THE BLOOD SERVICE'S YEAR

# LINK IN A CHAIN OF HELPERS 2018

Finnish Red Cross
Blood Service

More information:
http:/vuosikertomus.veripalvelu.fi/en

# 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 cross-matching, tests needed for organ, tissue and stem cell transplants, and coagulation factor and thrombocyte (platelet) assays. 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.

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.

## CONTENTS:



### 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 9 towns and cities and employs about 500 professionals, all experts in their field. We provide blood and cell products and associated laboratory and expert services for the healthcare system.

### 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.

The aim of our operations is always the well-being of patients.

# OUR VALUES

## PATIENT WELL-BEING

The aim of our operations is always the well-being of patients.

## RESPECT FOR DONORS

Voluntary blood and stem cell donors are important partners in the chain through which the Blood Service provides its help. We value donors and their gift highly and want to provide a channel through which they can help patients.

## RELIABILITY

Trust is earned and nurtured by applying clear, consistent practices. We exercise good corporate governance and transparent communications.

## WORKING COMMUNITY WELL-BEING

We seek to develop our personnel's well-being to achieve optimal results in our operations. We want to ensure that our personnel consider the Blood Service a good place to work, a place where they can succeed and where they enjoy their work while being supported in continuous development.

## OPERATIONAL EFFICIENCY

We value the gift given by donors and do our best to ensure it is used at the right time and as effectively and appropriately as possible for the benefit of patients. We also continually develop our operations to make them run as smoothly as possible.

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# REVIEW BY THE CHIEF EXECUTIVE

■ Bodily integrity is something we consider as one of our most important rights. In blood donation, we give a small part of ourselves away to a fellow human being we do not know, without seeking personal gain. Perhaps this is why people feel that they are doing something quite special when donating blood. Finland is committed to free-of-charge, voluntary blood donation as prescribed by legislation. The Finnish Red Cross is keen to ensure that this continues in the future.

In the past year, nearly 119,000 people donated blood in over 200,000 donations. It is estimated that annually as many as 50,000 patients throughout Finland receive blood products.

The red blood cell and thrombocyte supplies remained at an adequate level throughout the year even though the midsummer heatwave posed a challenge for both donors and staff, as well as for transport. Blood was donated in 10 centres throughout Finland and in temporary blood donation events; well over one thousand events were organised.

It is important for patients that blood donation stays constant throughout the year. This is why we actively communicate about the blood supply situation to the blood donors. Indeed, the Blood Service droplet barometer is familiar to all the donors. We supplemented our communications via almost 800,000 text messages, 150,000 emails and 163,000 postcards. We are also active in the social media. Our Facebook followers number over 110,000. Thanks to the active blood donors, our message reaches tens of thousands of readers in the blink of an eye.

The daily consistency of blood donations has been one of our operational measurements since 2010. The past year, 2018, was the best of the decade with regard to consistency of donations. For a couple of years, we have been preparing for the introduction of a new data system to guide blood donation and production. The project has advanced more slowly than expected, but we have now reached the test phase. The new data system will open ways to modernise communication about the best donation times between the Blood Service and the donors. It may be that ordinary text messages, emails and postcards will at some point become history, or at least, their significance will diminish.

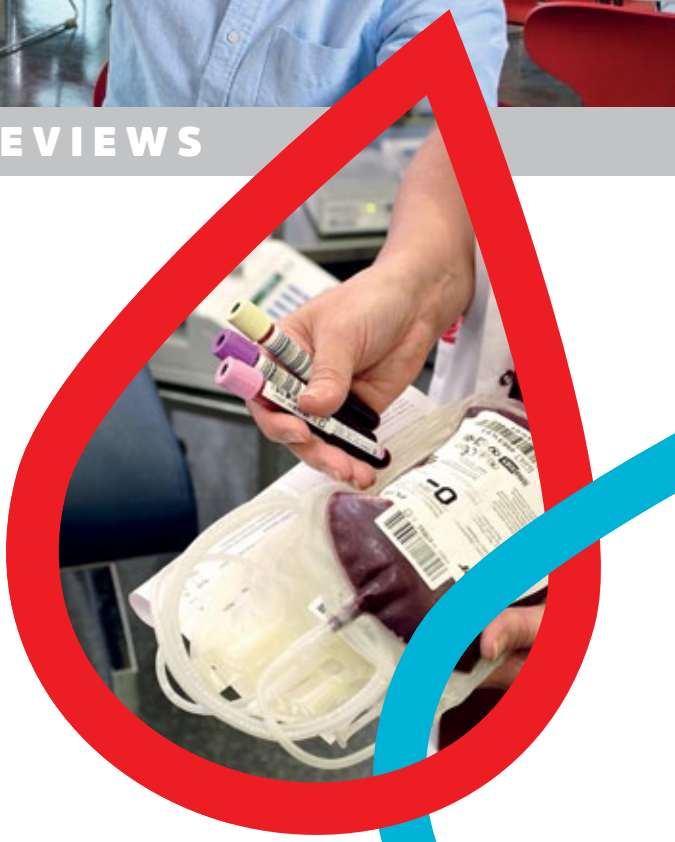
**The most impressive thing is how ordinary Finns commit to helping their fellow human beings.**

Over the past year, we celebrated our 70 years of operations in many ways. For me, this meant going through the Blood Service's history and delving into the archives for various speeches and writings. The Blood Service has a splendid history, and the most impressive thing in our history is how ordinary Finnish people have committed to helping their fellow human beings and passing this desire to help on to future generations. We at the Blood Service will do our utmost to preserve this tradition.

**Martti Syrjälä**
Chief Executive of the Blood Service, Professor



# BLOOD DONATION



The year in blood donation was characterised by an increased use of red blood cells in hospitals and the resulting measures to ensure an adequate number of blood donations.

There were 204,024 whole blood donations, approximately 2,000 more than in the previous year. A total of 131,465 persons arrived to donate blood, 118,931 of whom gave blood. The number of automated platelet donations was 2,585, roughly as many as in the previous year. The total number of all blood donations during the year was 206,610.

