



Geological Survey of Finland

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Operational Non-Discrimination Plan of the Geological Survey of Finland 2023–2027

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1 INTRODUCTION

In the Geological Survey of Finland (GTK) we work for the Earth and for Us. We provide unbiased research data that helps in overcoming challenges related to issues such as climate change, the energy transition and circular economy. With our Finnish and international partners, we are building a more sustainable carbon neutral future. GTK is a research institution governed by the Ministry of Economic Affairs and Employment of Finland.

As an agency under the Ministry of Economic Affairs and Employment, GTK is obligated to guarantee equal and fair treatment for everyone. The Non-discrimination Act (1325/2014), which aims to promote equality and prevent discrimination, entered into force in January 2015. Section 5 of the Non-discrimination Act lays down the duty of authorities to evaluate and promote equality. Authorities must also have a plan of the necessary measures for the promotion of equality.

Through the Operational Non-Discrimination Plan, GTK ensures equal treatment of customers and other external partners and stakeholders. This document presents a baseline assessment, GTK's public services and project activities, and the measures to promote and monitor non-discrimination in GTK's services and other external activities. This means that this plan does not apply to the employees of GTK. We have a separate Non-Discrimination and Equality Plan covering the staff, as well as measures to promote diversity, equity, and inclusion within GTK.

Our operations are based on the principle that different stakeholders and demographic groups must have equal access to the services provided by GTK, and that equality must be realised in all the organisation's activities. GTK monitors and evaluates the implementation of equality, and systematically and purposefully promotes it. Non-discrimination is one of GTK's guiding principles and also part of GTK's strategy and values of *bravely curious and innovative, more together, and appreciative and responsible*.

This Operational Non-Discrimination Plan was discussed by the GTK Cooperation Council on 26 May 2023, and the Management Group approved it on 21 June 2023. The Operational Non-Discrimination Plan was drafted by representatives from GTK's operative units, communications unit, legal services and HR unit.

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2 BASELINE ASSESSMENT

In accordance with the Act on the Geological Survey of Finland (Laki Geologian tutkimuskeskuksesta 167/2011) and section 1 of the Government Decree on the Geological Survey of Finland (Valtioneuvoston asetus Geologian tutkimuskeskuksesta 168/2011), GTK (1) carries out self-financed, co-financed or commissioned research and development necessary for industry and other sectors of society in the field of geology; (2) promotes research in its field by participating in international cooperation and serving both domestic and foreign customers; (3) is in charge of data collection and information services in its field; and 4) carries out any other tasks assigned to it.

GTK's duties do not include the official duties of public authorities such as licensing services or supervision. In accordance with the Act, the public services and products provided by GTK primarily focus on Finland's geological services and the collection, research and dissemination of geological information. The implementation of equality in GTK's external services has not previously been described in the form of a plan, but it has nevertheless been part of the organisation's policies, as non-discrimination and impartiality are part of GTK's values and strategy.

GTK has offices in Rovaniemi, Kuopio, Kokkola, Espoo, Outokumpu and Loppi. The organisational structure is national, and GTK's employees are free to move and work remotely between sites as long as this is possible in their respective duties. Through its extensive network of offices, GTK aims to maintain a regional perspective in its activities. GTK does not have a dedicated customer service point.

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3 GTK AS A PROVIDER OF EXTERNAL SERVICES

GTK's operational results are primarily the result of project work. Our project activities are divided into self-financed, co-financed and commercial projects. We have around 300 ongoing projects per year, in which our role is to provide applied research and information independently, impartially and sustainably. We follow the principles of the Non-discrimination Act in our project activities, and we aim to promote equality both in Finland and globally through our actions.

The promotion of equality and non-discrimination is the responsibility of every individual expert working on a project. Equality and non-discrimination considerations are taken into account in our project activities. We aim to promote gender equality in projects and ensure a safe and respectful working environment for all experts, stakeholders and customers working on a project team by preventing harassment or discrimination based on age, ethnic or national origin, nationality, language, religion, beliefs, opinions, state of health, disability, sexual orientation or any other personal attributes. In commercial projects with customers, we follow the same ethical principles as in publicly funded activities. In addition, we follow the principles of open science in all our projects.

In international projects, we work with a variety of stakeholders and customers in several developing countries where the equality and non-discrimination practices differ from our own. In these projects, we set an example and make our equality and non-discrimination culture visible through the work we do and the operating methods we use in our projects.

