

The collective labour
agreement for Palta's
clerical employees
2025 – 2028

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The english version is a translation of the original in finnish. In case of discrepancy, the finnish version shall prevail.

SIGNATURE PROTOCOL FOR THE RENEWAL OF THE COLLECTIVE LABOUR AGREEMENT FOR PALTA'S CLERICAL EMPLOYEES 2025–2028

**Service sector employers PALTA
Trade Union PRO**

Date: 21 May 2025 (the negotiation result has been approved by the parties' administrations)

Place: Remote access

Present:	Palta	PRO
	Tuomas Aarto	Niko Simola
	Minna Ääri	Minea Pyykönen
	Simopekka Koivu	Katja Laalahti
	Mirella Drushinin	Mika Soininen
		Titta Paananen

The signatory unions have agreed the following on the renewal of the collective labour agreement concerning Palta's clerical employees:

1. Renewal of the collective labour agreement

It was decided to renew the collective labour agreement between the unions concerning Palta's clerical employees in accordance with the negotiation result reached on 16 May 2025.

2. Contract term

The collective labour agreement enters into force on 21 May 2025 and is valid until 29 February 2028, after which it will continue for one year at a time, unless terminated in writing by either party at least two months before its expiry.

During December 2026, the parties will review the achievement of the objectives of the agreement and the economic and employment outlook for the area covered by the collective labour agreement. Based on the assessment, both parties have the option of terminating the collective labour agreement with effect from 28 February 2027. Notice of termination must be submitted in writing to the other contracting party by 31 December 2026 at the latest.

3. Salary settlement

3.1 Salary adjustments in 2025

3.1.1 Local salary settlement

The salary settlement is negotiated locally with the shop steward, taking into account the economic, order book and employment situation of the company or workplace and the cost competitiveness of the market. The employer shall provide the shop steward with the necessary information on the economic situation, order books and employment situation of the company or workplace and their foreseeable development in good time before the start of negotiations. The aim of local negotiations is to find a salary solution that suits the situation and needs of each company or workplace. The aim is also to support incentive-based wage formation, a fair wage structure, gender pay equality and pay progression, and the development of productivity in the

workplace. The information provided in the negotiations is confidential and cannot be used for any other purpose.

Matters to be agreed in the local salary settlement include the method, timing and amount of salary adjustments. The agreement shall be concluded with the shop steward by 15 July 2023, unless an extension of the processing period is agreed. If a local salary settlement cannot be reached by 15 July 2025, the salary increases will be implemented with the increase percentages specified in section 2.3 so that the increases will take effect from 1 July, but they will be paid retroactively no later than in connection with the payment of the August salary.

Information to be provided to the shop steward on the allocation of the local salary settlement

The shop steward has the right to receive a report on the allocation of salary increases within a reasonable period of time after the salary increases, but no later than one month after the implementation of the salary settlement. The report must indicate the number of clerical employees, how many have received the increase, the amount of the average increase and the total amount of salary increases for clerical employees.

3.1.2 Salary adjustment method if no local salary settlement is reached

Across-the-board increase

Monthly salaries and fringe benefits will be increased on 1 July 2025 or from the beginning of the next pay period thereafter by an across-the-board increase of 2.0 per cent.

If the value of a clerical employee's fringe benefits varies during the year (for example, due to a car benefit), the value of the fringe benefit is calculated according to the regular salary of the clerical employee.

Rules of application: The purpose of this provision is to ensure that the value of the variable fringe benefits of a clerical employee corresponds as closely as possible to the normal and regular salary of the clerical employee. This provision applies to situations where a fringe benefit of varying value is paid on top of the agreed monetary salary, in which case the monthly gross salary varies according to the current value of the fringe benefit.

Company- or location-specific instalment

Monthly salaries and fringe benefits will be increased by a company- or location-specific instalment of 0.5 per cent from the beginning of the pay period beginning on 1 July 2025 or soonest thereafter. The instalment is calculated on the April 2025 salaries of clerical employees covered by the collective labour agreement, including fringe benefits. The size of the instalment is determined locally by mutual agreement.

The instalment must be directed to the development of the personal pay element based on the qualifications and performance of the clerical employee. Particular attention should be paid to the development of the salary position of clerical employees whose salary is not in harmony with their qualifications and work performance. The competence and performance of clerical employees must be a guiding factor.

The use of a company- or location-specific instalment must be clarified to the shop steward before allocation. If a shop steward has not been elected, the employer must

make a report to the whole staff group. In the report, the employer states the total euro amount of the instalment to be distributed, the number of clerical employees receiving the increase and the average increase.

3.1.3 Increases in qualification class salaries and euro-denominated bonuses

Qualification class salaries

Qualification class salaries will be increased by 2.5 per cent from 1 July 2025.

Euro-denominated bonuses

The euro-denominated bonuses will be increased by 2.5 per cent from 1 July 2025.

3.1.4 Shop steward remuneration

The remuneration of shop stewards and occupational health and safety representatives will be increased by 2.5 per cent from 1 July 2025.

3.2 Salary adjustments in 2026

3.2.1 Local salary settlement

The salary settlement is negotiated locally with the shop steward, taking into account the economic, order book and employment situation of the company or workplace and the cost competitiveness of the market. The employer shall provide the shop steward with the necessary information on the economic situation, order books and employment situation of the company or workplace and their foreseeable development in good time before the start of negotiations. The aim of local negotiations is to find a salary solution that suits the situation and needs of each company or workplace. The aim is also to support incentive-based wage formation, a fair wage structure, gender pay equality and pay progression, and the development of productivity in the workplace. The information provided in the negotiations is confidential and cannot be used for any other purpose.

Matters to be agreed in the local salary settlement include the method, timing and amount of salary adjustments. The agreement will be concluded with the shop steward by 15 April 2026, unless an extension is agreed.

Information to be provided to the shop steward on the allocation of the local salary settlement

The shop steward has the right to receive a report on the allocation of salary increases within a reasonable period of time after the salary increases, but no later than one month after the implementation of the salary settlement. The report must indicate the number of clerical employees, how many have received the increase, the amount of the average increase and the total amount of salary increases for clerical employees.

3.2.2 Salary adjustment method if no local salary settlement is reached

Across-the-board increase

Monthly salaries and fringe benefits will be increased on 1 June 2026 or from the beginning of the next pay period thereafter by an across-the-board increase of 2.2 per cent.

If the value of a clerical employee's fringe benefits varies during the year (for example, due to a car benefit), the value of the fringe benefit is calculated according to the regular salary of the clerical employee.

Rules of application: The purpose of this provision is to ensure that the value of the variable fringe benefits of a clerical employee corresponds as closely as possible to the normal and regular salary of the clerical employee. This provision applies to situations where a fringe benefit of varying value is paid on top of the agreed monetary salary, in which case the monthly gross salary varies according to the current value of the fringe benefit.

Company- or location-specific instalment

Monthly salaries and fringe benefits will be increased by a company- or location-specific instalment of 0.7 per cent from the beginning of the pay period beginning on 1 June 2026 or soonest thereafter. The instalment is calculated on the March 2026 salaries of the clerical employees covered by the collective agreement, including fringe benefits. The size of the instalment is determined locally by mutual agreement.

The instalment must be directed to the development of the personal pay element based on the qualifications and performance of the clerical employee. Particular attention should be paid to the development of the salary position of clerical employees whose salary is not in harmony with their qualifications and work performance. The competence and performance of clerical employees must be a guiding factor.

The use of a company- or location-specific instalment must be clarified to the shop steward before allocation. If a shop steward has not been elected, the employer must make a report to the whole staff group. In the report, the employer states the total euro amount of the instalment to be distributed, the number of clerical employees receiving the increase and the average increase.

3.2.3 Qualification class salaries and euro-denominated bonuses

Qualification class salaries

Qualification class salaries will be increased by 2.9 per cent from 1 June 2026.

Euro-denominated bonuses

The euro-denominated bonuses will be increased by 2.9 per cent from 1 June 2026.