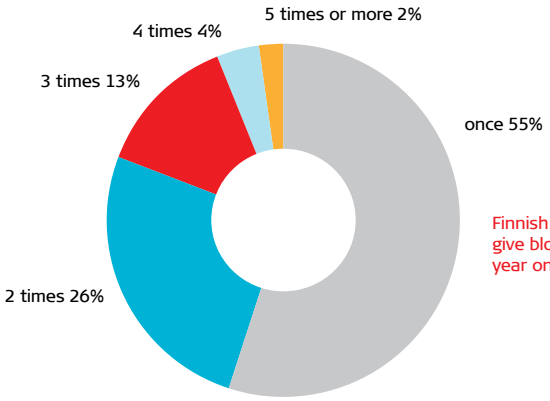
The proportion of first-time donors was over 15%, and the goal of 20,000 new first-timers was exceeded. To reach new blood donors, we worked together with educational institutions, communities and companies by organising blood donation campaigns.

**Blood group distribution among donors in Finland**
New blood donors in 2018

| A+ | A- | B+ | B- | AB+ | AB- | O+ | O- |
|---|---|---|---|---|---|---|---|
| 35% | 5% | 15% | 2% | 7% | 1% | 30% | 5% |

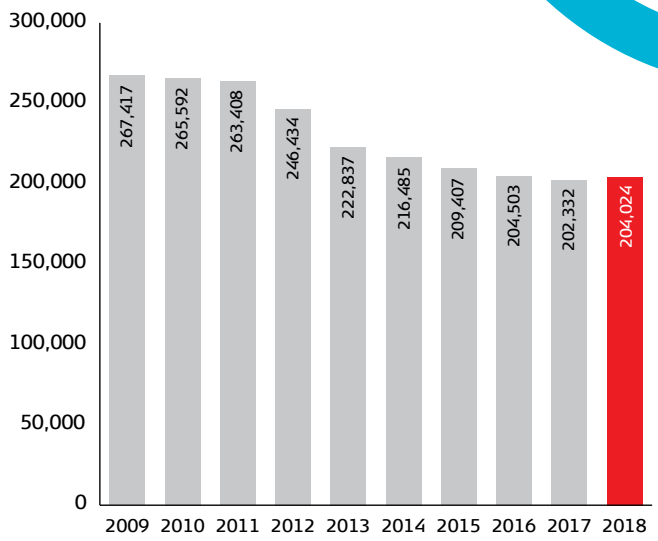
Blood donors are invited to donate on the basis of their blood group.

**Number of donations per person in 2018**




Finnish blood donors give blood 1.6 times per year on average.

**Whole blood donations, 2009 to 2018**




In comparison with the previous year, slightly more blood was collected, due to a small increase in the use of red blood cells in hospitals.

## We sought to diversify the ethnic distribution of blood donors.

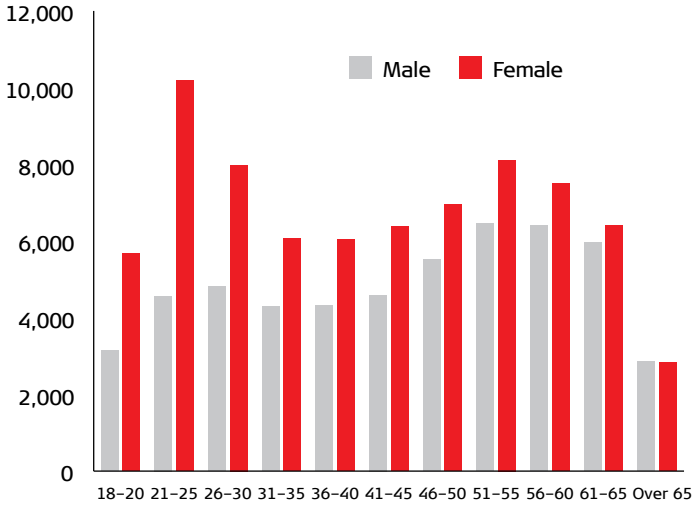
The decades-long collaboration with the Finnish Defence Forces was stepped up by organising 24 donation events in ten garrisons, resulting in approximately 2,000 blood donations.

53% of the blood donations took place at Blood Service centres, while 47% were at blood donation events, 1,100 of which were organised around Finland.

Group blood donations are popular. The "BloodGroups", which are groups of people brought together by work, hobbies, studies or friendship, recorded over 15,000 donations – 22% more than in the previous year. 2,231 different groups arrived to donate. A record 938 new groups were formed, over one third of them during the autumn campaign.

We sought to further diversify the ethnic distribution of blood donors. The Missing Minorities project recruited particularly people of African origin in order to find blood donors with rare blood groups. We collaborated on this with several associations. •

**Blood donors' age and gender distribution in 2018**




The group with the most blood donors is young women.

### Helping rebuild blood services in Nepal

■ Blood Service experts are helping in the development of blood services in Nepal. In a three-year project under the international Red Cross, local blood service staff are trained and guided in areas such as blood collection, work safety and hygiene, and donor safety. The relief work is done in Kathmandu and the central and eastern parts of the country, where the infrastructure was badly damaged in the 2014 earthquakes. •




# BLOOD PRODUCTS

■ The manufacturing process of blood products involves separating the donated whole blood into red blood cells, platelets and plasma. We are responsible for the distribution of blood products to all Finnish hospitals in accordance with the needs of medical care.

In 2018, as in previous years, the supply reliability of blood products was excellent, and a high proportion of donated blood was utilised in manufacturing. Contrary to expectations, the need for our main product – red blood cells without white blood cells – started to increase in hospitals after a long decline. The use of our other main product – platelet products (thrombocytes) – decreased at hospitals as expected, as did the use of the medicinal frozen plasma that the Blood Service distributes to hospitals as pharmaceutical wholesale.

The Blood Service has been systematically monitoring the smoothness and efficiency of the blood product manufacturing process for a long time. The role of the staff in process development has been very significant, in the spirit of the Lean model. Positive feedback from the international comparison of blood service institutions has resulted in increased contacts and visits to the Blood Service.

