

**THE BLOOD SERVICE'S YEAR**

**2022**

**LINK IN A CHAIN OF HELPERS**



**Blood Service**

1948-2023

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## THE BLOOD SERVICE IN A NUTSHELL

### THE BLOOD SERVICE IN THE FINNISH HEALTHCARE SYSTEM

■ The Blood Service is part of the Finnish Red Cross and serves Finnish healthcare. We are responsible for supplying blood products all over Finland in a centralised manner. Our tasks include organising blood donations and collecting blood as well as testing donated blood, manufacturing blood products and distributing them to hospitals.

We provide healthcare sector services such as blood crossmatching and tests needed for organ, tissue and stem cell transplants. The Blood Service performs blood group and blood group antibody tests for all pregnant women. The Blood Service also hosts the Finnish Stem Cell Registry, which provides stem cell grafts for patients. The Blood Service biobank has a valuable collection of samples and data relating to blood donors which it uses to facilitate research projects that prevent diseases and to identify disease mechanisms.

Our strong expertise is built on in-house research and development, which forms the foundation for safe blood transfusions and novel cell therapies now and in the future.

We help others to save lives. We operate together with voluntary donors and hospital professionals. •

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## Helping patients is a joint effort

We work to help patients get better. Together with blood donors, the Blood Service supports hospitals in treating patients. A host of volunteers assists us in organising blood donation events.

## We are expert professionals

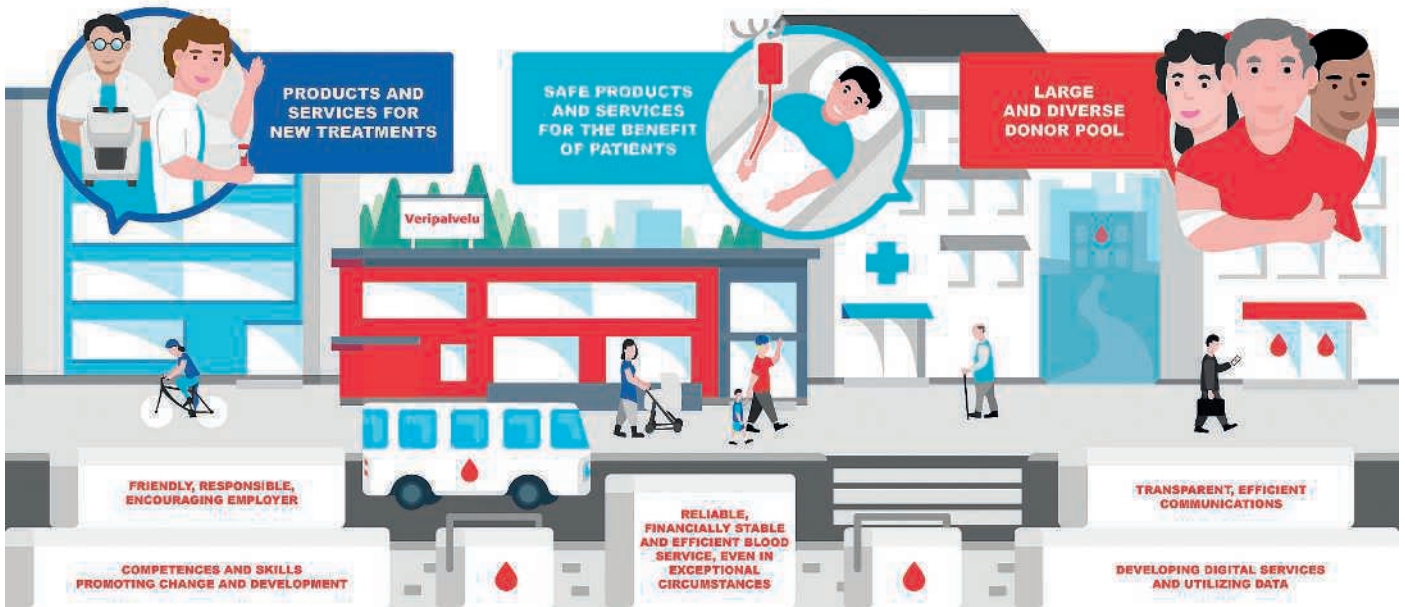
The Blood Service operates in ten towns and cities and employs about 500 professionals from many special fields.

## We are a non-profit organisation

The Blood Service is an independent, non-profit unit of the Finnish Red Cross. We cover the costs of our operations and their development by selling cell and blood products and expert services to the Finnish healthcare system. We are responsible for maintaining good operational efficiency and overall economic efficiency.

# CELLS FOR LIFE

## The Blood Service's strategy 2022–2026



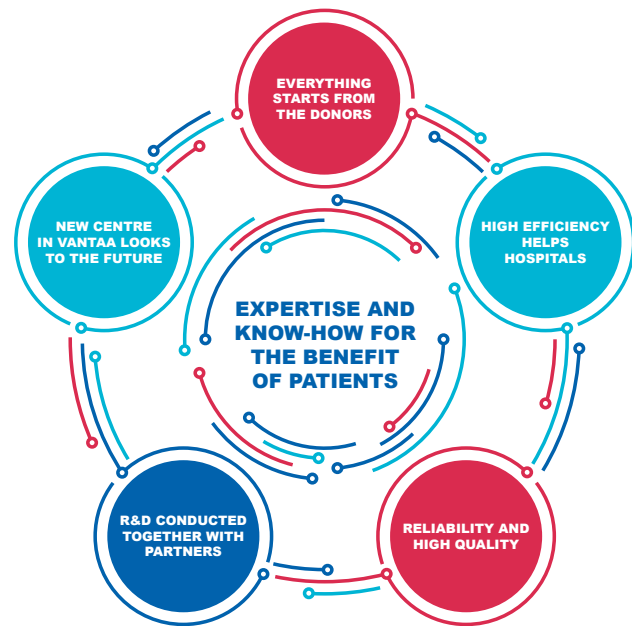
## THE CORNERSTONES OF OUR STRATEGY

Everything starts from the donors. In Finland, we need a large and diverse pool of voluntary donors reflecting society and committed to helping patients – now and in the future. Society's trust in our work is crucial.

We are here for patients and healthcare professionals alike. Our emphasis on efficiency and good cost management ensures patient care yields the maximum benefit from our products and services. Our quality requirements are high.

