



Social Responsibility Report 2014

Table of Contents

Introduction

- 3 Tales of responsibility
- 4 Director-General's review 2014
- 6 National Land Survey of Finland shows the way 2015

Customers

- 7 120,000 registrations of title
- 8 Target reached in parcelling
- 9 More even quality service with nationwide customer service
- 10 Real property transaction online service provides savings for customers
- 11 Open data

Personnel

- 12 Good results in personnel survey
- 13 Focus on coping
- 14 Shared understanding and commitment

Society

- 15 We work for the benefit of society
- 16 Information security is strict at the National Land Survey
- 17 Expertise and customer solutions
- 18 Information from the Earth to space
- 19 Gross revenue exceeds expectations

Environment

- 20 Kilometres under control
- 21 Cornerstones of a model workplace
- 22 Green office

Links

- 23 Information behind tales



Tales of responsibility

This is the first social responsibility report of the National Land Survey of Finland. We wrote in the form of stories. As a trailblazer, we want to talk about responsibility before it is even a mandatory concern. We are all the time responsible for our operations in relation to society.

Social responsibility refers to an organisation's responsibility for the social and environmental effects of its operations. The principles of responsibility include open and ethical operations, respect towards stakeholders, compliance with laws and international regulations and voluntary measures with which the organisation promotes sustainable development over minimum requirements.

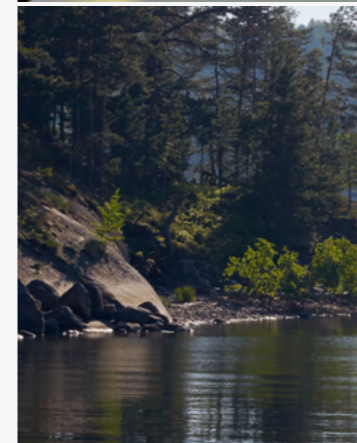
We have divided the report into sections dealing with customers, personnel, society and environment. We are purposely not covering the entire subject, but are instead focusing on issues of significance in 2014.

The National Land Survey of Finland, the Geodetic Institute and the Information Centre of the Ministry of Agriculture and Forestry (Tike) were merged at the start of 2015. The current report refers to the operations of the new National Land Survey, but the figures are mainly from the old National Land Survey.

Even 200 years after its establishment, the name of the National Land Survey of Finland is a good representation of what we do. We conduct land surveys, maintain real property information, produce maps, process registrations of title to property and mortgages, develop information systems and promote spatial data research and application. We have approximately 1,900 employees nationwide in 37 different localities.



1911
employees
(1.1.2015)



35
service points



Director-General's review 2014

In 2014, we implemented a quite profound change at the National Land Survey of Finland. We moved from the province-based administrative structure that had steered operations to a nationwide operating range. The aim was to achieve better profitability, customer service, cost efficiency and direct cost savings. And we achieved these goals. We provide the public and society at large with the common good that is the raison d'être of public administration.

The nationwide operating range showed its strengths already during its first year. The average lead-time of our most common land survey - parcelling, i.e. the division of land into separate plots - was shortened to almost five months. This means that almost a quarter of the lead-time was cut in one year. Furthermore, there are no regional differences in lead-times. We also greatly improved our registration activities, even though there is

still room for improvement.

A national work queue was introduced to both registrations and cadastral surveys. We achieved costs savings with efficient resource allocation. Our productivity also improved. Key objectives were also reached in topographic information production.

Registers in order

In order for us to make even greater progress, we must strengthen our foundation. The Cadastre has been renewed for a long time. Our aim has been to bring the data in the register up to level where it can be used directly, for example, as start data in new cadastral surveys. The work has borne fruit. With the exception of road and access rights, all the data will be in the register by the end of this year. We are engaged in corresponding work with the title and mortgage registers, even though that work is only now starting. The ►►

promotion of the implementation of real property business online services takes a great deal of work, but the retrieval of start data from basic registers is key. The accuracy of information is crucial.

Our customer service went through a thorough reform with regard to both office opening hours and telephone services. The promotion of online services is the focus of development activities. We offered centralised service for organisations collecting and maintaining spatial data. The development of the spatial data infrastructure (SDI) is based on the INSPIRE directive and its associated implementation provisions, and national legislation.

Preconditions in order

Most of the baby boomers have already retired. We have had to share competences, while sharing the workload of those retiring among those of us who remain. We have invested a great deal in

training, perhaps more than anyone else in central government. This work has been successful: our customer satisfaction has remained high.

Decreases in the numbers of personnel has meant cost savings. Our new creative facility solutions and overall strict house-keeping have allowed us to keep our expenditure in check. We have aimed to decrease absences due to illness by investing in well-being at work. We use the early intervention model. Our Pasila office received the World Wildlife Fund's (WWF) Green Office certificate.

Reform of the National Land Survey

Alongside all this work, we were preparing for the next structural administrative change. The Yhteinen2015 project paved the way for the merger of the Geodetic Institute and the Information Centre of the Ministry of Agriculture and Forestry (Tike) with

the National Land Survey. The project was shared between the administration and personnel of the agencies to be merged. The work was challenging but forward-looking.

Simultaneously, we were preparing other centralisation duties related to central government. The Kieku system for HR and financial management launched on 1 April 2015 will affect our way of working. Sector-independent information technology services and their personnel from the National Land Survey, as well as other agencies are to be transferred to the Government ICT Centre Valtori.

National Land Survey of Finland as a trailblazer 2015

Earth-related information, services and research 2015–2020

The National Land Survey of Finland wishes to benefit Finnish society by providing it with research-based information and services. Information that is necessary for our customers: the business sector, landowners, consumers, the general public and administration. Information is open, transparent and enables the production of added value services. Our customers can depend on the accuracy, expediency and comprehensiveness of our information.