We place great emphasis on preparing for exceptional circumstances and safeguarding continuity of operations in all circumstances. Special attention in 2018 was given to securing core functions in the event of communications and data system malfunctions. •

**Blood product sales to hospitals**

| Product, units | 2016 | 2017 | 2018 | change % 2017–2018 |
|---|---|---|---|---|
| Red blood cells (without white blood cells) | 194,320 | 188,571 | 191,857 | +1.7 |
| Platelet products (including apheresis products) | 34,850 | 34,131 | 33,366 | -2.2 |

The use of red blood cells started increasing in 2018.

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

| | red blood cells | platelets** |
|---|---|---|
| Products used in blood transfusions | 94% | 92% |
| Removals related to blood donation | 2% | - |
| Removals related to laboratory results and the manufacturing process | 1% | - |
| Others not used for blood transfusions (expired or supplied for medicines manufacture) | 3%* | 8% |

**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 (a rare metabolic condition).*
***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.

## Donated blood was used efficiently.



# LABORATORY SERVICES

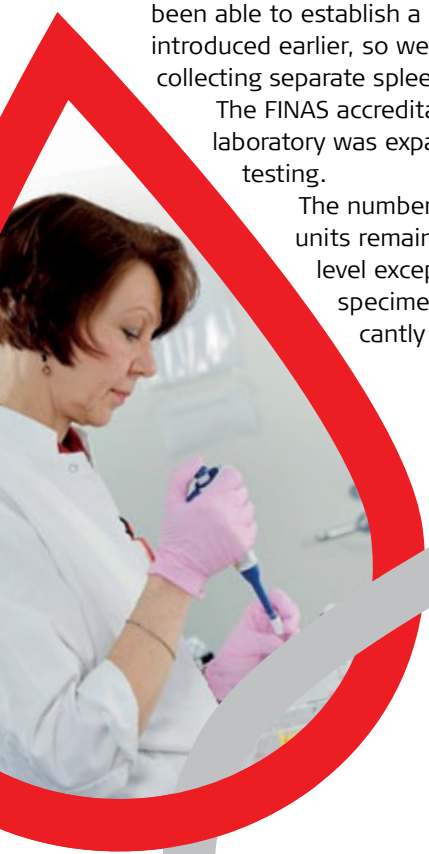
■ Our laboratory service conducts tests to ensure the safety and quality of the Blood Service's blood and cell products and for various healthcare needs.

We maintain the production reliability of our tests by ensuring that the technologies we use are up to date. In 2018, we introduced a new blood group analyser and at the same time we replaced our own reagent cells with commercial reagent cells in the testing of blood donor samples.

We introduced new sequencing technology in tissue compatibility testing and updated our entire test package. In organ transplant compatibility testing, we have been able to establish a method using blood cells, introduced earlier, so well that we were able to stop collecting separate spleen cell samples.

The FINAS accreditation for the Blood Service laboratory was expanded to include infection testing.

The number of tests offered to healthcare units remained on the previous year's level except for tests on maternity clinic specimens, which decreased significantly due to the fall in birth rate. •



**Blood Service laboratory tests for healthcare units**

| | 2016 | 2017 | 2018 |
|---|---|---|---|
| Tests for bleeding and thrombotic tendencies | 11,838 | 10,491 | 10,346 |
| Tests for blood typing | 13,138 | 14,433 | 13,992 |
| Red blood cell antibody identification | 4,233 | 4,374 | 4,279 |
| Blood compatibility tests performed urgently and outside office hours | 2,130 | 2,307 | 2,445 |
| Tests on maternity clinic specimens | 77,852 | 74,718 | 69,792 |
| Tissue compatibility tests | 11,946 | 11,880 | 9,423* |
| Platelet tests | 556 | 533 | 564 |

*The structure of the test package has been changed.

The fall in birth rate is reflected in the smaller number of tests on maternity clinic specimens.

**Organ transplants performed in Finland in 2014–2018**
(Source: Scandiatransplant)

| | 2014 | 2015 | 2016 | 2017 | 2018 |
|---|---|---|---|---|---|
| Kidney | 240 | 244 | 262 | 240 | 238 |
| Liver | 59 | 77 | 61 | 63 | 66 |
| Heart | 24 | 27 | 30 | 26 | 47 |
| Lungs | 15 | 24 | 18 | 24 | 18 |
| Heart-lung | 2 | 0 | 0 | 0 | 0 |
| Pancreas | 15 | 17 | 27 | 21 | 23 |
| Small intestine | 0 | 3 | 0 | 0 | 0 |
| Other | 0 | 0 | 1 | 0 | 0 |
| **TOTAL** | **355** | **392** | **399** | **374** | **392** |
| From deceased Finnish organ donors | 120 | 127 | 136 | 116 | 108 |
| From live Finnish organ donors (kidney) | 15 | 15 | 22 | 29 | 32 |

The Blood Service performs tissue typing for all organ and stem cell transplants performed in Finland.

**HI and hepatitis (B and C) viruses and syphilis in blood donor samples, 2014–2018**

| | 2014 | 2015 | 2016 | 2017 | 2018 |
|---|---|---|---|---|---|
| Hepatitis B | 3 | 7 | 2 | 3 | 2 |
| Hepatitis C | 4 | 7 | 7 | 4 | 4 |
| HIV | 2 | 1 | 0 | 1 | 2 |
| Syphilis | 5 | 4 | 9 | 6 | 4 |

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

## Grafts delivered by the Stem Cell Registry, 2016 to 2018

| Grafts supplied, total | 2016 | 2017 | 2018 |
|---|---|---|---|
| Bone marrow graft | 16 | 23 | 14 |
| Blood stem cell graft | 109 | 101 | 104 |
| Cord blood graft | 3 | 2 | 4 |
| Lymphocyte graft | 17 | 11 | 13 |
| **Total** | **145** | **137** | **135** |