3.2.4 Shop steward remuneration

The remuneration of shop stewards and occupational health and safety representatives will be increased by 2.9 per cent from 1 June 2026.

3.3 Salary adjustments in 2027, unless the collective labour agreement has been terminated

3.3.1 Local salary settlement

The salary settlement is negotiated locally with the shop steward, taking into account the economic, order book and employment situation of the company or workplace and the cost competitiveness of the market. The employer shall provide the shop steward with the necessary information on the economic situation, order books and employment situation of the company or workplace and their foreseeable development in good time before the start of negotiations. The aim of local negotiations is to find a

salary solution that suits the situation and needs of each company or workplace. The aim is also to support incentive-based wage formation, a fair wage structure, gender pay equality and pay progression, and the development of productivity in the workplace. The information provided in the negotiations is confidential and cannot be used for any other purpose.

Matters to be agreed in the local salary settlement include the method, timing and amount of salary adjustments. The agreement will be concluded with the shop steward by 15 April 2027, unless an extension is agreed.

Information to be provided to the shop steward on the allocation of the local salary settlement

The shop steward has the right to receive a report on the allocation of salary increases within a reasonable period of time after the salary increases, but no later than one month after the implementation of the salary settlement. The report must indicate the number of clerical employees, how many have received the increase, the amount of the average increase and the total amount of salary increases for clerical employees.

3.3.2 Salary adjustment method if no local salary settlement is reached

Across-the-board increase

Monthly salaries and fringe benefits will be increased on 1 June 2027 or from the beginning of the next pay period thereafter by an across-the-board increase of 2.0 per cent.

If the value of a clerical employee's fringe benefits varies during the year (for example, due to a car benefit), the value of the fringe benefit is calculated according to the regular salary of the clerical employee.

Rules of application: The purpose of this provision is to ensure that the value of the variable fringe benefits of a clerical employee corresponds as closely as possible to the normal and regular salary of the clerical employee. This provision applies to situations where a fringe benefit of varying value is paid on top of the agreed monetary salary, in which case the monthly gross salary varies according to the current value of the fringe benefit.

Company- or location-specific instalment

Monthly salaries and fringe benefits will be increased by a company- or location-specific instalment of 0.4 per cent from the beginning of the pay period beginning on 1 June 2027 or soonest thereafter. The instalment is calculated on the March 2027 salaries of the clerical employees covered by the collective agreement, including fringe benefits. The size of the instalment is determined locally by mutual agreement.

The instalment must be directed to the development of the personal pay element based on the qualifications and performance of the clerical employee. Particular attention should be paid to the development of the salary position of clerical employees whose salary is not in harmony with their qualifications and work performance. The competence and performance of clerical employees must be a guiding factor.

The use of a company- or location-specific instalment must be clarified to the shop steward before allocation. If a shop steward has not been elected, the employer must make a report to the whole staff group. In the report, the employer states the total

euro amount of the instalment to be distributed, the number of clerical employees receiving the increase and the average increase.

3.3.3 Qualification class salaries and euro-denominated bonuses

Qualification class salaries

Qualification class salaries will be increased by 2.0 per cent from 1 June 2027.

Euro-denominated bonuses

The euro-denominated bonuses will be increased by 2.4 per cent from 1 June 2027.

3.3.4 Shop steward remuneration

The remuneration of shop stewards and occupational health and safety representatives will be increased by 2.4 per cent from 1 June 2027.

4. Text amendments

4.1 Section 4 of the collective labour agreement: Periods of notice

The protocol entry in paragraph 3 is amended to read as follows:

Protocol entry:

If a clerical employee receives pay during illness under this agreement, the notice of termination shall be deemed to have been given in accordance with chapter 9, section 4, subsection 1 of the Employment Contracts Act.

The provisions of this protocol will be complied with in connection with sick leaves that have begun after the entry into force of the negotiated collective labour agreement for 2025.

4.2 Section 18 of the collective labour agreement: Average regular working hours

Paragraphs 1 and 2 are amended as follows:

1. Based on the right to supervise

The introduction of average regular weekly working hours requires the establishment of a working hour adjustment system at least for a period during which regular weekly working hours are evened out to the average agreed for the sector concerned in the working time format concerned, up to a maximum of 40 hours per week:

- in daytime work for a period of up to 7 weeks when absolutely necessary for the company's operations

Otherwise, the paragraph remains unchanged.

2. Based on the right to supervise work during the seasons

During recurring, seasonal peaks or other foreseeable peaks, working hours may be arranged to be average:

- twice a year, so that it evens out over a maximum of 10 weeks, or
- no more than four times a year so that it evens out over a maximum of six weeks, or
- no more than six times a year so that it evens out over a maximum of four weeks

to the agreed average, maximum 40 hours per week. In this case, the regular daily working hours may not exceed ten hours per day and the regular weekly working hours may not exceed 50 hours. The introduction of average regular weekly working hours requires the establishment of a working hours adjustment plan at least for the period during which regular weekly working hours are evened out.

4.3 Section 33 of the collective labour agreement: Pay during illness and family leave

Paragraphs 2 and 3 of section 5, Family leave, are amended to read as follows:

For a clerical employee who was employed at least 12 months before the birth of the child and who is entitled to pregnancy allowance in accordance with chapter 9, section 1 of the Health Insurance Act (28/2022), the employer pays full salary for 40 weekdays from the start of the pregnancy leave. In addition, the employer pays full salary for the first 32 weekdays to the clerical employee giving birth who is entitled to parental allowance in accordance with chapter 9, section 5, subsection 1 of the Health Insurance Act.

Clerical employees who are not giving birth and who have been employed for at least 12 months prior to the birth of their child and who are entitled to parental allowance in accordance with chapter 9, section 5, subsections 1–3 of the Health Insurance Act shall be paid their full salary for the first 32 working days.

Protocol entry: The provisions of this section shall apply from the date of entry into force of the agreement to those clerical employees who are subject to the amendments to the Health Insurance Act that entered into force on 1 August 2022 and whose entitlement to maternity and parental leave starts from the date of adoption of the collective labour agreement.

If the provisions of the Sickness Insurance Act concerning family leave valid on 31 July 2022 are complied with for a clerical employee or the right to pregnancy or parental leave has started before 20 March 2023, the provisions of the collective labour agreement on maternity and paternity leave valid in the employment relationship on 19 March 2023 shall be complied with.

4.4 Learn and earn – summer internship programme

Section 8 of the pay system of the collective agreement is amended. Paragraph 4 of the "Learn and earn" summer internship programme for young people and trainees will be updated as follows:

A lump sum of EUR 375 in 2025 and EUR 385 in 2026, including holiday pay accrued during the introductory period, will be paid for completing the "Learn and earn" summer internship programme. Statutory social security contributions are paid on the salary depending on the person's age.

5. Implementation of salary adjustments

Pursuant to section 12 of the collective labour agreement, the clerical employee's personal salary (= task-specific pay element + personal pay element) is increased with fringe benefits, but without seniority bonus. If the value of a clerical employee's fringe benefits varies during the year (for example, due to a car benefit), the value of the fringe benefit is calculated according to the regular salary of the clerical employee.

Rules of application: The purpose of this provision is to ensure that the value of the variable fringe benefits of a clerical employee corresponds as closely as possible to the normal and regular salary of the clerical employee. This provision applies to situations where a fringe benefit of varying value is paid on top of the agreed monetary salary, in which case the monthly gross salary varies according to the current value of the fringe benefit.

The pay system is a minimum pay system. The minimum wage is obtained by adding a minimum of two per cent of the personal pay element to the qualification class salary of the job in question.

After the pay increase, it must be checked that the new personal salary of the clerical employee, including fringe benefits, but without seniority bonus, is at least equal to the salary according to the qualification class of the job and the personal minimum of two per cent agreed for the personal pay element. If the salary increased with the across-the-board increase is lower than the minimum level required by the pay system, the personal salary must also be increased to at least the minimum level specified above.

