

EQUALITY AND NON-DISCRIMINATION PLAN OF **FINNISH CUSTOMS**



2020–2022

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Equality and non-discrimination are things that affect us all

Finnish Customs facilitates equality, non-discrimination and diversity of working life in their operation. The values of Customs determine the modes of operation on all levels of the organisation. These values include appreciation, confidentiality, competence and service. Each value includes the concept of justice and respect for the individual. Equality, non-discrimination and diversity in the workplace are also part of Customs' strategy and goals, which are outlined in the priority themes social responsibility, management and work culture, as well as personnel and competence.

Customs is responsible for an equal and non-discriminative activity both as an authority and as an employer. Equality and non-discrimination are fundamentally the same thing – non-discriminative treatment of all people as well as the creation of an equal, just and supportive working environment.

Justice is an important fundamental value, the fulfilment of which requires a non-discriminative treatment of all different people and groups of people. Non-discriminative treatment means that a person is treated in the same way as someone else is treated, or would be treated, in a similar situation. The principle of non-discriminative treatment is included in the Finnish Constitution and in international human rights conventions that bind Finland and prohibit discrimination, and require the promotion of equality and non-discrimination.

Equality in the work environment is a comprehensive set of principles that include the idea that different genders, different age groups as well as persons with different cultural backgrounds and characteristics, are accepted as equals and they are given equal opportunities.

Equality

Equality does not mean that everyone should be the same, but rather that all different genders should be accepted as equals and that equal op-

portunities should be created for persons representing different genders.

The purpose of the gender equality act is to prevent direct or indirect discrimination based on gender as well as to facilitate equality between men and women. The gender equality act prohibits discrimination based on a person's expression of gender identification and gender identity.

Non-discrimination

Non-discrimination means that all people are of equal value. The non-discrimination act prohibits discrimination based on the following:

- age
- origin
- nationality
- language
- religion
- conviction
- opinion
- political activity
- trade union activity
- family relations
- health
- disability
- sexual orientation
- other reason related to the person.

Discrimination is prohibited whether it is based on the persons themselves or on a fact or assumption regarding someone else. In addition to direct or indirect discrimination, the non-discrimination act prohibits harassment, denial of reasonable adaptations as well as prohibits an instruction or order to discriminate. Reasonable adaptations are changes and arrangements by which one ensures the possibility for handicapped persons to enjoy all human rights and fundamental freedoms or to use them non-discriminatively together with others. The legislation prohibits also discriminative vacancy notices.

Planning of equality and non-discrimination

This plan was drafted by an equality and non-discrimination team, which consisted of the employer and representatives from personnel organisations. The plan was drafted in spring and autumn of 2020 and the previous plan, drafted for 2017–2019, was used as a guiding document for this plan.

The plan for equality and non-discrimination is used to support the common challenge, which is the development of the working environment. The personnel is acquainted with the equality and non-discrimination plan through training, steering groups, discussions in the working unit, liaison committees and Customs' Intranet.

The plan includes goals and actions to strengthen non-discrimination and equality for the years 2020–2022. The implementation of the actions and goals are assessed in connection with the following plan regarding equality and non-discrimination. The implementation of equal pay is followed up by the payroll team.

The appendix to the plan contains a pay survey of the wages of women and men as well as an assessment of how the targets set in the previous plan were implemented.

The equality and non-discrimination team requested statements from Customs' departments. Statements were received from the following departments: Customs Offices, Enforcement, Foreign Trade and Taxation as well as Customs' Training and the ICT Department. The statements were taken into account and based on them the content of the plan has been changed and specified.

Views and suggestions for the improvement of equality and non-discrimination were requested from the personnel as well. Suggestions were especially requested regarding how Customs could consider these things better than before in the practical operation.

All development suggestions were processed by the equality and non-discrimination team.

Development suggestions were received e.g. concerning part-time work and its impact on the supervisor's work. Suggested changes were e.g. that the part-time work itself should not be a reason for limiting the work tasks, but rather, the situation should be assessed according to the work content and how working part-time affects the tasks at hand. Furthermore, gender diversity and other genders should be taken into account for the promotion of equality, and this view has been brought forward in the plan. In future, the regional equality regarding work tasks will be taken better into account, for example by placing specialist tasks equally in different regions.

Goals and actions for the years 2020–2022

Goals for personnel policies

Goal 1: Equal and non-discriminatory thinking is strengthened, promoted and monitored

Measures	Indicator	Responsibility	Monitoring
Customs' personnel receive E-oppiva training Sukupuolten tasa-arvo ja yhdenvertaisuus – miksi ja miten? (Gender equality and non-discrimination – why and how?)	E-oppiva statistics VMBaro	Superiors	Superiors Customs training Equality and non-discrimination team
E-oppiva training Sukupuolten tasa-arvo ja yhdenvertaisuus – miksi ja miten? (Gender equality and non-discrimination – why and how?) is included in Customs general work orientation	E-oppiva statistics	Customs training	Equality and non-discrimination team
The visibility, findability and content of the Customs Intranet website on equality and non-discrimination is improved	Details on the number of Intranet website visitors	Equality and non-discrimination team	Equality and non-discrimination team
The superiors knowledge of equality and non-discrimination is increased through training	VMBaro E-oppiva statistics Training statistics	Customs training Human Resource Management	Superiors Equality and non-discrimination team Customs training
The working skills of supervisors and personnel are increased	Training statistics VMBaro	Customs training	Superiors Equality and non-discrimination team
The work of the equality and non-discrimination team is enhanced	Number of meetings and minutes	Equality and non-discrimination team	Equality and non-discrimination team

The equality and non-discrimination team suggests that the E-oppiva training Sukupuolten tasa-arvo ja yhdenvertaisuus – miksi ja miten? (Gender equality and non-discrimination – why and how?), will be added to Customs’ general work orientation. The goal is that the training is discussed with the employee no later than during the following competence review, and the training should be concluded by April 2022. The equality and non-discrimination team monitors how many employees participate in the training, and the information is used in the planning of the next equality and non-discrimination plan in autumn 2022.

