



# Annual Report of the Occupational Safety and Health Administration in Finland 2019

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Occupational Safety and Health Administration in Finland, 2020

**Annual report designed and created by:**

Communications for the OSH divisions at the Regional State Administrative Agencies

**Cover photo by:** Virpi Saarinen

# Management's review

Year 2019 ended the four-year performance-agreement term 2016–2019. Both the entire performance-agreement term as well as its last year 2019 were very eventful.

During the now ended term, the emphasis was on harmonising OSH enforcement by improving risk-based enforcement and including safety management as a cross-sectional enforcement theme. During the performance-agreement term, new specialisation tasks of the Occupational safety and health (OSH) divisions at the Regional State Administrative Agencies were also executed and the quality-management of enforcement was developed.

The choices we have made have proven to be successful. Implementing risk-based enforcement in accordance with a jointly determined framework has brought differences between the OSH divisions at the Regional State Administrative Agencies into the light, but, most of all, it has highlighted possibilities and potential for development. The entity of safety management was enforced on every other inspection. This enabled us to ensure that the basic issues in OSH are in order in all sectors. Our new specialisation tasks improved our customer service and made our use of resources more efficient.

**During the course of the entire performance-agreement term 2016–2019**, we achieved the goal set for the number of OSH inspections and we were able to reach many more workplaces than originally planned. Our customers thanked us especially for the shared telephone service organised by the OSH authorities. During the performance-agreement term, we transferred to using a shared performance-agreement model of the OSH divisions, which in part has encouraged toward shared activities. A significant impetus for shared activities was the Luova project initiated by Prime Minister Sipilä's government with the aim of establishing the National Supervisory Authority of Finland. Although the project fell through at the last minute, it provided us with a lot of input for the development of operations.



Photo: Kimmo Torkkeli

**Raimo Antila**

*Director-General  
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Examined as a whole, the OSH divisions reached both their performance goals for 2019 as well as the targets set for the four-year term 2016–2019. I want to thank the entire staff of the OSH divisions for the excellent work performance they have provided!

**The new performance agreement 2020–2023** and the new performance goals 2020 are at a more strategic level, in line with other governmental performance agreements. We are delighted that our financial resources have grown stronger. Additional resources allow us to develop, for example, enforcement methods and data analysis. This will improve our preparedness for more effective allocation of enforcement and more efficient use of authority.

During the shared staff day of the OSH divisions organized in October 2018, I posed the challenge that we could be “#1 in enforcement”. And not just in Finland, but at least on a European scale. The new performance-agreement term gives us the possibility to rise to the challenge I posed.



# OSH enforcement goals and social impact

The OSH authority monitors compliance with labour legislation. Employers and their compliance with binding legislation are the target of OSH enforcement. The objective of OSH enforcement is to influence the safety management and working conditions in workplaces by supporting and promoting the taking of self-initiated OSH measures. Another goal is to exercise fairness in working life by preventing violations of the terms of employment and other common rules.

The main tool for OSH enforcement is workplace inspection. The aim is that the focus of workplace inspections initiated by authorities is based on risks, with workplaces with the most significant risks being the main target. The OSH inspections address identified shortcomings and are primarily aimed at supporting the self-initiated measures in the workplace. In addition to workplace inspections, enforcement is carried out based on documents. The impact of the operations of the OSH authority is also boosted by means of communications. Compared to enforcement, communication can reach a larger target

group and promote the development of occupational safety and fair working life more comprehensively beyond the minimum legal obligations.

The OSH authority provides guidance and advice to employers and employees on questions related to OSH at work and terms of employment through an online service and by phone. The Tyosuojelu.fi online service provides key OSH-related information and is constantly being developed based on customer demand. In addition to supervisory and advisory tasks, the OSH authority grants certain special licenses and exemptions. The OSH authority must be informed of certain types of hazardous work as well as serious accidents at work and any diagnosed occupational diseases. These notifications are used when defining the targets of enforcement measures.

The OSH authority is tasked with improving the working environment and working conditions in order to ensure and maintain the work capacity of employees. From the Finnish society's perspective, OSH activities promote equality in working life and reduce any adverse effects on society.



Photo: Taru Rikula

# OSH enforcement organisation and direction

The OSH divisions at the Regional State Administrative Agencies act as the competent authorities in their regions. These OSH Divisions are steered by the Ministry of Social Affairs and Health. The activities of the OSH Divisions are based on the four-year framework plan that outlines the content of enforcement.

Nevertheless, certain tasks of the OSH authority are carried out at the national level. National tasks include enforcing the Act on the Contractor's Obligations and Liability when Work is Contracted Out (also: Contractor's Liability Act) and issuing certain licenses.

## The five OSH Divisions at the Regional State Administrative Agencies

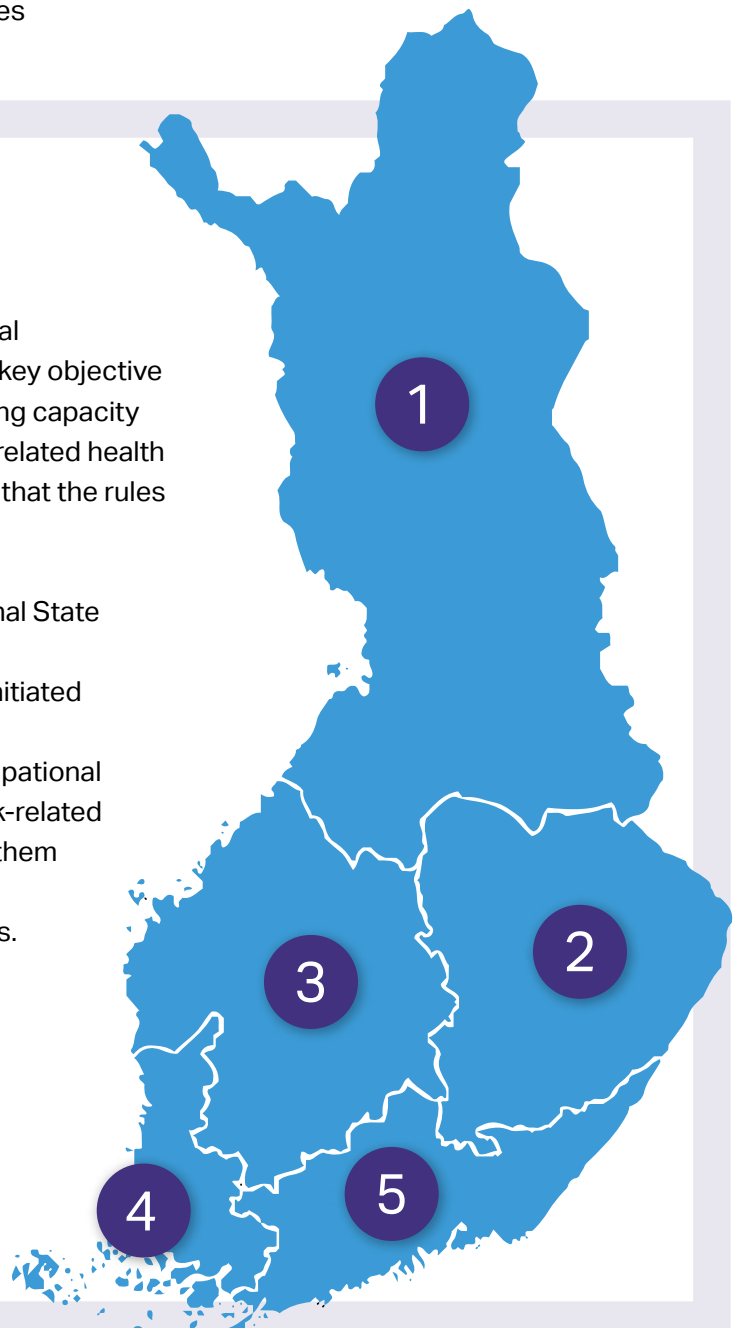
The OSH Divisions are responsible for regional enforcement, counselling and guidance. The key objective is to promote and maintain employees' working capacity and functional capacity and to prevent work-related health hazards and risks. Enforcement also ensures that the rules of working life are observed.