6. Statistical cooperation

It was noted that the parties have agreed in a separate agreement on the provision of statistical data concerning clerical employees to organisations bound by this agreement. At the same time, the shop steward's right to access information has been specified.

7. Employment protection regulations

It was noted that certain provisions on employment protection have been transferred from the agreements on the protection against unjustified dismissal to the collective labour agreement from 27 January 2000 to 31 January 2001. The provisions replace agreements on the protection against unjustified dismissal.

It was agreed that non-compliance with the procedural provisions of the employment protection provisions (sections 5–8) will not result in compensatory fines as referred to in the Collective Agreements Act. Failure to comply with the provisions shall be taken into account when determining the amount of compensation for unjustified termination of the employment contract.

It was agreed that disputes concerning the allocation of the workforce reduction will be subject to a two-year limitation period from the date on which the termination of the employment contract has been served or deemed to have been served in the manner required by the Employment Contracts Act.

8. Scope of the collective labour agreement

It was noted that the text of the agreement on the scope of the agreement has been shortened and updated to the collective labour agreement from 27 January 2000 to 31 January 2001. This wording does not change the interpretation of the scope of the collective labour agreement.

9. Shifts of less than 4 hours

The unions agree that shifts of less than four hours should not be used at the workplace, unless the employee's needs or another justified reason require this.

10. The impact of the Ascension Day week on working hours

It was noted that the working hours during Ascension Day week in 2002 have been reduced by an amount corresponding to the average length of a work shift in those forms of working time, as agreed in the incomes policy agreement between the central organisations in 2001–2002. The arrangement does not apply to uninterrupted 3-shift work or continuous (uninterrupted) forms of working hours where the annual working hours are shorter than 8 hours of daily working hours.

11. Use of temporary workers

Issues related to the use of temporary workers are discussed in a tripartite forum between the government and the central organisations representing employers and employees. After the completion of the survey, the parties will negotiate on issues related to the use of leased labour and agree on any changes to the collective labour agreement caused by the survey.

12. Call instructions

The parties shall note that when an employee is called on work matters during their free time, they shall be compensated for the performance of their duties in accordance with the provisions on call instructions in section 30 of the collective labour agreement.

13. Palta - Pro cooperation agreement

It was agreed that Palta - Pro cooperation agreement will be applied as part of the collective labour agreement for Palta's clerical employees from 1 May 2012.

Section 3 of the Palta - Pro cooperation agreement shall be amended to include the following shop steward remunerations:

Shop steward remuneration

Unless otherwise agreed in industry- or company-specific collective labour agreements, the employer shall pay the shop steward a separate remuneration not included in the monthly salary, the amount of which is for the period 1 July 2025–29 February 2028:

Number of clerical employees	from 1 July 2025	from 1 June 2026	from 1 June 2027
5–9	88	91	93
10–24	117	120	123
25–50	149	153	157
51–100	206	212	217
101 – 200	246	253	259
201–400	293	302	309
401–600	324	333	341
600–	382	393	402

14. Well-being at work and maintaining work ability

Well-being activities at work involve continuous and comprehensive development of work, the working environment, and the work community. Employee well-being creates the prerequisites for successful business. The unions recommend that special attention be paid to employees' work ability and workload.

In order to reduce sickness and sickness-related absences and maintain work ability, workplaces can make use of occupational health care workplace surveys, risk assessments, personnel plans and research data in the field. Based on these, measures are taken as necessary to maintain work ability. In this work, workplaces can utilise the material of the unions.

15. Well-being at work card

As part of promoting well-being at work, the unions recommend completing the well-being at work card in all work communities.

16. Local bargaining

The parties consider it important to develop local bargaining. The parties state that the collective labour agreement allows for local bargaining in an adequate manner. In order to increase local bargaining, the parties will arrange joint training on local bargaining during the agreement period as necessary.

The parties note that the local bargaining referred to in the collective labour agreement does not require union-level approval.

The parties note that the collective labour agreement includes a provision for the possibility of introducing a system similar to a working time bank.

17. Equality in working life

The unions emphasise the importance of drawing up the equality plan referred to in the Equality Act in striving for equality between men and women in the workplace. In companies with at least 30 employees, the employer prepares an equality plan together with the employee representatives and carries out a related salary survey. When preparing the plan and the salary survey, the employer must provide the employee representatives with all necessary information. Unless otherwise agreed locally, the plan is to be updated annually.

The salary survey shall be prepared in such a way that the salary information of individual employees is not made public. Based on the equality plan report and the salary survey included in it, the planned measures to be initiated or implemented to promote equality and achieve equal pay are recorded in the plan.

In order to promote equality, the unions undertake to continuously assess the gender impacts of collective agreement provisions. In the assessment of gender impacts, attention must be paid to regulations that indirectly discriminate against women and men and to situations and structures that lead to inequality. If necessary, joint training and information will be arranged.

18. Identification and assessment of occupational hazards

The employer shall, taking into account the nature of the work and activities, systematically investigate and identify any hazards and risk factors arising from the work, working hours, workspace, other working environment, and working conditions and, if they cannot be eliminated, assess their significance for the safety and health of clerical employees.

When assessing occupational hazards, special attention must be paid to mental overload occurring in clerical employee duties. The results of the assessment and measures are discussed in a cooperation procedure with the relevant clerical employee and/or representatives of the clerical employees.

Upon becoming aware of any workload that may endanger the health of a clerical employee, the employer shall take the necessary measures without delay. The employer must also take immediate action upon becoming aware of inappropriate treatment or harassment in the workplace.

Occupational health care expertise is utilised in the elimination of harms and hazards, if necessary.

19. Continuous negotiation procedure

The parties shall comply with the principle of continuous negotiation procedure. According to this, the parties may take initiatives on matters and projects to be clarified or negotiated during the contract period. The parties are prepared to jointly consider the proposals made and to assess what action, if any, the proposals may give rise to.

20. Reference provisions

Provisions referring solely to the sections of the Working Time Act are not part of the collective labour agreement.

21. Parallel agreements

The parties undertake to ensure that no parallel agreements are made within the scope of application of the collective labour agreement for clerical employees.

22. Validity of the Agreement

The collective labour agreement is valid from 21 May 2025 to 29 February 2028. The term of validity shall then continue for one year at a time, unless it has been terminated

in writing by either party of the signatory unions no later than two months before the end of the contract period.

During December 2026, the parties will review the achievement of the objectives of the agreement and the economic and employment outlook for the area covered by the collective labour agreement. Based on the assessment, both parties have the option of terminating the collective labour agreement with effect from 28 February 2027. Notice of termination must be submitted in writing to the other contracting party by 31 December 2026 at the latest.

Helsinki, 21 May 2025

Service sector employers PALTA

Tuomas Aarto

Minna Ääri

Trade Union PRO

Niko Simola

Minea Pyykönen

COLLECTIVE LABOUR AGREEMENT

GENERAL

1 § Scope of the agreement

The scope of this agreement includes persons employed by the members of the Service Sectors' Trade Union who work in clerical employee duties. In unclear situations, the parties to the collective labour agreement will negotiate on the application of the collective labour agreement in new member companies that have joined Service Sector Employers PALTA.

The scope of the agreement is task-specific, which means that the nature of the employment relationship, the person's level of education, the statistical classification given, the method of payment or the form of remuneration are not decisive for the application of the agreement.

The scope of the agreement covers, among other things, production, research and product development, design, logistics, financial management, human resources management, sales, marketing, information technology, data processing, warehousing, transportation, export and import.

There is no upper educational limit to the scope of the agreement. This means that, for example, clerical employees who have completed higher education, vocational education, or other special education are covered by this agreement, provided that the content of their work falls within the scope of the agreement. Professional skills can also be acquired through practical experience. The supervisory position as such does not exclude the task from the scope of the agreement.

The agreement does not apply to persons who are members of the company's management or who represent the employer in determining the remuneration and working conditions of clerical employees, or persons who have an independent position and administrative, financial or operational responsibility within the company or a significant part thereof, or persons in a comparable position. These may include persons who do not have managerial responsibilities, but who, due to their special expertise and independent position, are comparable to the above-mentioned persons excluded from the agreement.