We are the only operator in our field in Finland, so security of supply is crucially important to us and the whole of society. Having our new headquarters in Vantaa is an important strategic improvement and will support patient care. It will strengthen the reliability of our activities and help us update our operations.

Our expertise and know-how are an important part of our contribution to society. Our successful scientific research and improvements to services will continue. We work closely together with the authorities, hospitals and the scientific community to develop our present services and to introduce new ones.



### Enabling factors:

- Developing digital services and utilizing data
- Transparent, efficient communications
- Reliable, financially stable and efficient Blood Service, even in exceptional circumstances
- Friendly, responsible, encouraging employer
- Competences and skills promoting change and development



## ACTIVITIES REMAINED STABLE AMID TURBULENCE

**T**he Blood Service's new dynamic strategy "Cells for life 2022–2026" was approved on 10 February 2022. We expected to see our activities return to stability in 2022 as the pandemic was easing and we were able to focus on moving to our new premises in Vantaa. Two weeks later, war broke out in Europe resulting in widespread global insecurity and problems with supply chains. In Finland, the healthcare sector was affected by industrial action in the local government sector and by a shortage of labour.

Thanks to decades of systematic work and expertise in preparedness and careful planning and implementation, we made it through these difficult times. Following joint efforts with our highly committed partners, the new building in Vehkala, Vantaa, was completed on time. We moved to the new premises right on schedule and without any disruptions to our

24/7 operations. The staff members of each unit oversaw the relocation of their operations.

Financially it was a difficult year, so having new, purpose-built, more energy-efficient premises that will strengthen our operational reliability was greatly appreciated. We've settled in fast, and it was pleasing to see how strongly the sense of community has developed despite the increased amount of remote working.

Thank you to the staff and our partners for all their hard work and for completing this enormous task. Thank you to the donors who helped us prepare for and react to the needs of patients. The 75-year old Blood Service is in great shape.

**Pia Westman**  
Chief Executive of the Blood Service



# OPERATIONAL REVIEWS

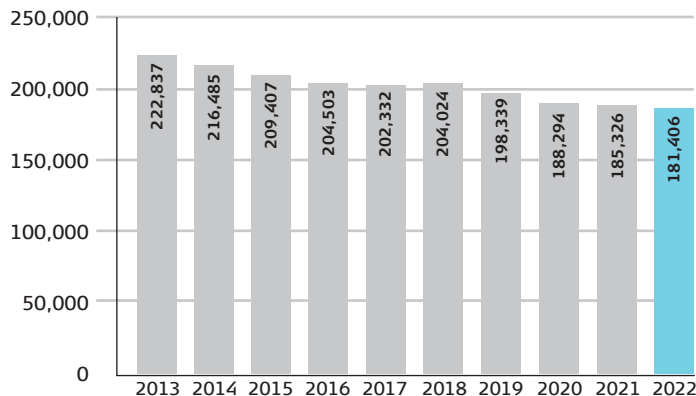
## Blood group distribution among donors in Finland

New blood donors in 2022

A+	A-	B+	B-	AB+	AB-	O+	O-
36%	5%	15%	2%	6%	1%	29%	5%

Blood donors are invited to donate on the basis of their blood group.

## Whole blood donations



Blood is collected in line with the needs of hospitals.

## Percentage of non-donors out of those registered

	2020	2021	2022
New donors	17.6%	13.1%	14.5%
Previous donors	6.2%	4.6%	5.0%
Female	8.8%	6.5%	7.2%
Male	5.4%	4.0%	4.5%
Total – all of Finland	7.3%	5.3%	5.9%

Only a very small number of donor candidates are not accepted as donors. The Finnish numbers stand up exceptionally well in international comparisons. The main reasons for the small number of rejected donations are the pre-completed electronic health survey, which provides instructions, comprehensive information about donor eligibility available on the website, and use of the donor information phone.

## BLOOD DONATION

The coronavirus pandemic severely affected blood donation activities for 2.5 years. The impact of remote working and reduced movement of people was reflected at service units in city centres in particular. The situation started to improve at the end of 2022, thanks to active marketing and the introduction of new opening hours.

115,528 persons registered for blood donation and donated blood 195,196 times. Whole blood was donated 181,406 times, about 2% less than in 2021. 55% of whole blood donations took place at ten service units. There were altogether 1,130 mobile blood donation events. As the pandemic restrictions eased, events at workplaces, educational institutions and garrisons could resume, with almost twice as many such events as in 2021.

A total of 2,224 machine-aided platelet collections were carried out, covering a total of 4,200 platelet products. There were a total of 445 individual donations for specified patients.

There were 18,800 new blood donors, 16% of all donors. Recruitment of new donors was carried out through active marketing communications, social media channels and by working together with sports clubs, educational institutions, the Finnish Red Cross and the Finnish Defence Forces.

Activating male donors was one of the main targets. Men accounted for 41% of all donors and for 48% of donations. The

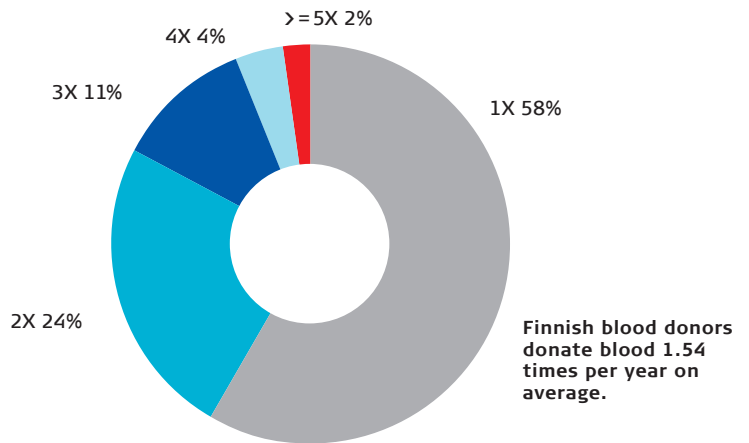


number of male donors has been on a slow rise since 2020.

Over 37,000 of the visits were thanks to active voluntary donor group members, which was about 10% more visits and donations than in 2021. There were 4,000 active groups in 2022, and 422 new groups were set up.