The duties of the OSH Divisions at the Regional State Administrative agencies are:

- to carry out client-initiated and authority-initiated OSH enforcement
- to investigate the reasons for serious occupational accidents, occupational diseases and work-related illnesses and to take measures to prevent them
- to carry out product control
- to take part in the handling of labour crimes.

The OSH Divisions at the Regional State Administrative Agencies:

- 1 Northern Finland
- 2 Eastern Finland
- 3 Western and Inland Finland
- 4 Southwestern Finland
- 5 Southern Finland



# Duties of occupational safety and health authorities in 2019

OSH enforcement is mainly carried out by means of workplace inspections. In 2019, nearly 24,000 inspections were carried out, with more than 85% carried out in the workplaces (appendix). Some inspections were carried out on the basis of documents. Such inspections were mainly related to terms of employment as well as driving and rest periods. Year 2019 was a year of risk-based OSH enforcement, the implementation of which was based on the policies agreed upon and adopted in 2016 for the four-year term 2016–2019. A good level of enforcement was maintained: the number of

written advices and improvement notices issued per inspection and the number of inspections without any guidance issued by authorities remained relatively unchanged.

In addition to enforcement, the OSH authority processed a total of nearly 900 licence applications in 2019. Advice and guidelines were also provided on questions relating to safety and health at work and terms of employment in relation to which the OSH authority was contacted more than 30,000 times. The majority of the contacts – roughly 70% – was made via the national telephone service.

## Occupational safety and health inspections by sector

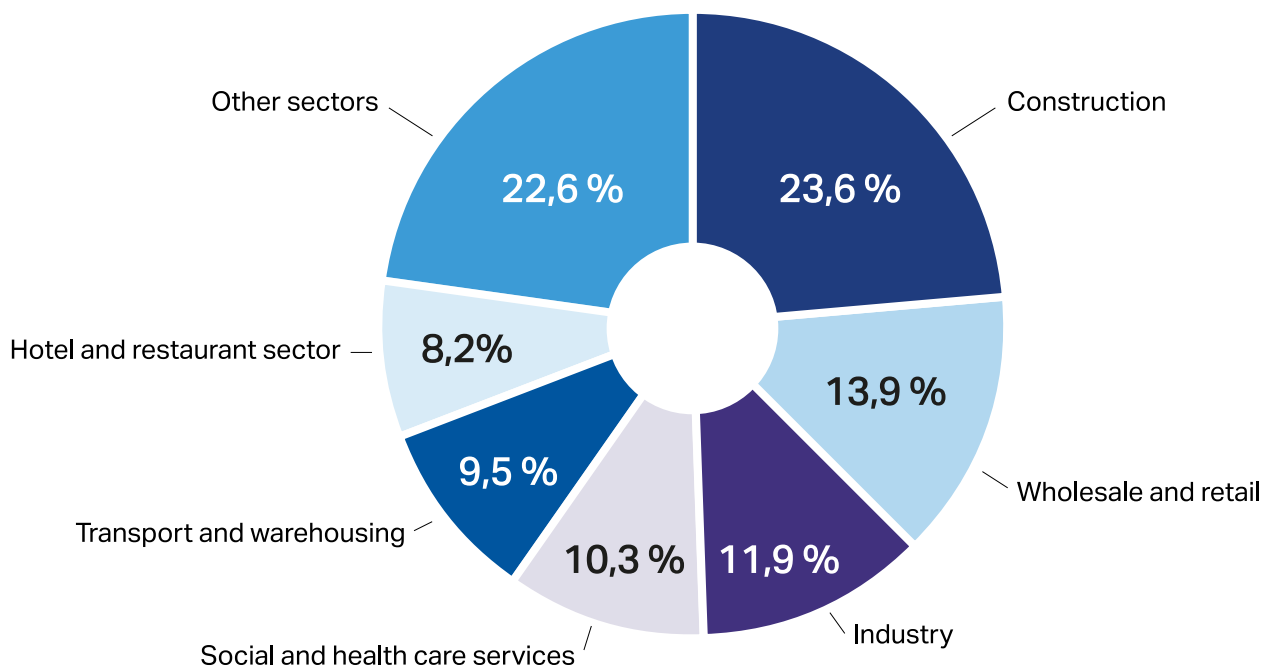






Photo: Reetta Aho

## Construction sector

In the construction sector, nearly 4,400 workplace inspections were carried out, which is more than a fifth of all the inspections. Most of the inspections were conducted in accordance with the general enforcement practice of the construction sector without prior notice. This allowed us to establish the actual state of the construction sites during the inspections.

For a long time, mainly shared, national agendas have been used for enforcement in the construction sector. Shared agendas were used the most in inspections of sites for new constructions.

In 2019, especially roof constructions and single-family house constructions were inspected, with more than 600 inspections conducted. Every other

inspection revealed issues to correct in fall protection and the use of personal protective equipment. The inspections also revealed deficiencies in walkways and scaffolding.

Especially on construction sites of smaller operators, it is unfortunately still very common that, for example, employees work on building roofs without using any fall-arrest systems and that access to the roof has been arranged with a ladder. If an inspector observes such an imminent and serious risk to a person's life or health, he or she can cease work at the construction site with immediate effect. During the year under review, a total of 46 such temporary prohibitions were issued during site inspections.

In addition to the project supervisors and employers, more than a hundred inspections on developers were conducted in 2019. These inspections were accompanied by a safety coordinator appointed by the project supervisor who is in charge of occupational safety matters assigned to the project supervisor. The most important issues to enforce in project-supervisor inspections are the project supervisor's safety documents and obligations. A general observation was made in the construction sector enforcement that the smaller the operator, the less there was information on the project supervisor's obligations related to occupational safety.

In order to increase awareness, occupational safety in the construction sector was promoted with inspections as well as with communications, for example, on the use of chain saws and the assembly and disassembly work of event stages. The construction sector was also strongly presented in the OSH authority's stand at the Asta Fair in Tampere in February. Event communications on the trade fair were especially targeted at families building detached houses and those doing renovations. In the construction sector, customer contacts were mostly related to asbestos work and dangers of falling from heights. Changes in legislation regarding work with asbestos entered into force in 2016 and these have been communicated actively, but the OSH authority's national telephone service still responded to a lot of enquiries on asbestos. Many of these enquiries were regarding both deficiencies in asbestos work and deficiencies in fall-arrest systems.

## Wholesale and retail sector, hotel and restaurant sector

During the year in review, the total amount of inspections carried out in the hotel and restaurant sector was approximately 2,000, with a total of approximately 2,500 inspections carried out in the wholesale and retail sector.

Nationally determined, harmonised inspection agendas were used in conducting 43% of the inspections in the hotel and restaurant sector and in 64% of the inspections in the wholesale and retail sector.

In OSH enforcement, in addition to implementing the employer's basic obligations, attention was paid especially to the threat of violence, physical strain and employment relationship issues.

Another focus area for enforcement in the hotel

and restaurant sector was the employers' obligations concerning the use of foreign labour.

Obligations were often imposed on the organisation of cooperation in occupational safety and health matters, such as cases of neglect in compiling an occupational safety and health policy in the service sector.

The threat of violence is an issue that was discussed in connection with all inspections carried out in the hotel and restaurant sector and wholesale and retail sector, with obligations imposed on workplaces in relation to this issue. In the service sector, the threat of violence is a factor contributing to psychosocial stress. According to the OSH inspectors, employers are becoming more and more aware of their obligation to identify situations involving a threat of violence, but measures to prevent and manage situations are often deficient or not followed through. Enforcement also

## Identification of risks in the tourist industry is especially important

In order to promote OSH in the tourist industry, the OSH authority has focused enforcement on travel agency, hotel and restaurant services and programme services providing experiences. The tourist industry is very centralised and seasonal by nature. Service providers in the sector need to possess versatile skills and abilities in order to adapt to the changing situations in the digital, global and networked working life.

