

Best Practices at the National Land Survey of Finland





Foreword

The public administration in Finland is considered one of the most reliable in the world, from the point of view of both the general public and society. The National Land Survey of Finland (NLS) is also doing its valuable part to ensure an effective and transparent public administration.

To ensure the realisation of a lawful and sustainable operating culture throughout our organisation, we have added the best practices at the NLS to an NLS-wide programme, which is one of the ways in which we bear our social responsibility. In spring 2024, the programme's content was updated and linked to our new strategy. The strategy also determines what choices we should make and how we should operate.

We want to ensure that, at the NLS, our operations are always carried out in accordance with legislation and our own values, and that both our employees and stakeholders are aware of our practices.

In this publication, the key principles that guide our operations are summarised by five themes: legality and good administration; leadership and work community skills; economic sustainability; openness and privacy principles; and risk management. Of these, risk management was added to the programme in May 2024. The achievement of good ways of working is supported by in-depth training provided for our personnel.

The results can, above all, be seen as even better services for people and society at large.

Pasi Patrikainen
Director General





Legality and good administration

Our operation is based on the observance of the law and the principles of good administration deriving from the Constitution of Finland, Administrative Procedure Act and other legislation. The development of our judicial expertise is an important part of good administration.

Reliability is the core of our operation. We serve our customers effectively and without delay. We are a reliable partner in various networks.

We exercise scientific research responsibly and impartially and comply with responsible conduct of research.





Leadership and work community skills

We value our employees and develop the National Land Survey as a workplace. We promote equality, non-discrimination and well-being at work.

We reinforce our image as an employer and the recognition of land surveying. We are a great place to work.

We ensure our expertise at present and in the future. We encourage our employees to engage in continuous learning.

We trust our employees. At the National Land Survey, we promote multilocational work and we have flexible working hours.





Economic responsibility

Our operations are economically sustainable, which creates conditions for predictable operations. Our financial management is transparent and our reporting represents that actual state.

We treat our customers impartially and follow consistent price setting.

We are a reliable and professional contract partner throughout the life of the contract, and we do not act in a way that could compromise our independence.

We treat participants and other suppliers involved in a procurement process in an equitable and non-discriminatory manner. We act transparently and take into account the requirements of proportionality. During the tender process, we evaluate suppliers based on procurement criteria presented in advance.





Openness and privacy

We promote the openness in our operations and the realisation of the right to information by informing individuals and communities about our operations and services.

We handle documents and information only when it is necessary for the performance of work duties.

We will give access to personal data and information kept secret only to those employees who need it in order to carry out their tasks. We will not express this information to third parties or when we are not working. We will ensure the confidentiality of information even in multilocational work.





Risk management

At the NLS, risk management enables us to successfully fulfil our core tasks, also in the future, regardless of any changes in the world around us.

We ensure that the services we provide are effective, of a high quality and free of risks for our customers, and safe to produce for our personnel.

The NLS's managers monitor the state of risk assessments and supports the rest of the organisation in carrying out measures at the correct time to prevent the realisation of risks.

The personnel's skills and knowledge related to safety and risk management are up to date. The personnel can identify various data protection and security incidents, and report them with a low threshold.

