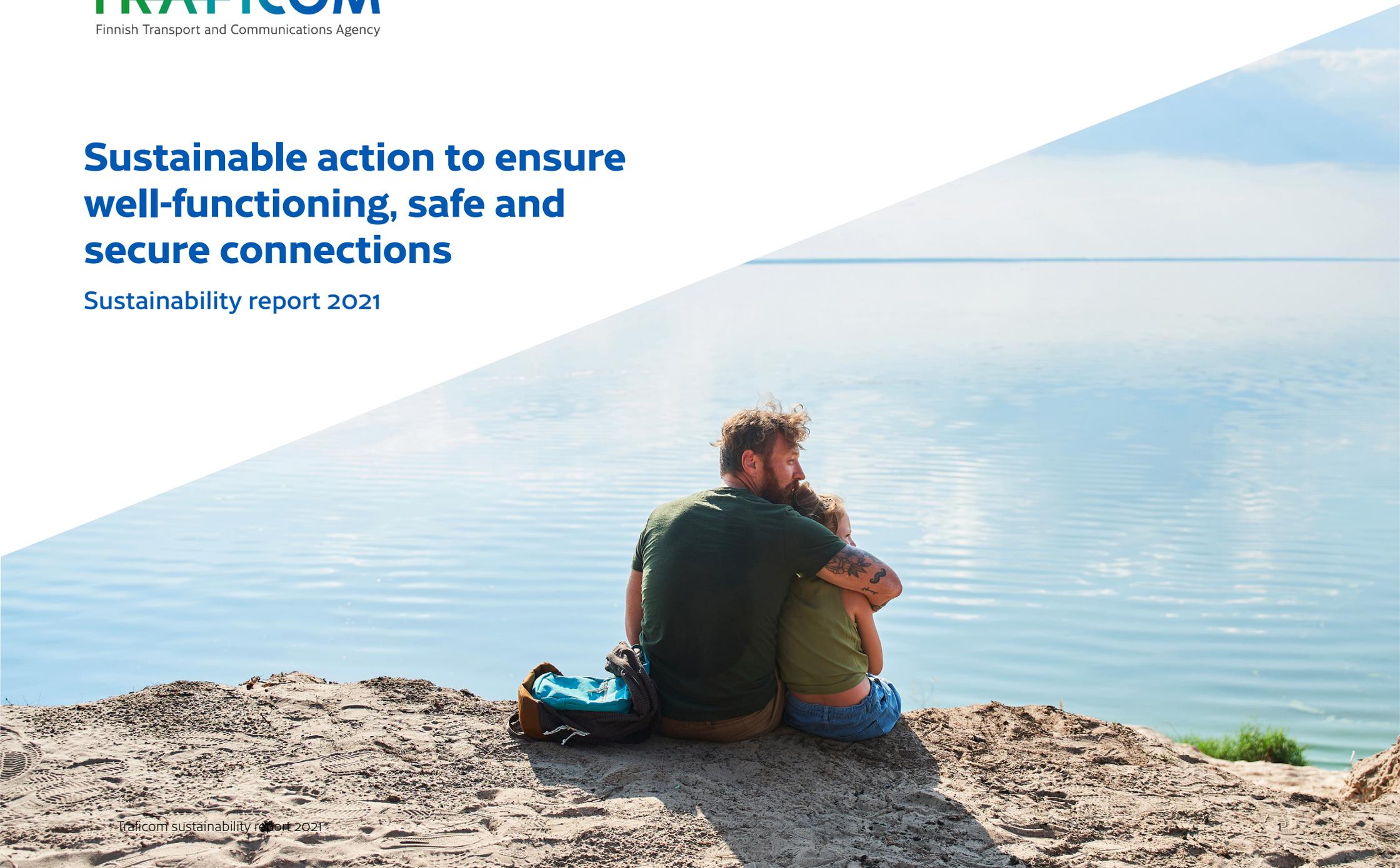


Sustainable action to ensure well-functioning, safe and secure connections

Sustainability report 2021



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Director-General's review

Traficom's first sustainability report presents our sustainable development goals and explains how we promote their achievement in practice.

For us, sustainability is based on our operational strategy. The tasks set in the strategy include taking care of our vital environment, enabling innovative services and ensuring well-functioning and safe connections. The legislation and guidance in the administrative branch of the Ministry of Transport and Communications also require us to ensure that our actions are sustainable.

The framework for this sustainability report is based on the sustainable development goals outlined in the UN 2030 Agenda for Sustainable Development. In our goals, we have focused on areas where our actions can make the greatest contribution to achieving objectives. Many other UN sustainable development goals are also associated with our operations, meaning that it is important for us to promote sustainable development goals together with our stakeholders and other operators in our administrative branch.

Do you know how many areas Traficom's responsible operations for sustainable development cover? We employ more than 900 transport and communications professionals who work daily for the betterment of Finland. Our tasks comprise

official duties in the fields of aviation, road, maritime and rail transport, communications and cyber security. We operate across the country in 15 locations. We also advocate for Finland in various international forums.

Sustainability means action. The UN sustainable development goals that we selected are connected to safety in transport and communications, sustainable infrastructure, sustainable cities and communities as well as climate action.

We work to secure an environment that fosters life and activities from one generation to the next. We do our part in ensuring the reliability, safety and security of transport and communications. We promote open competition to facilitate the creation of human-centric, sustainable and affordable services in the transport and communications markets. This will allow people, data and goods to move freely, safely and sustainably.

We take responsibility for the future and the environment. We work to support Finland in achieving its climate goals and being a pioneer in developing carbon-free transport and communications.

This report is an account of our sustainability operations. It will also help us to identify our carbon footprint and ensure that our work supports sustainable development.



Our staff play an important role in translating sustainability into reality. Traficom employees are interested in sustainability and our staff have been active participants in producing content for this sustainability report. Read on to find out what they think about sustainability.

I would like to thank everyone for their work thus far. We will continue to work together with our staff and stakeholders to develop solutions for a sustainable Finland and future.

Kirsi Karlamaa
Director-General

Sustainability at Trafficom



Finnish Transport and Communications Agency Traficom's role in society

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



ensure the availability of well-functioning and safe connections and services in the fields of transport and communications



anticipate changes and support the development of the information society and transport system



ensure sustainability in transport and communications solutions



support the creation of innovative services



produce information and data to support decision-making and consumer choices.

Managing sustainability

At Traficom, striving for sustainability is based on a performance agreement between the Ministry of Transport and Communications and the Finnish Transport and Communications Agency, and the targets set for the Traficom therein, as well as Traficom's own strategy. The strategy's goals include taking care of our vital environment, enabling innovative services and ensuring well-functioning and safe connections.

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

The Director-General manages Traficom's operations with the help of the executive group and immediate subordinates. Traficom's executive group consists of the Director-General, Deputy Directors-General, the Director of the Sustainable and Clean Environment

Network, the Director of Communications and the Director of Security.

Sustainability is an integral part of operations and leadership at Traficom. The executive group discusses sustainability issues as part of other matters on its agenda. Sustainability issues processed by the executive group include matters concerning Traficom's finances, offices and staff, as well as matters related to meeting the objectives set out in the performance agreement.

The Deputy Director-General of Administrative Services and the members of the executive group also report on sustainability indicators in connection with reporting on performance agreement objectives and drafting executive reports. Risks related to achieving these goals are also discussed in connection with the above. Performance objective and executive reports are reviewed three times a year.