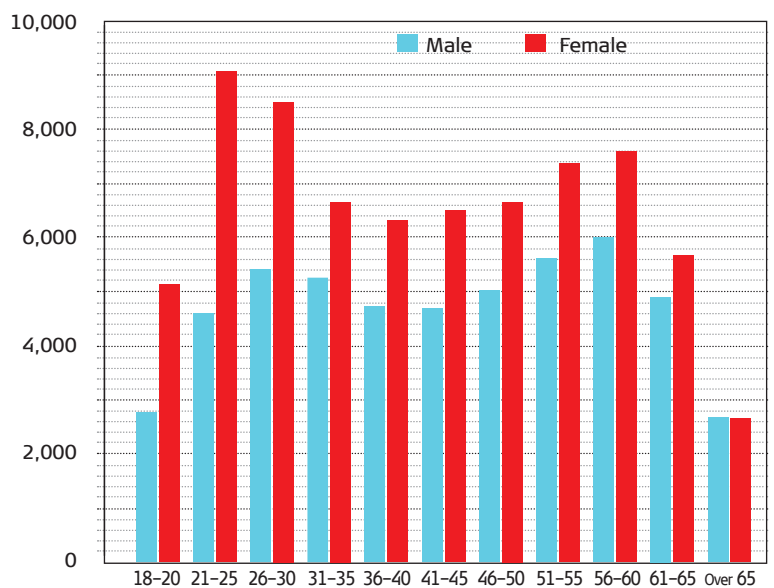
Customer feedback was given 39,000 times during blood donations. 96% of respondents were highly satisfied. The NPS score regarding recommending blood donations was 95, which was excellent too. •

### Number of donations per person in 2022



### Blood donors' age and gender distribution in 2022

Registered donors



The group with the most blood donors is young women.





## BLOOD PRODUCTS

■ The manufacture of blood products involves separating donated whole blood into red blood cells, platelets and plasma within 24 hours following a donation. We manufacture the blood products needed in hospitals and distribute the plasma separated from whole blood for medicines manufacture. We distribute blood products and medicinal frozen plasma (octaplasLG) to all Finnish hospitals in line with the needs of medical care.

Less blood products were sold to hospitals than in 2021. Sales of platelet products (thrombocytes) decreased the most (by 7.5%). 173,116 red blood cell products were sold for patient treatment, 3.8% less than in 2021. Sales of octaplasLG to hospitals by the Blood Service fell by 6.0%. The decrease in the use of products in the long term is due to the development of treatment methods, while in 2022 challenges in healthcare also played a part.

Product stocks remained manageable throughout the year, thanks to continuing proactive and efficient cooperation between manufacture, blood donation and communications. The need for donors is mainly determined by the need for red blood cells in hospitals. Only during public holidays did platelets, which have a short shelf life, temporarily act as a driver for blood donations. The use of donated blood in manufacture is highly efficient, as only about 1% of the final red blood cell products expired in storage or were not distributed for patient treatment for other reasons.

Moving to the new premises in Vehkala, Vantaa, in 2022 posed challenges for many staff members throughout the year. Despite this we managed to move to the new premises smoothly and as planned without causing any

### Blood product sales to hospitals

Product, units	2020	2021	2022	change % 2021-2022
Red blood cells (without white blood cells)	179,387	179,906	173,116	-3.8%
Platelet products (including apheresis products)	31,381	31,676	29,316	-7.5%

### Use of donated whole blood for preparation of blood products

	Red blood cells	Platelets (**)
Products used in blood transfusions	98%	84%
Removals related to blood donation	<1%	-
Removals related to laboratory results and the manufacturing process	<1%	2%
Others not used for blood transfusions (expired, returned or supplied for medicines manufacture)	1% (*)	14%

\*) Some red blood cells not used for blood transfusions are sent for use as raw material for a medicinal product used for the treatment of porphyria.

\*\*) Proportions of platelet products; manufactured using only some of the donated whole blood units.

In Finland, the use of blood for the treatment of patients is highly efficient. Red blood cell products can be used for about five weeks and platelets for about five days after donation.

### Supply of plasma units for medicines manufacture

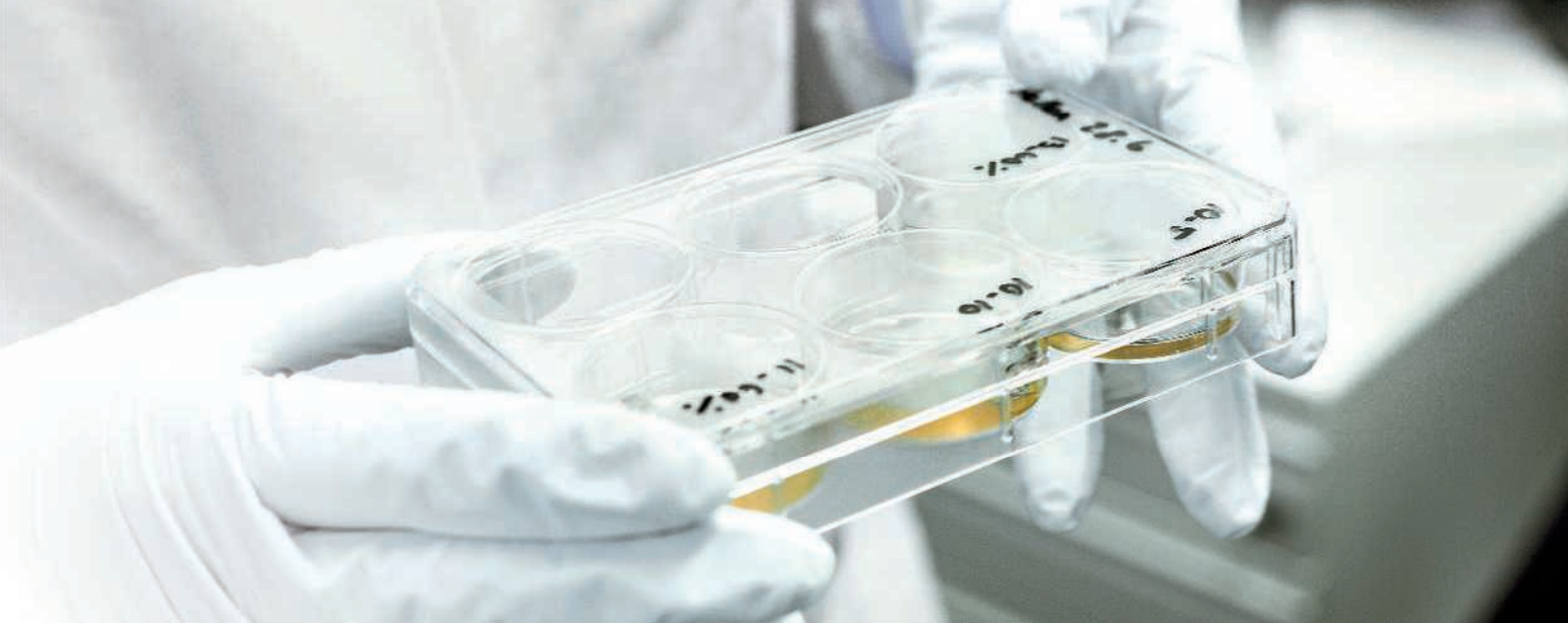
	2020	2021	2022
Amounts supplied	52,344 litres	49,882 litres	49,499 litres
	186,600 units	177,800 units	176,500 units