In accordance with observations made regarding employment relationships and working conditions, there were deficiencies in the tourist industry especially in identifying the hazards related to work. This identifying was not performed such that it would cover all work tasks or employees in a workplace or in tasks conducted elsewhere. Based on observations, occupational health care was also not arranged for seasonal work in particular.

Identifying and assessing risks is very significant when employees are mobile in various types of work environments and conditions.

A lot of external labour, temporary agency workers and subcontracting is used in the tourist industry. This is why the sector was also enforced from a viewpoint of the Contractor's Liability Act. The act obliges the contractors to investigate the contracting partner's compliance with obligations already before signing the agreement. Inspectors responsible for enforcing the act enforced in 2019 whether the act had been adhered to when signing agreements. During inspections, a lack of knowledge on the act was observed, and clarifications on the contracting partners were only acquired after the inspection visits.

The OSH authority offered guidance and control for tourist industry operators by participating in the Finnish Lapland Tourist Board in Tornio in September. The participants mainly represented companies and organisations in the tourist industry. Especially the management of strain in seasonal work was of interest to the visitors.



paid attention to the instructions and training provided by the employer to the employees in case of situations involving violence.

Based on observations made in connection with enforcement, there were shortcomings in the service sectors leading to obligations being imposed in matters related to the provision of occupational health care, workplace survey carried out by the occupational health care provider, and the examination and assessment of work-related risks. During inspections in wholesale dealers, it was observed in many inspections that the forklift operators did not have a written permit issued by the employer for using the forklift. During tours of the workplaces, instructions were also given and obligations imposed, for example, in relation to safety data sheets for chemicals, order and cleanliness, safety of access paths and staff facilities.

## Industry

The total number of inspections carried out at the industrial sector workplaces was approximately 2,850. The inspections targeted especially the metal, food processing, chemical and wood industries. Enforcement was targeted at the industrial sector's maintenance and investment sites with the approach of defining them as shared workplaces.

Enforcement emphasised accident risks, but also paid attention to psychosocial stress. In addition, the inspections covered checks to ensure that chemical hazards are under control. Regarding chemical safety, special weeks of intensive control took place, during which mainly small industrial workplaces, car and motorbike repair shops and laundries were inspected.

According to the observations made during the inspections, there is room for improvement in industrial workplaces with regard to chemical issues and the operability of machinery and equipment. In the shared industrial workplaces, shortcomings we discovered in the measures for preventing common accident risks and hazards, protection against falling and the use of personal protective equipment. Based on the observations made during the weeks of intensive chemical safety control, there are still



Photo: Virpi Saarinen

**Inspections in the industrial sector focused, for example, on the management of chemical hazards.**

many deficiencies in chemical safety, but instructions provided in advance had encouraged many employers to take action in order to comply with the regulations already before the inspection.

In OSH enforcement in the mining industry, attention was paid to risk-based entities, such as accident risks, physical workload and chemical factors. Non-conformances were mainly observed in the management of chemical hazard factors and in the safety of asbestos work. These issues required improvement for both mining companies as well as contractors operating in the mine area. Stakeholder cooperation related to OSH in the mining industry has been done with the Communications Group and Advisory Board on Mining Safety and the Finnish Safety and Chemicals Agency. During recent years, occupational safety in the mining industry has improved, and the number of occupational accidents and the accident frequency have decreased in the mining industry in comparison to previous years.

## Social and health care services

Nearly 2,100 workplace inspections were carried out in the social and health care sector.

In the enforcement of health services, the focus was on hospitals and health care centres. Significant OSH issues observed, included psychosocial stress and the threat of violence. Physical workload is still a factor in health care work, although various tools and methods to support good occupational ergonomics are utilised in order to control the workload. In addition, attention was paid to the accident and exposure risks related to the use of sharp instruments and hazardous chemicals.

In social services, the attention of OSH inspections was also on psychosocial stress, physical workload and the threat of violence. Some challenges related to poor indoor air in the workplace facilities also surfaced in all the social and health care sectors. Enforcement also identified the workload related to management work.

Overall, the enforcement of social and health care services detected the most shortcomings in the assessment of work-related risks and in workplace surveys carried out by the occupational health care provider. The shortcomings were more frequent in the open services offered by social welfare services.

Based on the imposed obligations and the feedback provided by employers, the enforced matters in social and health care services were allocated correctly, and obligations will continue to support OSH activities in the workplace.

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## Transport sector

In 2019, more than 2,000 OSH inspections were carried out in the transport sector. One of the most important subjects of OSH inspections in the transport sector involves the driving and rest period checks regulated by the EU and enforced in Finland by the OSH authority. The driving and rest period regulations apply to other sectors than just the actual transport sector, such as the transport operations in the retail and earth-moving sectors. In principle, EU's driving and rest period regulations apply to all traffic on lorries or buses of a weight in excess of 3.5 tonnes. During the year under review, the inspections concerning driving and rest periods were conducted in 1,050 companies to which the regulations in question apply. A total of 317,000 driver working days were inspected during these inspections.

Compliance with driving and rest periods was enforced by inspecting the data from tachographs. Most of the tachographs today are digital. In principle, drivers can work a maximum of 15 hours per day. The driving period is recorded in the tachograph automatically, but other work, such as freight loading, must be entered manually by the driver.

Based on the observations made, the number of transport companies complying with the regulations has increased. A large number of violations were still discovered regarding the recording of digital tachometer data, especially in companies which are not actual transport companies, but are covered by the regulations all the same.

In general, compliance with driving and rest periods is improving, but, unfortunately, it was discovered during enforcement that in individual companies, serious violations have increased. There were also still non-conformances in the working hours register.

In shared workplaces, guidance by the authorities was required in work methods which carry a risk for injuries. In terminals, remarks were made on the safety of the pallet shelves. Attention needs to be paid to the removal of these hazards.

## Agriculture and forestry

A total of approximately 580 inspections were carried out in workplaces in the agriculture and forestry sector, which is almost as many inspections as in the previous year. Agriculture was the target in 63% of primary production inspections. The objective of enforcement is to improve the employers' abilities to identify and eliminate hazards and risk factors and to create well-functioning practices for the management of safety. Shortcomings were identified in workplaces in the agriculture and forestry sector, in particular in

the drafting of the occupational safety and health policy, identification and evaluation of work-related risks, establishment of workplace surveys by the occupational health care provider and management of chemical hazards.

Agriculture uses a large number of foreign workers, especially in seasonal jobs. A targeted immigration control was carried out in approximately 10% of the inspections.

The most common deviation in immigration control was related to the storing of the personal data of foreign employees.



Photo: Risto Eronen

### OSH guidance in agriculture in the Okra Farm Fair

The OSH authority participated in the Okra Farm Fair in Oripää in July together with the Finnish Institute of Occupational Health and the Centre for Occupational Safety.

The event offered guidance and instructions for agricultural entrepreneurs and employees on issues related to occupational safety, terms of

employment and use of foreign labour. Visitors showed special interest in chemical hazards and the obligation to provide occupational health care.

In OSH inspections conducted on farms, improvement needs were observed in risk assessment, the working hours register, induction training, occupational health care and use of foreign labour.

OSH inspections were also conducted in the Okra Farm Fair. The focus was on working conditions and targets included various types of sales locations where summer workers were working.



## Shipping

During 2019, the OSH authority conducted a total of 280 inspections in harbour and vessel environments and issued nearly 500 pieces of written advice and more than 50 improvement notices.

Almost 130 inspections were performed in harbours where large-scale loading and unloading operations of vessels or other equivalent activities are carried out. Enforcement was targeted at employers operating in harbours utilising main authority, in other words, harbour holders and other employers. Enforcement was used for ensuring that the harbour holders have taken care of the general safety in the harbour area, harmonising the safety of activities of the companies operating in the harbour area, drawing up safety rules and communicating on safety-related matters. Inspections were also carried out to check loading and unloading operations and goods processing and other closely related work. Accident risks were enforced by examining and assessing hazards. Walkways and hoisting devices were also paid attention to during the inspections. The psychosocial stress was enforced by examining and assessing the risks related to the work and the amount of overtime. There were shortcomings in examining and assessing work-related risks in workplaces operating in the stowage sector.