The salary and working time provisions of the agreement and the travel allowance rule do not apply to those who mainly work on commission, but they must be agreed on separately.

If a clerical employee's duties falling within the scope of this collective labour agreement change in such a way that it results in a change of personnel group, the shop steward must be informed of the change.

Protocol entry:

The unions emphasise the importance of a correct and consistent interpretation of the scope of application provision of the agreement with regard to existing and new clerical employees. If a disagreement arises at the workplace regarding the scope of application of

the agreement, the matter shall be dealt with between the unions in accordance with an expedited negotiation procedure.

If necessary, the parties may jointly hear the representatives of senior clerical employees. At the request of one of the parties, external experts may also be consulted during the negotiations in order to reach a settlement.

Protocol entry:

The upper and lower limits of the agreement are otherwise determined in accordance with section 1 of the collective labour agreements signed between the Finnish Service Sectors Federation (Palvelualojen Toimialaliitto ry) and the Technical Trade Union (Teknisten Liitto TL ry) on 19 December 1997 as well as the Finnish Service Sectors Federation and the Finnish Industrial Employees' Association STL (Suomen Teollisuustoimihenkilöiden Liitto STL ry) on 19 December 1997.

2 § Employment and general obligations

1. Right to supervise

The employer has the right to supervise and distribute work and to employ and dismiss a clerical employee.

2. Freedom of association

The parties affirm that freedom of association and freedom of assembly are inviolable on both sides.

3. Withholding trade union membership fees

The employer shall, in accordance with the clerical employee's authorisation, withhold the membership fees of the clerical employee organisation party to this collective labour agreement and pay them to the bank account designated by the organisation for each pay period. At the end of the calendar year or employment, the employee will be given a certificate for tax purposes showing the amount withheld.

4. Liability insurance and group life insurance

The employer shall take out employer's liability insurance for clerical employees in supervisory positions. The maximum amounts of compensation are EUR 121,140.94 for personal injury, subject to a maximum of EUR 50,456.38 per person, and EUR 25,228.19 for property damage. The employer shall, at its own expense, take out group life insurance for clerical employees in accordance with the agreement between the central organisations.

5. General obligations

The employer shall inform the clerical employee of any changes in their position as early as possible. The employer must inform clerical employees of decisions

concerning their subordinates no later than when such decisions are communicated to the subordinates.

The clerical employee must be familiarised with the work and any changes in it. New clerical employees must also be familiarised with the company and its operating principles, as well as its personnel policy and any rules and regulations.

New clerical employees shall be informed of the applicable collective labour agreement and its negotiation system, as well as the representatives of the employees.

When a clerical employee returns to work after family leave or other long-term absence, the employer must pay attention to any changes that have occurred at work and, if necessary, re-familiarise the clerical employee with their duties. If necessary, training needs are identified and a training plan is drawn up.

6. Work guidance allowance

Work guidance is systematic training in which employees are trained in accordance with a pre-determined and approved plan to familiarise themselves with their workplace and their duties, as well as the hazards present in their work and work environment and how to prevent them.

A clerical employee who is specifically appointed by the employer to familiarise and guide another clerical employee with the work environment and work tasks in addition to their own duties shall be paid a separate supplement of 10% of their personal salary for the time spent on familiarisation and guidance, unless the familiarisation and guidance are included in the duties of the clerical employee providing the guidance. The employer will decide in advance on the duration of the work guidance.

Protocol entry:

The orientation and guidance of employees are part of the normal duties of clerical employees and no additional payment is made for the orientation and guidance of the said persons.

3 §

Amendment of the terms and conditions of employment

The terms and conditions of employment can be changed if both parties agree on it. If no agreement can be reached, the change may be implemented if there are grounds for termination and the notice period is observed. The procedure is therefore the same as when terminating an employment contract.

A clerical employee may be transferred to another position so that their status as a clerical employee remains unchanged. If it constitutes a detriment to their interests, the grounds mentioned above must also apply in this case and the period of notice pursuant to section 4 must be observed.

EMPLOYMENT

4 § Periods of notice

Unless another period of notice has been agreed upon in connection with the termination, the employer must comply with the following when terminating the employment contract:

- 14 days' period of notice if the employment has continued for a maximum of one year,
- one month's period of notice if the employment has continued for more than one year but no more than four years,
- two months' period of notice if the employment has continued for more than four but no more than eight years,
- four months' period of notice if the employment has continued for more than eight but no more than twelve years,
- six months' period of notice if the employment has continued for more than twelve years

Unless another period of notice has been agreed, the clerical employee must comply with the following when terminating the employment contract:

- 14 days' period of notice if the employment has continued for a maximum of five years,
- one month's period of notice if the employment has continued for more than five years

If wished, the employer or the clerical employee may include in the notice period during the holiday season (May 25–September 30) any annual leave earned during the previous holiday year that has not yet been taken.

Protocol entry:

If a clerical employee receives pay during illness under this agreement, the notice of termination shall be deemed to have been given in accordance with chapter 9, section 4, subsection 1 of the Employment Contracts Act.

The provisions of this protocol will be complied with in connection with sick leaves that have begun after the entry into force of the negotiated collective labour agreement for 2025.

5 § Notice of termination

The notice of termination of the employment contract must be delivered to the employer or its representative or clerical employee personally. If this is not possible, the report can be submitted by letter or electronically. Such notice shall be deemed to have come to the attention of the recipient no later than the seventh day after the notice has been sent.

When a clerical employee is on annual leave in accordance with the law or an agreement, or on leave of at least two weeks granted for the purpose of balancing working hours, termination of the employment contract based on a notice

sent by letter or electronically shall be deemed to have been delivered no earlier than on the day following the end of the leave.

6 § Notification of grounds for termination

At the request of the clerical employee, the employer shall without delay notify the clerical employee in writing of the date of termination of the employment contract and the reasons known to the employer for the termination of the employment contract.

7 § Delivery of the notice of termination

The employer must give notice of termination of the employment contract within a reasonable period of time after the clerical employer has become aware of the grounds for termination relating to the clerical employee.

8 § Hearing of clerical employees

Before terminating the employment contract, the employer must allow the clerical employee the opportunity to be heard on the reasons for terminating the employment contract. The clerical employee has the right to be assisted by an advisor when being heard.

9 § Lay-off notice periods

Unless otherwise agreed in connection with the lay-off, the employer must comply with the following when laying off an employee:

- Lay-off notice period of at least 14 days, if the lay-off lasts no longer than 90 days
- One month's lay-off notice period if the lay-off lasts more than 90 days and the employee's employment has lasted more than one year. In employment relationships of a maximum of one year, the 14-day notice period for lay-offs is observed regardless of the duration of the lay-off.

In situations of underemployment, working time adjustment leave is used first, and only if necessary is recourse made to lay-offs.

Exceptional lay-off situations

Cancellation of the lay-off

If new work becomes available to the employer during the lay-off notice period, the lay-off may be canceled before it begins.

Postponement of the lay-off

If (temporary) work becomes available during the lay-off notice period, the start of the lay-off may be postponed to a later date without issuing a new lay-off notice. The transfer can only be carried out once and for a maximum of the amount of work that has arisen during the lay-off notice period.

Interruption of the lay-off

The employer and the clerical employee may also agree to suspend the lay-off for the duration of temporary work, in which case the lay-off shall continue without further notice immediately after the work has been completed. Such an agreement should be made before work begins, and the estimated duration of the temporary work should be clarified at the same time.

10 § Allocation of labour reductions

When assessing the impact of termination or lay-offs for reasons other than those attributable to the employee, primary consideration shall be given to the professional skills and versatility of the employees and the remaining tasks. In addition, attention should be paid to ensuring that no one is discriminated against on the basis of the duration of their employment, gender, or social factors.

