

Pocket Guide

1.4.2010–31.3.2013

Terms of employment in the hotel,
restaurant and leisure industry



PALVELUALOJEN AMMATTILAITTO
Servicefacket

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Terms of employment in the hotel, restaurant and leisure industry

You are reading a summary of the collective agreement for the hotel, restaurant and leisure industry in Finland. This pocket guide explains the main regulations of the agreement. Without such an agreement, our industry would only need to respect the basic minimum standards that are guaranteed by Finnish law. Here are just a few examples of the additional benefits that we enjoy because of the agreement:

Benefit	Collective agreement	Finnish law
Wages	Minimum rates (see pay scales)	No
Wage increases	Negotiated by the union	No
Overtime rates and bonuses	Negotiated by the union	No
Working time	111 hours over a 3-week period	120 hours over a 3-week period
Days off	2 days per week + extra days off (JP days)	1 day (35 hours) per week
Length of the working day	Maximum 10 hours	Maximum 15 hours
Work shifts	Changed only by agreement	Employer's right to change on justified work-related grounds
Paid sick leave	1 – 56 days	1 – 9 days
Wages for maternity leave	Difference between wage and maternity allowance for 3 months	No
Holiday bonus	50% of holiday wages	No

Collective agreements in the hotel, restaurant and leisure industry are negotiated between Service Union United PAM and the Finnish Hospitality Association MaRa, which is the employers' federation in the industry.

As a member of PAM, you receive a collective agreement as well as many other services. As a union member you can also press for improvements in future collective agreements

You are welcome to join us!

What is PAM?

With more than 220 000 members, Service Union United PAM is Finland's second largest trade union. PAM members work in the private service sector.

The members of PAM work in a very wide variety of occupations, and the union negotiates nearly 50 collective agreements with various employer organisations. PAM is the trade union for all employees and supervisors working in restaurants, hotels, cafeterias, staff canteens, amusement parks, ski resorts and railway catering services.

Join the union when you start working

You should join the union immediately when you start working in the service sector. The membership fee (in 2010) is 1.5% of your gross wages. This also includes your earnings-related unemployment allowance. The membership fee is tax-deductible.

If you are studying in a sector covered by PAM, you may join the union as a student member. Student members with no earnings pay no membership subscription. You will find more information about the benefits on page 21.

It's easy to join PAM

- If there is a shop steward at your workplace, he or she can help you join.
- You can phone the PAM membership advice tel. 020 774 2000.
- You can join or order the membership application form on the internet: www.pam.fi (Join PAM).
- You can also visit one of PAM's regional offices.

Most employers will make a collection agreement with PAM to deduct your membership fee directly from your pre-tax wages. If your employer is unwilling to do this, you may pay your fees separately every month. The union will send you payment instructions.

What is a collective agreement?

The collective agreement specifies the minimum terms and conditions of employment such as wages, working time, sick leave, annual leave, wages for the holiday period and holiday bonuses. The wages should not fall below the minimum wages negotiated by PAM. It is good to keep in mind that you cannot conclude an individual employment contract on weaker terms and conditions than those agreed upon in the collective agreement. The agreement is generally binding; in other words, all employers in the sector have a legally enforceable duty to ensure that their employees at least enjoy these minimum terms and conditions.

This pocket guide explains the main regulations of the collective agreement for the hotel, restaurant and leisure industry in Finland. The detailed regulations are set out in the actual agreement.

For further details of the agreed minimum terms and conditions of employment, check the full collective ag-

reement or contact the shop steward at your work place. You can also seek advice by telephoning the PAM employment advice service tel. 020 774 2020 or by contacting the nearest regional office of PAM.

Because PAM's members finance the services of the union, these advisory services and assistance are only available to PAM members.

What is an employment contract?

An employment contract is an individual agreement made between the employer and the employee. This agreement must provide at least the minimum benefits required by the collective agreement for the industry. It is also possible to agree on terms and conditions that are better to the employee. Although the employment contract need not be in writing, it is wise to do so.