During the year under review, enforcement was also

carried out in workplaces in the harbour area and the harbour's logistics area where hazardous substances are transported or placed in intermediate storage. Enforcement was targeted at the management of health and safety-related obligations. Shortcomings were discovered in the plans and operating instructions in case of chemical accidents as well as danger and emergency situations. In addition, the temporary storage of chemicals in the harbour area and the transport units of hazardous substances were inspected in cooperation with the Finnish Transport and Communications Agency Traficom, the Customs, the police and the Finnish Border Guard.

In order to grant certificates pursuant to the provisions of ILO's Maritime Labour Convention MLC 2006 and to perform intermediate inspections, a total of 64 Finnish vessels were inspected. When conditions so required, inspections were also carried out in foreign ports on vessels under the Finnish flag. A total of 88 inspections were conducted on vessels registered in the Finnish shipping register, but not carrying an MLC certification. In addition, commissioning inspections and living environment inspections were carried out on vessels.

In connection with OSH enforcement, data was collected on compliance with rest periods, sufficiency of crew and working conditions on vessels under the Finnish flag. Special attention was paid on safe

### The OSH authority enforced the radon content in the workspaces

The OSH authority enforces whether the employer has analysed the radon content in the workspaces as part of the examination and assessment of work-related risks.

In December 2018, the new Radiation Act entered into force and it states that the radon content must be analysed in more municipalities than before and in workspaces located in specific postal code areas. In addition, measurements must be carried

out regardless of municipality, in underground workspaces or if the facility is located, for example, on a ridge. However, the obligation for measuring does not apply, if the workspace is located on the second floor or higher with respect to the ground level, or if an individual employee does not work in the workspace for more than 20 hours per year.

In 2019, radon inspections of the OSH authority were directed at the workplaces in areas where it was required to analyse the radon content after the change in legislation. Approximately 330 inspections were carried out, and written advice was issued to more than 70% of the enforcement targets.

walkways and work platforms, hoisting devices and protections against falling. The most essential shortcomings were related to the vessel's working environment, workplace surveys carried out by the occupational health care provider, first aid preparedness, list of chemicals and the examination and assessment of work-related risks. In the MLC inspections, shortcomings were also detected in the working and rest periods, and in other inspections, in the walkways and work platforms in the vessels.

## Act on the Contractor's Obligations and Liability when Work is Contracted Out

The goal of Contractor's Liability enforcement is to prevent negative effects caused to companies by the shadow economy and unhealthy competition. In 2019, nearly 1,600 inspections were carried out in relation to contractor liability enforcement. Enforcement was targeted especially at the construction sector, industry, logistics, service sectors, Joint Municipal Authorities, primary production and foreign contractors.

The inspections related to contractor liability covered compliance with the obligation to check for a total of approximately 6,000 contracting partners in relation to subcontracting contracts and contracts concerning temporary agency work. The inspections involved the issuance of written advice in approximately 2,500 cases. Foreign contractors received the highest number of written advices per an inspection. The inspection targets that received the next highest number of written advices were construction sector companies and Joint Municipal Authorities. The imposing of a negligence fee was considered in approximately a 100 cases; most often with foreign contractors and inspections at construction sector companies.

Contractor's Liability enforcement cooperated closely with the Finnish Tax Administration, the Finnish Centre for Pensions and other authorities, and the OSH authority utilised data received from other authorities in its inspections. Data used especially extensively were the contract and employee data in



Photo: Taru Rikula

**In 2019, the OSH authority enforced, for example, whether the tourist industry had complied with the Act on the Contractor's Obligations and Liability when Work is Contracted Out.**

construction work and the Compliance Reports of the Grey Economy Information Unit which the OSH authority receives from the Finnish Tax Administration. The utilisation of the right to information has enabled the allocation of Contractor's Liability enforcement even more precisely on subcontracting agreements and contracts on temporary agency workers in which the company performing the work demonstrates shortcomings in the implementation of its statutory obligations.

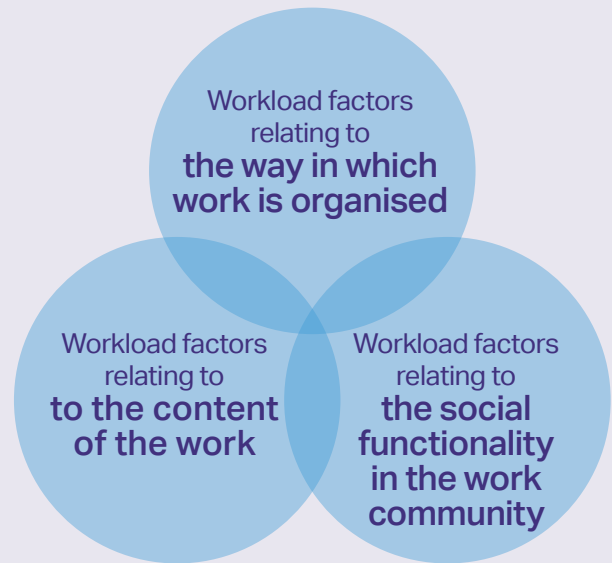
Changes in working life have manifested in Contractor's Liability enforcement as phenomena becoming more complicated, which poses challenges on enforcement. Light entrepreneurship and platform economy are becoming more common, use of foreign labour is increasing and various shadow economy phenomena related to subcontracting chains are good examples of changes occurring in working life. In recent years, more and more cases related to underpayment and price undercutting have also been observed in Contractor's Liability enforcement.

## Psychosocial stress

In many workplaces, the psychosocial stress factors are the most significant occupational safety risks. Psychosocial stress factors, such as excessive work, continuous interruptions, difficult situations with customers, a lack of support from the manager or problems in the interaction in the workplace can have a harmful effect. Employers must be aware of the psychosocial stress factors present in the work environment and the various tasks included, and take action if they are posing a risk to their employees' health.

During the year under review, the OSH authority enforced in more than 10,000 inspections carried out in various sectors, that psychosocial stress factors have been taken into account in risk assessments of the work conducted in the workplace and in the workplace surveys carried out by the occupational health care provider. Shortcomings in the assessment of workplace risks were observed in almost every third workplace. Shortcomings in the workplace surveys carried out by the occupational health care provider were observed in approximately every fourth workplace. In these workplaces, psychosocial stress factors had not been identified and assessed comprehensively or at all. Without information on the hazardous stress factors present in the workplace, the employer cannot determine, what types of measures need to be implemented.

Psychosocial stress was addressed more extensively in approximately 3,000 inspections on the basis of either a preliminary assessment or observations made during the inspection. Enforcement dealt with the issue more extensively when inspecting workplaces in the social and health care sector, public administration, the education sector, parishes and religious organisations as well as in workplaces with mostly white-collar workers. During the inspections, it was assessed whether the employer has implemented sufficient measures for preventing hazardous work-related strain, if employees have been provided with training and instructions on safe working methods, whether there are efficient practices in place at the workplace for identifying an employee's excessive workload in time, and whether the managers have the



### New survey for enforcing psychosocial stress at work

The OSH authority developed [a new survey for enforcing psychosocial stress](#). The survey enables the inspector to gather information from the employees before the actual inspection visit on the psychosocial stress they experience. The workers' responses give inspectors an idea about what kinds of harmful workload factors are present in the workplace. Based on the survey responses, enforcement measures can be focused on the issues that are most often causing strain for the employees.

The survey has been drawn up as a tool for enforcement, but the workplaces can also use the survey as a tool for identifying the psychosocial stress factors at the workplace. By repeating the survey at regular intervals, employers can also use it to monitor whether the measures taken to reduce harmful psychosocial workload have had an impact.

prerequisites for implementing their tasks related to psychosocial stress. Shortcomings in the employer's obligations were observed during nearly every third inspection.