We maintain a comprehensive nationwide real property and topographical information system, conduct high quality international research into spatial data in particular and ensure that electronic online services are developed in the sector.

In implementing these goals, the National Land Survey has five key roles:

First of all, we provide land surveys and title registrations independently in the role of a third party. We provide these services cost-efficiently through cadastral survey fees collected from the customers. The Ministry of Agriculture and Forestry confirms these fees.

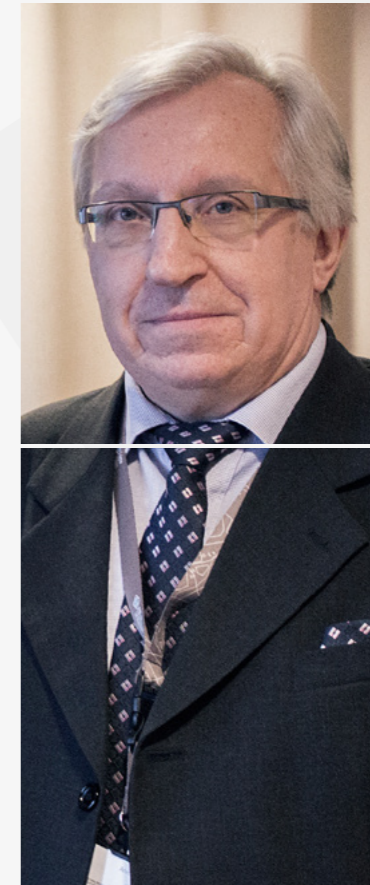
Second of all, we maintain up-to-date registers, such as the Cadastre, Title and Mortgage Register and the Topographic Data System. These duties are part of the basic social infrastructure and funds for them are allocated through the state budget.

The Centre for ICT Services (Mitpa) of the National Land Survey provides the sector-dependent ICT services required by the customer agencies, as well as internal application development for the National Land Survey. Costs incurred by this third role are covered in accordance with the matching principle and they are paid by the subscriber of the service.

The fourth role of the National Land Survey is linked with research. The Finnish Geospatial Research Institute (FGI) not only provides the research information required by customers, but also takes care of the research needs by supporting the National Land Survey's own production activities. The costs incurred by these activities are also covered in accordance with the matching principle.

The National Land Survey's fifth role is related to its role as a security agency with regard to the accuracy and usability of information in all situations required by society.

Attaining our vision requires a strong value foundation: a will to serve, reliable partnership, the ability to work together while being different and above all, courage and the ability to create new things. Our leadership is based on trust.




ARVO KOKKONEN
DIRECTOR-GENERAL

120,000 registrations of title

Up-to-date and reliable ownership information is important for the whole of national economy, since a significant part of national wealth is tied with real properties and it must be possible to use them, for example, as securities for a loan.

When real property exchanges hands, the new owner must seek registration of title from the National Land Survey of Finland. Title information for all Finnish real estate is registered in the national Land Information System.

Electronic application decreases the need to provide supplementary information

We make approximately 222,000 registration decisions annually. Of these, the majority, approximately 120,000, are related to title registration. There are about 100,000 mortgage cases and the rest, about four per cent, are related to rights of tenancy.

The processing of a registration of title at the National Land

Survey usually takes 2–4 months. The processing time can be greatly affected by ensuring that the application has all required appendices, so that we do not have to ask for them from the applicant during the process.

Applications have increasing numbers of cases requiring extensive reports, such as sales where at least one of the parties is an estate, a foreigner or a Finn living abroad.

In 2014, we introduced the electronic title registration application. The applications are sent in a centralised manner to a single address. This improves both the processing times and the quality of applications, since the system reminds applicants of the required appendices. We also provide an online request for being contacted by us.

Processing times shortened

In 2014, the average processing times of title registrations shortened to 51 days compared

to the previous year's 69 days. At the same time, the number of completed decisions increased. However, we did not quite reach our goal of 39 days. With the new information system fully at our disposal all through the year of 2015, it should be possible to process applications for registrations of title on average in 34 days.

222,233

solved registration issues, number

51

processing time of registration of title, days

Target reached in parcelling

Parcelling is a cadastral survey in which an unseparated parcel that is a part of an existing real estate unit is separated from it and made into a new independent unit. For a long time, we have aimed at an average parcelling time of six months. The new organisation with the new job restructuring adopted in the beginning of 2014 helped us reach this goal.

It aimed at equalising national differences and in this we succeeded. Earlier, differences were caused by the uneven distribution of cadastral surveys in proportion to the personnel. The demand of parcelling is strongly linked with the number of property transactions, which in turn is affected in various ways by economic trends.

Previously, District Survey Offices were responsible for cadastral surveys in their own area. In the new organisation, all cadastral surveys form a nationwide work queue, where tasks can be distributed according to which office

has most available workforce at any given time.

Mobile work makes our operations more efficient and decreases travel distances

Parcelling comprises archival work, cadastral survey meetings, fieldwork, the drawing up of documents and registration of the cadastral survey in the Cadastre. The cadastral surveyor also established the required rights, such as the right of way, during the cadastral survey. The average duration of the cadastral survey is long compared to the number of days required for it, since fieldwork cannot be undertaken during winter. The duration also includes the 30-day appeal period.

In addition to the new organisation, we have managed to cut down the duration with flexible working methods and hours. Thanks to the advanced information systems, the cadastral surveyor is no longer required to

work solely at the National Land Survey office, but can perform the archiving work and draw up the cadastral survey document at home or on site. This also lessens the need to use a car.