[Learn more about the UN sustainable development goals here](#)

SUSTAINABLE DEVELOPMENT GOALS

3 GOOD HEALTH AND WELL-BEING



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



Sustainability concepts and report drafting method

This first ever sustainability report by Traficom is based on a guideline issued by the State Treasury in September 2021. The guideline recommends that all central government organisations draft annual sustainability reports. Sustainability reporting has two primary objectives. First, the purpose is to support central government organisations in developing their own efforts for the promotion of sustainable development. Second, the purpose of the report is to highlight to the organisation's stakeholders how the organisation's operations contribute to the promotion of sustainable development.

What do we mean when we talk about sustainability?

Sustainability means being responsible for the environment, the people and the economy. The joint sustainability reporting framework adopted by central government is based on the UN 2030 Agenda for Sustainable Development and its 17 sustainable development goals (SDGs). Traficom has selected four goals most closely related to its core tasks for its own reporting (SDGs 3, 9, 11 and 13).

In this report, the positive impact of Traficom's operations on the four selected goals

are called the handprint. We describe the handprint of each goal in 2021 with the help of data boxes, case studies and quotes. The data boxes contain summaries of long-term task entities, and case studies highlight the most significant success stories over the year. Quotes, on the other hand, pass the microphone to Traficom employees working with different tasks. The report also contains quantitative indicators describing the development of various themes.

Sustainability reporting focuses on identifying and describing our handprint. In addition to our handprint, we also briefly discuss the footprint of our organisation. This refers to the negative ecological, social and economic effects of Traficom's activities in its operating environment. We also describe our efforts to mitigate these effects.

Traficom sustainability journey

The work to initiate sustainability reporting at Traficom started in the spring of 2021. A working team of two people coordinating the compilation of the report and people representing sustainability communications and leadership were appointed in charge of the project. The organisation of the work strived

to engage the various functions within Traficom in forming the final report and selecting the content. The team also focused on working on the content descriptions of the handprint and footprint in workshops with experts in each theme. Management encouraged this work and was also committed to the sustainability efforts. The development of our sustainability work was met with enthusiasm at all levels of the organisation!

Traficom's first ever sustainability report on the year 2021 only marks the beginning of our journey. The first reporting round has provided us with valuable lessons, and we have also compiled a list of things and themes that we need to focus more on in the coming years. In the spirit of continuous improvement, we have identified certain development areas, such as engaging our entire staff more comprehensively and getting a better grip on our footprint.

We hope that our objective of creating an easy-to-read and browsable information bulletin, with our employees also having a say, is conveyed to the reader. We also hope that this report manages to highlight the impact of the work we do here at Traficom and promote discussion to help us further improve our activities!

Traficom's sustainable development goals

UN Goal 3.
Ensure healthy
lives and promote
well-being for all at
all ages

UN Goal 9.
Build resilient
infrastructure,
promote inclusive
and sustainable
industrialisation and
foster innovation

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 four UN sustainable development goals



Health and well-being

UN Goal 3. Ensure healthy lives and promote well-being for all at all ages

The long-awaited new Traffic Safety Strategy was completed

Promoting traffic safety is one of the core tasks of Traficom in aviation as well as road, rail and waterborne transport.

In 2020–2021, Traficom provided strong support for the preparation of the Traffic Safety Strategy 2022–2026. The strategy, which was completed in early 2022, discusses safety issues concerning all modes of transport for the first time. Indeed, its objective is to improve traffic safety in Finland comprehensively.

Traficom promoted the strategy already in 2021, for example, by making efforts to provide healthcare operators with access to driving licence information to promote the monitoring of fitness to drive.

Our role in the implementation of these actions will intensify in 2022, when the strategy will be implemented by updating guidelines on speed limits and establishing a micromobility network, for example.

In 2022, the stakeholder network for boating headed by Traficom will focus on the safety of boating, training issues and campaigns.

” The good status of aviation safety is the result of systematic, long-term work. Safety must, however, be rebuilt every day, and I am privileged to be a part of this.”

- Tapani Maukonen, Team Leader, Safety Information team



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 deaths and injuries from road traffic accidents by 2030.

Traffic Safety Strategy 2022–2026
[Read more](#)

Cyber security is everybody's business

The key task of the National Cyber Security Centre Finland (NCSC-FI) at Traficom is to ensure the reliability and information security of communications networks. The NCSC-FI supports organisations in ensuring cyber security and guides web users of all ages in improving their information security skills.

In 2021, we carried out social media campaigns to help older persons improve their information security skills. Together with our cooperation partners, we reached more than 600,000 people. We maintain information security materials suitable for children, parents and educators on our website. The NCSC-FI participated in the 'Varo, Varmista, Varoita' (be aware, ensure and alert) campaign intended for consumers, which was managed by the Consumers' Union of Finland and Microsoft, as well as Traficom's 'Älyä ostoksiin' (smart consumer) campaign.

The Cybersecurity Label indicates that the information security matters of a product or service have been considered. In 2021, the NCSC-FI awarded the Cybersecurity Label to a COVID-19 certificate reader application.

We also participated in the 'Haukka' (Hawk) project by the Ministry of Finance, which is developing digital security services for public administration. In 2021, we launched an information security scanning pilot for municipal digital services, and the work will continue in 2022.



” Cyber security is about safeguarding the operation of the entire digital society. We are at the core of the situational picture of Finnish cyber security, and our work has a direct impact on safeguarding our everyday lives – daily and on many levels.

– Jan Wikholm, Head of Unit,
Operational Capability and Situational Awareness

Information security incidents processed 2021:
17 572
(2020: 10 892)

Information security incidents processed automatically 2021:
209 237
(2020: 115 000)

Disturbances in communications networks 2021:
73
(2020: 67)

Cybersecurity Label adoptions 2021:
5
(2020: 6)

And goals: 2022:
6 new products or product families (total number at end of year 24)

Traficom promotes traffic safety to reach Zero Vision

Traficom is an authority in permit, licence, registration, approval, safety and security matters related to transport and communications. The new Traffic Safety Strategy strives towards the Zero Vision, or zero deaths and injuries in traffic by 2050. Halving road traffic deaths and serious injuries from the 2020 level by 2030 serves as an intermediate goal.



The number of deaths in road traffic accidents has roughly halved once before as the result of long-term traffic safety advocacy in Finland over the past 20 years. There is still room for improvement, and if road traffic accident deaths are proportioned to the population, Finland places approximately tenth among EU countries. We must do better!

What is in a statistic, really?

Did you know that over the past few years, approximately 200 people have died and approximately 900 people have been seriously injured in road traffic accidents each year? Most of the deaths, roughly 60%, occurred when the victim was in a passenger car. Of those seriously injured, approximately 30% were cyclists, 30% passenger car passengers or drivers and 20% moped drivers and motorcyclists.

One part of the development actions included in the new strategy concerns road traffic accident statistics. The official road traffic accident statistics of Finland only include serious injuries that have been reported to the police and recorded in hospital care notifications. As a result, only about half of all serious accidents wind up in official statistics, because the number of people recorded in care notifications is roughly double compared



to police reports. Serious cycling accidents, in particular, are often not recorded in statistics.

Accident investigations conducted by road accident investigation teams in Finland are used to enrich the data on serious accidents. Furthermore, official statistics do not discern between injuries from accidents occurring on electric scooters, which is a new phenomenon that has emerged in recent years.

” Traffic automation can be used to improve traffic safety and the functioning and energy efficiency of the transport system.

- Eetu Pilli-Sihvola, Head of Transport Digitalisation, Road Infrastructure and Statistics

” Each death in traffic affects me, but also makes my work meaningful. I would not want to do any other work.