11 § Employment leave

Unless the employer and the clerical employee have agreed otherwise after the employer has terminated the employment contract on the grounds referred to in chapter 7, section 3 and 4 or 7 of the Employment Contracts Act, the clerical employee shall be entitled to take leave with full pay during the period of notice to participate in an employment programme referred to in the Act on Public Employment Services (1295/2002), in adult education in accordance with the labour policy referred to in the Act, training and work experience, or to seek employment and attend job interviews on their own initiative or at the initiative of the authorities, or to participate in outplacement training.

The length of employment leave is determined according to the length of the period of notice as follows:

- 1) a maximum of five days in total if the period of notice is a maximum of one month;
- 2) a maximum of ten days in total if the period of notice is longer than one month but no more than four months;
- 3) a maximum of 20 days if the period of notice is longer than four months.

Before taking employment leave or part thereof, the employee must notify the employer of this and the reason for the leave as early as possible and, upon request, provide reliable documentation of the reason for each leave. The use of employment leave must not cause significant harm to the employer.

In addition to the above, clerical employees are entitled to take up to five working days of employment leave for adult education, training, and on-the-job learning in accordance with the employment programme. In order to be eligible for the aforementioned additional employment leave, an employment programme drawn up in cooperation with the employment authorities must be presented to the employer. The programme must include adult education, training or on-the-job learning required for the use of the additional employment leave.

SALARY

12 § Salary

The salary of a clerical employee is a monthly salary. It must be paid in advance on the fixed salary payment day.

In a position where the clerical employee's working hours are not determined in advance, the salary may be agreed to be paid as an hourly wage. The hourly wage is calculated by dividing the wage for the qualification class of the job in question by the hourly wage for the job category, plus a personal pay element, in accordance with the hourly distribution determined in section 21 of the collective labour agreement based on the normal working hours for the job in question.

The salary of a clerical employee consists of a task-specific pay element based on the demands of the position and a personal pay element based on personal competence and work performance. In addition to salary, the clerical employee is paid a separate seniority bonus based on the continuous duration of their employment, which is not included in the pay system.

After six months of employment, the personal pay element must be at least two per cent of the salary for the qualification class in question.

When calculating the across-the-board increase, the monthly salary includes the task-specific and personal pay element as well as fringe benefits, but not seniority bonus, shift work supplements or Sunday work increases.

13 § Qualification class salaries from the introduction of the pay system

The qualification classes (TVL) and the corresponding qualification class salaries (VLP) based on point limits are as follows following the introduction of the new pay system:

Qualification class salaries upon the entry into force of the collective labour agreement

TVL	POINTS	from 1 July 2025	from 1 June 2026	from 1 June 2027
1	-284	1,941	1,997	2,037
2	285-309	2,080	2,140	2,183
3	310-334	2,238	2,303	2,349
4	335-364	2,404	2,474	2,524
5	365-394	2,596	2,671	2,724
6	395-424	2,813	2,895	2,953

7	425–454	3,061	3,150	3,213
8	455–484	3,500	3,602	3,674
9	485–	4,017	4,134	4,217

14 § **Seniority bonus from the introduction of the pay system**

In addition to salary, the clerical employee is paid a separate seniority bonus based on the continuous duration of their employment, which is not included in the pay system.

The seniority bonus is paid monthly from the introduction of the pay system when the collective agreement enters into force.

Duration of employment	from 1 July 2025	from 1 June 2026	from 1 June 2027
5–9 years	€38/month	€39/month	€40/month
10–14 years	€44/month	€45/month	€46/month
15–19 years	€55/month	€57/month	€58/month
20–24 years	€69/month	€71/month	€73/month
25 or more	€80/month	€82/month	€84/month

The seniority bonus is paid from the beginning of the calendar month following the completion of the annual ladder.

Service period refers to the continuous duration of the current employment relationship. Working time directly related to the current employment in different companies controlled by the same company is counted as service years accumulating seniority. In connection with a change of ownership of the company, the service period of employees who are transferred to the new owner as so-called old employees also includes the uninterrupted duration of employment with the former owner.

The seniority bonus is processed in different payroll administration situations, such as annual holiday pay, part-time pay, shift work bonuses, overtime and Sunday work increases, as well as the actual monthly salary.

15 § **Shift, evening and night work allowances**

In shift work, shifts must change regularly and at intervals of no more than four weeks. However, when agreed, clerical employees may work continuously on the same shift. Shift work also includes work where shifts change in such a way

that consecutive shifts overlap by no more than one hour or are separated by no more than one hour, and where shifts change in a predetermined manner.

In shift work, a shift allowance is paid for evening and night shifts when the collective labour agreement enters into force.

Shift work allow- ances	from 1 July 2025	from 1 June 2026	from 1 June 2027
Evening shift	250 cents/h	257 cents/h	263 cents/h
Night shift	459 cents/h	472 cents/h	483 cents/h

A clerical employee in shift work is paid a shift work allowance according to the shift during which overtime is worked. When a clerical employee in two-shift work remains overtime after the evening shift, they are paid a shift work allowance according to the night shift.

When the work is not shift work, overtime or emergency work and the clerical employee has to do it between 6 p.m. and 10 p.m., such work is considered evening work and work performed between 10 p.m. and 6 a.m. is considered night work. Such work shall be paid at the same rate as would have been paid for evening or night shift work if it had been shift work.

When a clerical employee working evening or night shifts stays on after their shift to work overtime, they shall also be paid the evening or night shift allowance determined on the basis of regular working hours for the overtime worked, up to a maximum of 6 a.m.

Shift work allowance can also be paid as a separate fixed monthly compensation. In such cases, the monthly compensation shall be determined on the basis of at least the cent amounts specified in the agreement.

Any shift work allowance payable for overtime and Sunday work shall be paid at the same increased rate as other wages payable for that working time.

16 § Part-time salary

When calculating the amount of part-time salary, the hourly salary is obtained by dividing the monthly salary by the number of regular working hours included in the work shift schedule for the month in question. The concept of monthly salary is the same as when calculating the salary paid for overtime. The absence can also be compensated by the corresponding number of working hours.

The salary for a day or hour of absence varies each month according to the working days or hours included in the month in question:

Monthly working hours in 2025	Working days	37.5 h	40.0 h
January	21	157.5	168
February	20	150	160
March	21	157.5	168
April	20	150	160
May	20	150	160
June	20	150	160
July	23	172.5	184
August	21	157.5	168
September	22	165	176
October	23	172.5	184
November	20	150	160
December (including Finnish Independence Day)	20	150	160

Monthly working hours in 2026	Working days	37.5 h	40.0 h
January	20	150	160
February	20	150	160
March	22	165	176
April	20	150	160
May	19	142.5	152
June	21	157.5	168
July	23	172.5	184
August	21	157.5	168
September	22	165	176
October	22	165	176
November	21	157.5	168
December (including Finnish Independence Day)	21	157.5	168

Monthly working hours in 2027	Working days	37.5 h	40.0 h
January	19	142.5	152
February	20	150	160
March	21	157.5	168
April	22	165	176
May	20	150	160
June	21	157.5	168
July	22	165	176
August	22	165	176

September	22	165	176
October	21	157.5	168
November	22	165	176
December (including Finnish Independence Day)	22	165	176

Monthly working hours in 2028	Working days	37.5 h	40.0 h
January	20	150	160
February	21	157.5	168
March	23	172.5	184
April	18	135	144
May	21	157.5	168
June	21	157.5	168
July	21	157.5	168
August	23	172.5	184
September	21	157.5	168
October	22	165	176
November	22	165	176
December (including Finnish Independence Day)	19	142.5	152

This table can only be used if the question concerns the calculation of part-time pay, if the employee in question is not working in uninterrupted 3-shift work, and if the second day off is a Saturday.

WORKING HOURS

17 § Regular working hours

1. Regular working hours

Regular working hours are a maximum of 7.5 hours per day and 37.5 hours per week.

If a clerical employee works in a production department or workplace where an 8-hour daily and 40-hour weekly working time has been consistently observed, the regular working time shall not exceed 8 hours per day and 40 hours per week.