Increasingly comprehensive package

From 2014, the legal cadastral survey has also included boundary markers, boundary openings, boundary reconstruction and other varied previously fee-based measures. The cadastral survey fee increased by about 10 euros but the customers have been happy, since they do not have to worry about providing auxiliary staff as they can leave the whole cadastral survey process in the hands of National Land Survey of Finland

14,156
parcelling surveys,
number

5.1
duration for parcelling,
months

More even quality service with nationwide customer service

At the beginning of 2014, we reformed our customer service into a nationwide customer service while giving up the regional division of District Survey Offices. When a customer calls the National Land Survey of Finland's customer service, we may be as likely to answer the phone in Rovaniemi as in Joensuu. We have also centralised the handling of letters and e-mails. This shortened the response times especially at the busiest service points.

By phone is the most popular way to contact us

In 2014, approximately half of the 218,000 contacts to the National Land Survey were by phone. Our customer service managed to provide a direct answer to 95 per cent of the calls. The remaining five per cent were redirected to the experts at support services.

For example, if the call is about cadastre information, the answer can usually be found on the same call, since the customer service personnel have access to the

national information system. It allows quicker retrieval of information about a specific area than by flicking through papers.

Our nationwide order system contains all work in progress in the whole of Finland. For example, if the question is about an ongoing cadastral survey or some more complex problem, we will return to it once we have studied the matter in more detail.

We aim at even quality

Our new operating model aimed at improving the service and ensuring even quality service throughout Finland.

The goal of our customer service was to answer 75 per cent of the questions during the first call. The answer rate for calls in Finnish was 88 per cent and calls in Swedish 71 per cent. The average answer rate was 87 per cent.

According to our customer satisfaction survey, 86 per cent of our customers were either satisfied or very satisfied with the services of the National Land Survey.



number of
answered calls
218,000

Property Transaction Service provides savings for customers online

It is no longer necessary to travel across the country to buy a summer cottage or a new home in another locality, since you can now complete a property transaction online. In addition to summer cottage or detached house properties, you can sell or buy fields and forest plots, or acquire mortgages online.

With the online service of the National Land Survey of Finland, a property owner, or a person authorised by them, can draw up and sign a deed of sale, as well as retrieve a cadastral certificate and certificates of title, mortgages and encumbrances. It is easy to distribute encrypted documents to other parties to the sale.

In addition, it is possible to apply for mortgages, the transfer of electronic mortgage deeds and to notify changes to the holder of the mortgage deed online.

Moreover, the service includes a section where you can check

the information pertaining to your real property and update your contact information, even when no transaction is about to take place.

Time savings for sellers, buyers, the bank and the National Land Survey

The Property Transaction Service is aimed at both the real property transactions of the general public as well as those of companies and organisations. Shares of stock in a housing corporation cannot be sold through it.

The online service makes the title and mortgage procedure at the National Land Survey more effective and makes transactions easier, especially when the buyer and the seller live far from each other. The buyer will not only save in travel and postage costs, but also in that there is no longer a need for a public notary.

When using the online service, the information from the mortgage deeds will be automatically

transferred to the Title and Mortgage Register, which improves the reliability of the register.

Information is checked in real-time

The use of the online service requires a Finnish social security number and strong authentication. In order to ensure legal protection, the online service will check in real time the legal capacity from the Population Register Centre, business IDs from the systems of the Finnish Patent and Registration Office, and signature rights from the Virre Information Service.

Cooperation with operators in the field

We started building the real property transaction online service when the technically antiquated title and mortgage system was transferred from district courts to the National Land Survey. The service was launched in November 2013.

We cooperated closely with the Federation of Finnish Financial Services, the Central Federation of Finnish Real Estate Agencies (KVKL), and the Finnish Real Estate Agent's Association (SKVL) in particular. Over 80 per cent of the approximately 60,000 annual real property transactions are completed through real estate agents.

Open data

After the topographic information was made freely available, its use has increased both in the public sector, within companies and among the general public.

The map information, or topographic information, collected by the National Land Survey of Finland used to carry a charge for a long time. In 2012, as the first central government organisation, we opened our most important digital databases for everyone to utilise freely. We wanted to bring the whole of this valuable material covering Finland in its entirety to the most extensive and varied uses as possible.

Over three million files have been downloaded from the Open data file download service. The most popular materials have been orthophotos, elevation models, basic map rasters, the Topographic Database and the background map series. The laser scanning data used for determining elevation data is also popular.

Anyone can download the materials free of charge. It is still possible to order materials for the price of postage fees.

The most up-to-date materials

The greatest single benefit from opening access to the materials is that the information retrieved through the interface from the National Land Survey of Finland's database is always the most current and up to date.

If you only want to view maps and aerial photography of the National Land Survey, this is best done at familiar online services karttapaikka.fi (MapSite) and paikkatietoikkuna.fi. At the MapSite, you may search maps and aerial photography covering Finland, for example, with place names or coordinates. There you can also print a map image for your private personal use.

Topographic information has also already been used in coming up with new and innovative products and services. For example,

many of the winning applications in the Apps4Finland competition, which encourages the use of open data, are based on National Land Survey of Finland's datasets. We hope that even more new products and services based on topographic data will see the light of day and that they will be used innovatively and increasingly in application development.