The employment contract should include a clear agreement as to:

- Your duties at work
- Your wages
- Your hours of work or your minimum working time
- The time when your employment relationship begins (and the time when a fixed-term employment ends)
- Your trial period
- Your workplace (location at which you work)
- Provision of canteen facilities

Pre-printed employment contract forms are available from the union office and on PAMs website www.pam.fi. The collective agreement gives further details of terms and conditions in the sector.

Here is what you should always know about the collective agreement

The trial period

- For those in an indefinite employment relationship: no longer than 4 months
- For those in a fixed-term employment relationship: no longer than 4 months, but no longer than half of the agreed period of employment

Period of notice

When the employer terminates the employment:

Length of employment	Period of notice
under 5 years	1 month
under 10 years	2 months
under 15 years	3 months
over 15 years	4 months

When an employee terminates the employment:

Length of employment	Period of notice
under 15 years	3 months
over 15 years	4 months

Period of notice for supervisors is 1 month

Fixed-term employment contracts continue for the agreed fixed period, e.g. 1 June – 31 July. There must always be specific grounds, in accordance with the collective agreement, for fixed-term employment contracts, e.g. temporary post.

Trainees

When an employee starts working in the industry for the first time, the trainee period is 6 months. If the employee has the training required for the job, the trainee period is 2 months. The pay of a trainee is 80% of the wage for the work in question for 0 – 2 years according to the pay scale.

Supervisors do not have a trainee period. Supervisor trainees are paid at the least the wages according to the pay rate for the employee group in question.

Students

Pay rates for students may be paid no longer than 2 months for students who are at comprehensive school or senior high school. The pay rate for students is not less than 70% of the wage for the employee group in question.

Seniority allowance

Prior experience in similar work assignments, at the earliest from 1 January 2002, counts in employment relationships that began 1 October 2007 or later. In employment relationships that began before 1 October 2007, the system of payment based on the number of years in service still applies.

Working time

The total working time is 111 hours over a 3-week period.

There are 3 working hours balancing systems in use for full-time employees:

- Adjustment of working hours to 111 hours over a period of no more than six (6) 3-week periods, where the regular working hours for any 3-week period may not exceed 129 hours

- Adjustment of working hours to 111 hours over a period of no more than nine (9) 3-week periods, where the regular working hours for any 3-week period may not exceed 135 hours. The introduction of this system must be agreed upon in accordance with 30§ in the collective agreement.
- A yearly working time system (called “working hours bank”) based on local agreements. (See the collective agreement 12 §.)

Part-time workers

The employer and the part-time worker agree either on the fixed minimum working hours for a 3-week period or on an average minimum working hours for a 3-week period.

The actual hours of work should not fall below the fixed minimum working hours within a 3-week period.

The average minimum working hours are reviewed in periods of 1 year, if no agreement is made on a shorter review period. The review is made in order to make sure that the agreement corresponds with the actual situation. The average working hours are set again, if they do not correspond with the working hours set in the agreement.

In a fixed-term employment relationship that lasts under 1 year, the employee should receive the agreed minimum average hours of work during the employment relationship.

If the actual hours of work are not in accordance with the agreement, the employer is obliged to pay a compensation for the hours that the employee has not received. The employer is not obliged to compensate for the missing hours, if the working hours are not made for a reason arising from the employee or due to a leave without pay.

JP-days (public holidays)

If an employee who works on any day in a week including Epiphany (6 January), Good Friday, May Day (1 May), Ascension Day, Midsummer's Day, Finnish Independence Day, Christmas Eve or Christmas Day is entitled to a day off with pay (called a "JP" day).

Entitlement to JP-days begins when the employment has already lasted for more than 1 month before the public holiday in question.

Additional work

The employer has a duty to offer additional work to current part-time employees up to 111 hours per 3-week period before hiring any new employee for such work. It is advisable to agree at the workplace on such matters as the order in which additional work is offered to the employees.

Overtime

Any work done in excess of 120 working hours in a 3-week period is overtime.

Increased rates of pay

50% increase:

- Overtime compensation for the first 18 hours in excess of 120 hours per 3-week period
- Work done on an extra day off (X)
- Work done on the eve of a public holiday i.e. after 15:00 on New Year's Eve, Easter Saturday, May Day, Midsummer's Day and Christmas Eve

100 % increase:

- Overtime compensation for work in excess of (120 h + 18 h =) 138 hours per 3-week period
- Work done on the weekly rest day (V)
- Work done on Sundays or other Church holidays, or on Independence Day or May Day

Please note! Different overtime regulations apply in the case of working hours adjustment systems. See the collective agreement.