2. Transition from a 37.5-hour working week to a 40-hour working week

Locally, in accordance with the collective labour agreement negotiation procedure, it may be agreed to transition from a 37.5-hour working week to a 40-hour working week. The agreement must be concluded by the end of the previous

year. The agreement can be terminated annually with a two-month period of notice so that the agreement ends at the end of the calendar year.

When switching to a 40-hour working week, the monthly salary of a clerical employee is increased by 2.7 per cent. When a clerical employee returns to a 37.5-hour working week, their monthly salary will be reduced by 2.6%. After the transition to a 40-hour working week, the agreement on reduced working hours for a 40-hour working week will apply.

3. Reduction of working hours

The provisions on the reduction of working hours for single-shift and two-shift work, intermittent and continuous three-shift work are set out in Annexes 1 to 4.

4. Working week and working day

The working week changes at the start of the first shift on Monday, and the shift period corresponds to the start time of the working week, unless otherwise agreed locally.

5. Flexible working hours

Notwithstanding the provisions of the collective labour agreement concerning the length and scheduling of regular working hours, flexible working hours may be agreed upon so that clerical employees may, within agreed limits, determine the scheduling of their daily working hours. When agreeing on flexible working hours, at least the following must be agreed:

- 1) continuous fixed working hours;
- 2) the daily flexitime limit and the placement of the flexitime;
- 3) the timing of rest periods;
- 4) the maximum accumulation of exceeding and falling short of regular working hours.

In flexible working hours, regular daily working hours are shortened or extended by a flexitime period, which may not exceed five hours, unless otherwise agreed locally. The average weekly regular working hours may not exceed 40 hours during a twelve-month follow-up period, which may be exceeded or fallen short of within the flexitime limits. At the end of the monitoring period, the accumulation of overruns may not exceed 60 hours and the number of underruns may not exceed 20 hours.

In the absence of a shop steward or shop steward, it can be agreed locally with the clerical employees that the accumulation of excesses may not exceed 80 hours at the end of the monitoring period. In the local agreement, the parties must agree in writing on how the balances can be adjusted to 80 hours at the end of the monitoring period and how any balance exceeding 80 hours will be compensated.

Protocol entry:

Palta and Pro consider it good that the framework for flexible working hours is agreed with the shop steward or otherwise together with the personnel.

The employer and the clerical employee may agree that the accumulation of overtime is reduced by the time off given to the clerical employee, including in full days.

6. Staggered working hours

Staggered working hours may be adopted if agreed locally.

7. Training and development events

In addition to regular annual working hours, the employer may assign the clerical employee additional, supplementary, equipment and safety training necessary for the performance of work, or development events organised at the workplace or at a location designated by the employer for the purpose of improving productivity, efficiency, and quality, for a maximum of 16 hours per calendar year.

This time is regular working hours, which can be arranged in addition to the regular annual working hours agreed in the collective labour agreement. A basic salary is paid for the duration of the training or development event.

Training or development events can be carried out so that the work shift is extended by the duration of the training or development event. The training or development event can also be carried out over a whole day. Training or development events cannot be held on public holidays or Sundays.

The aim is to record training or development events in the training plan. Training and development events are aimed to be announced within the framework of the work schedule and, in any case, well in advance so that employees can make arrangements to attend.

8. Flexible working hours

The adjustment period for flexible work pursuant to section 13 of the Working Time Act is a maximum of 26 weeks. No working time-related bonuses or compensation shall be paid for flexible working hours insofar as the employee is free to decide on the distribution of working hours and the place of work.

18 § Average regular working hours**1. Based on the right to supervise**

The introduction of average regular weekly working hours requires the establishment of a working hour adjustment system at least for a period during which regular weekly working hours are evened out to the average agreed for the

sector concerned in the working time format concerned, up to a maximum of 40 hours per week:

- in daytime work for a period of up to seven weeks when absolutely necessary for the company's operations
- in intermittent two-shift work for a maximum period of nine weeks
- in intermittent and uninterrupted three-shift work and continuous shift work for a maximum period of one year

Regular daily working hours may not exceed 8 hours.

In both shift and day work, the adjustment period must include an average of two days off per week.

2. Based on the right to supervise work during the seasons

During recurring, seasonal peak hours or other work peaks known in advance, working hours can be arranged as an average:

- twice a year so that it evens out over a maximum of ten weeks, or
- no more than four times a year so that it evens out over a maximum of six weeks, or
- no more than six times a year so that it evens out over a maximum of four weeks

to the agreed average, maximum 40 hours per week. In this case, the regular daily working hours may not exceed ten hours per day and the regular weekly working hours may not exceed 50 hours. The introduction of average regular weekly working hours requires the establishment of a working hours adjustment plan at least for the period during which regular weekly working hours are evened out.

3. Local bargaining

By local agreement, working hours can also be arranged so that they are on average the daily and weekly working hours specified in the collective labour agreement. The adjustment period is a maximum of one year. Working hours can also be evened out to these amounts by giving employees whole days off in addition to weekly rest days.

By local agreement, regular daily working hours may be no more than 12 hours. In this case, the maximum amount of regular weekly working hours is 50 hours. If work is performed on more than five days per week, the regular weekly working time shall not exceed 48 hours. If a maximum daily working time of more than 10 hours has been agreed, an individual clerical employee has the right, for justified personal reasons, to comply with their previous working hours and return to basic working hours. In this case, the employee must notify the employer at least three days in advance, unless otherwise agreed locally.

If employment under this working time arrangement ends or salary payments are suspended during the adjustment period, any hours worked in excess of or

less than normal regular working hours shall be paid or deducted from the salary in accordance with the basic salary.

The work shift schedule must be drawn up for at least three weeks at a time. It must state the start and end time of the work.

19 § Work shift schedule and working time adjustment system

A work shift schedule must be drawn up at the workplace, if this is possible with regard to the quality of the work. The work shift schedule must indicate the start and end times of daily regular working hours, the length and time of the meal break and the weekly days off.

Permanent changes to the work shift schedule or the working time adjustment system must be notified to the relevant clerical employees and shop stewards as early as possible and no later than two weeks before the change takes effect. If the change affects several clerical employees or otherwise a significant part of the personnel, the change must be negotiated with the shop steward in advance.

Temporary exceptions to the work shift schedule or the system for adjusting working hours shall be notified to the relevant clerical employees as early as possible and no later than three days before the change takes effect, unless it is emergency work. If the change concerns a department or similar functional entity, the shop steward shall also be notified.

Deviations from the aforementioned notice periods may be agreed locally.

20 § Additional work

Additional work refers to work that is performed at the employer's initiative and with the consent of the clerical employee beyond the agreed working hours, but without exceeding the maximum regular working hours stipulated by law.

Additional work shall be paid at the hourly rate without any increase, unless compensation for additional work in the form of time off has been agreed upon. The basic hourly wage payable for additional work is calculated in the same way as overtime pay.

However, clerical employees whose regular working hours are 7.5 hours per day and 37.5 hours per week shall be compensated for additional work exceeding the daily or weekly working hours specified in the work shift schedule in accordance with the agreed compensation for daily or weekly overtime. Additional work is not overtime work.

21 § Overtime work

1. The concept of overtime and the review period for the maximum amount of overtime

Overtime is defined as work performed at the employer's initiative and with the consent of the clerical employee in addition to the maximum regular working hours specified by law.

When using average working time, overtime is work performed in addition to regular working hours in accordance with the working time adjustment system, but not to the extent that the working time is on average less than 8 hours per day and 40 hours per week.

If, for certain reasons, a clerical employee has been unable to work the number of hours corresponding to their regular weekly working hours and is required to come to work on a day off according to the work schedule, the work performed on the day off shall be compensated in accordance with the agreement on weekly overtime.

The mentioned reasons are:

- illness,
- accident,
- travel carried out at the employer's order,
- a lay-off for financial or production reasons,
- taking leave granted for the purpose of reducing the annual working time to 40 hours per week, or
- participation in vocational training or cooperation training organised by the employer or referred to in the cooperation agreement between the parties.