71,702 km²
laser scanning
model

42,521 km²
elevation model

88,593 km²
digital aerial
photographs

30000000+
file downloads

Good results in personnel survey

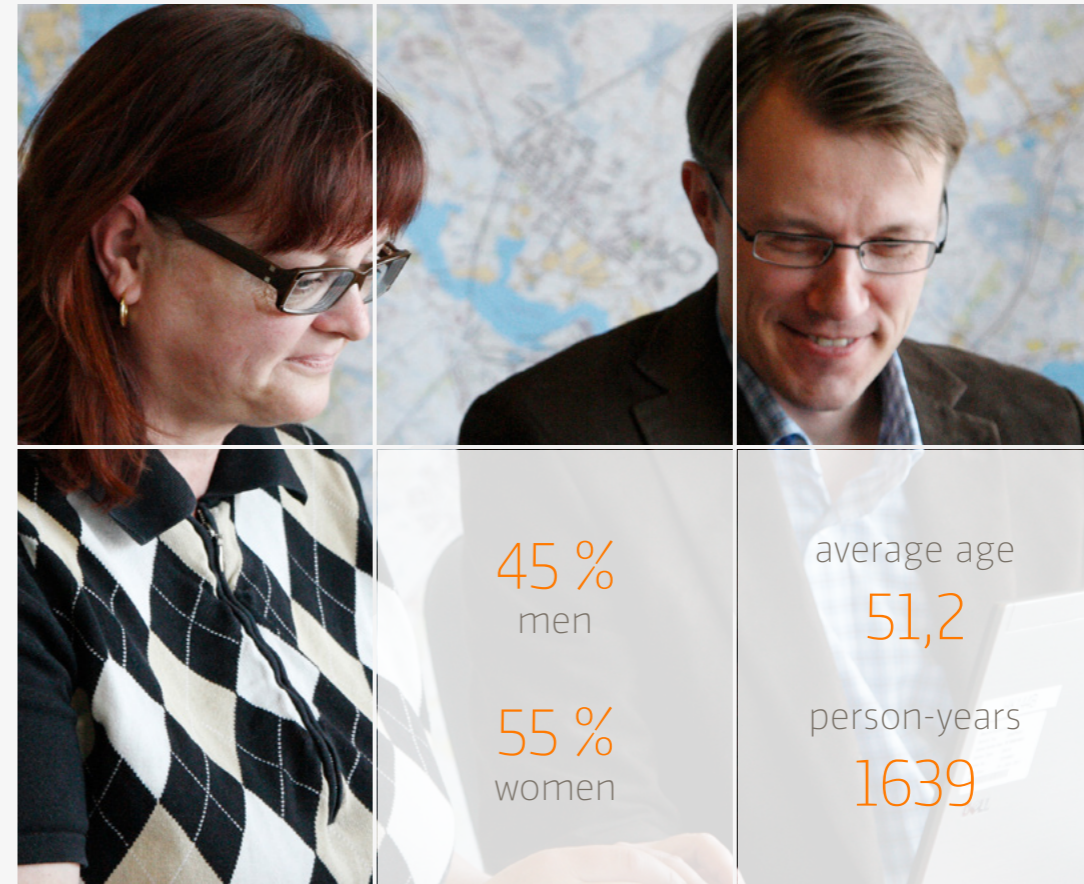
The employees of the National Land Survey of Finland enjoy their work. It is not unheard of for individual employees to stay with us until they are 68 years of age, which is the mandatory retirement age for civil servants. Our employees have assessed the National Land Survey of Finland as a better than average central government workplace. The well-being of employees is considered an entity based on professional competence, clear goals and good work organisation. In short, this means that leadership is in order.

According to the personnel survey, we are most satisfied with the independence of our work, the abilities to affect the content of the work, fair colleagues, gender equality and the ability to reconcile work and private lives.

The above are founded on professional leadership and strong team spirit. For example, in large-scale cadastral surveys, the cartographer, the mapmaker and

the cadastral surveyor work as a team, where the output of each of them is equally important. None of them can perform the work alone. At the Centre for ICT Services, agronomists, land surveyors and coders work side by side on joint projects. The Finnish Geospatial Research Institute FGI conducts international research and has researchers from many different countries.

Our working culture is equal and cooperation is also smooth with the senior management. For example, directors can be contacted directly because no one has personal secretaries. Another example of the easy-going atmosphere is that when possible, managers and directors may take part in transporting, for example, trade fair materials between offices.



3,6
job satisfaction index (on a scale 1–5)

Focus on coping

In 2014, the average retirement age at the National Land Survey was 64.2 years. We want to ensure that our employees stay fit for work until their retirement, since each person who retires on disability pension is a cost to society. Occupational safety and health training at the National Land Survey of Finland covers both the use of protective equipment and safe working methods. Good work ergonomics is crucial in hard fieldwork, but also in office work. In information work, a big problem is the monotonous work position, but various solutions, such as adjustable desks and chairs can bring variation to it. A break workout application installed on the computer brings required breaks and stretches the immobile body.

Since the rate of changes at the National Land Survey has been fast, we want to ensure the coping of our employees at work. According to the personnel survey, the majority of the personnel wanted "sleep, brains, relaxation

and the importance of physical condition in well-being at work" as the 2015 health theme. Employees will be provided with background information covering the subject with lectures, etc. Many feel that they have difficulties in coping, especially during the dark season. Solutions to this are also sought this year. Each supervisor will discuss recovery from stressful work during the bi-annual discussions with their subordinates.

Let's go to the woods at work and in our own time

The personnel of the National Land Survey have traditionally been keen on spending time in the woods both during work and their leisure time. This has ensured that our personnel are in good shape and healthy. In 2014, our health day percentage was 96.75.