Sick leave

Length of employment before falling ill	Paid sick leave
1 – 2 months	Sickness Insurance Act waiting period 1 + 9 days
over 2 months	28 days
yli 3 vuotta	35 päivää
over 5 years	42 days
over 10 years	56 days

Wages for the period of maternity, paternity or adoption leave

For maternity or adoption benefit leave, the difference between the basic wage and the parental benefits stipulated in the Sickness Insurance Act is paid for a period of 3 months and for the paternity benefit leave for a period of 6 weekdays.

Annual holiday and holiday compensation

An employee earns the following number of holiday days for each holiday credit month when the employment has lasted, by the end of the so called holiday credit year (1 April – 31 March)

- less than 1 year 2 weekdays
- 1 year or more days 2.5 weekdays

A holiday credit month is a calendar month that includes

- A. work on no fewer than 14 days
- B. work for no less than 35 hours

Holiday is also accrued for days or hours that are equal to working days or working hours according to the Annual Holidays Act (e.g. sick leave to a certain extent). An employee earns his/her holidays either according to option A or B. Employees earn holiday days according to option A for each calendar month in which they work on at least 14 days as agreed in the employment contract.

The employer must pay wages for the employee's annual holiday days. Employees who work on so few days or for so few hours that they fail to meet the conditions described above are entitled to holiday compensation that is equal to wages paid for holiday days.

At the end of the employment an employee is entitled to holiday compensation for annual holiday that has been earned but not taken. The calculation of wages for annual holiday and holiday compensation is explained in the collective agreement

Holiday bonus

Holiday bonus is 50% of the wages for the employees annual holiday and is payable in connection with the next payment of wages after the employee has returned from annual holiday.

Unexpected illness of a child under 10 years of age

Wages are payable for up to 3 days.

Working clothes

Working clothes should be smart and appropriate. The employer will supply the employee with any “special” working clothes, or with the working clothes specified in the Health Care Decree that are required for use during working hours. Working clothes are “special” if the employer expresses requirements for them.

Meal breaks

The employer has a duty to arrange an opportunity for the employee to take a meal during working hours if the working day is longer than 6 hours.

In work that is performed at a fixed pace or work that requires continual presence at a particular workstation, the employer must arrange for temporary absence from this workstation. This also applies to work shifts of less than 6 hours.

In addition, the employer must arrange at least 1 break during work shifts of more than 4 hours. If this is not possible due to the organisation of work, the employee must have a possibility to have refreshments during the shift.

Meal allowance

The value of the meal allowance is 4.85 euros 1 January – 30 June 2010 and 4.49 euros on 1 July – 31 December 2010.

Night work travel

If the work shift of the employee starts or ends between 23:00 and 06:00 and the employee cannot travel to and from work using public transport, the employee's own motor vehicle or that of the employee's spouse, by bicycle or other means, then the employer is required to arrange transport for the employee.

Employee monthly and hourly wages

Pay scale 1 May 2010

The pay scales and personal wages of employees are raised by 0.8% from the beginning of the pay period that starts on 1 May 2010 or the nearest pay period thereafter

Pay scale 1 May 2010 – 30 September 2010

REGION I	0 – 2 yrs	over 2 yrs	over 5 yrs	over 10 yrs
1.	1475 (9.28)	1507 (9.48)	1536 (9.66)	1565 (9.84)
2.	1488 (9.36)	1518 (9.55)	1547 (9.73)	1577 (9.92)
3.	1562 (9.82)	1594 (10.03)	1624 (10.21)	1651 (10.38)
4.	1634 (10.28)	1666 (10.48)	1702 (10.70)	1739 (10.94)
5.	1655 (10.41)	1688 (10.62)	1725 (10.85)	1766 (11.11)
REGION II	0 – 2 yrs	over 2 yrs	over 5 yrs	over 10 yrs
1.	1464 (9.21)	1498 (9.42)	1525 (9.59)	1552 (9.76)
2.	1472 (9.26)	1506 (9.47)	1535 (9.56)	1562 (9.82)
3.	1543 (9.70)	1576 (9.91)	1603 (10.08)	1632 (10.26)
4.	1600 (10.06)	1634 (10.28)	1671 (10.51)	1709 (10.75)
5.	1632 (10.26)	1663 (10.46)	1697 (10.67)	1740 (10.94)

