



**COLLECTIVE
AGREEMENT FOR
RETAIL SUPERVISORS**

1 Feb 2025–31 Jan 2028

Collective Agreement for Retail Supervisors

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COLLECTIVE AGREEMENT FOR RETAIL SUPERVISORS

Section 1 Scope of the agreement

1. This agreement applies in companies engaged in retail.
2. The agreement applies to retail supervisors covered by the Working Hours Act and cash-and-carry supervisors as referred to in the Collective Agreement for the Commerce Sector.

Section 2 Supervisor

1. Supervisors act as shop managers, the people in charge of shops or departments or in equivalent positions.
2. The supervisor is responsible for the service or other operational readiness of the shop or department within the limits of his/her authority.
3. When the supervisor is on leave, the supervisor's duties should be arranged in a way that enables the purpose of the leave to be fulfilled by, for example, employing a deputy or by any other means organized upon by the employer.

Section 3 Employment contract

The written employment contract shall include the minimum details specified in the pro forma agreement in this collective agreement.

Section 4 Working conditions and times

1. The working conditions are determined in accordance with the provisions applying to sales assistants in the Collective Agreement for the Commerce Sector, with the exceptions set out below.

Meal and coffee breaks

When locally agreed, the meal break may be:

- reduced by no more than 30 minutes, or
- completely eliminated, whereupon the employee shall be able to take a meal during working time.
- agreed between the person and his/her own supervisor.

If operational factors render it impossible to take a meal and coffee break in the agreed or prescribed ways, the supervisor shall decide independently on when to take a break.

2. When preparing the schedule of work shifts, supervisors must be given the opportunity to express their opinions on the length of shifts, the placement of shifts, suitable practices regarding breaks, and the granting of days off and annual leave.
3. Annual leave shall be arranged with the supervisor's wishes in mind, as well as arrangements that contribute to the capacity to cope with work.
4. The actual realisation of leisure time and working time shall be discussed at the initiative of either party.
5. This agreement does not otherwise affect the company-specific working time arrangements for supervisors.

Section 5 Notice period

1. The employer shall comply with the notice period stated in Section 5, Clause 1 of the Collective Agreement for the Commerce Sector:

Duration of continuous employment	Period of notice of termination
No longer than one year	14 days
Longer than 1 year but no longer than 4 years	1 month
Longer than 4 years but no longer than 8 years	2 months
Longer than 8 years but no longer than 12 years	4 months
Longer than 12 years	6 months

2. The supervisor shall comply with the notice period stated in Section 5, Clause 2 of the Collective Agreement for the Commerce Sector:

Duration of continuous employment	Period of notice of termination
No longer than 5 years	14 days
Over 5 years	1 month

3. By way of derogation from clauses 1 and 2, the notice period for both parties can be set at two months by agreement.

If the employer's notice period in accordance with clause 1 is longer than the one-month notice period agreed on the basis of this section, the employer must comply with the longer notice period.

Section 6 Wages

Salaries

1. Supervisors' wages are determined by agreement.
2. The wages of a supervisor with a fixed salary shall be incremented by at least the general raise at the same time as the sales assistants receive a raise.
3. Supervisors' wages shall be increased in such a way that the wages in relation to those of other personnel are not unduly altered.
4. The supervisor's wages must be higher than those of his/her subordinates unless there are justified grounds for deviating from this.
5. The employer and the supervisor shall annually discuss the remuneration and the bases for determining remuneration, such as the application of any remuneration schemes that the employer may use and the bases for any bonuses and/or supplements. A further purpose of this discussion is to enhance the supervisor's understanding of the remuneration system and the associated grounds.

Occupational wellbeing

6. At the end of the remuneration discussion or at a separate time in the workplace, a discussion shall be held concerning the supervisor's ability to cope with the work and the work-related burdens.

Additionally, the discussion will cover:

- the implementation of the leave referred to in Section 2, paragraph 3.
- training and onboarding needs to support the supervisor's competence.
- the adequacy of time and resources allocated to supervisory work, including specifically administrative supervisory tasks.
- the impact of a potential on-call or standby arrangement on the workload of supervisory work.