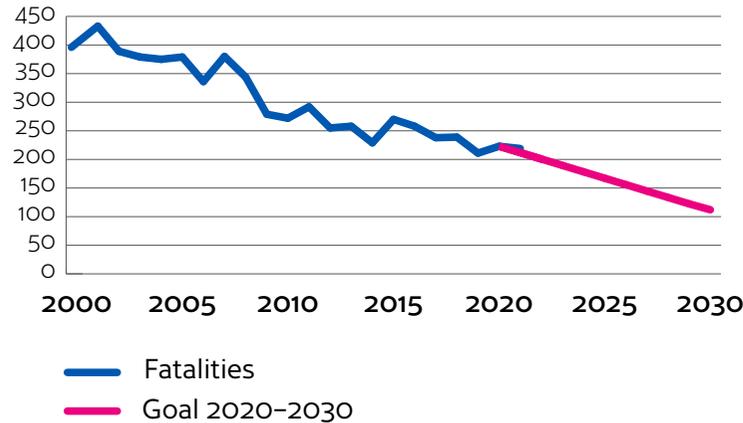
- Inkeri Parkkari, Chief Adviser, member of a road accident investigation team

How else can we monitor developments in safety?

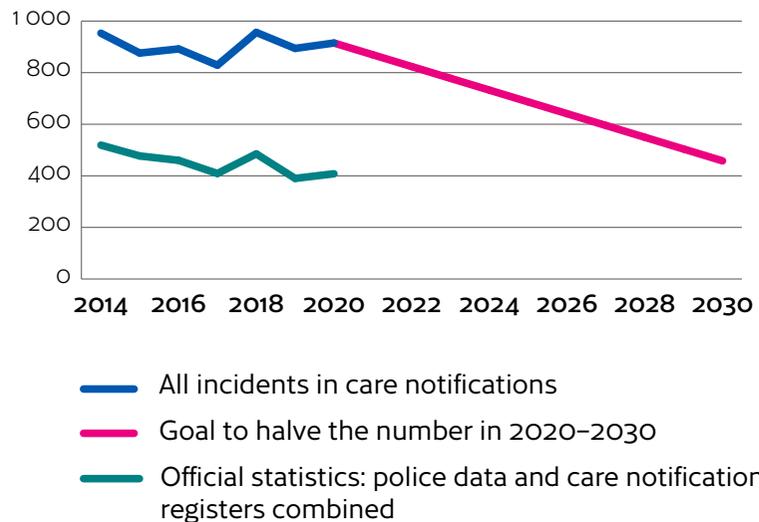
Conventional accident statistics will soon be supplemented with common EU road safety indicators. They are intended for monitoring factors with direct links to traffic safety, such as speed limit compliance, use of safety equipment, prevalence of drunk driving, safety of the road network and vehicle stock as well as first response times during accidents.

Finland has monitored driving speed and the use of seatbelts for a long time already. There is room for improvement in abiding by speed limits, as only a little more than 50% of passenger car drivers drive under speed limits in summer time. More people are conscientious about using seatbelts; approximately 96% of people in the front seats of passenger cars now use seatbelts.

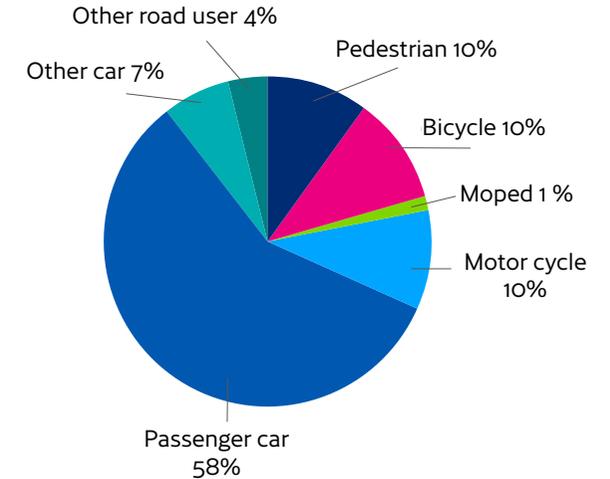
Road fatalities



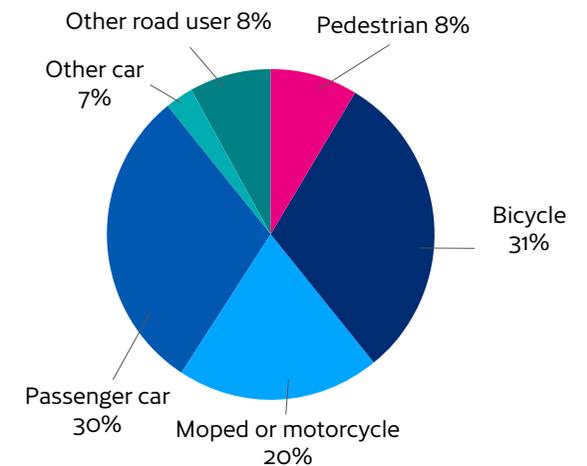
Serious injuries in road traffic



Road fatalities by road user group 2017-2021



Serious injuries in road traffic by road user group 2017-2021



Traficom promotes well-being by strengthening the cyber security of organisations

Traficom helps organisations improve information security and maintains information security situation awareness

The National Cyber Security Centre Finland (NCSC-FI) at Traficom supports organisations producing services in improving their information security. We engage in confidential dialogue on current cyber security issues with organisations in branch-specific information exchange and cooperation groups.

The NCSC-FI also produces instructions and guidelines for various organisations. The 'Kybermittari' cyber meter is a free-of-charge tool that we developed for companies to evaluate and improve their cyber security. Cyber weather, intended for individuals in charge of information security in organisations, is a monthly bulletin on significant information security incidents and phenomena.

In 2021, the NCSC-FI manually processed more than 17,000 reports of information security incidents or suspected incidents. The number of automatically processed reports exceeded 200,000. Processing incidents generates a significant economic benefit for society each year. Helping citizens translates to social well-being. Cooperation networks and information sharing groups were also active.



” In 2021, the National Cyber Security Centre Finland manually processed more than 17,000 and automatically processed more than 200,000 security incident reports. Each one of them has helped citizens or organisations in their plight, when information security has failed in one way or another. We helped people hundreds of thousands of times with issues big and small!

- Arttu Lehmuskallio, Director, Incident Management



Events on information security phenomena garnered widespread interest

The information security seminar hosted by the NCSC-FI is one of the most popular events at Traficom. The 2021 virtual event drew record attendance and was considered very interesting. The webinar announcing the publication of the first artificial intelligence (AI) cyber security report in Finland brought together influencers in the branch and sounded the future from the point of view of AI cyber security and risk management.

Example: the significance of information security in ensuring the functioning of healthcare services

Most services, such as healthcare and well-being services, rely on the functioning and security of digital connections. From the point of view of users, functionality and security of online services translate to quality and reliability. Disruptions in healthcare and well-being services may lead to patients not having access to treatment, for example. Whereas for organisations, information security incidents may result in significant economic and reputational risk. Shortcomings in the protection of healthcare data systems can lead to significant human suffering.



Sustainable infrastructures

UN Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation

Target 9.1

Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.