Bonuses for evening and night work

The evening work bonus (18:00 – 24:00)	1.00 €/h
The night work bonus (24:00 – 06:00)	1.95 €/h
Bonus in daily consumer goods outlets (18:00 – 06:00, weekdays)	3.90 €/h
Bonus in daily consumer goods outlets (18:00 – 06:00, holidays)	4.88 €/h

Pay scale 1 October 2010

The wages according to the pay scales for the Cost of Living Classification group II are raised in the beginning of the pay period starting from 1 October 2010 or on the nearest pay period thereafter. The increase is 30% from the difference between the Cost of Living Classification groups I and II in each employee group. The pay scales and bonuses in the Cost of Living Classification group II remain unchanged.

Pay scale 1 October 2010

REGION I	0 – 2 yrs	over 2 yrs	over 5 yrs	over 10 yrs
1.	1475 (9.28)	1507 (9.48)	1536 (9.66)	1565 (9.84)
2.	1488 (9.36)	1518 (9.55)	1547 (9.73)	1577 (9.92)
3.	1562 (9.82)	1594 (10.03)	1624 (10.21)	1651 (10.38)
4.	1634 (10.28)	1666 (10.48)	1702 (10.70)	1739 (10.94)
5.	1655 (10.41)	1688 (10.62)	1725 (10.85)	1766 (11.11)

REGION II	0 – 2 yrs	over 2 yrs	over 5 yrs	over 10 yrs
1.	1467 (9.23)	1501 (9.44)	1528 (9.61)	1556 (9.79)
2.	1477 (9.29)	1510 (9.50)	1539 (9.68)	1567 (9.86)
3.	1549 (9.74)	1581 (9.94)	1609 (10.12)	1638 (10.30)
4.	1610 (10.13)	1644 (10.34)	1680 (10.57)	1718 (10.81)
5.	1639 (10.31)	1671 (10.51)	1705 (10.72)	1748 (10.99)

Bonuses for evening and night work

The evening work bonus (18:00 – 24:00)	1.00 €/h
The night work bonus (24:00 – 06:00)	1.95 €/h
Bonus in daily consumer goods outlets (18:00 – 06:00, weekdays)	3.90 €/h
Bonus in daily consumer goods outlets (18:00 – 06:00, holidays)	4.88 €/h

Job grades

Job grades	
1.	Assistants, porter
2.	<p>Waiter, cashier, shop assistant, cook, traffic and service station worker, bowling alley attendant (cafés, fast food restaurants and restaurants where no alcohol is served or establishments licensed to serve fermented alcoholic beverages of no more than 4.7% by volume, "medium strength beer establishments")</p> <p>Cleaner, pool attendant, transportation and distribution work done by car, vestibule attendant and camping site worker.</p>
3.	<p>Staff restaurant cook (not serving alcoholic beverages exceeding 4.7% by volume)</p> <p>Floor attendant, processed food cook, baker</p>
4.	<p>Waiter, cook, cold buffet cook, traffic and service station worker, bowling alley attendant (in licensed premises serving alcoholic beverages of more than 4.7% by volume, "A and B licensed establishments etc.")</p> <p>Doorman, bouncer, service attendant, switchboard operator, reception assistant, karaoke worker, conference organiser, employees in the well-being sector (e.g. fitness trainer, personal trainer, chiroprapist), hobbies and events worker (e.g. gym trainer, leisure activities instructor, roadie, hall builder, caddie master), beautician, physical education instructor, masseur/masseuse</p>
5.	Boarding house receptionist, porter, physiotherapist

Supervisor monthly and hourly wages

Pay scale 1 May 2010

The pay scales and personal wages of supervisors are raised by 0.8% from the beginning of the pay period that starts on 1 May 2010 or the nearest pay period thereafter.

