

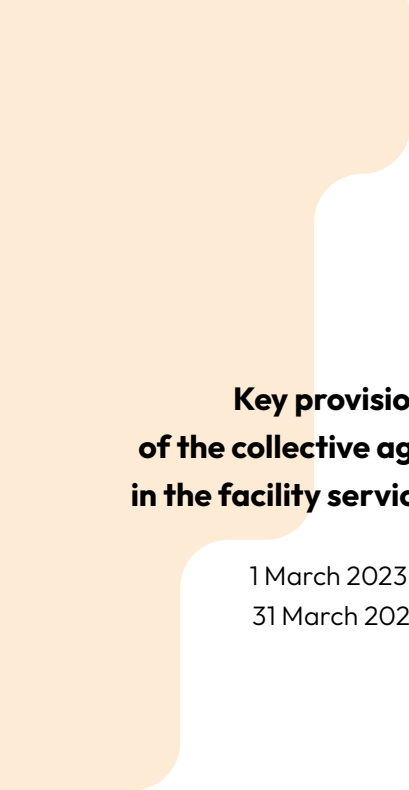
The PAM logo is a red parallelogram with the letters 'PAM' in white, bold, sans-serif font.

PAM

A large, stylized graphic of the letters 'E' and 'S' in white and orange, set against a background of overlapping orange and white shapes.

KEY PROVISIONS OF THE
COLLECTIVE AGREEMENT IN THE
FACILITY SERVICES SECTOR

1.3.2023–31.3.2025



**Key provisions
of the collective agreement
in the facility services sector**

1 March 2023 –
31 March 2025

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Working conditions in the facility services sector

Employees' working and pay conditions are constituted on the basis of labour laws, the collective agreement and the personal employment contract. Collective agreements concluded by labour organisations specify better terms and conditions than the law in many respects. For example, collective agreements specify a five-day working week, whereas the Working Hours Act only requires one day off per week. The Employment Contracts Act does not include any provisions on minimum pay, bonuses for working hours or working conditions, workwear or holiday bonuses. PAM has negotiated better terms and conditions of employment for facility services sector employees than provided by labour laws on their own.

What is PAM?

Service Union United PAM negotiates collective agreements for private service sectors and safeguards the interests of its members.

Membership

Join PAM if you work in a sector that we represent. In addition to other benefits, PAM membership gives you earnings-related unemployment security. The membership fee is 1.5% of gross pay. The membership fee is tax-deductible. Students studying for a career in a sector represented by PAM can join as student members. Student members only pay membership fees on any earnings from employment.

It's easy to join PAM: just go to **www.pam.fi/join** and fill in the form.

What is a collective agreement?

Service Union United PAM has concluded a collective agreement with Real Estate Employers. The collective agreement specifies the minimum terms and conditions of employment, including details of pay, working hours, sick leave and annual holidays. Wages and salaries specified in the collective agreement negotiated by PAM indicate the minimum level that must not be undercut. It is worth bearing in mind that you cannot conclude a personal employment contract on terms and conditions weaker than those agreed in the

collective agreement. The agreement is universally applicable, which means that all employers in the sector are legally required to apply at least these minimum terms and conditions to their employees.

This pocket guide summarises the main provisions of the Collective Agreement for the Facility Services Sector. More detailed provisions are given in the actual collective agreement. If you are a PAM member, you can order the collective agreement free of charge at **pam.fi/tilaukset**. The collective agreement is also available in electronic format at **pam.fi**. If you need additional or more detailed information about terms and conditions of employment, please contact the shop steward at your workplace. You can also call PAM's employment advisory service on 030 100 620.

What is an employment contract?

An employment contract is concluded by an employer and an employee. The terms and conditions of the contract must comply at least with the provisions of the collective agreement. It is also possible to agree terms and conditions of pay and employment that are more favourable to the employee. You should always insist on your employment contract being in writing, even though legally it can also be verbal or electronic (text message or e-mail).

An employment contract is valid for an indefinite period, unless for a legitimate reason it is for a fixed period.

