



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

1 February 2020 – 28 February 2022



**PAM**

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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](http://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](http://pam.fi/tilaukset). The collective agreement is also available in electronic format at [pam.fi](http://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

<b>Duration of employment</b>	<b>Period of notice</b>
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

<b>Duration of employment</b>	<b>Period of notice</b>
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

- 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.
- 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.

## 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**

- 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 is to be paid for it of at least 123.84 euros a week or 1.41 euros an hour.

## **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.

### **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.

<b>Duration of employment</b>	<b>Paid period</b>
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**

An employee is paid wages for regular working hours based on average hourly earnings for 3 months for maternity leave and for 6 days for paternity leave.

Payment of wages is conditional on

- the employee being entitled to maternity or paternity allowance
- the employment relationship having lasted continuously for at least one year at the start of the leave and
- the employee returning to work after the family leave.

The daily working hours of an hourly paid employee whose working hours are less than 37.5 hours a week are determined based on the 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.

#### **From 1.4.2018**

evening bonus	0.72 €
night bonus	1.33 €

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

### **From 1.4.2020**

for evening shifts	0.72 euros per hour
for night shifts	1.33 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.

## Collective agreement for employees in the facility services sector 1.2.2020–28.2.2022

### Minimum wages 1.4.2020

<b>JOB GRADE</b>	<b>POINTS</b>	<b>MONTHLY WAGE</b>	<b>HOURLY WAGE</b>
1	trainee	1576	9.79
2	17–20	1752	10.88
3	21–24	1840	11.43
4	25–28	1932	12.00
5	29–33	2029	12.60
6	34–38	2130	13.23
7	39–44	2215	13.76
8	45–51	2304	14.31
9	52–58	2396	14.88
10	59–69	2492	15.48

## Minimum wages 1.4.2021

<b>JOB GRADE</b>	<b>POINTS</b>	<b>MONTHLY WAGE</b>	<b>HOURLY WAGE</b>
1	trainee	1597	9.92
2	17–20	1774	11.02
3	21–24	1863	11.57
4	25–28	1956	12.15
5	29–33	2054	12.76
6	34–38	2157	13.40
7	39–44	2247	13.93
8	45–51	2333	14.49
9	52–58	2426	15.07
10	59–69	2523	15.67

## **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.



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**Membership services**

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**Employment advice  
for members**

030 100 620

**Unemployment Fund**

020 690 211

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