Pay scale 1 May 2010

REGION I	0 – 2 yrs	over 2 yrs	over 5 yrs	over 10 yrs
1.	1726 (10.86)	1766 (11.11)	1808 (11.37)	1850 (11.64)
2.	1815 (11.42)	1857 (11.68)	1904 (11.97)	1947 (12.25)
3.	1880 (11.82)	1924 (12.10)	1971 (12.40)	2016 (12.68)
4.	1897 (11.93)	1941 (12.21)	1988 (12.50)	2034 (12.79)
5.	1993 (12.53)	2040 (12.83)	2094 (13.17)	2144 (13.48)
6.	2094 (13.17)	2144 (13.48)	2198 (13.82)	2252 (14.16)

REGION II	0 – 2 yrs	over 2 yrs	over 5 yrs	over 10 yrs
1.	1706 (10.73)	1747 (10.99)	1787 (11.24)	1826 (11.48)
2.	1790 (11.26)	1834 (11.53)	1878 (11.81)	1922 (12.09)
3.	1852 (11.65)	1900 (11.95)	1942 (12.21)	1987 (12.50)
4.	1874 (11.79)	1920 (12.08)	1967 (12.37)	2012 (12.65)
5.	1956 (12.30)	2001 (12.58)	2047 (12.87)	2099 (13.20)
6.	2054 (12.92)	2102 (13.22)	2150 (13.52)	2202 (13.85)

Bonuses for evening and night work

The evening work bonus (18:00 – 24:00)	1.00 €/h
The night work bonus (24:00 – 06:00)	1.95 €/h
Bonus in daily consumer goods outlets (18:00 – 06:00, weekdays)	3.90 €/h
Bonus in daily consumer goods outlets (18:00 – 06:00, holidays)	4.88 €/h

Pay scale 1 October 2010

The wages according to the pay scales for the Cost of Living Classification group II are raised in the beginning of the pay period starting from 1 October 2010 or on the nearest pay period thereafter. The increase is 30% from the difference between the Cost of Living Classifications groups I and II in each employee group. The pay scales and bonuses in the Cost of Living Classification group II remain unchanged.

Pay scale 1 October 2010

REGION I	0 – 2 yrs	over 2 yrs	over 5 yrs	over 10 yrs
1.	1726 (10.86)	1766 (11.11)	1808 (11.37)	1850 (11.64)
2.	1815 (11.42)	1857 (11.68)	1904 (11.97)	1947 (12.25)
3.	1880 (11.82)	1924 (12.10)	1971 (12.40)	2016 (12.68)
4.	1897 (11.93)	1941 (12.21)	1988 (12.50)	2034 (12.79)
5.	1993 (12.53)	2040 (12.83)	2094 (13.17)	2144 (13.48)
6.	2094 (13.17)	2144 (13.48)	2198 (13.82)	2252 (14.16)

REGION II	0 – 2 yrs	over 2 yrs	over 5 yrs	over 10 yrs
1.	1712 (10.77)	1753 (11.03)	1793 (11.28)	1833 (11.53)
2.	1798 (11.31)	1841 (11.58)	1886 (11.86)	1930 (12.14)
3.	1860 (11.70)	1907 (11.99)	1951 (12.27)	1996 (12.55)
4.	1881 (11.83)	1926 (12.11)	1973 (12.41)	2019 (12.70)
5.	1967 (12.37)	2013 (12.66)	2061 (12.96)	2113 (13.29)
6.	2066 (12.99)	2115 (13.30)	2164 (13.61)	2217 (13.94)

Bonuses for evening and night work

The evening work bonus (18:00 – 24:00)	1.00 €/h
The night work bonus (24:00 – 06:00)	1.95 €/h
Bonus in daily consumer goods outlets (18:00 – 06:00, weekdays)	3.90 €/h
Bonus in daily consumer goods outlets (18:00 – 06:00, holidays)	4.88 €/h

Job grades

Job grades	
1.	Shift managers
2.	Floor managers, cleaning managers, bar tenders
3.	Shift manager and supervisor, head waiter (in licensed premises serving alcoholic beverages of more than 4.7% by volume, "A and B licensed establishments etc.") Head of reception
4.	Café manager, staff restaurant manager, hall manager (cafés, fast food restaurants and restaurants where no alcohol is served or establishments licensed to serve fermented alcoholic beverages of no more than 4.7% by volume, "medium strength beer establishments")
5.	Chef de cuisine
6.	Shift manager and supervisor, head waiter (in licensed premises serving alcoholic beverages of more than 4.7% by volume,"A and B licensed establishments etc.")