- A fixed-period employment contract can only be made for a legitimate reason or at the employee's initiative.
- In the absence of a legitimate reason, the contract is to be considered valid for an indefinite period (=permanent).

Key elements of the collective agreement

Trial period

- There is no trial period unless specifically agreed in the employment contract.
- A trial period may not exceed 6 months. A trial period may be extended in the event of incapacity for work or family leave in accordance with the Employment Contracts Act.
- In a fixed-term employment contract the trial period may be no longer than half the duration of the employment contract, but not longer than 6 months.
- The employment relationship may be terminated without a period of notice.

Period of notice

When employment is terminated by the employer

Duration of employment	Period of notice
up to one year	14 days
up to 4 years	1 month
up to 8 years	2 months
up to 12 years	4 months
over 12 years	6 months

When employment is terminated by the employee

Duration of employment	Period of notice
up to 5 years	14 days
over 5 years	1 month

Neither party may terminate an employment contract concluded for a fixed period unless, in agreeing the fixed period, termination of employment and a period of notice were specifically agreed.

Working hours

Weekly working hours

- A maximum of 7.5 hours a day and 37.5 hours a week or 8 hours a day and 40 hours a week, in which case the agreement on reduced working hours is applied.

Average weekly working hours

- In a one-week period, working hours may not exceed 9 hours a day and 37.5 or 40 hours a week.
- In a 1–8 week period, working hours can be adjusted so as to average 37.5 or 40 hours a week.
- Working hours may not exceed 9 hours a week without the employee's consent.

Working week

- The working week is a maximum of 5 days.
- If average weekly working hours are applied, the working week shall average 5 days.

Shift lists

- Shift lists must be drawn up for at least one week at a time and notified to the employee at least one week before they begin.
- Workplaces are not to use shifts of less than four hours unless required for a compelling reason or by the employee.
- If using adjustment periods, an adjustment system is to be drawn up in advance during which working hours average no more than 37.5 or 40 hours.
- The adjustment system must specify the working hours for each week and must be notified to the employee at least one week before it comes into effect.

Daily rest time

- Rest time of at least half an hour must be provided in a continuous working day of over 6 hours (so-called meal break).
- One break must be provided in a working day of over 4 hours and 2 breaks (so-called coffee break) in a day of over 6 hours.

On-call duty

- In this provision on-call duty means stand-by in accordance with the Working Hours Act. An employer and an employee may agree on on-call duty. An on-call duty agreement valid for an indefinite period or for over two months must be made in writing.
- The duty employee is required if necessary to perform the work agreed in the on-call duty agreement as well as work that cannot be safely postponed.
- Work performed during on-call duty is to be recompensed in accordance with the provisions of the collective agreement.
- On-call time is not working time, but separate remuneration has to be paid for it. Compensation for on-call duty is at least 126,30€/week as of 1 June 2022.
- For hourly on-call duty, the compensation is at least 1,44 €/hour. On-call duty compensation is not paid for the time work is carried out.

Days off

The following are days off, subject to the uninterrupted provision of services:

- the Saturday of the week in which New Year's Day falls
- the Saturday of the week in which Epiphany falls
- Easter Saturday
- the Saturday of the week in which May Day falls
- the Saturday of the week in which Ascension Day falls
- the Saturday of the week in which Independence Day falls.

Wages increased by 50 per cent are to be paid for work done on the above days off.

Establishment of a part-time employee's working hours

A part-time employee within the meaning of this provision is considered to be an employee other than one comprised by Section 11 of Chapter 1 of the Employment Contracts Act who works less than 37.5 hours a week.

The employer and the part-time employee shall review at least at 12-month intervals whether actual working hours correlate with the working hours required in the employment contract.

If the review demonstrates that working hours are higher than the hours agreed, the employee can ask the employer to change the hours to correspond to the actual working hours. The employer must give a reasoned response to the employee's request.

Determination of pay

An employee's pay is determined in accordance with the pay system either as monthly or hourly pay.

Average hourly earnings

- Average hourly earnings shall be calculated quarterly.

Hourly and daily pay denominator

- Hourly pay is derived by dividing monthly pay by 161.
- Daily pay is derived by dividing monthly pay by 21.5.