## Discrimination and non-discrimination

The OSH authority enforces the prohibition of discrimination in the workplace in accordance with the provisions of the Non-discrimination Act as well as the employer's obligation to promote equality. OSH enforcement includes measures taken on the basis of client communications and workplace inspections carried out at the authorities' initiative.

In 2019, the OSH authority received approximately 500 customer contacts concerning discrimination in the workplace. Often the caller wanted advice on how to bring up the issue in their workplace or an expert opinion on whether or not their experiences constituted discrimination. The telephone service of the OSH authority offers a person who has been experiencing discrimination guidance and advice on their matter and instructions on submitting a possible enforcement request.

During 2019, approximately 180 enforcement requests were submitted to the OSH authority regarding discrimination. In the enforcement requests, discrimination was usually based on health, other causes related to the person, opinions and convictions. The smallest number of inspection requests were made concerning discrimination based on political activity, and sexual orientation (chart). The authorities carried out a total of 110 inspections on the basis of enforcement requests. Nearly half of the inspections were conducted due to suspected discrimination based on state of health. A fifth of the inspections were carried out due to another cause related to the person.

One third of the inspections led to an obligation related to a breach of the prohibition of discrimination in the workplace. More than half of the obligations were imposed because the employer had discriminated an employee based on health. In most cases, discrimination based on the state of health related to the termination of employment due to a sick leave.

In addition, discrimination was monitored in connection with inspections concerning foreign employees' right to work. In the enforcement of foreign labour, the inspector assesses whether the employer has discriminated against the employees with regard to wage payment and other minimum terms and conditions of employment on the basis of origin, nationality or language. The inspections resulted in the imposing of nearly 60 obligations due to breaches of the prohibition of discrimination in the workplace.

At its own initiative, the OSH authority monitors job advertisements and takes action whenever discrimination is observed. During the year under review, nine job advertisements were inspected due to suspected discrimination. Job advertisements were suspected of being discriminatory due to discrimination on the basis of age, origin, language and nationality, state of health or religion. In the case of six job advertisements, discrimination was found to have occurred and obligations were imposed on the employers.

A total of approximately 300 inspections focused on equality planning and employers' duty to promote quality. Shortcomings were observed in nearly 200 inspections.

### Discrimination grounds experienced by clients

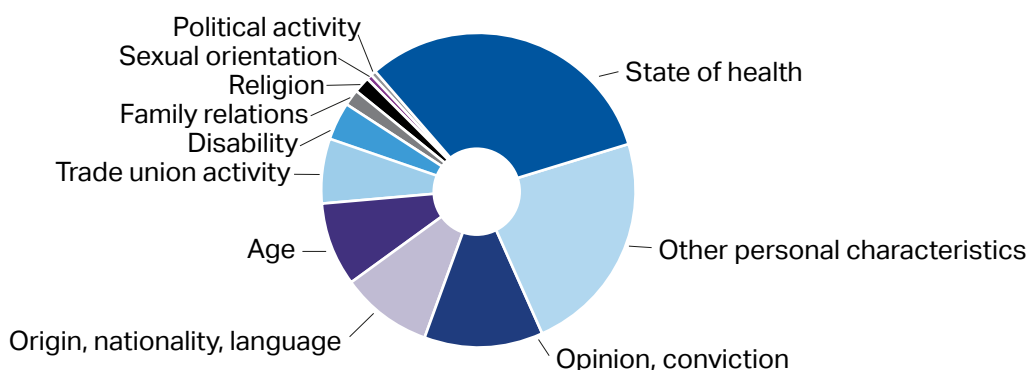




Photo: Reetta Aho

## Licences processed by the OSH authority

Legislation imposes restrictions on how certain kinds of work may be performed or assigned. The OSH authority's authorisation or exemption is needed for certain kinds of work. The OSH authority grants chargers' certifications, asbestos removal licences, exemptions related to the Working Hours Act, exemptions related to young workers, and exemptions from crane operator qualifications and qualifications of divers carrying out construction work.

In licence administration, the needs of clients are taken into account through a high-quality decision-making process and efficient processing. The objective of the OSH authority is to process applications for asbestos removal within 14 days and other permit applications within one month after the required information is provided. The target was reached in 98% of the cases.

## Licensing administration 2019

**384** applications for chargers' certifications processed

**218** licenses related to young workers processed

**148** licenses related to the Working Hours Act processed

**96** applications for asbestos removal licences granted

**42** exemptions from crane operator qualification

**1** qualification of divers carrying out construction work

## Notifications submitted to the OSH authority

A notification must be submitted to the OSH authority about certain types of work before the work commences. Such work includes construction, asbestos removal and employing persons aged 16–17 in hazardous work. Companies who send their employees to Finland are required to submit a notification of the posting of workers before their posted worker starts in their job. The OSH authority must be notified without delay of the occurrence of a serious occupational accident and any emergency work that is carried out. In addition, a physician who reports an occupational disease should inform the OSH authority of the occupational disease.

### Notifications 2019

**11,376** notifications on asbestos removal  
(41% via e-services)

**8,099** notifications from posting undertakings  
(access only via e-services)

**5,635** advance notifications of construction work  
(51% via e-services)

**1,511** notifications on using young workers in hazardous work

**1,285** notifications concerning occupational diseases

**1,253** notifications concerning occupational accidents

**78** notifications on emergency work

## Posting of workers

When a foreign company posts its workers to Finland, the OSH authority must be notified before the work can start. In 2019, the OSH authority received nearly 8,100 notifications which is considerably more than in the previous year. The OSH division at the Regional State Administrative Agency for Southwestern Finland provides general guidance by e-mail on the legislation applicable to the posting of workers.

The OSH authority processed the posting of workers to Finland during 240 inspections. Slightly under half of these were directed at companies posting workers to Finland for temporary work and slightly more than half at contractors.

With regard to the posting undertakings, the OSH authority enforced compliance with the minimum terms and conditions of employment of posted workers and obligations regarding posting for which a negligence fee can be imposed, if breached. In supervising the contractors, special attention was paid in enforcing that the contractor had ensured the availability of the representative of the posting undertaking. In addition, the authority enforced that prior to the beginning of the work, the contractor had ensured that a notification had been made regarding the starting of work. A negligence fee can be imposed on the contractor for these instances of negligence.

The imposing of a negligence fee was considered in a total of more than 30 cases. The largest number of shortcomings leading to consideration of a negligence fee was observed in the posting undertaking's obligation to notify, keeping information and reports available and appointing a representative. With regard to contractors, the shortcomings leading to consideration of a negligence fee were the posting undertaking's obligation to ensure the availability of the company's representative. In the inspections, the largest number of shortcomings were observed in keeping a working hours register, payment of wages, taking out EU-compliant accident insurances, notifications regarding posting, obligation to keep information available on posted workers and, in the case of work sites, lists of employees.



# OSH authority provides advice and guidance

**A**dvice and guidance are an important part of the operations of the OSH authorities. The objective is to support and promote voluntary OSH work with appropriate measures. The OSH authority's most important channels for providing advice and guidance are its website Tyosuojelu.fi and the national telephone service.

## OSH Administration's website Tyosuojelu.fi

In 2019, the Tyosuojelu.fi website had nearly 1,270,000 users. The users have had the most interest in employment relationship-related matters, such as annual holidays, the termination of employment, taking study leave, and extra and overtime work. Also the web pages on occupational health care services and inappropriate treatment were among the ten most viewed pages.

Compared to the previous year, the number of views at least doubled on several Tyosuojelu.fi web pages. Among others, periods of notice of an employment contract, study leave, wage payment of a posted

### The most popular pages of the Tyosuojelu.fi website in 2019

Front page	162,522
Annual holidays	94,002
Termination of the employment relationship	92,805
Study leave	90,689
Additional work and overtime	83,001
Lay-offs	66,375
Occupational health care	65,301
Certificate of employment	59,387
Working hours	58,387
Inappropriate treatment at work	57,534

worker and job alternation leave were of interest to the users of the service significantly more than previously.