Pay scales 2011 and 2012

The pay scales for 2011 take effect on 1 April 2011 and the sum is negotiated by the end of February 2011. The pay scales for 2012 take effect on 1 April 2012 and the sum is negotiated by the end of February 2012.

The progressive abolition of the Cost of Living Classification group II

The wages according to the pay scales for the Cost of Living Classification group II are raised in the beginning

of the pay period starting from 1 October 2011 or on the nearest pay period thereafter. The increase is 50% from the difference between the Cost of Living Classification groups I and II in each employee group.

The pay scales in the Cost of Living Classification group II are abolished by raising the pay scales in Classification group II to the same level as in the Cost of Living Classification group I from the beginning of the pay period that starts on 1 October 2012 or the nearest pay period thereafter.

Other pay scales

Check the collective agreement on the pay scales for office workers, supervisors, shop assistants at service stations, service station workers and employees who receive wages based either partly or totally on tips.

Ten good reasons to join PAM today!

- Advice in all work-related matters; wages, bonuses, working conditions, holidays...
- Support from a shop steward at work and advice in all matters related to your workplace
- Legal advice in work-related matters
- Instructions and advice in case of unemployment or temporary dismissals
- Earnings-related unemployment allowance
- Pam magazine 20 times a year
- Member training arranged by PAM
- Members' own web service PAMnet
- Valuable member benefits, e.g. holidays, fuel, insurance
- The entire membership fee is tax-deductible

Join PAM online at www.pam.fi or by phoning 020 774 2000.

PAMs regional offices

Main office

Paasivuorenkatu 4 - 6 A
PL 54, 00531 Helsinki
pam@pam.fi

Helsinki-Uusimaa

Siltasaarenkatu 6, 4. krs
PL 54, 00531 Helsinki
helsinki-uusimaa@pam.fi

Joensuu

Kauppakatu 17 B, 3. krs
80100 Joensuu

Jyväskylä

Kalevankatu 4, 2. krs
40100 Jyväskylä
jyvaskyla@pam.fi

Kouvola

Urheilijankuja 6
45100 Kouvola
kouvola@pam.fi

Kuopio

Ajurinkatu 29
70110 Kuopio
kuopio@pam.fi

Lahti

Rautatienkatu 21 B, 3. krs
15110 Lahti
lahti@pam.fi

Oulu

Uusikatu 22
90100 Oulu
oulu@pam.fi

Pori

Isolinnankatu 24, 3. krs
28100 Pori
pori@pam.fi

Rovaniemi

Rovakatu 24 A 10
96200 Rovaniemi
rovaniemi@pam.fi

Tampere

Aleksis Kiven katu 18 B,
3. krs, 33210 Tampere
tampere@pam.fi

Turku

Yliopistonkatu 33 G, 4.
krs
20100 Turku, turku@
pam.fi

Vaasa

Pitkäkatu 38 C
65100 Vaasa
vaasa@pam.fi

Offices with limited opening hours

Hämeenlinna

Turuntie 9 as. 2
13130 Hämeenlinna
Open: Tue, Fri 9–14

Kajaani

Kauppakatu 22 B, 2. krs
87100 Kajaani
Open: Wed 10–15

Kokkola

Kauppatori 2, 2. krs
67100 Kokkola
Open: Wed 9–12 and
13–16

Mikkeli

Vuorikatu 11
50100 Mikkeli
Open: Wed 9–12 and
13–16

Unemployment Fund

PL 93, 00531 Helsinki
Unemployment benefit
advice:
020 690 211
Fax: 020 774 2203
E-mail:
tkassa@pam.fi

Membership advice 020 774 2000

Employment terms advice 020 774 2020

Unemployment benefit advice 020 690 211

Switchboard 020 774 002

Fax 020 774 2039

Internet www.pam.fi

Member services www.pam.fi/pamnet

E-mail pam@pam.fi