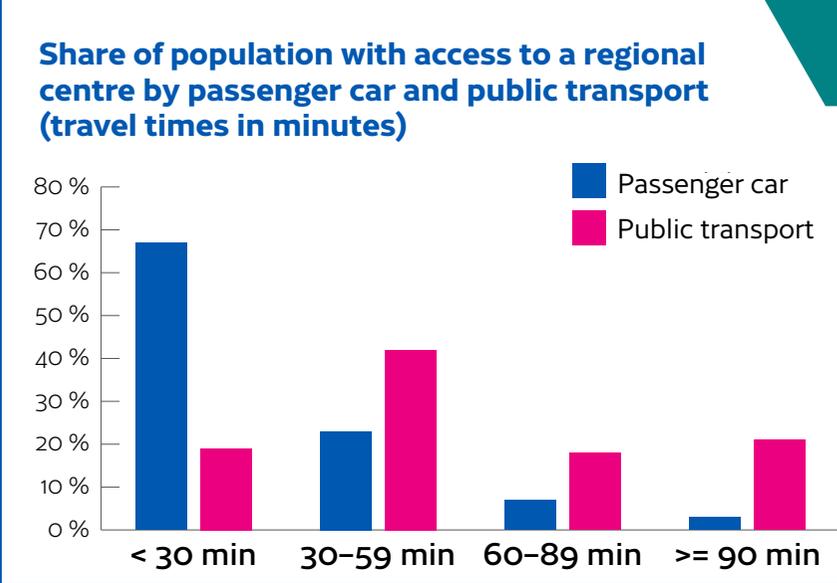
The first national transport system plan for 2021–2032 was completed

The purpose of the national transport system plan, or 'Transport 12,' is to increase longevity in transport policy. It helps maintain and develop the Finnish transport system to meet the various mobility and transport needs of people, trade and industry around the country.

Transport system refers to an entity comprising passenger and goods transport, means of transport, transport services and information, traffic control and management systems and the related infrastructures, such as the transport networks and communications connections in service of transport.

During the drafting of the plan, Traficom participated in planning measures, assessed impacts and commissioned reports, among other things. Traficom also published the first transport system analysis in 2021, which described the current status and future of the transport system and monitored the realisation of the objectives outlined in the Transport 12 plan.

In the coming years, Traficom will continue to maintain the transport system analysis and do its part in implementing other tasks specified in the 12-year operational programme.



The National Transport System Plan for 2021–2032
[Read more](#)

” Transport system planning is first and foremost cooperation with various stakeholders. Through interaction and engagement, we seek the best design solutions for all parties. Cooperation with stakeholders is resource-intensive, but also the requirement for a shared end result.

- Taru Pakkanen, Senior Adviser,
 Transport System Planning and Impact Assessment

Our efforts to promote digital connections make daily life easier

Digital connections ensure that people are able to work remotely as well as use digital services provided by authorities and companies. Future solutions as well, such as smart mobility and virtual reality, require comprehensive communications networks of high quality. The EU has set a goal that all European households are covered by a gigabit network by 2030, with all populated areas covered by 5G.

Traficom promotes the joint construction and use of networks. Joint construction means that the excavation work required for the construction of various networks, such as electrical power, telecoms, transport, water supply and sewerage networks, is implemented together. This allows for more affordable construction of these networks, and the environmental impact of construction can also be minimised. We also grant government support for the construction of fast broadband networks in sparsely populated areas.

The 5G Momentum ecosystem coordinated by Traficom strengthens Finland's status as a 5G pioneer. Traficom has opened new frequencies in the band 25 GHz for applications, enabling super fast private, local 5G networks.

The Bittimittari.fi service, allowing users to measure the speed of their broadband service, will be launched in 2022, among other services. We are also actively preparing for the World Radiocommunication Conference in 2023, which will draft an international framework for future uses of frequencies.



”By collecting and refining versatile information on our operating environment, we are creating the best possible prerequisites for sustainable decision-making.

- Joonas Orkola, Team Leader,
Development of Market Monitoring

5G population coverage at the end of **82 %**
(2020: 67 %)

Share of fibre optic connections of fixed connections at the end of June 2021 **58 %**
(2020: 55 %)

Broadband aid paid **2,3 M€**
(2020: 2,6 M€)

Traficom promotes walking and cycling with infrastructure grants

The investment programme for walking and cycling supports municipal and city projects creating better conditions for walking and cycling and increasing their attractiveness as modes of mobility. The programme was started in 2018, at which time the first grants were awarded to 15 projects. By the end of 2021, the investment programme undertaking the National Programme for the Promotion of Walking and Cycling by the Ministry of Transport and Communications has issued discretionary government grants to a total of 141 projects in 55 municipalities to the sum of approximately EUR 63 million.

What is the money used for?

The grants were awarded to projects that improve the attractiveness of and circumstances for everyday mobility by walking or cycling. The objective is to reduce emissions from traffic by increasing travel on foot and bicycle. By improving the quality and safety of existing routes or building new connections, we can improve the continuity, effortlessness, safety and comfort of pedestrian and bicycle routes. These projects may also shorten travel

times and improve service availability on foot or bicycle, making changing to emission-free modes of transport more attractive.

A grant from the investment programme can cover half of the project costs, and in practice, grants are allocated to route and bicycle parking sites that comply with current design principles. Investment programme projects have involved the construction of pedestrian routes, bicycle routes, bicycle streets and lanes as well as pedestrian and bicycle bridges separated from other traffic. The projects have also developed bicycle parking and pedestrian areas as well as improved signs instructing walking and cycling.

The 2021 round of grants focused on bicycle parking projects in e.g. traffic nodes and significant sites in terms of commuting. Bicycle parking projects also needed to pay attention to parking space location and bicycle rack quality, including dimensions and the option to lock the bike by its frame. Grants were also case-specifically allocated to other service level factors affecting the safety, effortlessness and ease of bicycle parking, such as canopies, signs, etc.

” We want to work together with our stakeholders to promote the generation of versatile transport services and seamless travel chains to make our everyday lives easier and increase choice.

- Jenni Koskinen, Network Director, Transport Market



Project monitoring and impact

Projects in the investment programme need to provide data on the number of users before the project is implemented and an assessment of new walking and cycling travel as well as the share of new travel that is estimated to be transferred from passenger cars as a result of the project.

Projects may also be requested to provide monitoring information on the number of users three years after they were completed. This data is primarily used to calculate the impact of the investment programme on the carbon dioxide emissions of traffic. Furthermore, it can be stated in more general terms that the investment programme projects are also used to improve the well-being, living conditions, equality and mobility options of people, even though there are no ways to quantify this.

”Funding from the Connecting Europe Facility (CEF) is used to develop the eco-friendliness and efficiency of Trans-European Transport Networks (TEN-Ts).

- Atte Melasniemi, Chief Adviser
National contact person for CEF Transport



Sustainable cities

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

Our role in granting government support and grants was emphasised in 2021

Serving as an authority granting government support is one of the core tasks of Traficom, and we award government support and discretionary government grants that support mobility, transportation, road traffic safety activities and functional network connections, and promote the achievement of emission targets.

In 2021, we also granted funding aimed to alleviate the impact of the COVID-19 pandemic:

1. We granted additional funding to compensate for the loss of ticket revenue in public transport
2. We awarded grants to maritime transport to secure security of supply, transport needs of trade and industry and passenger transport
3. We purchased air services for regional airports, whose connectivity could not be maintained on market terms.



” Maritime crew support is used to improve the competitiveness of vessels sailing under the Finnish flag compared to countries with lower wage costs and to maintain Finnish maritime expertise. The role of the maritime industry is also significant in ensuring Finnish security of supply, which is emphasised in the current climate.

- Pia Ananin and Pirjo Silvenius-Koskinen, Advisers, State Aid to Maritime Transport

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.