The Blood Service supplies the plasma separated from whole blood to its contracting party (Takeda) for medicines manufacture.

disruptions to clients. Securing uninterrupted operations necessitated meticulous and careful planning and precise coordination of numerous aspects of operations.

The new premises have allowed us to alter the division of responsibility between manufacture and storage and to improve working conditions and, in particular, internal logistics. To secure the continuity of our operations, manufacture in Vantaa has completely separate, equipped temporary facilities where operations are being practised as planned. •





### Blood Service laboratory tests for healthcare units

	2020	2021	2022
Tests for blood typing	13,180	14,551	14,761
Red blood cell antibody identification	4,086	4,712	4,223
Blood compatibility tests performed urgently and outside office hours	2,327	2,668	2,615
Tests on maternity clinic specimens	73,063	72,087	66,899
Tissue compatibility tests	10,107	10,493	9,754

The number of tests on maternity clinic specimens was lower than in 2021 due to the lower birth rate in Finland.

### HIV and hepatitis (B and C) viruses and syphilis in blood donor samples

	2018	2019	2020	2021	2022
Hepatitis B	2	5	6	9	6
Hepatitis C	4	8	8	8	11
HIV	2	1	1	1	1
Syphilis	4	9	7	12	4

Careful donor selection ensures that very few carriers of the HIV or hepatitis viruses are identified when the blood is tested for infection.

### Organ transplants performed in Finland

(Source: Scandiartplant)

	2018	2019	2020	2021	2022
Kidney	238	293	263	268	250
Liver	66	64	75	75	62
Cardiac disorders	47	30	22	22	19
Lungs	18	27	21	24	20
Pancreas	23	39	26	31	20
Other	0	0	1	0	0
<b>TOTAL</b>	<b>392</b>	<b>453</b>	<b>408</b>	<b>420</b>	<b>371</b>
Deceased Finnish organ donors	108	141	121	119	113
Live Finnish organ donors (kidney)	32	25	31	46	42

The Blood Service performs tissue typing for all organ transplantations performed in Finland and assesses tissue compatibility between the transplant recipients and the organ donors in a centralized manner.

## LABORATORY SERVICES

■ Our Laboratory Services conduct tests to ensure the safety and quality of the Blood Service's blood and cell products and to meet various healthcare needs.

The number of laboratory tests for blood transfusions performed for healthcare clients was similar to that in 2021. The number of tests on maternity clinic specimens was lower than in 2021 due to the lower birth rate in Finland. The number of tissue compatibility tests was also lower than in 2021 because of the smaller number of organ and stem cell transplantations.

Moving our laboratory to the new premises in Vantaa with the associated technology and process improvements represented our most significant laboratory modernisation for years. The transfer of laboratory activities was carried out smoothly without any delays or interruptions to services to clients or to the finalising of results needed for the release of blood products. We introduced a new automated line to be used in the pre-processing of blood donor and maternity clinic specimens as well as in the infection screening required to ensure the safety of blood products.

Following the relocation the degree of automation in donor sample screening now represents the most modern technology anywhere in the world. At the same time blood group analysers and the related analytical processes used in maternity clinic specimen and blood group testing were updated and new equipment for monitoring the quality of blood products was acquired. These improvements mean more reliable manufacturing and more efficient processes. •



## STEM CELL REGISTRY

■ The Finnish Stem Cell Registry recruits healthy voluntary stem cell donors for the Registry. Its close partners are the clinics of Helsinki and Turku University Central Hospitals in Finland and the Tartu Transplantation Center in Estonia. As no country is self-sufficient in terms of donors, graft deliveries require international collaboration. The Finnish Stem Cell Registry has a vast international network.

The Finnish Stem Cell Registry searches for compatible donors for patients in need of a stem cell transplantation in registers in Finland and other countries, arranges a health check-up for the chosen donor, and organises the graft collection and delivery to the hospital performing the transplantation.

Over the year 4,005 new members joined the Stem Cell Registry, bringing the number to 65,000. We supplied 110 grafts to patients, 79 to patients in Finland and 31 to patients treated in transplant centres abroad. Our couriers delivered 36 grafts to transplant centres. •

## Grafts delivered by the Stem Cell Registry

Grafts supplied, total			
	2020	2021	2022
Bone marrow graft	24	23	14
Blood stem cell graft	117	107	87
Cord blood graft	3	1	0
Lymphocyte graft	9	17	9
<b>Total</b>	<b>153</b>	<b>138</b>	<b>110</b>

There are various ways to collect stem cells from donors. Harvesting the cells from the donor's bloodstream is by far the most common method.