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 Finnish patient | 2016 | 2017 | 2018 |
|---|---|---|---|
| Bone marrow graft | 4 | 7 | 5 |
| Blood stem cell graft | 20 | 20 | 18 |
| Cord blood graft | 0 | 1 | 0 |
| Lymphocyte graft | 3 | 2 | 2 |
| **Total** | **27** | **30** | **25** |

| From a non-Finnish donor to a Finnish patient | 2016 | 2017 | 2018 |
|---|---|---|---|
| Bone marrow graft | 10 | 11 | 8 |
| Blood stem cell graft | 73 | 66 | 54 |
| Cord blood graft | 2 | 0 | 2 |
| Lymphocyte graft | 12 | 6 | 8 |
| **Total** | **97** | **83** | **72** |

| From a Finnish donor to a non-Finnish patient | 2016 | 2017 | 2018 |
|---|---|---|---|
| Bone marrow graft | 0 | 3 | 1 |
| Blood stem cell graft | 7 | 8 | 13 |
| Cord blood graft | 1 | 1 | 2 |
| Lymphocyte graft | 2 | 1 | 3 |
| **Total** | **10** | **13** | **19** |

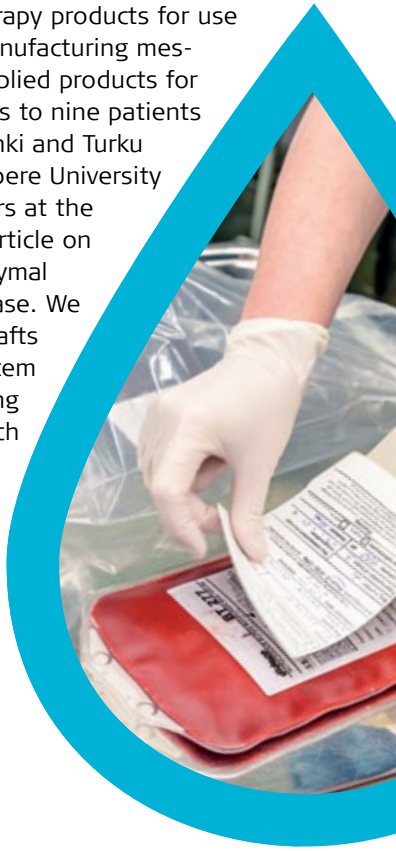
The Stem Cell Registry operates internationally. The Blood Service's couriers also bring in stem cell grafts from abroad.

# STEM CELL REGISTRY AND CELL SERVICES

■ The Finnish Stem Cell Registry operates as the registry for Finnish and Estonian stem cell transplant centres. The register recruits voluntary donors, finds suitable donors in registers in Finland and other countries, and organises graft collections from Finnish donors and the delivery of the grafts to transplant centres.

7,346 new members joined the Registry, and at the end of the year we had over 48,000 members. We supplied 135 grafts to centres treating patients.

The Blood Service's Cell Production Centre researches, develops and manufactures new cell therapy products for use in healthcare. In 2018, we continued manufacturing mesenchymal stromal cells (LY-MSC) and supplied products for the treatment of immunological problems to nine patients in the stem cell transplant units at Helsinki and Turku University Central Hospitals, and to Tampere University Hospital. In collaboration with researchers at the University of Helsinki, we published an article on the safety and compatibility of mesenchymal stromal cells in inflammatory bowel disease. We continued supplying tailored stem cell grafts for haploidentical ("semi-compatible") stem cell transplantations and started collecting white blood cells from donors for research purposes. •



**We supplied 135 grafts to centres treating patients.**




# MEDICAL SERVICES AND CONTACTS WITH CLIENT HOSPITALS

■ Our physicians participate in patient care by giving opinions and answers about the patient samples tested in the Blood Service laboratory. They also support hospitals during on-call times via telephone consultations on issues such as blood transfusions.

Smoothly functioning of the blood service chain requires good communication between the hospital's blood centre, wards and the Blood Service. The network of contact persons in the blood service chain brings these parties together, supporting collaboration. The network consists of healthcare professionals involved in blood transfusion treatments extensively from all university and central hospitals. Our contact channels include an annual negotiation day, the network's newsletter, and a variety of questionnaires and surveys.

We arranged six training days at the Blood Service and several training events at customers' premises. In addition, physicians and other experts gave over 20 other training lectures.

We regularly measure our clients' satisfaction by means of surveys. The 2018 client survey was targeted at blood product clients: both the blood centres and the clinicians using the blood products. Clients' trust in Blood Service products and services continues to be excellent. On a scale of 4 to 10, the average score was 9.3 (very good). Hospitals particularly appreciate the 24/7 availability of help in problem situations and the Blood Service's training portfolio. •

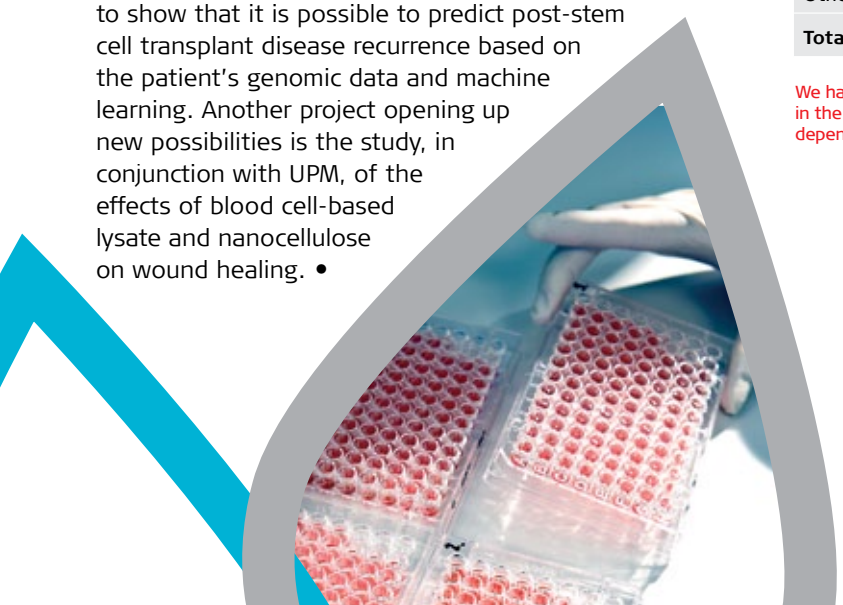
# RESEARCH

The Blood Service's scientific research is guided by the goals specified in the research strategy:

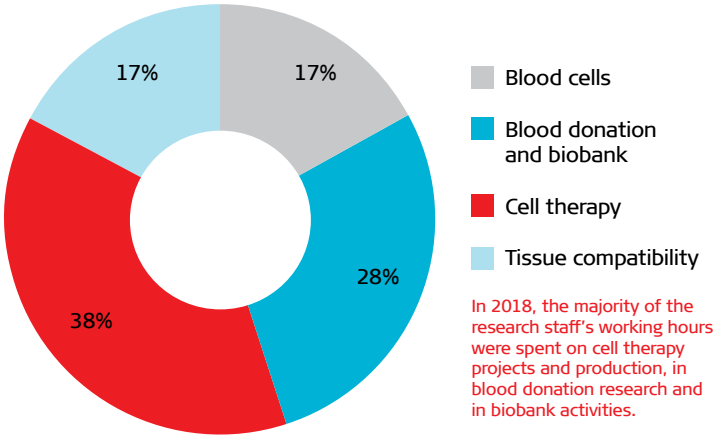
- Biobank activities and research related to genomic data to promote research into blood donation-related health and public health
- Studying red blood cells and thrombocytes to ensure the safe use of blood products
- Research concerning blood, cell and tissue transplant compatibility to create a unified scientific basis for Blood Service laboratory activities
- Research into new cell therapies to support their introduction in practice

In 2018, we spent slightly over 3 million euros on research, 57% of which was covered by external funding. In December, there were 16 PhD level researchers and 10 pre-doctoral research employees working in Blood Service research.

The blood donor biobank got off the ground very well. We utilised genomic data on tissue compatibility as well as bioinformatics tools to find new factors determining tissue compatibility in cell and tissue transplantations. Among other things, we were able to show that it is possible to predict post-stem cell transplant disease recurrence based on the patient's genomic data and machine learning. Another project opening up new possibilities is the study, in conjunction with UPM, of the effects of blood cell-based lysate and nanocellulose on wound healing. •



**Division of research working hours by study area**




In 2018, the majority of the research staff's working hours were spent on cell therapy projects and production, in blood donation research and in biobank activities.

**Number of scientific publications by research area**

| Research strategy focus area | 2016 | 2017 | 2018 |
|---|---|---|---|
| Cell therapy | 14 | 4 | 6 |
| Blood donation | 3 | 2 | 2 |
| Tissue compatibility | 13 | 12 | 6 |
| Blood cells | 1 | 2 | 1 |
| Other areas | 11 | 7 | 1 |
| **Total** | **42** | **27** | **16** |

We have focused our research more closely on the areas mentioned in the strategy. The number of scientific publications varies annually depending on the stage the research projects are at.

**The blood donor biobank got off the ground very well.**



# OTHER OPERATIONS

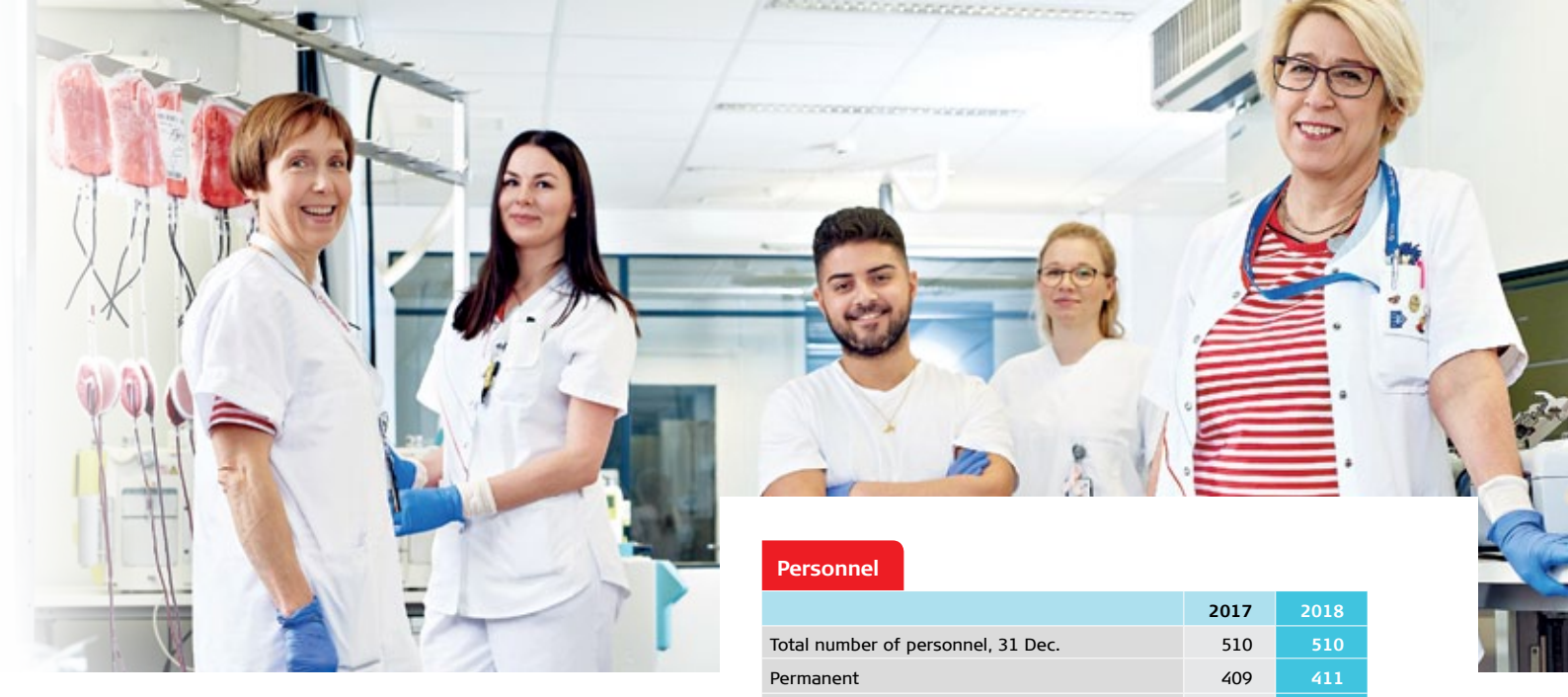
■ Our **quality management** staff ensure our operations meet the requirements of the legislation, authorities, accreditation bodies and pharmaceutical industry stakeholders. The new Good Practice Guidelines for blood establishments, which came into force in 2018, were incorporated in the quality control system. We actively participated in European collaboration to develop the blood and tissue service field and haemovigilance operations. Our important internal quality management projects included the digitalisation of document management and ensuring compliance with the EU Data Protection Regulation.