If the work performed by a clerical employee continues beyond the end of a day or work shift, it shall be considered part of the previous day's work for the purposes of calculating additional work and overtime compensation until the clerical employee's regular work shift normally begins..

If the work performed by a clerical employee continues beyond the end of a day or work shift, it shall be considered part of the previous day's work for the purposes of calculating additional pay and overtime pay until the clerical employee's regular work shift normally begins. These hours shall then not be taken into account when calculating the regular working hours for the latter day.

The adjustment period for the maximum amount of working time is a maximum of 12 months.

2. Overtime compensation

Daily overtime shall be paid at a rate of 50 per cent for the first two hours and 100 per cent for subsequent hours. For weekly overtime, the first eight hours shall be paid at a rate of 50 per cent above the normal wage, and subsequent hours at a rate of 100 per cent above the normal wage.

Daily overtime worked on Saturdays and on the eve of public holidays and special days shall be paid at a rate increased by 100 per cent for all hours worked.

For weekly overtime worked on Easter Saturday, Midsummer Eve, and Christmas Eve, all hours worked shall be paid at a rate increased by 100 per cent.

Overtime pay or the entire salary for overtime may be paid as a fixed monthly allowance or exchanged for equivalent time off, if agreed with the clerical

employee concerned. Time off must be granted and taken within six months of the overtime being worked.

3. Overtime dividers and basic salary

When calculating the increased pay for overtime, the basic pay shall be calculated by dividing the monthly pay including fringe benefits by 160 when the regular working time is 40 hours per week, and by 158 when the regular working time is 37.5 hours per week. If regular working hours are different, the number of hours actually worked per month on average for regular work, calculated accordingly, shall be used as the divisor.

For intermittent three-shift work, the monthly salary is divided by 155, and for continuous three-shift work, it is divided by 149.

When calculating the basic salary, in addition to the monthly salary, the following must be taken into account: length-of-service allowance, the monetary value of any fringe benefits, commission, production bonuses, and substitution compensation, but not shift work allowances, compensation for regular Sunday work, or temporary exceptional compensation such as overtime, Sunday work, and additional work compensation.

4. Meal facilities

If a clerical employee remains at work after the end of their regular working hours to perform overtime that is expected to last at least two hours, it is reasonable to allow them to take a break or eat a meal during their work.

5. Starting and finishing work

When starting and finishing work results in daily overtime, compensation must be paid. For this reason, it is necessary to identify locally the tasks in which starting and finishing work occurs. At the same time, it should also be clarified how the work in question will be compensated in each case.

Example of overtime calculation

Mon	Tue	Wed	Thu	Fri	Sat	Sun
8	8	8	10	8	1.5	10
counting all weekly work hours				53.5 hours		
from the previous is deducted the daily total number of overtime hours (Thu and Sun)				4.0 hours		
				49.5 hours		
from the remainder the following is deducted:						
regular working hours of the work shift schedule				40.0 hours		
weekly overtime				9.5 hours		

Daily overtime is paid at a rate increased by 50 per cent (Thursday). However, if weekly overtime has already accumulated to eight hours, the daily overtime worked shall be paid at a rate increased by 100 per cent. In other words, the pay for the last two hours of Sunday is increased by 100 per cent.

Overtime work during the week is paid at a rate increased by 50 per cent for the first eight hours and 100 per cent thereafter. So, hours on Saturday and the first 6.5 hours of Sunday are increased by 50 per cent, and the next 1.5 hours of Sunday are increased by 100 per cent.

In addition to other pay, work performed on Sundays is compensated with a simple basic salary for all 10 hours as a Sunday work bonus.

In addition, weekly time off must be granted at a later date or compensation paid for weekly time off in accordance with the provisions set out in section 29 below.

For compensation for additional work, see section 20 of the agreement. For working hours during public holiday weeks, see section 24. For overtime worked on the eve, see section 21 of the agreement.

22 § Days off

The second day off per week may be a fixed day of the week (Saturday or, if this is not possible, Monday) or a variable day of the week, provided that work is performed on at least six days per week.

If the work follows an average weekly working time, days off shall be scheduled so that there are enough days off during the period to even out the working hours to a regular weekly working time.

If days off cannot be planned in advance, notification of adjustment leave must be given at least one week in advance.

23 § Public holiday weeks

The regular working hours on Saturday and the eve of a public holiday falling on a weekday during a public holiday week are the same as on other weekdays.

However, in daily and two-shift work, the following days are also days off: New Year's Day, the Saturday of Epiphany week, Easter Saturday, the Saturday after Easter, the Saturday of May Day week, the Saturday of Ascension Day week, Midsummer's Eve, the Saturday of Independence Day week, Christmas Eve, and the Saturday after Christmas.

During these days, work shall be compensated by days off during regular working hours or, if this is not possible, by monetary compensation such as overtime pay. Questions regarding the method of compensation must be clarified in advance.

Working hours of public holiday weeks

Year 2025		
1st week	New Year's Day week	4 days
2nd week	Epiphany week	4 days
16th week	week before Easter	4 days
17th week	the week after Easter	4 days
18th week	May Day week	4 days
22nd week	Ascension Day week	4 days
25th week	Midsummer week	4 days
49th week	Finnish Independence Day week	5 days
52nd week	Christmas week	2 days

Year 2026		
1st week	New Year's Day week	4 days
2nd week	Epiphany week	4 days
14th week	week before Easter	4 days
15th week	the week after Easter	4 days
18th week	May Day week	4 days
20th week	Ascension Day week	4 days
25th week	Midsummer week	4 days
49th week	Finnish Independence Day week	5 days
52nd week	Christmas week	3 days
53rd week	New Year's Day week	4 days

Year 2027		
1st week	Epiphany week	4 days
12th week	week before Easter	4 days
13th week	the week after Easter	4 days
17th week	May Day week	5 days
18th week	Ascension Day week	4 days
25th week	Midsummer week	4 days
49th week	Finnish Independence Day week	4 days
51st week	Christmas week	4 days
52nd week	New Year's Day week	5 days

Year 2028		
1st week	Epiphany week	4 days
15th week	week before Easter	4 days
16th week	the week after Easter	4 days
18th week	May Day week	4 days
21st week	Ascension Day week	4 days
25th week	Midsummer week	4 days
49th week	Finnish Independence Day week	4 days
51st week	Christmas week	5 days
52nd week	the week after Christmas	3 days

A clerical employee who has worked more than the working hours required for the public holiday week shall be compensated for the excess hours as agreed for weekly overtime, unless it is to be compensated as daily overtime. However, this does not apply to continuous shift work with a different system for adjusting working hours.

25 § Sunday work

Sunday work refers to work performed on Sunday, other church holidays, May Day and Finnish Independence Day. In addition to the salary for that time, a simple basic salary shall be paid as a Sunday work bonus.

If work performed on Sunday is overtime or extra work, compensation shall be paid in addition to this in accordance with the relevant provisions on overtime and additional work.

Sunday work bonus or full pay for Sunday work may be paid as a fixed monthly allowance or exchanged for equivalent time off, if agreed with the clerical employee concerned. Time off must be given and taken within six months of performing the work.

26 § Flexible leave

Locally, it is possible to agree on a bonus for additional work, overtime, and Sunday work, or payment of the full salary for the period in question, reduced working hours, or holiday pay converted into flexible leave. In other respects, the flexible leave is subject to the savings leave provisions of the Annual Holidays Act. The time of the flexible leave must be agreed. No holiday bonus is paid for flexible leave.

27 § Daily rest period

When the working time in day work exceeds six hours, the employee must be given at least one regular rest period of at least one hour during the working

time. However, it can be shortened to half an hour if locally agreed. A clerical employee has the right to leave the workplace freely during rest periods.

If the working time in shift work or period-based work is longer than six hours, the clerical employee must be given a rest period of at least half an hour or the opportunity to eat during the work.

Working time includes all the time during which an employee is tied to their work or required to be at their workplace, but does not include breaks during which they have both the right and the practical possibility to leave the workplace.