From a Finnish donor to a patient in Finland			
	2020	2021	2022
Bone marrow graft	5	4	4
Blood stem cell graft	15	25	17
Cord blood graft	0	0	0
Lymphocyte graft	0	4	1
<b>Total</b>	<b>20</b>	<b>33</b>	<b>22</b>

From a donor abroad to a patient in Finland			
	2020	2021	2022
Bone marrow graft	15	15	9
Blood stem cell graft	63	52	42
Cord blood graft	0	0	0
Lymphocyte graft	6	11	6
<b>Total</b>	<b>84</b>	<b>78</b>	<b>57</b>

From a Finnish donor to a patient abroad			
	2020	2021	2022
Bone marrow graft	2	3	0
Blood stem cell graft	22	13	20
Cord blood graft	3	1	0
Lymphocyte graft	3	2	2
<b>Total</b>	<b>30</b>	<b>19</b>	<b>22</b>

The Stem Cell Registry operates internationally. The Blood Service's couriers bring in stem cell grafts from abroad as well as deliver grafts collected from Finnish donors abroad.



## MEDICAL SERVICES, HAEMOVIGILANCE AND CONTACTS WITH CLIENT HOSPITALS

■ Our physicians are available on a 24/7 basis to support hospitals with issues related to blood transfusions and to answer any immunological questions about tissue and organ transplantations. The Blood Service also has a Blood Safety Office which investigates and monitors reported adverse reactions and safety incidents relating to blood transfusions in accordance with national requirements. The information collected is used to improve the safety of blood transfusions.

The Blood Service promotes the safety of blood transfusions, patient-centred blood management (PBM), optimal use of blood products and their supply chain through means such as

client meetings, training events and networking. In 2022 we organised 12 training events and intensified collaboration with educational institutions, for example by creating new online courses and learning materials.

Based on the client survey carried out in 2022, blood product clients (n=105) still find the Blood Service a reliable and expert partner. The mean reliability score for the Blood Service's products and services was 9.8 (on a scale of 4 to 10), and the respondents rated collaboration with the Blood Service as excellent with an overall score of 9.6.

The Blood Service responded to the coronavirus pandemic and the in-

creased geopolitical risks by stepping up its level of preparedness. Continuity planning and preparedness featured in all Blood Service activities. Particular attention was given to cyber security. Numerous technical security solutions were introduced in the new premises in Vantaa.

In 2022, collaboration was also enhanced with preparedness managers at the Finnish Red Cross, rescue departments in Southern Finland and the situation and preparedness centres in healthcare and social welfare. Links with the authorities responsible for safety and security of supply were also strengthened. •



## CELL PRODUCTION CENTRE

■ Our Cell Production Centre researches, develops and manufactures new cell therapy products for use in healthcare. Between 2013 and 2022, a total of over 120 patients received experimental cell therapy products and tissue products manufactured by the Blood Service.

In 2022, we manufactured products such as mesenchymal stromal cell products (LY-MSK) for the treatment of immunological problems due to blood stem cell grafts as well modified haploidentical stem cell grafts for the treatment of paediatric patients. Together with pharmaceutical companies, we also improved our manufacturing capacity for CAR T-cell products used in the treatment of cancers.

Our new cleanroom unit was completed in the new headquarters in Vantaa. The three separate cleanrooms will significantly improve our ability to develop and manufacture new products. •



## BIOBANK

■ The Blood Service's biobank has been operating for five years and has rapidly collected a considerable number of samples from blood donors. These samples differ from those at other biobanks, as they are collected from healthy individuals and not from patients. The Blood Service's biobank therefore offers unique reference material for medical research. The biobank can also provide researchers with samples customized according to genotype (e.g. HLA type samples).

By the end of 2022, the biobank already included more than 65,000 blood donors. Material from the biobank has already been released to 20 research projects, the analysis results of which have been used in a total of 92 scientific publications. More than 55,000 blood donor samples have already been used in various research projects.

In January 2023, we were one of the first biobanks to reach the goal of collecting DNA samples for the FinnGen research project. FinnGen has already yielded over 100 scientific publications, thanks to the biobank samples collected by Finnish biobanks.

The Blood Service is an administrative responsibility organization of the Finnish Hematology Registry and Clinical Biobank (FHRB). In 2022, 218 new FHRB consents were collected from haematological patients and the total number of samples stands at 3,887. In 2022, FHRB signed a collaboration agreement with the iCan project. iCan is a flagship project of the Academy of Finland coordinated by the University of Helsinki utilizing biobank samples and health-related data to develop individualized treatment methods for different types of cancer. •



## RESEARCH

■ The Blood Service's scientific research is guided by the focus areas specified in the research strategy:

- Blood supply chain
- New cell therapies and compatibility of organ and tissue transplantations

In 2022, Veripalvelu spent a total of €4.4 million on research and product development, of which 64% was covered by external funding (€2.8 million). The net cost for research was 3% of turnover.

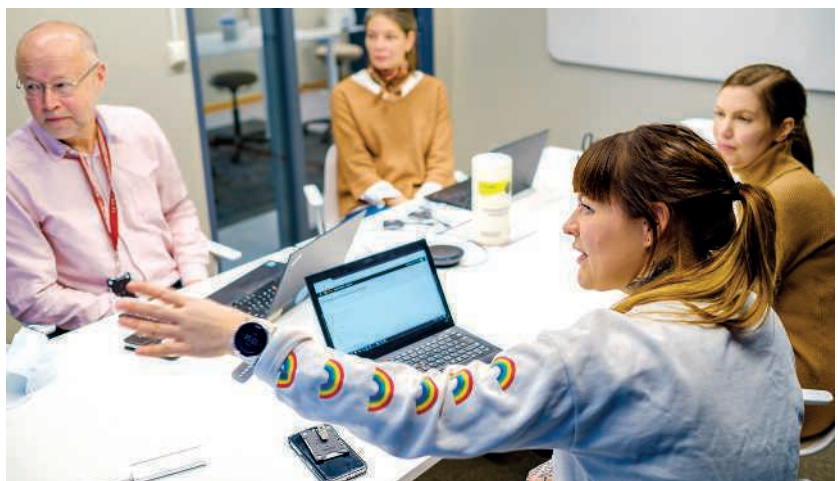
Our key researcher resources comprise 18 persons each with a doctoral degree and 13 doctoral researchers. Researchers at the Blood Service contributed to 28 peer-reviewed scientific publications. A doctoral thesis on HLA tissue compatibility was also completed in 2022.

The Blood Service is conducting several product development projects based on long-term scientific research. New products are being developed using among other things extracellular vesicles and therapeutic CAR NK cells. Treatment of leukaemia patients is being improved in a development project based on genomic information of biobank samples to determine which HLA types of platelet donors will yield the best treatment response. Biobanks also help to identify patients with rare blood groups to ensure there will be suitable blood products available for them.