The information, innovation and customer solutions we produce in our projects are equally accessible to all through our multichannel and multi-locational operating method. We described our project-based customer services and service channels for the national Finnish Service Catalogue in 2017, and we regularly update the information. The Act on Central Government's Joint e-Service Support Services (Laki hallinnon yhteisistä sähköisen asioinnin tukipalveluista 571/2016) obligates public organisations to describe their services in the Suomi.fi Finnish Service Catalogue (FSC). The FSC contains open data that can be accessed across a public interface from anywhere such as via online services, chatbots and map services. The content we described is also available in the Suomi.fi web service, with the equality of citizens and the accessibility and clarity of public services as some of its key objectives.

3.1 Public services and products from the non-discrimination perspective

GTK's principles for the dissemination of information are equality and transparency. GTK primarily provides public services and products online. E-services enable access to information regardless of time and place. As a general rule, GTK's e-services are offered free of charge and without requirement of identification. Most of the materials offered through the e-services are free of charge. Licence fees only apply to services and products intended for professionals in the field of geology.

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The main languages used in the e-services are Finnish and English, depending on the service target group. Some services are also available in Swedish.

GTK offers the following public e-services:

- **Geo.fi** portal for all geological data: [Data sets and e-services | GTK](#)
- **Hakku** material search and download service
- **Map services:** Ground properties (Maankamara), MDaE (Mineral Deposits and Exploration), Ground investigations (Pohjatutkimukset), Acid sulfate soils (Happamat sulfaattimaat), Lähde (groundwater data), Tapir (Maaperän taustapitoisuudet, background concentrations in soil)
- **Interface services**
- **Online library**
- **Kiviharrastajalle**, a comprehensive service for amateur geologists and the general public, including layman's sample service OmaKivi
- Virtual geology exhibition **Spinelli**

The use of the geospatial data products requires spatial data software and familiarity with the subject matter. However, GTK's map services are also available to users who are not familiar with spatial data software. Ease of use has been taken into account in the user interfaces, and they are developed based on customer feedback.

We also offer personal customer service and advice on how to use the services, products and materials. Customer service is available during office hours in Finnish, Swedish and English. GTK has a public library open to anyone in Espoo, focusing on publications related to geoscience.

GTK has been collecting data since 1885. We have long traditions in digital services, and most of the existing materials have been digitised. The materials are provided in the original language. GTK's permanently stored analogue archival materials are kept in the National Archives of Finland.

GTK grants parallel licences valid for a limited period for the research data. The granting of licences is a carefully managed process. All customer assignments are saved to an electronic case management system and are subject to pre-defined procedures, templates and pricing to ensure equal treatment of customers. The terms of use for the materials are available in Finnish, Swedish and English. The terms of use are described on the GTK website under 'Basic licence' and 'Open licence'.

Any licence fees are described in the price list for digital data products available on the GTK website in Finnish and English. Some parts of the price list are also available in Swedish.

We regularly collect customer feedback via e-services and customer surveys. Feedback is answered personally if the customer requests it. We continually strive to improve our customer service based on the feedback we receive.

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3.2 Geo exhibition from the non-discrimination perspective

GTK's geo exhibition is open to everyone at the Espoo office (address Vuorimiehenkatu 5). The exhibition is open on weekdays from 9:00 to 16:00. Children and young people aged 5 to 15 and amateur geologists are the largest visitor groups. The exhibition offers basic information about geology and encourages interest in geosciences. Entrance is free of charge. Guided visits are currently available in Finnish and English. Group visits must be booked separately.

GTK's Espoo office is fairly well accessible to persons with reduced mobility. However, some accessibility issues have been identified. The exhibition's texts are in Finnish, but leaflets with essential information are available in Finnish, English and Swedish. Persons with impaired hearing or vision have not been very well considered in the exhibition space: there are some tactile objects, but there are no texts accessible to the visually impaired, for example.

3.3 Other offices from the non-discrimination perspective

Customers regularly visit the GTK offices in Loppi, Outokumpu and Rovaniemi. From the operational non-discrimination perspective, some issues have been identified at the offices (see section 4.1, Identified development needs, below for more information).

3.4 Communication from the non-discrimination perspective

GTK's communication is multilingual and takes place through several channels. For external communication, we mainly use the GTK website and different social media channels. The website is available in Finnish, English and Swedish. We aim to publish all the main content on the website in all three languages. On social media, we communicate primarily in Finnish and English, and in Swedish if necessary.

In our external communication, we aim to take into account the regional and linguistic dimensions of our operations. We communicate information about our research activities and results in Swedish in the bilingual areas of Finland. In the Sámi homeland, we communicate our activities to the local media, stakeholders and actors in the most commonly used Sámi language of the specific area. When working on international projects, we also communicate in other languages according to the local needs and objectives.