At an early stage, the sporty land surveyor corps took to organising orienteering and skiing competitions. Volleyball

tournaments have also been organised since the late 1960s. Currently, golf and boules tournaments are also in the programme. Since not everyone can compete, it is possible to participate by cheering or in the role of an assistant, or to participate in a parallel cultural event. Shared events are important for team spirit and recreation. The employees can use two working days annually to participate in common competitive events, as well as one day for participating in local wellbeing days.

Intranet also supports well-being

We are trailblazers, we also have an interactive intranet. The internal forums provide experts with an opportunity to share their experiences about, for example, more demanding than usual work assignments. The more experienced employees may share their knowledge with the others and thus contribute

to joint expertise. The employees have an easy access to tips, training and support within the work community, even if they worked most of the time far away from others engaged in the same duties.

2,300
number of
person-days used for
wellbeing at work

96,7
percentage of non-sick
days

Shared understanding and commitment

One of the survival strategies of the National Land Survey is increasing shared understanding and commitment.

Since there are almost 2,000 of us, even small choices multiply and become meaningful. We share a common understanding of the fact that we are taking part in an economising drive. It means giving up excess leased facilities and break coffee fees, less printing and ending magazine subscriptions. All of us participate in these saving measures and we do it willingly to ensure that our colleagues will not be laid off for financial reasons.

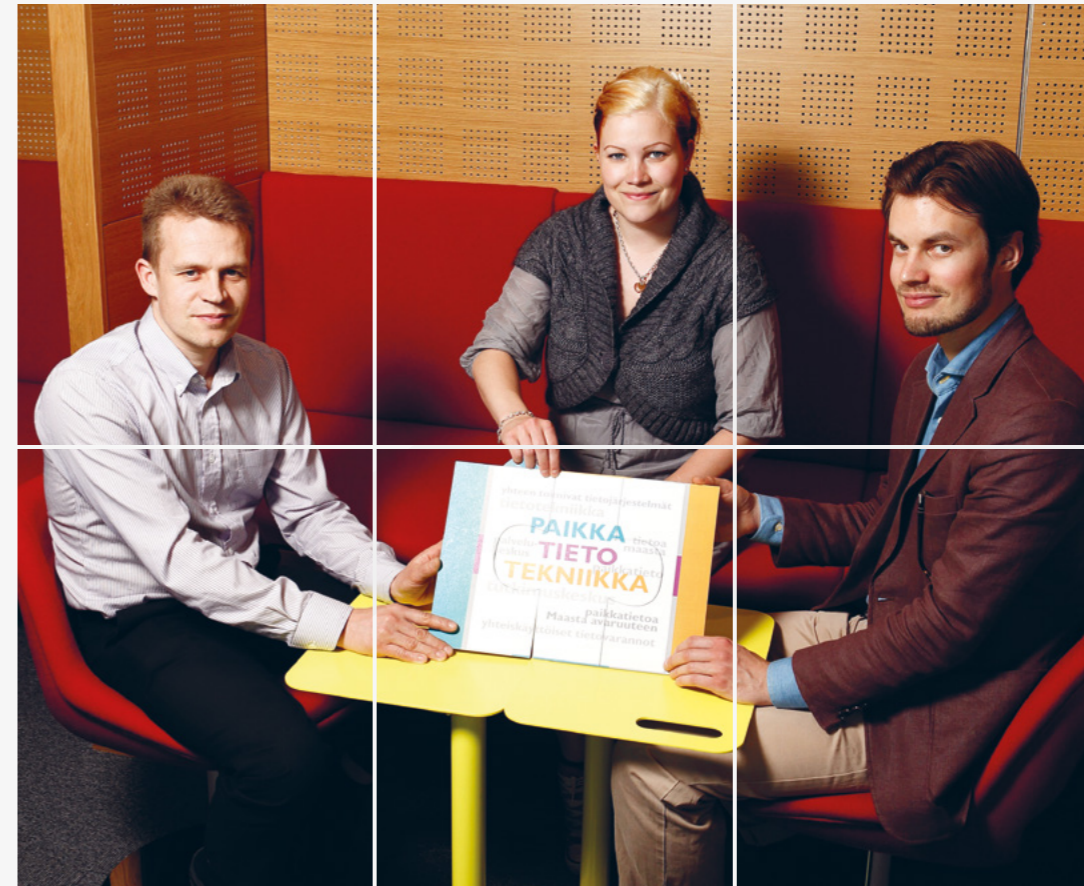
Same duties, same pay

Earlier, in the days of District Survey Offices, the pay of individuals doing the same job in various parts of Finland had occasionally evolved differently. When the National Land Survey turned nationwide at the beginning of 2014, the harmonisation of salaries of people engaged in the same duties started. For the most part it meant that the salaries of

those with the lowest salaries in comparison with others doing the same job were raised, but in some cases salaries were adjusted downwards.

At the turn of 2016 at the end of the transition period, the salaries of some employees must be lowered. These are cases where the duties of the employees in question have changed. The principle of equality requires that individuals doing the same job receive the same basic salary.

We have adhered to strict cost control, which has ensured that we do not have to lay off employees. Savings have been attained by renewing working methods and tools. Consequently, when the HR director retired in 2014, no replacement was hired. HR management duties were combined with the duties of the Finance Director and even the more demanding aspects of the position's practical work can be performed by general administration experts. We trust in the cooperation between them and supervisors.



5,9
days for competence development, %

We work for the benefit of society

It is the duty of the National Land Survey of Finland to benefit society and to work for our customers. We are responsible for real property and topographic information systems. From the beginning of 2015, we have been a research institute in the field of spatial data, and it is our duty provide up-to-date electronic services for our customer agencies and the customers of the National Land Survey. Data resources administered by us are meant to be used by everyone.