Government support to branches and citizens related to transport and communications granted by Traficom in 2021:

255 M€
(2020: 227 M€)

[Tieto.Traficom.fi website](https://tieto.traficom.fi)

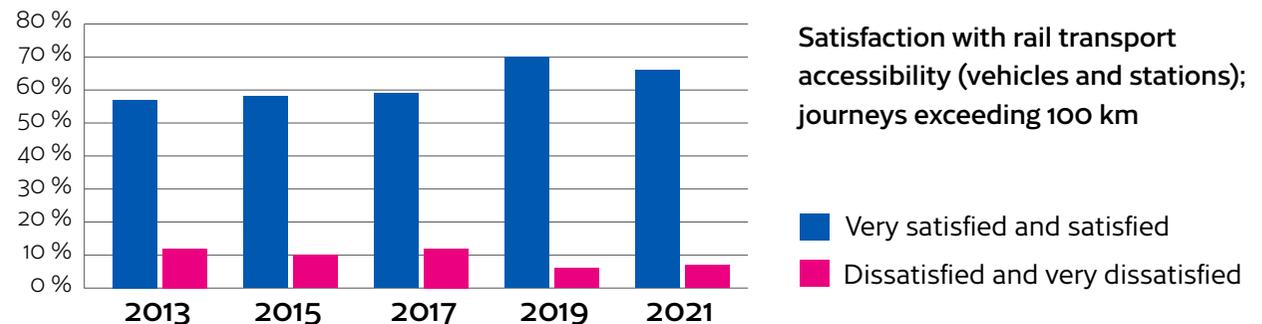
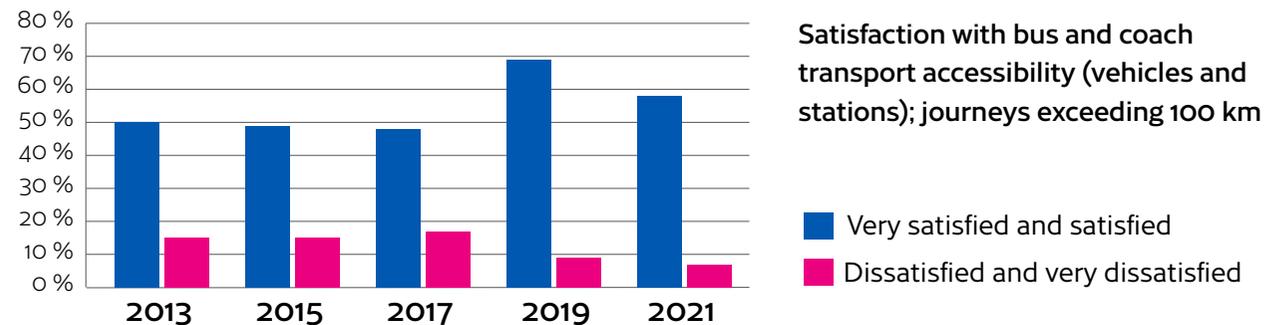
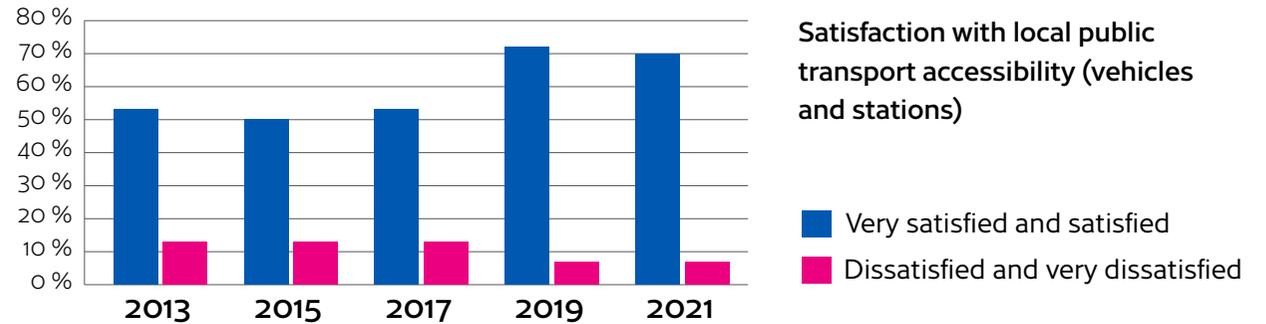
We promote the accessibility of transport and communications services

Accessibility means that all people should have equal opportunities to participate and operate in society. At Traficom, this means promoting accessibility in passenger transport services, audio-visual services as well as the electronic products and services in the information society.

”The team of experts in transport accessibility established in autumn 2021 has brought our in-house accessibility experts closer together, increased mutual sparring and made our efforts to answer requests for information and advocacy work more effective. Working in a team has developed my own accessibility expertise immensely and introduced me to a large number of new, skilled colleagues.

- Taina Saarinen, Special Adviser, Transport System Work & Public Transport

Citizen satisfaction with accessibility by mode of transport (time series)



In 2021, we published situational pictures of accessibility in local public transport, long-distance public transport and railway transport on the [Tieto. Traficom.fi website](https://www.tieto.traficom.fi). The basis of knowledge will next be increased with corresponding situational pictures on the accessibility of aviation, maritime transport and taxi services. The website also contains information on the implementation of audio-subtitling and subtitling services for audio-visual content.

Stakeholder cooperation with organisation for person with disabilities is an important part of our accessibility efforts. Meetings with organisations for the hearing impaired on subtitling services have been an example of systematic and successful cooperation.

We expect the EU accessibility directive to bring about new accessibility monitoring tasks. The directive will be implemented in Finland in 2022 and becomes applicable in 2025.



” We monitor the implementation of Finnish- and Swedish-language subtitling services for TV programming and streaming services. There are approximately 700,000 hearing impaired people in Finland who enjoy subtitling while watching popular Finnish programmes and news broadcasts. Subtitles also benefit older people and those learning Finnish or Swedish.

- Tiina Aaltonen, Senior Specialist, leader of the Accessibility Team



Traficom supported public transport past difficult times

During the COVID-19 pandemic, the number of public transport journeys decreased due to remote work recommendations and various restrictions. The situation has been challenging for public transport operators, as ticket sales revenues have plummeted. However, securing public transport services through the tough times is important.

COVID-19 support to compensate for lost ticket revenues and secure service levels

Traficom awarded emergency support to public transport in urban areas in 2020 and 2021 due to COVID-19. This support is estimated to compensate slightly more than 50% of the loss of ticket revenues in urban areas in 2020–2021. In 2020, 85 million euros of corona support was awarded, and the same figure for 2021 was a little over 90 million euros. The prerequisite for receiving the support was that the service level of public transport is maintained and that ticket prices will not be raised. With the help of support from Traficom, cities providing public transport services were also able to create marketing and discount campaigns to bring public transport users back to the services.

Safe everyday life and mobility for all is the shared goal of residents, public transport operators and Traficom. The corona support for public transport helped cities maintain public transport services, and indirectly also carry over the bad

spells those operators that cities buy services from. The recovery of public transport will continue to be closely monitored in the coming years.

Our role as a transport authority was expanded to cover health security

In addition to the continuity of public transport services, Traficom has also supported the health security of public transport during the pandemic. In February 2021, Traficom became a competent authority on health security based on the Communicable Diseases Act, and the Agency was tasked with monitoring the implementation of hygiene and social distancing obligations of transport operators together with municipalities and regional state administrative agencies. Traficom was also given authority to temporarily restrict the number of passengers, if necessary, due to the COVID-19 pandemic.

Traficom also promoted health security by drafting pandemic instructions for operators and contacting transport operators. Indeed, health security work is essentially cooperation and interaction to identify and share best practices. Traficom maintains the '[Public transport and corona website](#)', which contains information and instructions for both passengers and transport operators to prevent the spread of COVID-19 on public transport.



“ The corona crisis has further emphasised the significance of cooperation between public transport operators. We must remember, however, that there are even more challenging climate goals behind all this. Indeed, our shared objective is to restore public transport to the situation before the COVID-19 pandemic and restart the good growth we were looking at then.

- Toni Bärman, Special Adviser,
Public Transport

Climate action

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

The Roadmap to fossil-free transport was published in 2021

Domestic transport emissions account for roughly one fifth of all greenhouse gas emissions in Finland. Most of these, 94%, are caused by road transport.