The English content of Tyosuojelu.fi was considerably expanded during the year. Approximately 150 web pages translated into English were added to the online service, and their publication improved the coverage of information especially regarding working conditions.



## Other communications channels

At the end of 2019, the OSH authority's Twitter and Facebook accounts had a total of 3,500 followers. The number of social media channel followers increased by slightly more than 800. In 2019, the views of tweets reached the limit of half a million. The daily number of posted tweets was 2–5 tweets; a few publications were posted on Facebook each week.

Approximately a hundred media releases were published. In addition, separate online news were used for communication on the website.

Approximately 20 guides, reports and workplace

notices, including their versions in different languages were published. The publications are available free of charge as e-publications and printable pdf files on the Tyosuojelu.fi website.

The OSH authority also aims to impact issues by participating in various events. In 2019, the OSH authority organised a guidance stand at nine trade fair events of different sectors. Joint stands were shared with the Finnish Institute of Occupational Health and the Centre for Occupational Safety. The trade fair events were developed into a concept with advance and after-marketing as well as info spots and social media posts during the event.



Photo: Risto Eronen

## OSH issues for young people at the National Skills Competition

The OSH authority and the Centre for Occupational Safety provided plenty of OSH information for young people receiving vocational education and their teachers in the national Taitaja 2019 vocational education event in Joensuu in May. The themes of the OSH professionals included employment and occupational safety issues, but they also provided more light on the OSH obligations of the micro and small entrepreneurs. Young people are especially

interested in hearing about issues related to summer jobs. They could tour the event by going to the various event stands which formed a competition course with the help of a mobile phone app. The shared stand of the OSH authority and the Centre for Occupational Safety was the course's last stand where more than 2,000 prize frisbees were handed out to those who had participated in the course tasks during the three event days.

Active communications on projects is a good method of supporting the objectives of OSH enforcement. The four-year project aimed at shared workplaces ended at the end of 2019. It provided a possibility to create versatile project communications with an experimental mindset, for example, by organising a webinar on the results of the project. The project took part in two trade fair events and six smaller events where the members of the project group met with more than 2,000 visitors from different sectors. The project saw a lot of event communications in action.

## National telephone service

The OSH authority's national telephone service responded to more than 21,000 calls. In the telephone service, OSH inspectors from the OSH divisions provide advice and guidance to the callers. Enforcement requests concerning occupational safety are also accepted via the telephone service as needed.

The telephone service provides advice in four areas based on subject matter: employment relationships, working environment issues in general, working environment issues in the construction sector, and well-being at work with special focus on inappropriate treatment, harassment, discrimination and psychosocial stress.

Most of the calls received by the telephone service were related to employment issues (in excess of 60%). The calls to the service often concerned the termination of employment and wages and salaries. Questions about working environment involved indoor air quality, while questions about working environment issues in the construction sector were mostly about the asbestos legislation. More than half of the calls made about well-being at work concerned experiences of harassment at work.

The OSH authority's national telephone service number is +358 295 016 620, and it serves clients in English from Tuesday to Thursday 9:00 am–12 noon.

## Experiment: guidance offered prior to the inspection

An experiment was made in chemical safety control to enhance the steering nature of enforcement by providing communications to the workplaces both before and after the inspection. In September 2019, theme weeks involving intensive control of chemical factors were implemented, and more than 400 workplaces were inspected during these weeks. Before the inspections, an instruction on how to prepare for an inspection was sent to the workplaces. The instruction included model examples of the assessment of chemical hazards and a link to a pre-completed risk-assessment form. After the inspections were conducted, the workplaces received a summary of the project's enforcement results for use as a comparison between their own chemical safety situation and that of other workplaces.

The experiment was very successful: half of the workplaces started putting their affairs in order on the basis of the instructions sent out in advance, already before the inspection. Workplaces considered the instructions very useful and encouraging. Also the summary on the enforcement observations was of great interest to the workplaces. After the experiment, the instructions were formulated as a workplace notice "Kemikaalit ja kemialliset tekijät" (in Finnish).

*"These types of instructions are a good idea. Things would not get done, if someone would not require them to be done. The approach was very mellow, so there was no great stress involved beforehand. A more comprehensive update at the workplace is now so much easier."*

An employer's feedback on chemical safety control



## The OSH Exhibition closed down – the cartridge machine returned to Lapua

In spring 1976, Finland's most destructive occupational accident happened at the cartridge factory in Lapua; 40 people died and 60 were injured. After the accident investigation was closed, the machine which dispensed gunpowder in the bolt gun cartridges and was found to have caused the explosion, was brought to the OSH Exhibition where it provided a concrete reminder of the significance of occupational safety for many decades.

"People always go quiet around the machine," states Ari Helenius, Exhibition Manager.

In 2019, the doors of the OSH Exhibition located in the Hippos building in Tampere closed, and the cartridge machine returned to Lapua.

### The end of an era of 110 years of history

The OSH Exhibition operations began in Finland in 1909 when Finland's first female occupational safety inspector, Vera Hjelt, established a workers' protection and service exhibition in Helsinki. During

her visits in workplaces, she had encountered serious occupational safety issues brought about by industrialisation. The work force, child labour included, worked sometimes in inhuman working conditions. There were numerous occurrences of serious occupational accidents and illnesses caused by the working environment.

In the 1970s, the exhibition was moved from Helsinki to Tampere. During recent times, the OSH Exhibition had approximately 2,500 annual visitors.

### The OSH Exhibition is going digital

Currently, the OSH Exhibition is being renewed and taken into the digital age. The virtual OSH Exhibition is removing the geographical restrictions and improving the accessibility of the exhibition.

But its purpose remains. The virtual OSH Exhibition continues to share the best and safe practices of OSH online, for example, to workplaces and students.



In June 2019, the cartridge machine was moved from the OSH Exhibition to the museum facilities of the City of Lapua, in the old property of the Lapua cartridge factory.

# OSH enforcement develops

**Y**ear 2019 was the last year of the four-year term 2016–2019, so central objectives for the year included ensuring the compliance with the goals set for the four-year term 2016–2019 and planning the next four-year term.

During the four-year term, enforcement planning has been gradually developed toward a more national level. During 2019, national enforcement plans were drawn up for the construction sector, transport sector, shipping, retail and wholesale, hotel and restaurant sector, public administration and immigration control. In addition, national projects were implemented in shared workplaces, and in the enforcement of posted workers, radon exposure and chemical hazards. Year 2019 was the second year of the OSH divisions complying with a shared national performance agreement. The further emphasis on doing things more on a national level could also be seen clearly in the planning for the next four-year term.

Also the enforcement measures are under continuous development. In 2019, the new survey for psychosocial stress was completed. Development of the electronic version of the survey is ongoing and, at the same time, the transforming of other surveys used by the OSH authority will be taken into account.

## Inspection report by e-mail

Toward the end of 2019, the OSH authority began sending inspection reports primarily by e-mail directly from the enforcement data system. This was preceded by electronic archiving and an electronic inspection report deployed earlier. With the new practice, the inspection reports are also signed electronically.

During an OSH inspection, the inspector asks the recipients whether the inspection report can be delivered by e-mail. The e-mail addresses are verified during each inspection. If any of the recipients does not prefer receiving the inspection report by e-mail, it will be mailed to them in a letter. If a company does not have an e-mail address in use, the inspection report can be delivered to the managing director's e-mail address. The delivery method of the inspection report is always agreed upon during the inspection. However, any inspection reports containing confidential appendices cannot be delivered by e-mail, as using secure e-mail is not yet possible.