Our values dictate that we operate in a fair and equitable manner and are a reliable partner. We are close to our customers and we want to serve them. We are courageous and want to create new things. We are agile in developing new applications and technologies, both for ourselves and for our customers. Even though we are different together, the National Land Survey of Finland appears unified to the customers and to society at large.

We publish new applications for common use. For example, in the Map service for the public administration, authorities can create the map view they wish and publish it on their website. The service is free and open to authorities within central government.

Recognised quality work

The National Land Survey engages in continuous quality work. We have systematically developed quality management systems and utilised external partners for quality assurance. For example, the quality of the field work of cadastral surveys and topographic information datasets have been audited.

In 2009, the operations of the National Land Survey were assessed to be excellent in the Excellence Finland quality award competition and we received five stars as recognition of our operations. We continue to aspire towards even better quality.

374
cadastral surveys
were appealed to
the Land Court

9
registration issues
were appealed to
the Land Court

maanmittauslaitos.fi
1,500,000
visitors
3,000,000
visits

14,230 ha
new jointly owned
forests

Information security is strict at the National Land Survey

Information about over 2.5 million properties, their owners and asset mortgages require strict information security. In 2012, the National Land Survey reached the basic level of information security. This required that all National Land Survey employees successfully completed information security card training, which was done by everyone from the cadastral survey assistant to the Director-General.

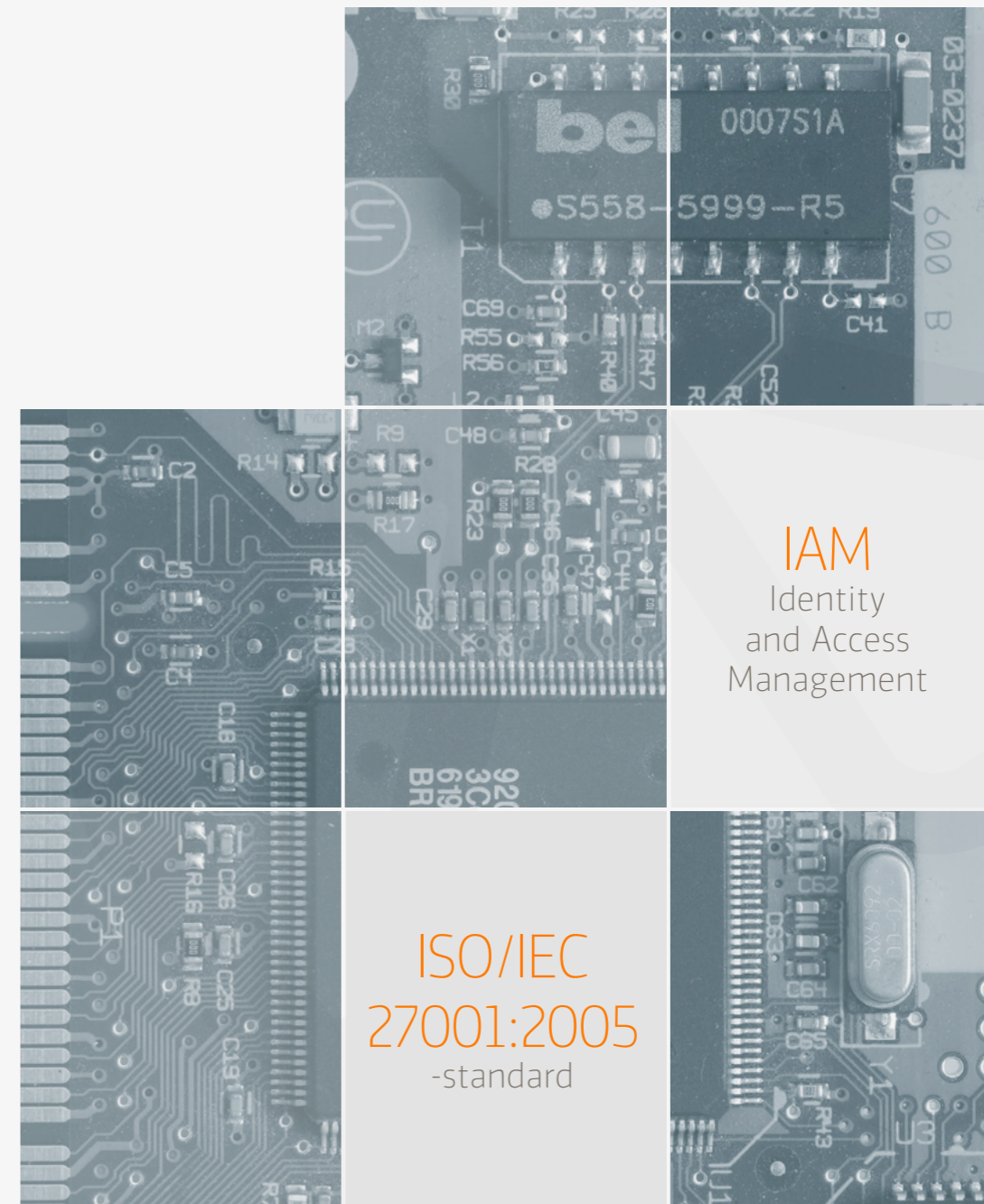
Information security requirements became even stricter when the National Land Survey started providing the Finnish Food Safety Authority Evira and the Agency for Rural Affairs with information systems. In 2014, we worked hard to achieve the information security level required by the new area of responsibility.

The services provided by National Land Survey of Finland's Centre for ICT Services to customer agencies are ISO-certified. Our data security system complies

with the requirements of the ISO/IEC 27001:2005 standard.