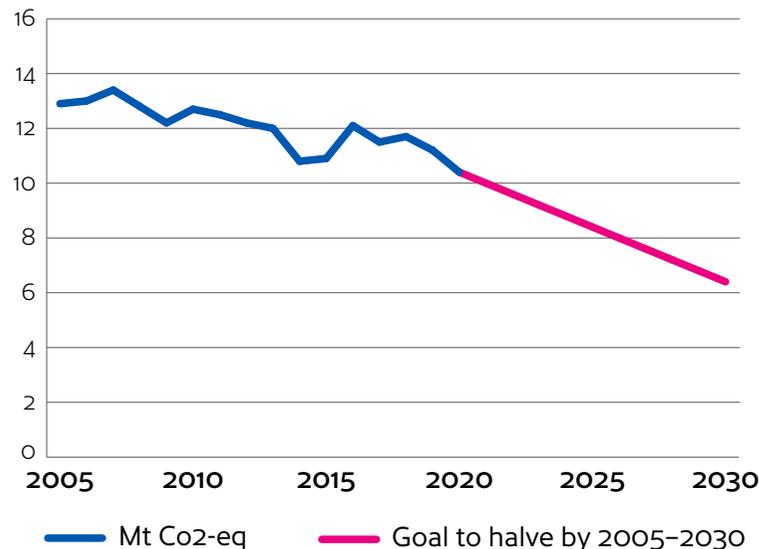
Traficom has participated in the roadmap work started in 2019, which drafted measures to halve domestic greenhouse gas emissions by 2030 from the figures of 2005. The roadmap was completed in 2021 as a government resolution, with accompanying resolutions on reducing greenhouse gas emissions from maritime and inland waterway transport and air services.

For its part, Traficom has started implementing the roadmap, for example by granting purchase subsidies for fully electric cars and conversion subsidies for ethanol- and gas-operated cars. In 2021, we also prepared purchase subsidies for electric and gas-operated vans and lorries. The granting of these subsidies started in 2022.

Traficom will continue to implement several climate actions from the roadmap in 2022 and beyond. Implementation includes e.g. support for sustainable modes of transport and generating research data. Measures to reduce emissions in accordance with the resolutions on maritime and inland waterway transport and air services will also be continued in the manner agreed with the Ministry of Transport and Communications.



Domestic transport greenhouse gas emissions:



Target 13.2

Integrate climate change measures into national policies, strategies and planning, acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.

Roadmap to fossil-free transport
[Read more](#)

Greenhouse gas emissions from domestic transport in 2020:
10,4 million tonnes CO₂-eq.
(2019: 11.2 million tonnes CO₂-eq)

Globally groundbreaking Climate and Environmental Strategy for the ICT Sector completed in 2021

Information and communications technologies (ICT) play a key role in the reduction of climate impact in many other sectors, such as transport. 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, for example.

Traficom participated in the drafting and implementation of the [climate and environmental strategy for the ICT branch](#). We drafted environmental indicators for telecommunications operators together with the operators. We also promoted device recycling and responsible purchases through the 'Älyä ostoksiin' (smart consumer) campaign.

We were active participants in environmental work in the ICT branch at the European level.

We will continue the promotion of the measures outlined in the strategy and collect energy consumption data from the branch during 2022.



” The ICT sector can also mitigate climate change in many ways. It is great to be able to contribute to the preparations for the ICT sector climate and environmental strategy. I think that securing a viable planet and natural resources for our children is meaningful work.

- Jarno Ilme, Network Director,
Sustainable and Clean Environment

The ICT branch accounts for **2–4 %** of global greenhouse gas emissions.

60–80 % of the total emissions of the branch are due to terminal devices

Communications networks account for **12–24 %** of the total emissions of the branch.

90 % of the greenhouse gas emissions from communications networks are caused by energy consumption.

Traficom accelerated the shift to sustainable transport by granting purchase subsidies

Because the road transport sector causes up to 94% of the total greenhouse gas emissions from domestic transport, it also plays a key role in emission reduction. Here are two examples of incentives for climate action in road transport implemented by Traficom in 2021: the purchase and conversion subsidy and the scrapping premium campaign.

Purchase and conversion subsidies since 2018

In 2018–2021, Traficom granted 2,000-euro purchase subsidies for the purchase or leasing of electric cars. The subsidy could be granted if the car purchased for personal use was a new passenger car that was fully electric and its overall price was no more than 50,000 euros. Nearly 9,000 purchase subsidies were granted in 2018–2021, amounting to roughly 18 million euros.

Subsidies were also granted for converting a passenger car to run on ethanol (200 euros) or gas (1,000 euros). A total of nearly 1.7 million euros of conversion subsidies were granted in 2018–2021 to approximately 5,600 ethanol vehicles and 500 gas vehicles.

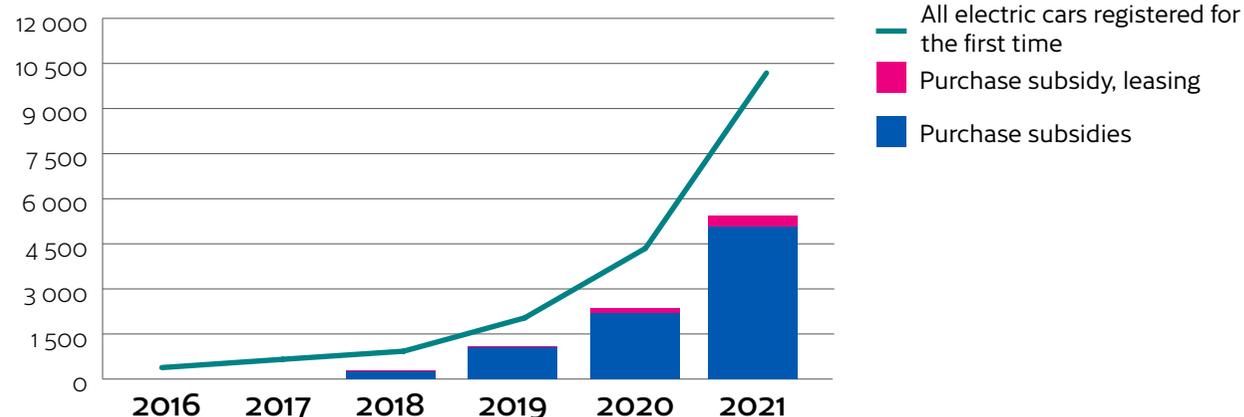
Electric cars growing increasingly popular

Electric cars started to become more and more popular in 2018–2021, and for the first time ever, more than 10,000 new fully electric cars were registered for the first time in Finland in 2021. Many factors drive this development, and the purchase subsidy granted by Traficom has certainly played a role in accelerating demand for low-emission vehicles. In fact, we are currently conducting a follow-up study to assess the impact of the subsidy and to develop the subsidy process.

Low-emission vehicles and new power sources are key in reducing the climate impact of driving in the long term. In addition to greenhouse gas emissions, electric cars replacing internal combustion engine cars will also reduce other emissions, leading to a reduction in adverse effects to air quality and health.

A new act on purchase and conversion subsidies entered into force in January 2022. The new act stipulates that subsidies for low-emission vehicles shall be continued. The reform makes purchase subsidies also available for electric and gas-operated vans and lorries.