**The delivery method of the inspection report is always agreed upon during the inspection. Customer feedback on the electronic inspection report has been positive.**

# Legislation enforced by the OSH authority and its drafting

The preparation of labour legislation is a tripartite process, carried out in cooperation with the interest groups of employers and employees. Besides labour legislation, the terms of employment for employees are defined, for example, in the collective agreements of various sectors. For the most part, the enforcement of labour legislation is the responsibility of the OSH Divisions at the Regional State Administrative Agencies.

National and EU legislation on OSH is drafted by the Advisory Committee on Preparation of Occupational Safety Regulations (TTN) in cooperation with labour market organisations. The Advisory Committee operates in connection with the Ministry of Social Affairs and Health.

The Ministry of Economic Affairs and Employment drafts and develops labour legislation which comprises, for example, the Employment Contracts Act, the Working Hours Act, the Annual Holidays Act, the Non-discrimination Act, the Act on the Protection of Privacy in Working Life, the Collective Agreements Act, the Study Leave Act and the Pay Security Act, as well as legislation on cooperation within undertakings. Finland participates in the drafting of EU legislation and strategies on OSH, for example, in the Advisory Committee on Safety and Health at Work (ACSH), which is a body operating within the European Commission. The laws enforced by the OSH authority are compiled on the Tyosuojelu.fi website under [Current labour legislation](#) (in Finnish).

## Legislation under preparation in 2019

- Changes were made to the Annual Holidays Act for ensuring the employee's right to four weeks of paid annual holiday as stipulated in EU legislation, even if the employee has required to be absent from work due to illness or medical rehabilitation. In addition, the amendment to the legislation extended the time during which the employee can take their annual holiday postponed due to disability. The amendment to the Annual Holidays Act entered into force on 1 April 2019.
- The Government Decree on the Prevention of Work-Related Cancer Risks sets binding limit values for 22 carcinogenic agents as laid down by the EU directive. Previously, binding limit values were only determined for three agents. The objective of the limit values is to reduce work-related cancer cases. The decree entered into force on 1 January 2020.
- During the year under review, a new Working

Hours Act was drafted to correspond with the changes that have occurred in the labour market and working life. The scope of application of the new law also includes work conducted at home and remote work. Workplaces now have more freedom to agree on flexible working hours, flexible working time arrangements and deployment of a working hours account. Reforming the Working Hours Act also corresponds with the requirements set by the European Working Time Directive and its interpretative practice. The new Working Hours Act entered into force on 1 January 2020.

- The Government Decree on the Safe Use and Inspection of Work Equipment was amended. The changes related, for example, to the required qualifications of a tower crane operator and periodic inspections of work equipment. Also the safety requirements regarding mobile work equipment were specified. The decree entered into force on 1 March 2020, excluding the transitional provisions.

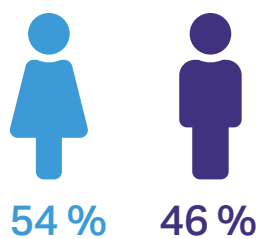
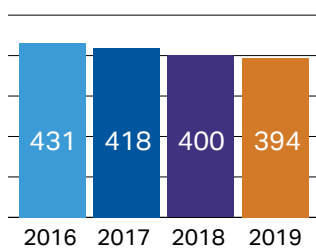


# OSH Administration's resources

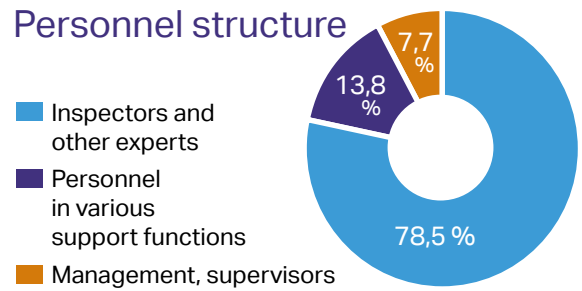
Healthy and competent personnel is the OSH authority's most important resource. The aim is to utilise human resources in the best way possible. This is why it is crucial to ensure the personnel's occupational well-being and development of their competence. Job satisfaction remained at a high level. It was promoted especially by the new work methods enabled by digitalisation as well as flexible working time arrangements. Job satisfaction, on the other hand, was decreased by the experience that there was not enough time for training, networking or stakeholder cooperation.

A Recruitment and induction training of new employees demanded more resources than usual in 2019. Contrary to previous years, a lot of personnel was recruited in the OSH divisions during 2019. The majority of the new inspectors were able to start their work in November. Despite recruitment, overall resources remained smaller than in the previous year. In addition to recruitment, the shutdown of the Luova preparations and the planning of the next four-year term required more resources than planned. This could also be seen as a slight decrease in the number of performed inspections per person-year.

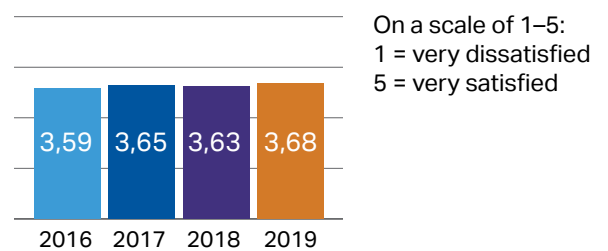
## Number of person-years Gender distribution



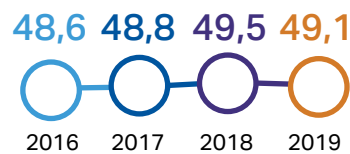
## Personnel structure



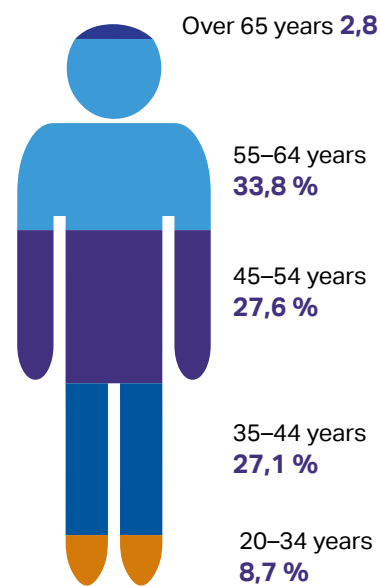
## Job satisfaction



## Average age



## Age breakdown



# Cooperation and networking with other actors

**D**iverse cooperation with various parties is an essential part of OSH enforcement and operational development. The main forms of cooperation between authorities include joint inspections with various authorities and functioning information exchange. In addition to shared communications with the Regional State Administrative Agencies, communications are also prepared in cooperation with the other agencies in the administrative sector of the Ministry of Social Affairs and Health, for example, in Havi, the joint group of the communicators. The administrative sector operators also have a shared website platform at their disposal.

The cooperation of the so-called OSH family can be seen in practice, for example, in trade fairs and events and in the social media where the operators actively support each other's communications. The OSH family is formed by the Finnish Institute of Occupational Health, Centre for Occupational Safety, The Finnish Work Environment Fund, Workers' Compensation Center, the Ministry of Social Affairs and Health and the OSH Divisions at the Regional State Administrative Agencies.

Openness of the public administration and the sharing and utilisation of information are targets which the OSH Administration in its part is aiming to meet. The interoperability and shared use of information can enhance the work of the authorities and improve its quality. During the year under review, in order to increase the amount of open data, surveys were conducted to examine the methods of sharing the information generated in OSH enforcement for use by other operators. For example, methods were surveyed with the Finnish Institute of Occupational Health for publishing information accumulated during enforcement in a service called Work-life Knowledge Service.

From the perspective of companies, shared use of information can decrease the administrative burden

## Cooperation between authorities on the enforcement of transport companies in Lapland

The OSH authority started intensive enforcement of foreign transport companies together with the Finnish Transport and Communications Agency Traficom, the Police, Customs and the Finnish Tax Administration towards the end of the year under review as the tourist season in Lapland was starting. The target of enforcement were the foreign transport companies who were possibly operating domestic passenger traffic in Finland using buses. The purpose was to examine the work of bus drivers in Finland.