A total of 500,000 euros in research funding was awarded from the Blood Service's research fund. Another 149,000 euros were awarded from the research fund to strengthen the infrastructure of the Blood Service's cell therapy research. This funding was used to renovate and equip the laboratory premises at Biomedicum. •

### Numbers of peer-reviewed scientific publications at the Blood Service by research area

Research area	Total	2017	2018	2019	2020	2021	2022
Blood supply chain	29	3	4	4	5	7	6
Blood cells	12	2	1	3	1	1	4
Cell therapies	17	3	4	6	2	0	2
Transplantations	42	8	7	6	5	7	9
Other areas	36	9	3	4	6	7	7
<b>Total</b>	<b>136</b>	<b>25</b>	<b>19</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>28</b>





## OTHER OPERATIONS

■ Our **quality management** staff ensure the Blood Service's operations meet the requirements of the legislation, authorities, accreditation bodies and pharmaceutical industry stakeholders.

The focus of quality management in 2022 was on relocating to new premises and ensuring quality throughout this transition. After the relocation the required official inspections were carried out in the premises. The need for digital development and the quality assurance of ICT systems also required special attention.

In **digital services** we oversaw the trouble-free introduction of IT solutions in the new premises while continuing digital development at the Blood Service.

We supplied an electronic ordering system for blood products to most university and central



hospitals to streamline the order and delivery process. We also started making technical improvements/modifications to the blood supply chain's enterprise resource planning system. A new server platform will be introduced in autumn 2023.

In **communications and marketing** we made concerted efforts to recruit and activate blood donors. Communications and marketing were also utilized to support recruitment of members to the Stem Cell Registry and biobank.

Blood donors were activated through campaigns, media communications and personal invitations and newsletters. Advertising about blood donation was produced every day throughout the year, the focus being on digital channels. The main target group of the new recruitment process was the middle-aged, particularly men. During the year 3.3 million persons were reached via social media – a 29% increase for men compared to 2021. The donor eligibility test for first-time donors was taken 387,500 times (2021: 146,011), a new record.

We worked jointly on communications with many partners, such as the national hockey league Mestis and Suomen Motoristit ry. The Blood Service also started producing podcasts; nine episodes were introduced.

Planning and commissioning of the new headquarters was coordinated by the **technical services**.

During the project numerous improvements were introduced in relation to operational reliability and preparedness for exceptional situations, the efficient utilization of space, environmentally responsible solutions as well as automation, the smooth running of processes and employee satisfaction. Our new premises in Vekkala, Vantaa, will meet our requirements well into the future. The project progressed as scheduled, and work in the new premises started without any disruptions in autumn 2022. •



## MOVING TO NEW PREMISES IN VANTAA STRENGTHENED OUR OPERATIONAL RELIABILITY



In autumn 2022, we moved our manufacture, laboratory, storage and support services to the new headquarters in Vantaa. The new premises has a staff of 300.

Moving to Vantaa was not just about having new premises, it also meant the introduction of new and innovative technology, such as automated laboratory and storage systems. The result is smoother and faster processes to the benefit of the hospitals and patients who need our products and services.

New technology is also utilized in our cell production centre, which

manufactures advanced cell therapy products for the treatment of severe illnesses. The new technology and production premises will boost the development of these products.

The new premises are an investment in the future and will further improve the reliability of our blood product services. Our level of preparedness has been improved in many ways, one example being the bolstering of reserve power.

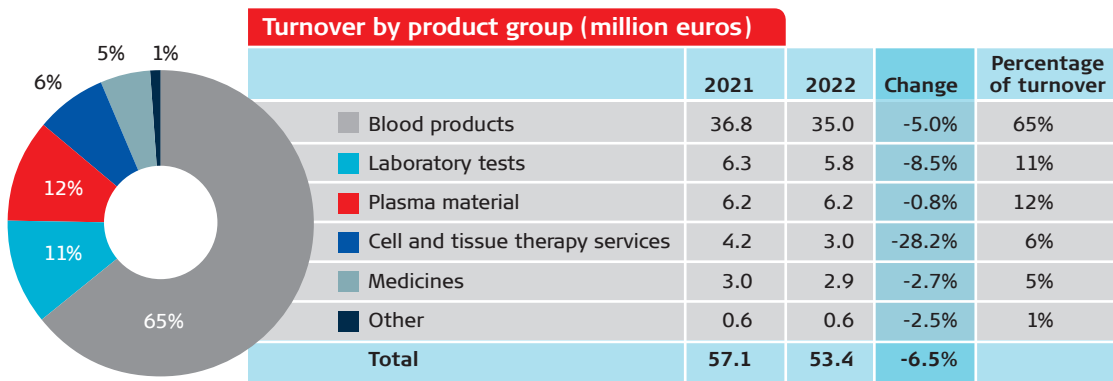
The building techniques employed in the new premises provide not just for the Blood Service's specific

requirements but also take into account environmental impact issues and energy efficiency (e.g. adjustable ventilation, condensation heat recovery, LED lighting and sun protection for the windows). The building has been awarded an international LEED Silver environmental certificate.

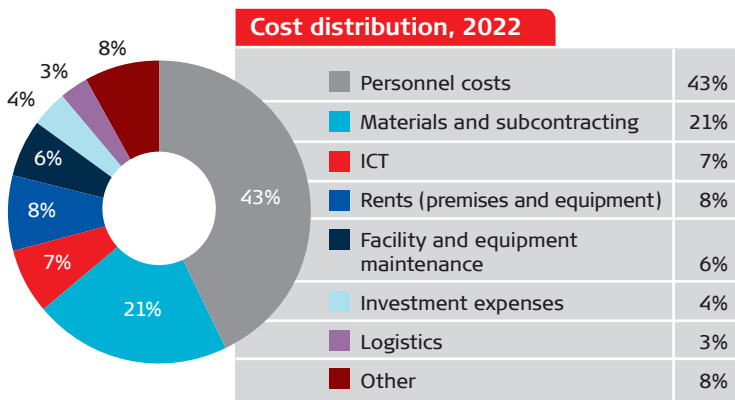
The new premises were built by Hartela Oy. Construction work began in summer 2020 and was completed in summer 2022. The building is owned by the real estate investment company Fastighets Ab Balder and rented by the Blood Service. •