An Purchase subsidies granted to electric cars and all electric cars registered for the first time

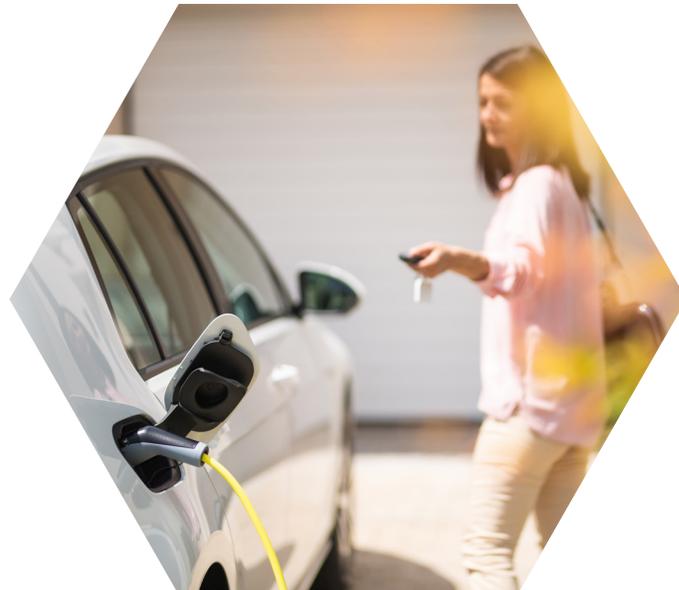


Traficom accelerated the shift to sustainable transport with the scrapping premium campaign

The scrapping premium campaign was renewed in its third round

Traficom implemented the scrapping premium campaign from 1 December 2020 to 31 December 2021, with the goal of reducing the adverse climate impact of transport. During the campaign, a person scrapping their old passenger car could apply

for a scrapping premium from Traficom. In addition to using the premium towards buying a new car (1,000–2,000 euros), the premium could now be used towards purchasing public transport tickets or an electrically-assisted bicycle (up to 1,000 euros) for the first time. This was a significant change compared to the campaigns organised in 2015 and 2018.

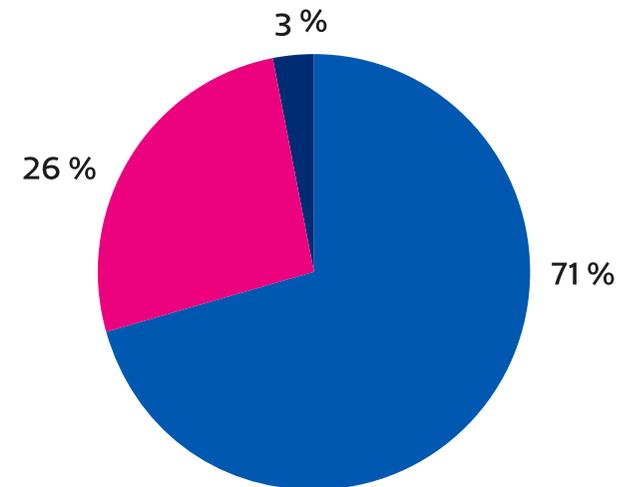


Electric bicycles became top choice for scrappers

A total of a little more than 6,500 scrapping premiums were granted, the majority (71%) of which were used for purchasing an electrically-assisted bicycle. This new interest in electrically-assisted bicycles was a welcome surprise and tangible proof of the popularity of this relatively new mode of transport. A little over one fourth of the premiums granted was used for a new car, whereas only a few per cent of the subsidies were used towards public transport tickets. A total of eight million euros had been allocated for the scrapping premiums.

Subsidies granted

- Electrically-assisted bicycle
- New car
- Public transport ticket



Impact to be probed further with a survey

The basic idea behind the scrapping premium is to accelerate the renewal of the vehicle stock, because an old car with large emissions can be replaced with a new, low-emission car with a little help from the premium. This reduces greenhouse gas emissions from transport. Because the scrapping premium could now be used towards public transport tickets or an electrically-assisted bicycle for the first time, the campaign enabled the translation of climate measures into an increase in the use of public transport or cycling.

We will be conducting a follow-up study in 2022 to determine the impact of the scrapping premium campaign in more detail and compile lessons learned for the future. The purpose of the study is to determine whether the campaign encouraged more environmentally friendly modes of transport permanently. This is very interesting, especially in terms of those who selected the electrically-assisted bicycle.

” It was wonderful to see that all kinds of people are interested in sustainable mobility. We decided to provide people with information on electric cars, hybrid vehicles, conversions and cycling by organising Traficom Live sessions on Facebook. They provided people with the opportunity to ask our experts directly about anything they had on their mind. The number of questions is a clear signal that we will continue to need information on modes of sustainable mobility going forward.

- Reija Lång, Chief Communications Specialist, Sustainable and Clean Environment



” The new emission reduction measures in maritime transport are necessary, but incur significant costs. Traficom promotes a controlled transition to a new era by assessing the impact of emission reduction measures.

- Satu Hänninen, Special Adviser, Marine Environment



” The climate impact of flying weighs heavily on many people – and I’m no exception. Luckily, you can make a difference. Air transport within the EU has been covered by the emissions trading scheme for a decade already and the compensation obligation specified by the CORSIA Carbon Offsetting and Reduction Scheme for International Aviation, with the goal of reducing the growth in emissions from air transport, has been in effect since 2021.

- Helena Waltari, Chief Adviser, Sustainable Transport



” 2021 marked the European Year of Rail. One of the goals was to highlight rail transport as an environmentally friendly mode of travel and transport. We participated in the European year by holding a rail transport environmental day in September to increase discussion and raise awareness about the environmental aspects and impact of our mode of transport among operators in the sector.

- Kaisa Sainio, Head of Rail Transport Services

Footprint

Traficom's social, ecological and economic impact on its operating environment

[Traficom financial accounts \(in Finnish\)](#)

[Read more](#)



Staff well-being

At Traficom, social responsibility is most prominently visible in securing the well-being and expertise of our own organisation. In 2021, Traficom prepared a new human resources strategy with the core objectives of an operating culture that builds trust, a working community that feels well and works together as well as an expert, dynamic and resilient staff.

The exceptional year 2021

Due to the COVID-19 epidemic, Traficom employees mainly continued to work from home in 2021. The staff's ability to cope at work was supported in many ways while they worked remotely, such as providing work ergonomics instructions and bulletins reminding employees to take breaks. Traficom also specified some ground rules and shared good practices on how to combine working from home and in the office.

Traficom conducted co-operation negotiations concerning nearly all of its employees between 2 December 2020 and 26 March 2021 to reorganise the operation, balance the finances and respond to future challenges of the Agency. The impact of the negotiations on human resources were not as

significant as anticipated, and most of the people affected by the measures could be offered new work in the Agency.

Supporting well-being increasingly important

Traficom also implemented a series of lectures on the changes in working life and facing them from different angles. The co-operation negotiations and the resulting decisions were communicated as openly as possible to the personnel.

Monitoring well-being at work

Despite the co-operation negotiations and working from home for an extended period of time, the VM Baro job satisfaction survey conducted in December showed a total Agency-wide job satisfaction index of 3.52 for 2021, which corresponded to the figure from 2020. The survey also showed the first indications of success in the job satisfaction measures conducted in 2021; compared to 2020, interaction and communications had been improved.

” Our operation is based on responsibility, trust and interaction. We are esteemed experts and we take care of our well-being.

- Traficom operational strategy



Developing well-being at work

The development areas highlighted in the 2020 VM Baro job satisfaction survey were observed in the development of Traficom's operations and job satisfaction.

Experiences of inappropriate conduct and harassment discovered in the job satisfaction survey were named development areas. Traficom organised the 'Puuttamalla välitöt' (intervene to show you care) campaign to raise awareness on the theme and familiarise employees with the operating models put in place in the work community to prevent and resolve issues.

Focus on increasing engagement and interaction

Staff engagement and interaction were encouraged by launching Traficom sessions (juttutunnit), in which Agency management communicate about current affairs affecting the Agency and answer any staff questions. Traficom also introduced the 'fiilismittari' atmosphere indicator and an electronic initiative service. Management, supervisors and staff engaged in interaction on clarifying the decision-making process and roles as well as team-form work.