The suggestion is that all supervisors must participate in the training – A functioning work community and acquaint themselves with the work

capacity support model. In this way, the supervisors’ competence will deepen and they are able to address discrepancies in demanding personnel situations, which improves the working environment and the coping ability of the personnel.

The work of the equality and non-discrimination team is brought forward in notices and announcements. The team meets regularly to follow up how equality and non-discrimination is realised within Finnish Customs. The visibility and findability of the Intranet pages on equality and non-discrimination are improved, and the topic is elevated to a more visible position on Customs’ website.

Goal 2: Our recruitment is diverse and offers equal opportunities for career advancement

Measures	Indicator	Responsibility	Monitoring
Pay equality is monitored and promoted	Payscale survey	Human Resource Management Superiors	Payroll team Equality and non-discrimination team
When possible, positive special treatment in recruitment	Number of recruitment notices where positive special treatment is mentioned	Superiors	Recruitment Equality and non-discrimination team
The diversity of working life and variety in recruitments is taken into account and the recruitment takes place in a socially responsible way, by recruiting people that are partially able or disabled, people of different ages and genders or of language, cultural or other minorities		Superiors	Administration Department Steering group of Finnish Customs
Models for different career paths are created to support work capacity during different stages of the career	Drafting a career path model	Human Resource Management	Human Resource Management

As a temporary special measure in recruitment, positive special treatment can be used with which the employment of groups in a worse-off position on the labour market is promoted. According to the non-discrimination act, special treatment is not discriminatory if it is proportionate and the goal is to promote non-discrimination or to prevent or eliminate hazards caused by discrimination. However, an applicant who represents a minority cannot be prioritised automatically regarding the applied for position. With positive special treatment only such applicants can be favoured, who are as qualified or nearly as qualified as the other applicants. Positive special treatment is considered in the recruitment before the task or position is made vacant.

Customs strives to recruit in a socially responsible way in accordance with the Government

Programme. One of the goals of the Government Programme is to improve the employment of persons who are partially abled, hard to employ, young, old and people with an immigrant background. Part of Customs' performance target is also to observe the diversity in the workplace.

During the planning period 2020–2022, we develop and create a model of the different career paths that are possible in the different stages of the career at Customs. The careers at Customs are long and the capacity to work can vary during the career. By modifying work tasks, the work capacity can be supported, occupational wellbeing improved, careers extended and productivity promoted.

Functional goals

Goal 1: Equality and non-discrimination is ensured in the work of Finnish Customs

Measures	Indicator	Responsibility	Monitoring
The competence regarding equality and non-discrimination is strengthened in persons who work in customer services, customs enforcement, customs crime prevention, by drafting for them a separate equality and non-discrimination training by 1 April 2022	Completion of the training package	Enforcement Department Foreign Trade and Taxation Department Customs training	Customs training Equality and non-discrimination team

Goal 2: Customs' online services and customer materials are commonly accessible without discrimination

Measures	Indicator	Responsibility	Monitoring
The services are planned so that they are accessible, i.e., as regards the technical solutions, user interface and content, to make them easy to use, clear and comprehensible	Follow-up of customer feedback Usability testing	Information Management Customer Services	Information Management Customer Services
The chat service is launched	Deployment	Information Management Customer Services	Information Management Customer Services
Text contents are made clearer and more comprehensible than before	Follow-up of customer feedback User testing	Customer Services Communication Customs training	Customer Services

The planning of the services to make them accessible is done in cooperation with external accessibility experts. Customs personnel are also trained to note the accessibility of the services.

Writers of customer texts are given support in clear writing. They are recommended the E-op-piva course on good official language, and writing workshops are organised.

The customer material is produced in plain language for citizens who have problems reading or comprehending common Finnish, for example, people who are dyslexics, intellectually handicapped, elderly, immigrants and persons with memory disorders.

Goal 3: Linguistic equality is increased by improving customer communications

Measures	Indicator	Responsibility	Monitoring
Customer material is also available in one of the Sámi languages	Quantity of Sámi material	Customer Services Translators	Communication
Swedish language skills of those who work in customer services, crime prevention and enforcement tasks, are strengthened through training	Training statistics	Customs School Superiors	Superiors
We aim to ensure the customer materials are available also in minority languages if needed	Quantity of material in other languages	Customer Services Customs Control Communication	Communication

We are investigating what customer material is needed in Sámi in regions where Sámi is used, and make it for the customers.

Both oral and written Swedish language skills, which are required in customer services, are strengthened. E-oppiva training in Swedish in the workplace, Svenska på jobbet, is recommended for such employees who feel they need to activate their Swedish language skills.

The most important customer materials in Swedish and English are also translated to minority languages that are used the most in Finland, such as Estonian and Russian.