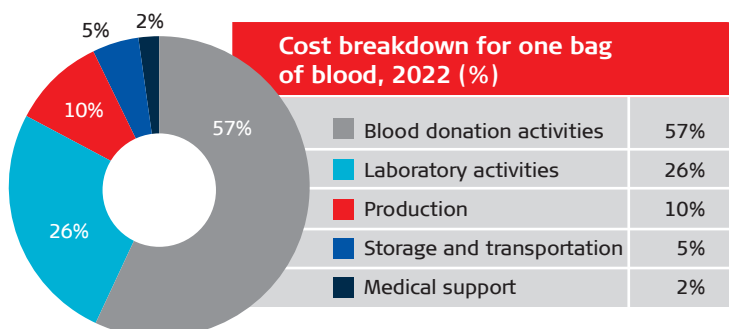
# FINANCES AND SOCIAL RESPONSIBILITY



Blood products account for most of the Blood Service's turnover.



Personnel costs are the Blood Service's biggest single cost item.



The cost of a blood product consists of several factors.

The Blood Service is a non-profit organisation. Its activities are financed by the sales of products and services to healthcare organisations. The Blood Service is not supported by government funds or other external sources, except for grants and project funding for research projects. Any financial surplus is not shared but instead used to ensure the continuation and development of activities.

The demand for blood products and other products manufactured by the Blood Service was lower than in 2021. Turnover was €53.4 million, 6.5% down on the previous year. Our operating result showed a deficit, as expected. This was due to the decrease in turnover and the costs arising from relocation of our headquarters, such as the nonrecurring overlapping rent and maintenance costs during the planning, moving and commissioning phase and the additional resources required by the project. The financial result for the year was -13.0 million euros, of which the loss of financial income accounted for -4.8 million euros.

Moving to the new premises caused an increase in personnel costs (+5.9%) and other costs such as those related to the premises (+15.5%). On the other hand, the lower turnover resulted in lower material and subcontracting costs (-7.1%).



# Social responsibility indicators

	2020	2021	2022
<b>ECONOMIC INDICATORS</b>			
Turnover, €1,000	57,237	57,162	53,438
Materials and services, €1,000	-14,686	-14,866	-13,970
Personnel expenses, €1,000	-24,604	-25,263	-26,654
<b>SOCIAL INDICATORS</b>			
Number of personnel, full-time (FTE), average	423	423	435
Days lost through sickness	4,630	4,240	4,983
Accidents at work	38	32	33
Personnel training, €1,000	-110	-162	-147
Personnel training, €/person	248	365	322
Personnel satisfaction on a scale of 1–5	4,2	4,1	4,0
Personnel satisfaction, Employee Net Promoter Score	54	54	43
Satisfaction among blood donors, Net Promoter Score	93	95	95
Client satisfaction (on a scale of 4 to 10) (***)	9,4 n=278	9,4 n=104	9,5 (n=105)
<b>ENVIRONMENTAL INDICATORS</b>			
Electricity consumption, MWh (*)	5,781	6,032	6,190
Water consumption, m <sup>3</sup> (*)	11,046	12,423	11,675
District heat consumption, MWh (*)	3,682	4,827	4,544
Incinerable waste, kg (*)	49,476	62,397	70,187
Sorted municipal waste, kg (**)	168,426	156,095	189,186
Hazardous waste, kg (*)	3,429	9,541	15,801
Travel days	10,540	10,540	11,041
<b>OTHER INDICATORS</b>			
Number of blood donations (whole blood and platelets)	190,603	187,638	183,630
Number of blood donors (whole blood and platelets)	111,104	107,911	109,567
Persons registered at blood donations	118,452	113,006	115,528
Reported adverse reactions of blood transfusion	327	283	294
Grafts delivered by the Stem Cell Registry	153	138	110
Number of members in the Stem Cell Registry (31 December)	55,100	62,577	65,108
Biobank donors (by 31 Dec)			65,422

\*) Operations simultaneously in two headquarters during the relocation: Kivihaka, Helsinki: 1 January to 3 December 2022, and Vehkala, Vantaa: 1 July to 31 December 2022. Includes municipal waste and energy consumption by the subtenants in Kivihaka.

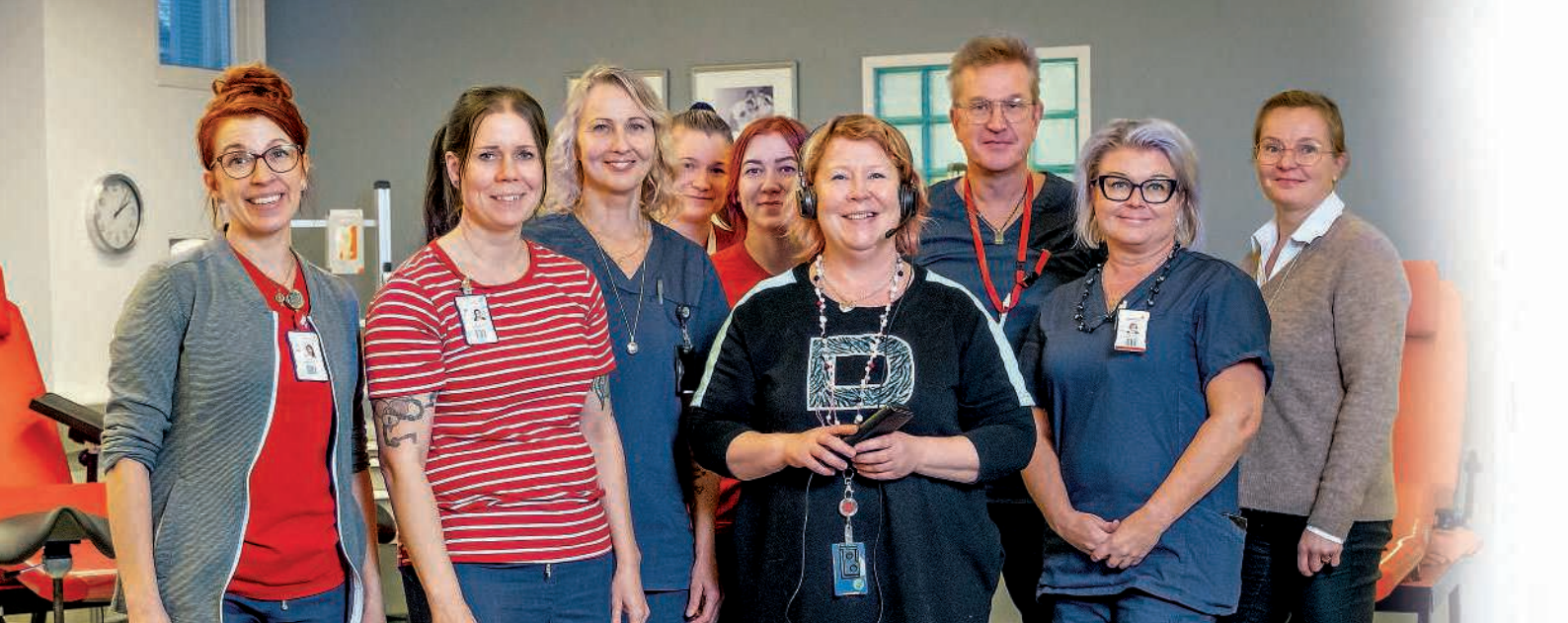
\*\*) Incinerable special biomedical waste also includes waste from Helsinki mobile blood collection unit.