During spring 2015, we will start using the standard's new 2013 version.

In the future, we will more comprehensively take into account the requirements of the ISO27001 standard at the National Land Survey while developing our information security.



IAM
Identity
and Access
Management

ISO/IEC
27001:2005
-standard

Expertise and customer solutions

At the beginning of the year, the application and ICT services of the National Land Survey of Finland and the ICT services of the Information Centre of the Ministry of Agriculture and Forestry (Tike) were merged into the Centre for ICT Services of the National Land Survey of Finland. With the merger, our expertise in the field of customer solutions and technology services increased.

The Centre for ICT Services provides government agencies under the administrative branch of the Ministry of Agriculture and Forestry with sector-specific IT services. It has, for example, implemented the Finnish Food Safety Authority Evira's Oivahymy service. In spring 2014, the uses of the service expanded with the introduction of the mobile version of the search service. In April 2014, the Association for Investigative Journalism in Finland awarded Evira's Oiva service for increasing openness and transparency in society.

In ICT service production, we manage customer projects with agile methods. These agile methods provide customer agencies with many benefits. They are at their most beneficial when the customers and the implementing party share the same way of thinking.

Ensuring top quality information security is always the primary point of departure in electronic service provision. Access control allows the customers of the Centre for ICT Services and their customers to easily administer user rights online without having to use any paper. The users can trust that the information in the system is safe and accurate.

Large subsidies are granted on the basis of the size of arable area, the payment of which is founded on effective control by the authorities. Since 2010, the controlling authorities have had at their disposal the Kartturi map application, which utilises map image services. We have

implemented the interfaces in all registers used by Kartturi, so that various background information systems work effectively together.

number of person-days used for information system development services (Tike)

8,683

number of person-days used for information system maintenance services (Tike)

5,980

Information from the Earth to space

At the beginning of 2015, the Geodetic Institute and the spatial data infrastructure experts of the National Land Survey were merged under the banner of the Finnish Geospatial Research Institute FGI of the National Land Survey of Finland. The Finnish Geospatial Research Institute FGI conducts research and development supporting geographic information infrastructures.

The Academy of Finland's Centre of Excellence in Laser Scanning Research employs over 30 researchers from the Department of Remote Sensing and Photogrammetry at the National Land Survey of Finland, the University of Oulu, the University of Helsinki and Aalto University. The Centre of Excellence in Laser Scanning Research promotes high-quality research in laser scanning and the public utilisation of research outcomes. Laser scanning applications are used, for example, in forest inventory, 3D modelling of urban environments and the

steering of driverless vehicles. In 2014, researchers from the Centre of Excellence in Laser Scanning Research received numerous recognitions for their scientific work.

A superconductive gravimeter, the world's most accurate device for measuring changes in gravity has been taken into use at the Metsähovi Research Station in Kirkkonummi. It can detect fluctuations in gravity of as little as one millionth of a one millionth of normal gravity.

The Baseline in Nummela used to provide the scale to maps of Finland. Currently, the baseline is used to calibrate the most accurate electronic distance measuring equipment in the world.

Varied positioning services

A national positioning service increasing the accuracy of satellite positioning is online. The service is based on Finnish Geospatial Research Institute's base stations. Fixes distributed through the

Internet enable a positioning accuracy of approximately 0.5 metres.

Innovative applications for professional and consumer use can be developed using the outdoor and indoor positioning technologies being developed.

The MenoMaps project has been implementing a multitouch map to promote the shared use of spatial data. The application utilises the open spatial data of the National Land Survey, the Finnish Environment Institute and the Geological Survey of Finland (GTK).

Paikkatietoikkuna is a service providing visibility to various possible services. The users of Paikkatietoikkuna can browse maps on various subjects produced by various organisations. The oskari.org software being developed in the Oskari network is an example of such open source spatial data software. The name "Oskari" comes from the words "open source karttaikkuna (map window)".

179
presentations
given
(The Finnish
Geodetic
Institute)

39
research methods
and equipment
developed
(The Finnish
Geodetic
Institute)

73
articles referred to
(The Finnish
Geodetic
Institute)

Gross revenue exceeds expectations

We achieved 5 per cent gross revenue. It exceeds the government's 0.5 per cent goal, as well as the 2 per cent goal of the performance agreement. The reason for the result is lower total costs and a greater number of register, topographic data and registration issues.

In 2014, 73 million euros of the National Land Survey of Finland's slightly less than 123 million euro revenue came from customers, and 50 million euros from the government budget. The total expenditure was approximately 123 million euros.

Our personnel received a performance bonus for a job well done.

We were the first agency under the administrative branch of the Ministry of Agriculture and Forestry to implement the performance guidance procedure. We were also the first to sign a multi-year performance agreement. The year 2014 was the first for which objectives in the performance

agreement were set. Of the objectives, social impact and the management of resources were realised according to plans and some aspects of operational productivity exceeded the plans.

Future spending cuts were anticipated. One fifth, or approximately 12 million euros, will be cut from the appropriation to the National Land Survey of Finland by the government by 2018. Consequently, financial management has to remain responsible and coherent in the long term.



Kilometres under control

Our operations have a direct and indirect effect on the environment. An example of the direct effect is how much we commute. We can have an indirect influence, for example, by shortening the distances farmers have to travel to get to their fields.

The above examples are not merely beautiful ideas but actual goals. It is possible to decrease travel between home and the workplace, since the National Land Survey of Finland also allows its employees to work from home (work in multiple locations). You can also often participate in meetings and training events via a video link, so you can avoid travel.