In **digital services**, we focused on the flexible digital development model and data system architecture. In data system projects, our focus was on the introduction projects of the new enterprise resource planning system, i.e. the V2V project, document management and cloud services, as well as the development of the technical environment of the ICT infrastructure.

In **communications and marketing**, we carried out several campaigns to encourage people to donate blood and join the Stem Cell Registry. Stories and others' experiences are very motivational, which is why we published a new story bank (https://www.bloodservice.fi/stories) to collect all the down-to-earth patient and donor stories. We published several new videos and highlighted the Blood Service's 70-year history in our communication channels.

The Blood Service had over 110,000 Facebook followers. When needed, we are able to reach hundreds of thousands of people with one publication via the social media – one of our most important communication channels right after personal invitations. •


We highlighted the Blood Service's 70-year history in our media channels.



# PERSONNEL

■ In 2018, the Blood Service had an average of 514 employees, whose contributions total the equivalent of 428 full-time employees (FTEs). The number decreased somewhat from the preceding year, as scheduled. The mean age of our employees was 43.2 years. Of our personnel, 88.4% were female and 11.6% male. Permanent employees had a mean duration of employment of 13.4 years, and the proportion of permanent employees who resigned was 2.4%.

The number of sickness leave periods remained relatively low, as in previous years. The sickness absence rate out of theoretical working hours remained at 3.7%. The number of accidents at work was also relatively low: 34 in total, of which 11 happened at the workplace and 23 on the way to or from work.

The Blood Service is committed to developing the workplace in line with the Great Place to Work® model and to making our workplace one of the best in Finland. Our Trust Index© increased for the fifth time in a row to 78%, which entitled us to our third Great Place to Work® certificate. The Blood Service was nominated one of the best medium-sized workplaces in Finland with a ranking of 26th.

We continued to invest in work community development, for example by organising sleep coaching and providing more support for exercise activities. We improved our occupational health care, trained supervisors in disability management, and continued focused team support. We also launched a campaign, which enables the staff to spend one working day in voluntary work. •

Great Place To Work.
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LOKA 2018–LOKA 2019
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## Personnel

| | 2017 | 2018 |
|---|---|---|
| Total number of personnel, 31 Dec. | 510 | 510 |
| Permanent | 409 | 411 |
| Temporary | 64 | 72 |
| On-call | 37 | 27 |
| Number of personnel, full-time (FTE), average | 431 | 428 |
| Number of personnel, average | 510 | 514 |
| Full-time employment, average | 442 | 441 |

## Distribution of personnel in the organisation, %

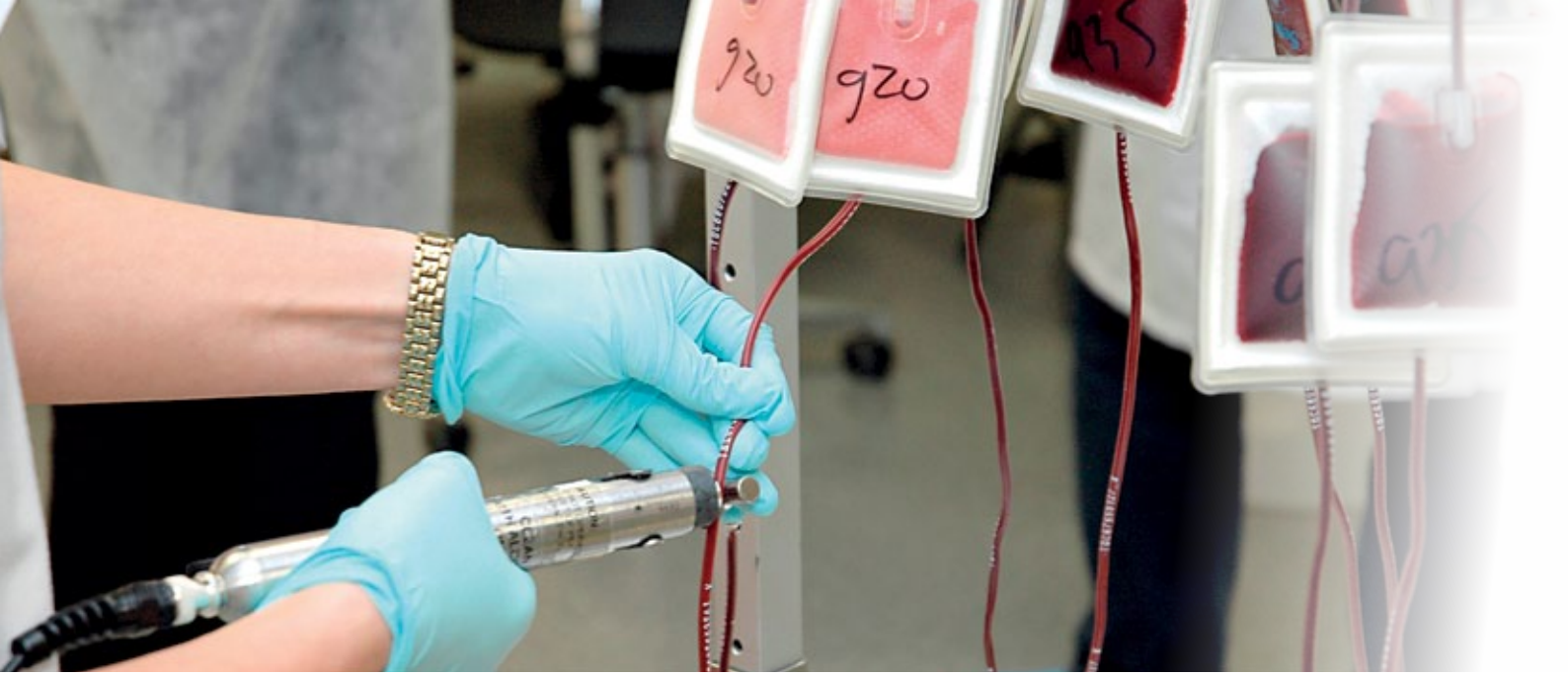
| | 2018 |
|---|---|
| Products and medical services | 38 |
| Blood donation | 40 |
| Quality management, research and product development | 10 |
| Support services | 12 |