Pay for a part-month is calculated

- by multiplying daily pay by the number of working days if less than 13 days
- by deducting pay for days absent from monthly pay if at least 13 working days.

Midweek public holiday compensation

The following are recompensed midweek public holidays:

- New Year's Day
- Epiphany
- Good Friday
- Easter Monday
- May Day
- Ascension Day
- Midsummer's Eve
- Independence Day
- Christmas Eve
- Christmas Day
- Boxing Day

Preconditions for compensation

- Employees paid on a monthly basis are not recompensed separately for midweek public holidays on top of their monthly pay.
- Employees paid on an hourly basis are entitled to compensation for midweek public holidays if the midweek public holiday would have been a working day according to their shift list.

If you fall ill

- Employees must notify their incapacity for work without delay.
- A medical certificate is to be produced if requested.

Payment of wages for sick leave

- Employment relationship has lasted over one month.
- The employee is work incapacitated due to illness or an accident.

Duration of employment

Paid period

at least 1 month but
under 3 years

28 calendar days

at least 3 years but
under 5 years

35 calendar days

at least 5 years but
under 10 years

42 calendar days

at least 10 years

56 calendar days

- Wages are paid for working days in the period.
- If illness begins during a working day or shift, wages are paid to the end of the working day or shift.

Waiting period

A so-called waiting day is not deducted from sick pay if:

- the employment relationship has lasted over two years,
- absence is due to an occupational accident,
- when incapacity for work continues beyond the waiting period in the Health Insurance Act (1+9 days).

Illness of a child aged under 10

- sudden illness, entitled to be absent to care for or arrange care for the child for 1–4 working days on pay
- waiting period as for own illness

Medical appointment

An employee is entitled to go for check-ups and tests without loss of earnings if the reason is

- diagnosis of illness or related laboratory or x-ray tests prescribed by a physician
- cancer treatment
- sudden dental disorder causing work incapacity
- medical and maternity clinic appointments during pregnancy.

Family leave

Pay during pregnancy leave

An employee who is entitled to pregnancy allowance under Section 1 of Chapter 9 of the Health Insurance Act, is paid wages for regular working hours based on average hourly earnings for a continuous period of 40 pregnancy days from the start of pregnancy leave.

Pay during parental leave

A parent who is entitled to parental allowance under Section 5 (1) – (3) of Chapter 9 of the Health Insurance Act is paid wages for regular working hours based on average hourly earnings for the first 36 parental allowance days from the start of parental leave.

Payment of wages is conditional on

- the employee being entitled to pregnancy or parental allowance
- the employment relationship having continued without interruption for at least one year at the start of the leave and the employee returning to work after the family leave.

For an hourly-paid worker whose working hours are less than 37.5 hours a week, daily working hours are determined based on average daily working hours in the 12 months preceding family leave.

Earning annual holiday

Holiday is earned on full holiday credit months if by the end of the holiday credit year (1.4.– 31.3.) the employment relationship has lasted:

- less than one year 2 weekdays
- more than one year 2.5 weekdays.

A full holiday credit month is considered to be a month in which an employee has had 14 working days or days equivalent to working days. For part-time employees who due to their employment contract do not accrue 14 working days in all months, holiday is accrued for those months when they work at least 35 hours.

Holiday bonus

Holiday bonus is 50% of wages for the holiday period, half being paid when going on holiday and the other half together with the wage payment after returning from holiday.

Evening, night and shift work bonuses

Employees other than those in regular shift work are paid an evening bonus for work done between 6 pm and 11 pm and a night bonus for work done between 11 pm and 6 am.

evening bonus	0.73 €
night bonus	1.36 €

A shift bonus is paid to employees in regular shift work as follows:

for evening shifts	0.73 euros per hour
for night shifts	1.36 euros per hour

Payments for eves of public holidays and for Saturdays

- wages increased by 100 per cent are paid for work done on Midsummer's Eve and Christmas Eve.
- wages increased by 50 per cent are paid for work done on the Saturday of the week of New Year's Day, Epiphany, May Day, Ascension Day and Independence Day as well as on Easter Saturday.