We do not have statistics on how much we have managed to preserve the environment with our decreased use of cars. A person who works in multiple locations can, for example, work a day or two at home every week. If they have to use their own car for the 50-kilometre trip to work,

two days at the home office will decrease the load on the environment by approximately 35 carbon dioxide kilos a week.

Land consolidation has an effect on the environment

In worst-case scenarios, farmers can “intersect” while driving to their fields. The neighbouring field of a farmstead may be cultivated by someone whose farm is located tens of kilometres away, and vice versa. Land consolidation to decrease agricultural traffic is a new kind of a cadastral survey that focuses entirely on decreasing these long distances. During the pilot project in 2010–2012, 300 hectares of arable land was exchanged to be closer to the farmers' farmsteads on trunk road 18. This resulted in an annual decrease of 2,700 kilometres of agricultural traffic.

Land consolidations to decrease agricultural traffic also decreased cultivation costs in the form of decreased fuel costs.

In addition, the farmers' coping at work improves, since they will have time to do other things besides sitting in a tractor on their way to far-flung fields. Decreased travel saves the environment and often also improves road safety: slow agricultural vehicles are often overtaken in bad locations which causes hazards on the roads.

Annual decrease of agricultural traffic

2,700 km/y

Business travel

3.55 million km

Cornerstones of a model workplace

Our office ideology is guided by three principles: work in multiple locations, the new concept of premises and Green Office. They are all issues decreasing environmental load and they also save money.

We set our goal this year to have 22 m²/person of premises and only 15 m²/person by 2020. We can reach these goals through a new model we call the “concept of premises”.

According to our concept of premises, we will have less workplaces than employees. After all, our cartographers and land surveyors mostly work in the field far away from their desks. At the National Land Survey, the normal workplace usage rate is only 50–70 per cent.

The new model has been taken into use already in Oulu and Pori is in line this year, with Hämeenlinna following suit in 2016. We are saving hundreds of thousands of euros in rental fees alone. By making the use of premises more

effective, we are also lowering our energy consumption.

We also make use of multi-locational work, so computer work after a day at the field can be completed, for example, at a home office. This often makes the use of working time more efficient and decreases unnecessary car use. Other employees besides field personnel will also gradually receive laptops.

In work in multiple locations, there are no assigned desks; instead employees can choose their location according to their current tasks. If work requires talking on the phone, they can choose the common working area. The café is a good place to hold meetings and the reading room is best for work requiring extra concentration.

Fixed and wireless Internet connections will be integrated. This will ensure that the connection is not cut when going, for example, from the café to the retreat space to take a confidential phone call.



Target for 2015 facilities

22 m²/person

Utilisation rate of workplaces

50–70 %

Green office

Does one sheet of paper matter? Yes it does, when we have approximately forty offices around Finland and almost 2,000 employees. For example, if every employee leaves, say, 10 sheets of paper unprinted every year, that means 20,000 sheets, or 40 reams of paper across the whole of the National Land Survey of Finland. Yet ten sheets of paper sounds like a really small change. The use of laptops has decreased paper consumption significantly. There is no longer a need to carry memos or notes with you, since they are conveniently available as files.

Green Office

WWF Green Office is a practice-orientated environmental programme. It aims at decreasing the ecological footprint and greenhouse gas emissions of offices. Data monitored at the National Land Survey includes electricity and paper consumption, travelling and procurement. The National Land Survey's Pasila

office has received the Green Office certificate and the programme will gradually spread to other offices.

Nowadays, environmental friendliness is easy to justify, and it also creates savings. With the introduction of 'secure printing', which means that printouts will not be printed before each employee gets them from the printer using their smart card, we have managed to decrease unnecessary printing. Secure printing also increases flexibility. The documents will stay in the print queue for three days and you can print them out in any location, even at another office. There will be no more disposable printouts, once you realise that you do not really need this document printed.

Savings are also achieved by changes made to the default printer settings. The current default is that printouts are black and white and double-sided.

WWF Green Office also brings to offices what is self-evident

to many at home, such as the recycling of waste and turning the lights off when you leave your desk:

Maanmittauslaitos.fi is the information channel for cadastral surveys

We utilise our website in disseminating information about cadastral surveys. We will construct a dedicated website for large-scale cadastral surveys taking months or years, where their progress can be followed.

Customers may acquaint themselves online with the background information, brochures and maps related to the cadastral survey. Only a limited amount of materials can be sent with the actual meeting invitation. On the Internet, such limitations do not exist.

In the future, the electronic services provided by the National Land Survey will be linked to the Citizen's account. This will improve customer service in an environmentally friendly way.



Information behind tales

You will find operational and financial planning and follow-up documents in Netra, the open reporting service of the public administration, produced by the State Treasury.

Read more about the follow-up information of our performance guidance documents (in Finnish):

<http://www.maanmittauslaitos.fi/toiminta/organisaatio/talous-hallinto-netra/tulosohjausasia-kirjat/seurantatiedot>

or about the result agreement between the Ministry of Agriculture and Forestry and the National Land Survey (in Finnish):

<http://www.maanmittauslaitos.fi/toiminta/organisaatio/talous-hallinto-netra/tulosohjausasia-kirjat/suunnitelmat>

You can find more information (in Finnish) about our operations also in:

The NLS magazines: the client magazine **Tietoa Maasta**, the special magazine for spatial data **Positio** and our personnel magazine **Viisari**

<http://www.maanmittauslaitos.fi/toiminta/julkaisut/lehdet>

Our blog **Plokkauksia maasta** and our electronic newsletter **Lohkaisuja maasta** (in Finnish):

<http://www.maanmittauslaitos.fi/toiminta/tiedotus>

www.maanmittauslaitos.fi/en

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