Call-out pay and work outside regular working hours

7. Call-out pay is determined in accordance with the provisions of the Collective Agreement for the Commerce Sector concerning sales assistants.

If there are compelling reasons for the supervisor to handle work duties outside of regular working hours, the time spent on such work shall count as additional work or overtime and shall not be subtracted from the hours in the averaging system unless otherwise agreed at the supervisor's initiative.

Section 7 Miscellaneous regulations

Social benefits

1. This agreement does not apply to the company's social benefits.

Bylaws

2. The supervisor must comply with the company's applicable bylaws.
3. The bylaws must not conflict with this agreement.

Applicable agreements

4. As part of the Collective Agreement for Retail Supervisors, the agreements made in Section 27 of the Collective Agreement for the Commerce Sector shall apply.

Uniforms

5. The employer shall acquire uniforms for permanent supervisors if the supervisors' working duties so require.

The employer shall look after the uniform unless otherwise agreed with the supervisor for extra remuneration.

Supervisors' shop steward

6. The supervisors may elect a shop steward from among their number.

The Agreement on Shop Stewards, which forms part of the Collective Agreement for the Commerce Sector, shall apply to shop stewards in accordance with Clause 1.

The supervisors' shop steward and the employer shall discuss the arrangements related to job release if necessary. The discussion shall cover topics such as the workload required in supervisory posts, the areas of responsibility, the number of people represented and other considerations.

Supervisors' occupational safety and health representative

7. Supervisors may elect their own occupational safety and health representative and two deputies to the occupational safety and health representative from among their number.

The Occupational Health and Safety Cooperation Agreement, which forms part of the Collective Agreement for the Commerce Sector, shall apply to occupational safety and health representatives in accordance with Clause 1.

The supervisors' occupational safety and health representative and the employer shall discuss the arrangements related to job release if necessary. The discussion shall cover topics such as the workload required in supervisory posts, the areas of responsibility, the number of people represented and other considerations.

Section 8 Disputes

Local grievance procedure

1. Disputes arising from the collective agreement shall be negotiated initially between the employer and the supervisor or between the employer and the shop steward.
2. If no settlement can be reached, a memorandum of the dispute shall be prepared in duplicate, corresponding to the template in this collective agreement.

Inter-federation negotiations

3. The local parties may refer a dispute to the federations for settlement.

Negotiating procedure

4. Local and inter-federation negotiations shall be initiated and conducted without delay.

Labour Court

5. Any dispute that remains unresolved in inter-federation negotiations may be submitted to the Labour Court for settlement.

Section 9 Industrial peace and breaches of the collective agreement

1. All industrial action against this agreement shall be prohibited.
2. The consequences of infringing this collective agreement shall be governed by the Collective Agreements Act that is current at the time of signing this agreement.

Section 10 Duration of the Agreement

1. This agreement shall remain in force until 31 January 2028.
2. After 31 January 2028 the agreement shall continue in force for one year at a time unless written notice of termination is served no later than one month before the end of the validity period.
3. The said notice of termination shall include detailed written proposals for amending the agreement; otherwise the notice of termination shall be null and void.

FORMS



Company

Establishment

Employer or employer's representative who has handled the dispute in the workplace

Position of the employer's representative within the company

Telephone

Email address

Employee affected by the dispute

Employee's job at the company

Telephone

Email address

The employee was represented by the shop steward/chief shop steward during negotiations

Telephone

Email address

Subject of the dispute

Local negotiations on the dispute were held on _____.20____

Negotiators

In regard to the dispute, the following have been contacted:

- ☐ Finnish Commerce Federation
- ☐ Service Union United PAM

The parties have held local negotiations concerning the dispute. No consensus has been reached to resolve the dispute. For this reason, the decision has been taken to refer the matter to the labour market organisations for negotiation.

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Instructions for completing the memorandum of dispute

General

The memorandum of dispute procedure only applies to members of the Service Union United PAM working for member companies of the Finnish Commerce Federation where the employment relationship is subject to the Collective Agreement for Retail Supervisors.