## Education demographics, %, 2018

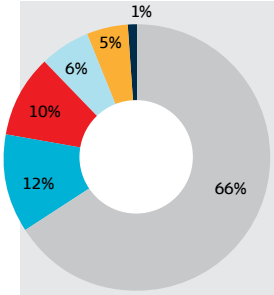
| | 2018 |
|---|---|
| NURSING Nurse, specialist nurse, public health nurse | 38 |
| LABORATORY Clinical laboratory technologist, laboratory technician, laboratory analyst, medical laboratory technologist, special laboratory technician | 21 |
| NATURAL SCIENCES B.Sc., M.Sc., Ph.Lic., Ph.D. | 8 |
| SOCIAL SERVICES AND OTHER HEALTHCARE practical nurse, auxiliary nurse | 8 |
| BUSINESS QBA, BBA, BSc (Econ) | 5 |
| PHARMACY B.Sc. (Pharm), M.Sc. (Pharm), Pharmaceutical Assistant | 6 |
| MEDICINE Lic.Med., D.Med.Sc., Specialist | 3 |
| TECHNOLOGY M.Sc. (Technology), technician, other education in the field of technology | 4 |
| Other education | 7 |

## Sickness absences

| | 2016 | 2017 | 2018 |
|---|---|---|---|
| Short absences due to sickness and accidents (days/person) | 3.8 | 3.8 | 4.3 |
| Absences due to sickness and accidents, total (days/person) | 9.2 | 9.3 | 9.4 |
| Sickness absence rate (% of theoretical working time) | 3.6% | 3.7% | 3.7% |
| Persons on sick leave, average (persons absent/working day) | 19 | 18.8 | 19.2 |



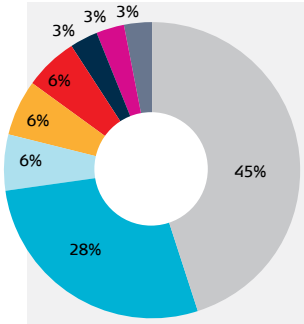
### Turnover by product group (million euros)




| | 2017 | 2018 | Percentage of turnover % |
|---|---|---|---|
| Blood products | 39.3 | 39.8 | 66 |
| Laboratory tests | 7.3 | 7.3 | 12 |
| Plasma material | 5.6 | 5.6 | 10 |
| Cell and tissue therapy services | 4.0 | 3.8 | 6 |
| Medicines | 3.6 | 3.3 | 5 |
| Other | 0.7 | 0.6 | 1 |
| **Total** | **60.6** | **60.4** | **100** |

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

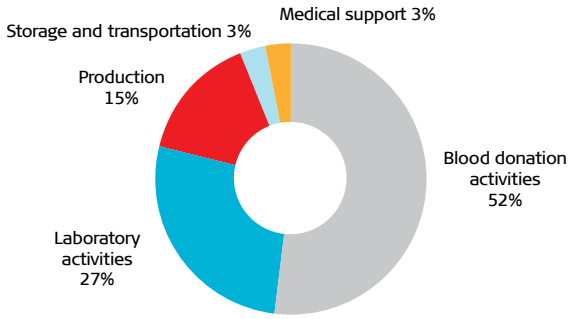
### Operating costs distribution 2018




| | |
|---|---|
| Personnel-related costs | 45% |
| Materials and subcontracting | 28% |
| ICT | 6% |
| Rents (premises and equipment) | 6% |
| Facility and equipment maintenance | 6% |
| Investment expenses | 3% |
| Logistics | 3% |
| Other | 3% |

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

### Cost breakdown for one bag of blood, 2018 (%)




The cost of a blood product consists of several factors.

# FINANCES AND SOCIAL RESPONSIBILITY

■ 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 subsidies for research projects. Any financial surplus is not shared but instead used to ensure the continuation and development of activities.

Our financial position continued to be solid. The Blood Service's internal net profit for the financial period was €2.3 million. Thanks to our good financial situation, we were once again able to avoid price increases for blood products for the fifth consecutive year despite general price inflation.

In 2018, our turnover was €60.4 million, 0.3% down on the previous year. The share of blood products sold to hospitals amounted to 2/3 of turnover. The turnover of blood products