Plans to further social responsibility

In 2021, an equality plan and a personnel and training plan were drafted for Traficom. The equality plan supports equal, equitable and non-discriminatory treatment. The personnel and training plan, on the other hand, contains policies on the principles and measures concerning the maintenance and promotion of staff professional skills. Traficom systematically monitors the realisation of both plans and the related measures.

Read more:

[Finnish Transport and Communications Agency annual report 2021 \(1.6 Development and management of intellectual resources\) \(in Finnish\)](#)

” Everyone will feel better when well-being at work is in order. I have noticed that many people value comprehensive occupational health care and the cultural and exercise benefits we offer. More and more people have found flexitime and remote work important, which allow for a good work-life balance. Hybrid work is also vital to many thanks to social interaction. The evolving new work culture is supported by Traficom's coaching approach, among other things.

– Timi Lallimo, Chief Adviser/OSH officer, Administrative Services



Year 2021 in figures (year 2020 in brackets)

Number of employees: 885 (968), of which 406 (459) are women and 479 (509) are men.

Permanent employees: 838 (901) and fixed-term employees 47 (67).

Average age of employees: 47.3 years (46.3).

Overall job satisfaction index on a scale of 1–5: 3.52 (3.52), response rate 74 (77.5).

Office developments

Traficom operates in a total of 15 locations around Finland, and its head office is located in Vallila, Helsinki. In 2021, Traficom had 885 employees.

However, a large number of our employees worked remotely, because the COVID-19 pandemic continued, to force Traficom employees to mainly work from home. Travel for work was also very minimal during the pandemic. During conventional times in 2019, travel expenditures were tenfold compared to 2021.

What makes up the Traficom carbon footprint?

Key sources of emissions in Traficom operations are energy consumption in premises, travel for work, commutes, material consumption, and service and product acquisitions. The objective is to create a system for monitoring Traficom's ecological footprint in 2022, either through the shared central government data bank, which is currently in the works, or through a separate development project.

Changes in the way we work

Going forward, we will likely work independently of time and place and remotely, to a large degree. Working in multiple locations will probably increase, as employees may increasingly work in other places besides their home or the office.

It must be taken into account in everything we do that some employees will be working remotely and others in the office. This requires new types of tools and spaces, but also new types of shared practices, in order to be able to ensure that the work environment supports productive work and facilitates meaningful encounters. The increasing prevalence of remote work will make it easier to maintain work-life balance and will, in most cases, reduce emissions from traffic.

New activity-based office in Pasila in 2022

The Traficom premises are about to undergo a major change as the staff of the current head office will be moving to a new activity-based office in the Pasila office building in August 2022. The new office will not have personal workstations. In 2021, the entire Traficom personnel was asked to participate in the premises project by completing a personnel survey, for example. The survey mapped the needs related to the ways we work and assessed various interior design solutions.

The work will continue, and the ground rules and ways of working in multiple locations will be developed in connection with moving to the new premises. In addition to Helsinki, Traficom offices in Rovaniemi, Lappeenranta, Oulu and Mikkeli will also see some changes.

Offices and number of employees rounded

Helsinki, Vallila	460
Helsinki, Kumpula	280
Rovaniemi	100
Lappeenranta	20
Turku	15
Other	less than 10



Sustainable procurement

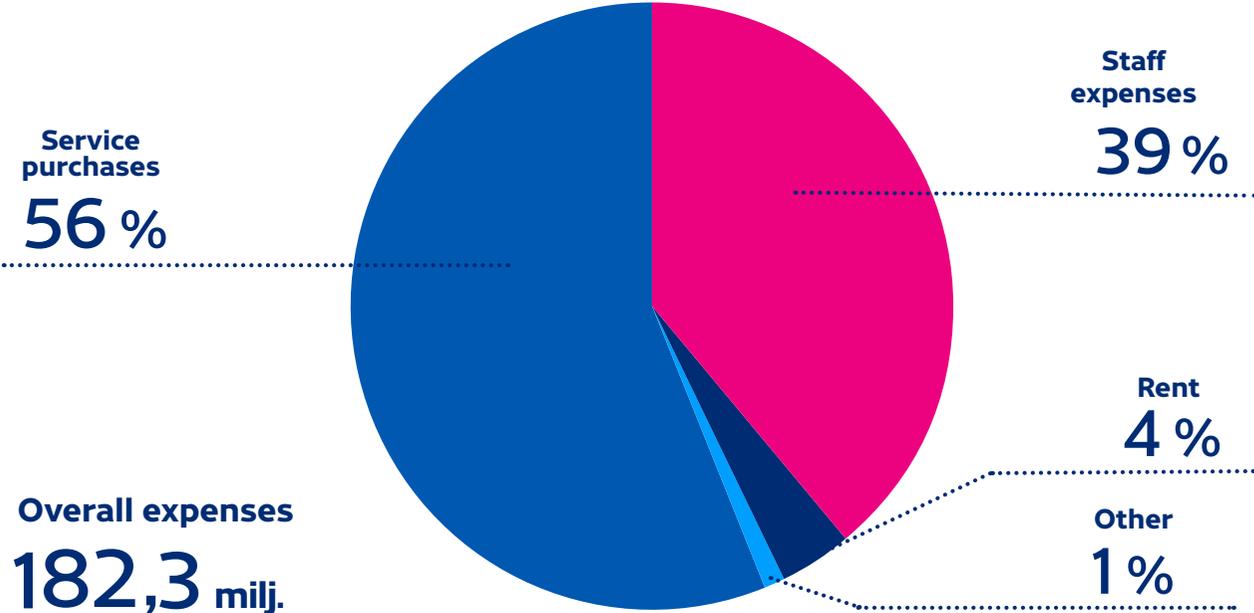
The total sum of purchase invoices from Traficom procurements was 85.25 million euros in 2021. Measured in euros, the largest procurement category (56%) was ICT acquisitions, followed by administrative services (16.8%) and professional and office services (15.6%).

ICT acquisitions include goods, services and software. Printing services, mailing services, services provided by the Finnish Government Shared Services Centre for Finance and HR and other external services, etc. make up a large share of administrative services.

Sustainable procurement

We want the products and services procured by Traficom to be appropriate, functional and of high quality and support sustainable development. We regularly and systematically plan and monitor procurement based on information. We use our allocated funds efficiently. Our procurement is sustainable and complies with provisions and regulations, and our procurement processes are managed professionally throughout their life cycles.

Traficom's expenses 2021



” We still have plenty to discover and motivating challenges to tackle in the sphere of sustainability. In addition to economic sustainability, which I am very familiar with, sustainability also promotes social and ecological sustainability. It is not about cold hard euros, but well-being. When preparing procurements, even small things promoting sustainability can have a big impact.

- Katja Kaakinen, Team Leader, Responsible Procurement and Internal Control

New instructions and agreement templates for 2022

Our goal is to select the procurement processes and define contract terms in a way that supports sustainability. Contract template terms will be reviewed and instructions specified in 2022. The contract templates are also utilised as checklists for ecological and social terms.

In our procurements, we ensure that any supplier's tax and contractor obligations have been managed properly, require equality plans in accordance with the law, at a minimum, and possibly require a report on environmental measures or the observance of social responsibility or other sustainability aspects during the contract period. Themes and instructions related to sustainability in procurement are discussed in Traficom's procurement network, which meets regularly.

” Changes in the way we work, individual choice and the resulting culture of working in multiple locations has created interesting challenges for facility and premises services and design, because we no longer create floor area for an agency, but make room for people in various situations. Sustainability is evident in government work premises projects from the start: shared use spaces, recycling, reuse and solar panels are part of smart energy economy and a sign of the times.

- Simo Karlsson, Chief Adviser, Administrative Services



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