Disputes regarding the working and wage conditions of clerical employees should primarily be resolved in the workplace in compliance with the local order of negotiation set out in Section 8 of the collective agreement. Each party can avail itself of its own union's advisory services during workplace-specific negotiations. The purpose of any support or advice that may be provided by unions is to help the negotiations to flow smoothly and identify a solution to the dispute within the workplace.

The memorandum of dispute should only be completed after a sufficiently thorough local negotiation when the parties wish to have the dispute settled at union level.

Subject of the dispute

The subject of the dispute is described in brief by way of a title, such as the requirement to pay wages during sick leave.

Agreed course of events

The undisputed facts underlying the dispute are described under the course of events. This statement accelerates the unions' handling of the matter as it provides the handling personnel with a rapid overview of the events without them needing to request further clarification. These undisputed background details should be brought to the fore by both parties when requesting their own union's views on the events.

Claims of the local parties, with detailed grounds

The clerical employee must present his/her own detailed demands and grounds for these demands during the local negotiations. The employer's response and grounds for the response are reviewed during the negotiations.

Sending the memorandum to the unions

If the memorandum is not sent to the unions electronically, the parties shall deliver the memorandum with appendices to their own unions.

COMMERCIAL SECTOR EMPLOYMENT CONTRACT

1. PARTIES TO THE EMPLOYMENT RELATIONSHIP	Employer		Place of business or residence
	Employee		Personal ID number
	The above-mentioned employee undertakes to carry out work designated by the above-mentioned employer against reimbursement under the employer's supervision and management and subject to the following terms and conditions:		
2. DURATION OF EMPLOYMENT CONTRACT	The employment shall begin with a trial period of _____ months. The trial period in employment lasting for less than 12 months shall be no longer than half of the duration of the employment contract, in which case the last day of the trial period shall be _____.		
	☐ regular employment The employment begins on _____ and continues until further notice.	☐ temporary employment Temporary employment commencing on _____ and continuing until _____. Reason for temporary employment: _____ or until the following specified task is completed _____ and its estimated duration is until _____.	
3. WORKING TIME	Working time shall be ☐ an average of 37.5 hours per week. ☐ less than 37.5 hours per week, in which case average weekly working time shall be _____ hours. The employee ☐ agrees to do additional work subject to statutory limitations. The remuneration rates stipulated in the collective agreement shall be paid for additional work. The employee ☐ consents to Sunday work as required ☐ does not consent to Sunday work The remuneration rates stipulated in the collective agreement shall be paid for Sunday work.		
4. DUTIES	Duties of the employee (e.g. sales assistant, warehouse worker, clerical employee):		
5. PALKKAUS	The employee's wages on commencing employment shall be determined as follows: Pay scale and seniority: _____ Monthly or hourly wage: _____		
6. ANNUAL HOLIDAY	The annual holiday shall be governed by the Annual Holidays Act and the applicable collective agreement.		
7. PERIOD OF NOTICE	The period of notice shall be governed by the applicable collective agreement.		
8. COLLECTIVE AGREEMENT	The employment shall comply with a collective agreement binding the employer, with current statutes and ordinances, and with the internal guidelines and regulations of the enterprise. Compliance with the regulations of a collective agreement governing sick pay, annual holiday and working time shall continue after the collective agreement expires and until any new collective agreement takes effect.		
9. OTHER TERMS AND CONDITIONS			
10. DATE AND SIGNATURE	This contract has been drawn up in two equivalent copies, one retained by the employer and the other given to the employee. Place of signing _____ Signature of employer _____ Name in block capitals _____ Date _____ Signature of employee _____ Name in block capitals _____		

FURTHER DETAILS:

In accordance with section 4 of chapter 2 of the Employment Contracts Act, the employer also notifies the following key terms and conditions of employment:
 The place where the work will be done: (e.g. all or particular establishments of the enterprise, or certain working areas)

The wage payment period shall be:

The collective agreement binding the employer at the start of employment is:

Other details:

Membership services
030 100 630

**Employment advice
for members**
030 100 625

Unemployment Fund
020 690 211

www.pam.fi

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pam.fi/join