Bodily waste bonus

Payment of a bodily waste bonus (cleaning faeces, vomit and blood indoors) is to be agreed locally.

Wages

Wage increases 1.5.2023

The following are increased

- personal monthly wages by 95 euros
- personal hourly wages by € 0.59
- pay scales by 4.4%
- payments for staff representatives by 6.2%.

JOB GRADE	POINTS	MONTHLY WAGE	HOURLY WAGE
1	trainee	1700	10.56
2	17-20	1889	11.73
3	21-24	1984	12.32
4	25-28	2083	12.94
5	29-33	2186	13.58
6	34-38	2296	14.26
7	39-44	2388	14.83
8	45-51	2484	15.43
9	52-58	2582	16.04
10	59-69	2687	16.69

WAGE SCALES FROM 1.5.2023

Wage increases 1.8.2024

The following are increased

- personal hourly and monthly wages by 1.8%
- wage scales by 1.8%.

WAGE SCALES FROM 1.8.2024

JOB GRADE	POINTS	MONTHLY WAGE	HOURLY WAGE
1	trainee	1730	10.75
2	17-20	1922	11.94
3	21-24	2019	12.54
4	25-28	2120	13.17
5	29-33	2225	13.82
6	34-38	2336	14.51
7	39-44	2431	15.10
8	45-51	2528	15.70
9	52-58	2629	16.33
10	59-69	2734	16.98

Training bonus

A training bonus is paid to employees who have completed one of the qualifications below. The bonus is paid from the start of the wage payment month following presentation of an approved diploma.

The training bonus is calculated from the task-specific wage and is a separate component in the wage structure in addition to the task-specific wage. The bonus is paid on top of the personal wage. The training bonus paid is 2% for a vocational qualification in the sector, 3% for a further vocational qualification and 5% for a specialist vocational qualification. The bonus is paid according to the highest qualification completed by the employee.

Qualifications in the sector include:

- Vocational qualification in domestic work and cleaning services
- Vocational qualification in property services
- Vocational qualification in cleaning services (cleaning sector programme only)
- Vocational qualification in building maintenance technology (building maintenance programme only)

- Vocational qualification in horticulture
- Further vocational qualification in plant maintenance
- Further vocational qualification in property services
- Further vocational qualification for park gardeners
- Further vocational qualification for cleaning technicians
- Specialist vocational qualification in property services
- Specialist vocational qualification for park superintendents

The training bonus is paid on the same principles for qualifications other than those listed above provided that the qualification completed is relevant to the employee's work duties.

Emergency-type work

If employees other than those on on-call shifts are called to do unscheduled work after the end of working hours that could not be agreed during working hours, wages increased by 100 per cent are paid for this work, with no additional overtime payments.

Working hours bonuses are paid for emergency-type work at the single rate.

Group senior's responsibility bonus

The group senior's responsibility bonus for supervision time is 1.04 euros/hour.

Movement from one site to another

If in accordance with their employment contract an employee works in more than one site in the same day they are paid full wages for the time spent moving and this is working time.

Pay system

An employee's pay is determined by the complexity of the particular work task. Complexity is assessed in the pay system based on the necessary skills and interaction, responsibility and working conditions of the task. Training bonus is paid in addition to the task-specific wage.

Assessment of the complexity of work is done jointly by the employer and the shop steward. If no shop steward has been appointed in the company, the employees may appoint a representative from among themselves.

The intention of the pay system is that work in a particular company is placed in the correct order based on its complexity.

The assessed complexity of work should correspond to the work's true complexity. If work tasks or conditions change, the complexity of the work is to be re-assessed. Employees are entitled to inspect the descriptions of their work tasks and the assessment of their complexity. The pay scale of the pay system has ten steps, the lowest of which is trainee.

Trainee

A trainee is considered to be a person who does not have the vocational skills or qualifications required for the job and whose performance of work tasks requires supervision. The training period is determined based on the particular task.

Membership services

030 100 600

**Employment advice
for members**

030 100 620

Unemployment Fund

020 690 211

www.pam.fi/join

www.pam.fi



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