### Exercising authority is a challenge

Observations were made in enforcement that the right to work in Finland of drivers employed by foreign transport companies was primarily in order. The other results of enforcement related to minimum terms and conditions of employment and employer obligations will be completed at a later date.

Based on observations, transport companies are operating in the territory of several countries in the North, which makes OSH enforcement and the exercising of authority challenging.

It was also observed during enforcement, that almost without exception, contractors of passenger transport were foreign companies, for example, tour operators. In such a case, all the parties are foreign. The aim is to continue the enforcement of foreign transport companies in 2020.

of having to deliver the same information separately to different authorities. During the year under review, processes and tools were developed for the OSH authority for using the information in the Incomes Register maintained by the Tax Administration to enforce compliance with the minimum terms and conditions of employment, to supervise the use of foreign labour and enforce compliance with the Contractor's Liability Act.

## OSH committees and advisory committee

The tripartite cooperation related to OSH enforcement is carried out with the employer and employee organisations in regional OSH committees and the National Advisory Committee.

The purpose of the regional OSH committees is to support and develop OSH enforcement and act as a link between the OSH Divisions, regional OSH actors and labour market organisations. The OSH committees deal with significant OSH development, design and monitoring projects in the region, the general operating policies and performance targets for OSH, and the allocation of resources with the aim of promoting OSH and other matters of importance to the regional development of working environments.

The National Advisory Committee processes the same matters that the regional OSH committees do, but from a national viewpoint. Its tasks also include the processing of drafting work for significant legislation issues relating to OSH.

## International cooperation

International cooperation between the EU countries involves, in particular, development tasks, campaigns and preparation of legislation, as well as individual inspection cases. Cooperation is active also between the Nordic and Baltic countries.

Cooperation on OSH as part of EU's Senior Labour Inspectors' Committee (SLIC) is well-established. Examples of SLIC operations include development of enforcement, drafting of shared instructions and policies, and the arrangement of inspector exchanges.

Several events related to OSH were organised in autumn 2019 during the Finnish EU presidency. The

## 100th anniversary of the founding of ILO

Finland celebrated the 100 years of operation of the International Labour Organization (ILO) with a series of seminars organised in cooperation with ILO, the Ministry of Economic Affairs and Employment, the Ministry of Social Affairs and Health, universities and the social partners. The seminars were organised in Tampere, Rovaniemi and Helsinki, and their purpose was to increase awareness and promote ILO values and operations, but also to challenge and reform them.

SLIC theme day and meeting in October in Helsinki was one of them. The new phenomena in working life formed the theme: platform economy, employer-employee relationship and temporary work. In November, the Roadmap on Carcinogens seminar on the best practices for preventing work-related cancer was held.

Cooperation to combat undeclared work was continued at the EU level and between the Nordic and Baltic countries. In 2019, the Nordic and Baltic countries were actively drafting communications, with companies utilising posted workers forming the target group. In addition, best practices related to enforcement and its effectiveness were shared.

Supervision of the use of foreign labour was conducted in active cooperation between the European authorities in 2019. The key themes included the foreign employees' right to work, underpayment and other terms and conditions of employment. Cooperation was tight, especially with Estonia, and this became concrete in the transferring of documents related to enforcement cases and in the sharing of other enforcement data.

During 2019, the operation of the European Labour Authority (ELA) was started. ELA coordinates matters related to the enforcement of undeclared work and the fight against the grey economy on an EU level and promotes cooperation between the authorities in the member countries.



## Inspector exchange in the Netherlands

Senior Officers Ulla Riikonen and Antti Ikonen got to know more about OSH enforcement in the Netherlands on an inspector exchange trip organised by EU's Senior Labour Inspectors' Committee (SLIC) in November 2019. The trip was made to the Hague where the programme included a good dose of information on the OSH Administration, enforcement planning and impact assessment of enforcement measures in the Netherlands. A visit to learn more about the OSH Administration's control data system in the Netherlands was also included in the programme. The visitors were also able to join in on inspection visits to two workplaces.

In addition to conventional enforcement, the Dutch inspectors have a new type of inspection method at their disposal enabling them to promote OSH with an approach providing more guidance and advice. SZW, the website of the OSH Administration in the Netherlands, in addition to providing useful information, also offers the workplaces self-assessment tools for evaluating occupational safety.

Ulla Riikonen and Antti Ikonen were able to join the others at an accounting firm where an OSH inspection was conducted, including addressing the enforcement of psychosocial stress factors. During the inspection, a detailed review was conducted on the assessment of risks at the workplace and on the plan on the measures to be implemented on the basis of the assessment.

"It was interesting to see that the inspector's agenda contained many familiar issues to be processed," Ulla Riikonen and Antti Ikonen explained.

"To start the inspection, the employer's representatives were heard. The employees were interviewed in two groups. During the inspection, a discussion was held on the atmosphere in the workplace, the induction training and the psychosocial stress factors of the work using a classification of stress factors also familiar to us."

"A tour of the workplace provided more



Photo: Pierre Verbraak

information on the physical conditions at the workplace, from the exit routes to the walkways. In a final meeting arranged on the inspection, the employer's representatives were informed of the observations made by the inspector and the obligations imposed on the employer. There was a need to update the risk assessment of the workplace, as well as the plan on measures to be taken, corresponding with the OSH policy."

The second inspection visit was targeted at a metal workshop which mainly employed foreign workers.

"In addition to the familiar risk assessment, also the induction training, which had presented with some shortcomings previously, was discussed during the inspection. The employer had taken action after the received guidance by authorities, but a tour of the workplace still revealed issues to correct in machine safety."

"Although the days with inspection visits were fairly long and strenuous, the trip was really rewarding and eye-opening. Our hosts and hostesses had planned a programme which was a detailed match with our goals for the trip. We got to take home hefty packages of information and a good amount of material for utilisation even after the trip," Ulla Riikonen and Antti Ikonen sum up.

# OSH enforcement in figures

	2016	2017	2018	2019
<b>Inspections and inspected sites</b>				
Total number of inspections	28,325	27,591	26,239	23,977
Total number of inspected sites	23,776	22,892	21,409	19,472
Inspections/person-year	66	66	66	61
<b>Document inspections (inspection carried out on the basis of documents)</b>				
Number of document inspections	2,335	2,507	2,822	3,225
<b>Workplace inspections (inspection carried out by visiting the workplace)</b>				
Number of workplace inspections	25,991	25,084	23,417	20,752
Time used for one inspection in the workplace, average number of hours	1,4	1,4	1,4	1,4
<b>Written advice and improvement notices</b>				
Written advice	62,689	61,061	57,095	51,419
Improvement notices	8,120	8,108	7,400	7,225
<b>Coercive measures</b>				
Prohibition notices confirmed by the OSH authority	33	57	83	63
Binding decisions	319	266	295	178
Periodic penalty payments to be paid (qty)		31	37	37
Periodic penalty payments to be paid (EUR)		210,000	372,000	185,000
Negligence fees for contractor's obligations and liability (decisions made during the year)*	108	103	105	75
Negligence fees for contractor's obligations and liability in total (EUR, paid during the year)*		450,312	522,906	301,700
Negligence fees related to posted workers (decisions made during the year)				14
Negligence fees related to posted workers in total (EUR, paid during the year)				65,000
<b>Investigation requests and statements</b>				
Investigation requests to the police	411	395	333	288
Statements to the police/prosecutors	476	636	473	488
<b>Service demand</b>				
Client contacts/total service demand	37,800	33,600	35,200	30,400
Inspections carried out based on a request	1,827	1,687	2,062	2,094
<b>Investigation of occupational accidents and occupational diseases</b>				
Occupational accidents investigated	868	939	1,048	1,183
Occupational diseases investigated	41	44	52	35
<b>Employees (person-years)</b>				
Occupational Safety and Health Divisions	431	418	400	394
<b>Operating expenditure (EUR 1,000)</b>				
Occupational Safety and Health Divisions	26,184	25,220	24,461	24,628

\* Note: Payments related to some decisions made during the year will become due onl in the following year.