\*\*\*) The average score for all responses.

At the end of the financial period, the Blood Service's internal balance sheet shows total capital of €81.4 million. €22.5 million of this is in an independent fund of the Finnish Red Cross, the purpose of which is to support research and development activities at the Blood Service. €50.7 million was invested in securities, and the bank balance was €18.5 million. A solid balance sheet will secure the continuity of the Blood Service's critical functions

for months with no disruptions despite exceptional circumstances.

The Blood Service prepares an internal profit and loss account and balance sheet on its operations. The Blood Service's financial result is included in that of the Finnish Red Cross, on which no auditor's report had been issued at the date of signing the Blood Service's balance sheet book. ●



### Number of personnel, average

	2021	2022
Total number of personnel, average	510	521
Number of personnel, full-time (FTE)	423	435
Full-time employment	443	456
Permanent	392	403
Temporary	118	118
Full-time	377	379
Part-time	105	113
On-call	29	29
Long absences	39	37

### Distribution of personnel in the organisation (%)

	2022
Products and Medical Services	32%
Blood donation	40%
Quality Management, Research and Product Development	14%
Support services	14%

### Sickness absences

	2020	2021	2022
Short absences due to sickness and accidents (days/person)	4.0	4.3	5.6
Absences due to sickness and accidents, total (days/person)	9.2	8.3	9.6
Sickness absence rate (% of theoretical working time)	3.7%	3.3%	3.8%

## STAFF

In 2022, the Blood Service had an average of 521 employees, whose contributions total the equivalent of 435 full-time employees (FTEs). The mean age of our employees was 43 years. Of our personnel, 87% were female and 13% male.

In 2022, personnel resources were increased, most notably in terms of research and product development. Additional resources were also needed to ensure a smooth relocation of premises and for the introduction of updated laboratory technology.

The health of our staff remained good in general, despite the coronavirus pandemic. Our coronavirus precautions were effective, and activities were not greatly hampered at any point. Sickness leave was 3,8 % of theoretical working hours, and there were 33 work-related injuries.

One major undertaking in 2022 was the relocation of our headquarters from Helsinki to Vantaa. The move was supported through active internal communications, and employees were invited to take part in the planning of the premises. Moving to the new premises took place as planned in autumn 2022 and activities got off to a good start. A staff party was held in September to bid farewell to the old premises in Kivihaka, Helsinki, which had served for 50 years.

A staff survey showed that work tone got an excellent overall score again. However, a small number of teams experienced more challenges and heavier workloads



than before. Teams are supported in a targeted manner and special attention is given to strengthening personal resources throughout the Blood Service.

We take good care of our young summer employees. We again took part in the Responsible Summer Job campaign, where 11,600 summer employees responded from 155 organisations. Our ranking among big companies was 13 out of 65. •

### Education demographics (%)

<b>NURSING</b> Nurse, specialist nurse, public health nurse	33%
<b>LABORATORY</b> Clinical laboratory technologist, laboratory technician, laboratory analyst, medical laboratory technologist, special laboratory technician	21%
<b>NATURAL SCIENCES</b> B.Sc., M.Sc., Ph.Lic., Ph.D.	15%
<b>SOCIAL SERVICES AND OTHER HEALTHCARE</b> Practical nurse, auxiliary nurse	8%
<b>BUSINESS</b> QBA, BBA, BSc (Econ)	6%
<b>MEDICINE</b> Lic.Med., D.Med.Sc., Specialist	5%
<b>PHARMACY</b> B.Sc. (Pharm), M.Sc. (Pharm), Pharmaceutical Assistant	4%
<b>TEKNIK</b> M.Sc. (Technology), technician, other education in the field of technology	4%
Other education	4%





**BLOOD SERVICE CENTRE**

Härkälenkki 13, 01730 Vantaa

**DONOR CENTRES**

**HELSINKI, KIVIHAKA**

Kivihaantie 7, 00310 Helsinki

**HELSINKI, SANOMATALO**

Töölönlahdenkatu 2 (2nd floor), 00100 Helsinki

**ESPOO**

Iso Omena Shopping Centre, Service Centre  
Suomenlahdentie 1, 02230 Espoo

**JYVÄSKYLÄ**

Kolmikulma, Puistokatu 2-4, 40100 Jyväskylä

**KUOPIO**

Puijonkatu 23, 70100 Kuopio

**LAHTI**

Trio Shopping Centre  
Hansakuja Kauppakatu 10, 15140 Lahti

**OULU**

Isokatu 32 C, 90100 Oulu

**SEINÄJOKI**

Kauppakatu 26, 60100 Seinäjoki

**TAMPERE**

Koskikeskus Shopping Centre  
Hatanpään valtatie 1, 33100 Tampere

**TURKU**

Yliopistonkatu 29 b (3rd floor), 20100 Turku

The Blood Service also organises blood donation events every weekday in different places in Finland. More information on timings and venues on our website.

Donor information, free of charge, tel +358 800 0 5801 (weekdays, 8am-5pm)