We publish 20–30 press releases per year. Most press releases distributed to the media are in Finnish, but they may also be offered in Swedish or English, depending on the region, subject matter and target audience. Job advertisements published on the Valtiolle.fi portal are always published in both Finnish and Swedish, as well as in English if the position only requires English skills.

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In digital communication, we implement the requirements of the EU Accessibility Directive (2016/2102/EU). Digital communication covers our website (excluding the geological data sets and online services), our social media channels and media distribution. The accessibility of online communication is taken into account in the technical implementation, usability and clarity of the content. We comply with the accessibility requirements for online content when publishing social media content, forms, files, videos and images. In the case of scientific content, we aim for a clear and illustrative approach.

Our website's accessibility has been assessed by external experts, by user feedback and by online applications. The accessibility has been tested to meet the WCAG 2.1 level AA criteria. For the most part, the website meets the criteria for levels A and AA. The website's accessibility is monitored and maintained as part of the communications unit's day-to-day activities.

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4 ACTIONS TO PROMOTE EQUALITY

The development needs identified at GTK from the perspective of operational non-discrimination and the measures to address them in 2023–2027 are described below.

4.1 Identified development needs

We have identified various development needs in three different areas: public services and products; accessibility of premises; and communication.

Public services and products

- a. Customer feedback should also be collected from the perspective of measuring operational non-discrimination so that we can obtain an external assessment of how well non-discrimination is being implemented in our services.

Accessibility of premises

We have identified the need to improve the accessibility for customers with reduced mobility at our offices to which customers and partners have access:

- b. Many customers and stakeholders visit our Espoo office (Vuorimiehentie 5). The space is fairly well accessible for persons with reduced mobility. One of the entrance doors can be opened with a button and the entrance door has a low threshold, but the threshold in the vestibule is too high. Persons with reduced mobility have difficulties in reaching the geo exhibition because of a heavy door that opens outwards.
- c. The Loppi office (Mustinsuontie 159) includes spaces reserved for external customers. The entrance door is not accessible and the toilets are not designed for persons with reduced mobility.
- d. Customers regularly visit the Outokumpu office (Tutkijankatu 1) on invitation, and visitors are only allowed to move in the office escorted by a staff member. The Outokumpu office currently consists of two different buildings: an office building and the laboratories and pilot plant building. The office building is accessible to persons with reduced mobility. Access to the laboratory and pilot plant building for persons with reduced mobility is possible when assisted. Both buildings have accessible toilets. To ensure occupational health and safety and customer confidentiality, visits covering all areas of the buildings are not possible.
- e. The Rovaniemi office (Lepikontie 9) is accessible, but the toilets are not designed for persons with reduced mobility.

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Communication

- f. In terms of external communication, we have identified a need to improve the coverage of Swedish-language content and current news in particular.
- g. We aim to ensure that linguistic rights are realised in both official languages of Finland and in Sámi when operating in the Sámi homeland.

4.2 Measures to promote equality in 2023–2027 and monitoring of the measures

We will maintain the tried and tested non-discrimination measures described above. We will continue to develop our services and comply with existing legislation to ensure the equality of our customers. We will continue to focus on the equality of our customer work and develop our e-services to make them even more customer-oriented.

The measures to develop operational non-discrimination at GTK in 2023–2027 are described below. The measures will be reviewed and their implementation monitored every few years.

Public services and products

- a. We aim to include operational non-discrimination questions in our customer satisfaction surveys and feedback.

Accessibility of premises

- b. We will ensure that persons with reduced mobility have equal access to the GTK services at our Espoo office (Vuorimiehentie 5). This requires making the office accessible, both when entering the premises and when reaching the geo exhibition. The accessibility of the geo exhibition space itself must also be ensured.
- c. The accessibility issues have been taken into account in the development project for the Loppi office (Mustinsuontie 159), and the new buildings comply with current building standards.
- d. The minor accessibility issues have been taken into account in the development project for the Outokumpu office (Tutkijankatu 1), and the new buildings comply with current building standards. To ensure occupational health and safety and customer confidentiality, visits covering all areas of the buildings are not possible.
- e. In the case of the Rovaniemi office (Lepikontie 9), GTK is negotiating with the lessor to remedy the accessibility issues.

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Communication

- f. GTK's translation services will be put to tender in 2023. The call for tenders for translation services will ensure that all key communication is translated into at least the following language pairs when necessary: Finnish-English, English-Finnish, Finnish-Swedish, Swedish-Finnish, Finnish-Sámi.
- g. We will promote linguistic equality by publishing all GTK's press releases on our website in Finnish, Swedish and English.
- h. We aim to use the locally most commonly used Sámi language in our communication to the public when working on different projects in the Sámi homeland.