## Social responsibility indicators

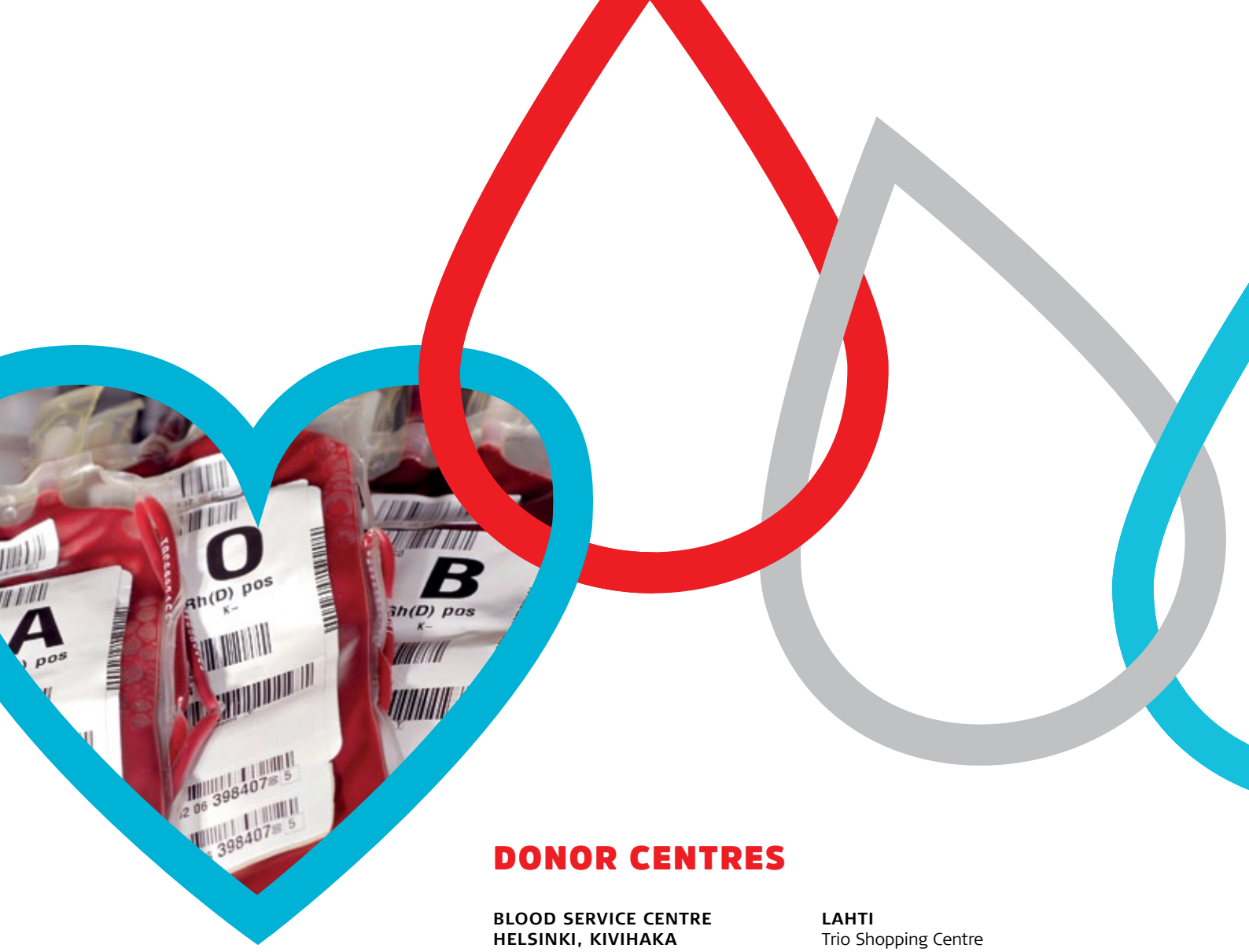
| | 2016 | 2017 | 2018 |
|---|---|---|---|
| **Financial indicators** | | | |
| Turnover, € 1,000 | 61,323 | 60,569 | 60,419 |
| Materials and services, € 1,000 | -15,651 | -15,795 | -15,558 |
| Personnel expenses, € 1,000 | -24,636 | -23,824 | -23,987 |
| **Social indicators** | | | |
| Number of personnel (full-time employment, annual average) | 445 | 442 | 441 |
| Days lost through sickness | 4,803 | 4,709 | 4,831 |
| Accidents at work | 45 | 28 | 34 |
| Personnel training, € 1,000 | -359 | -275 | -271 |
| Personnel training, €/person | 807 | 622 | 615 |
| Personnel satisfaction, Trust Index® total points (a Finnish Great Place to Work study) | 75% | 77% | 78% |
| Satisfaction among blood donors, Net Promoter Score | | 91% | 92% |
| Client satisfaction (on a scale from 4 to 10) | 9.3 n = 190 | 9.3 n = 107 | 9.3 n = 151 |
| **Environmental indicators** | | | |
| Electricity consumption, MWh* | 5,958 | 6,107 | 6,207 |
| Water consumption, $m^3$* | 10,700 | 11,599 | 10,975 |
| District heat consumption, MWh* | 4,729 | 4,801 | 4,748 |
| Incinerable waste, kg* | 52,792 | 57,100 | 57,912 |
| Sorted municipal waste, kg** | 177,621 | 157,300 | 183,956 |
| Hazardous waste, kg* | 5,210 | 8,000 | 10,111 |
| Travel days | 10,951 | 10,973 | 11,285 |
| **Other indicators** | | | |
| Number of blood donations (whole blood and aphereses) | 207,148 | 204,948 | 206,610 |
| Number of blood donors (whole blood and aphereses) | 119,705 | 118,244 | 118,931 |
| Persons registered at blood donations | 132,182 | 130,411 | 131,465 |
| Reported adverse reactions of blood transfusion | 245 | 234 | 244 |
| Grafts delivered by the Stem Cell Registry | 145 | 137 | 135 |
| Number of members in the Stem Cell Registry (31 December) | 33,119 | 41,493 | 48,340 |

**Kivihaka, Helsinki, including municipal waste and energy consumption by the new subtenant (YML) since 2016.*
***Incinerable special biomedical waste also includes waste from Helsinki mobile blood collection unit.*

increased by 1.3%. Personnel costs increased by 0.5%, representing a high proportion (45%) of the Blood Service's total costs. In contrast, material and subcontracting expenses were down by 1.0%. Other expenses, including premises, ICT and logistics costs, increased by 2.0%.

At the end of the financial year, the Blood Service's total capital was €76.9 million, of which €39.7 million was invested in securities. The bank balance was €28.6 million. •

We were once again able to avoid price increases for blood products.




Finnish Red Cross
Blood Service

## DONOR CENTRES

**BLOOD SERVICE CENTRE HELSINKI, KIVIHAKA**
Kivihaantie 7, 00310 Helsinki
tel +358 29 300 1010

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

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

**HELSINKI, SANOMA BUILDING**
Töölönlahdenkatu 2
00100 Helsinki

**JYVÄSKYLÄ**
Kalevankatu 8, 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**
Rautatienkatu 21 B, 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: www.bloodservice.fi.

www.bloodservice.fi

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LOKA 2018–LOKA 2019
SUOMI