The parties recommend that employees be given the opportunity once a day, at a time that is most convenient for them in relation to their work, to have coffee or refreshments during their work, in such a way that this causes as little disruption as possible to the work.

28 § Daily rest period

A clerical employee must be given at least eleven hours of uninterrupted rest during the 24 hours following the start of each work shift. If the nature of the work requires it and the employee agrees, the employer and the shop steward may agree on a temporary reduction in the daily rest period. However, the daily rest period must be at least seven hours.

The provisions of this section may be deviated from if the regular working time is no more than three hours per day.

If required by work arrangements or the nature of the work, temporary deviations from the above may be made, but for no more than three consecutive daily rest periods at a time.

The exceptions are as follows:

- when the clerical employee's shift changes,
- if work is performed in several shifts per day,
- if the employee's place of work and place of residence or their different places of work are far apart,
- in seasonal work to smooth out unpredictable peak hours,
- in the event of an accident or risk of accident,
- in security and guard work that requires constant presence to protect property or persons,
- in work that is necessary to ensure the continuity of operations, and
- when a clerical employee is needed for emergency work, the provision of paragraph 1 may be deviated from.

However, if the daily rest period has been shortened on the basis of the above, the rest period must be at least five hours. Clerical employees shall be given compensatory rest periods for reduced daily rest periods in connection with the following daily rest period or, if this is not possible for compelling reasons related to work arrangements, as soon as possible, but within 14 days.

Weekly time off

If possible, the clerical employee must be given a continuous weekly leave of at least 35 hours for Sunday. However, the aforementioned weekly time off may be granted at other times during the week if, due to the nature of the work, it is necessary to work on all days of the week or if the employee is temporarily needed to work on Sunday to ensure the regular running of the business.

Weekly rest may also be arranged for an average of 35 hours during a 14-day period. Rest periods must be at least 24 consecutive hours during each 7-day period. Weekly rest is also considered to have been taken when it is divided into two seven-day periods, provided that the majority of the weekly rest falls within the seven-day period in question.

However, in continuous shift work, weekly time off must be arranged so that, over a 12-week period, there is an average of at least 35 hours per week and at least 24 hours at a time.

The provisions of this section concerning weekly free time may be deviated from when

- the regular working hours of a clerical employee are a maximum of three hours per day,
- a clerical employee is needed in emergency work,
- the technical quality of the work does not allow some clerical employees to be completely released from work, or
- a clerical employee is temporarily needed for work during their weekly time off to maintain the regular course of work performed in the company.

Compensation for weekly time off

The clerical employee shall be compensated for this work performed during their temporary weekly free time by reducing their regular working hours as soon as possible, but no later than three months after the work has been performed.

With the consent of the clerical employee, such work may also be compensated in full in cash, whereby the clerical employee shall be paid, in addition to their monthly salary, their basic salary for the time spent on the work, increased by 100%, as well as the overtime and Sunday work bonuses required by this agreement, if overtime or Sunday work is involved.

Unless otherwise agreed, a weekly rest day is considered to be a Sunday in daytime work and in interrupted shift work and the last day off of the week in other work in accordance with the working time adjustment system.

Temporary work performed during weekly free time must also be compensated if the employee has been absent from work during the same week due to illness or accident. During the week in which the corresponding time off is granted, regular working hours are the weekly working hours in accordance with the working time adjustment system, reduced by the number of hours of time off granted.

30 § Stand-by and call instructions

If, according to the agreement, a clerical employee is required to remain at home or elsewhere on call, from where they can be called to work as necessary in the agreed manner, they shall be paid half of their regular basic salary for the time during which they are required to remain on call without performing work. However, stand-by compensation shall be paid for at least four hours of stand-by time. Local agreements on stand-by compensation may also apply.

Stand-by time is not considered to be part of working hours, and stand-by time is never considered overtime. No additional increase shall be paid for stand-by duty on public holidays or weekly rest days, nor any evening or night work bonus for stand-by duty after 6 p.m.

If a clerical employee on stand-by is called to work, they shall be paid for the time spent at work in accordance with the other provisions of the agreement. No stand-by compensation or compensation for emergency work is paid for working hours.

Rules of application:

Stand-by duty must be agreed upon with the relevant clerical employee in such a way that no disagreement can arise afterwards regarding the nature and duration of the commitment in question.

In the case of stand-by duty tied to a specific location, the stand-by time per calendar month may not permanently exceed 150 hours, unless otherwise agreed locally.

Call instructions

When a clerical employee's duties include, as a normal part of their job, giving specific instructions by phone during their free time when the company needs it, this should be taken into account in the clerical employee's total pay or as a separate bonus, as agreed locally.

31 § Emergency work

Emergency work is work that is performed on the basis of an emergency call and requires the clerical employee to leave their place of work and return to work outside their regular working hours before the start of their next regular shift, but no later than 24 hours after receiving the call.

The amount of the emergency call allowance is determined on the basis of the time of the call as follows:

- two hours' basic salary if the call is given during regular working hours by 4 p.m. or after working hours before 9 p.m., and
- three hours' basic salary if the call is given between 9 p.m. and 6 a.m.

If a clerical employee is called to work in such a way that they are unable to use public transportation, they will be reimbursed for their travel expenses upon presentation of a receipt.

In addition to the emergency allowance, the clerical employee receives normal pay for their work and overtime compensation if the work is overtime. An hour's salary is paid for emergency work of less than one hour. However, emergency work performed between 9 p.m. and 6 a.m. on the basis of a call shall be paid at 100 per cent of the basic salary, including any overtime bonuses.

Work of an emergency nature cannot be compensated for by reducing the regular working hours of the clerical employee.

In cases of stand-by duty in accordance with section 30 of the agreement, the provisions on emergency work shall not apply.

TRAVELLING

32 § Travel allowances

1. Obligation to travel and compensation

The clerical employee is obliged to undertake any travel required by their work duties. The trip must be undertaken in an appropriate manner so that it does not take longer or incur costs beyond what is strictly necessary for the performance of the duties.

The employer shall reimburse all necessary travel expenses, including the cost of travel tickets, luggage costs and, if the trip takes place during the night, the cost of sleeping accommodation. Reimbursement of travel expenses and other details related to the trip must be agreed upon before departure, if necessary.

2. Start and end of the trip

The trip is considered to have started when the employee leaves their place of work or, if separately agreed, their home before the start of regular working hours. The trip is considered to have ended when the employee returns to their place of work or directly to their home after the end of their regular working hours. The days that make you eligible for the daily allowance are counted from when your trip starts to when it ends. Provisions on travel time pay do not affect the calculation of travel days.

3. Domestic travel expenses and daily allowances

Domestic travel expenses are reimbursed in accordance with the Tax Administration's current decision on daily allowances, mileage allowances, and accommodation costs.

Title	Pre-condition	2025
Full daily allowance	more than a 10- hour travel	€53
Full daily allowance	the last full day of travel is exceeded by at least 6 hours	€53
Partial daily allowance	more than 6 hours travel	€24
Partial daily allowance	the last full day of travel is exceeded by at least 2 hours	€24
Half of the full daily allowance	two free meals	€26.50
Half of the partial daily allowance	one free meal	€12

Meal allowance

When a clerical employee is unable to eat in the employer's canteen or at home during their meal break due to the nature of their work, and the work is not carried out at the company's premises or at another company location in the same locality or nearby, where there are normal meal facilities, the clerical employee shall be paid a meal allowance of EUR 13.25. In these cases, no daily allowance is paid.

Mileage allowance

If the use of own car has been agreed upon, compensation will be paid for this:

	2025
Mileage allowance for use of own car	59 cents/km
Increase for additional person or equivalent amount of goods	4 cents/km
Increase for a trailer	10 cents/km

Accommodation compensation

In addition to the daily allowance, accommodation expenses shall be reimbursed in accordance with receipts provided by the accommodation provider.

	2025
No accommodation invoice; night travel allowance	€16/night

No night travel allowance shall be paid in cases where free accommodation has been arranged by the employer.

Rules of application:

In some cases, it may be difficult to determine whether the half-day allowance rule or the meal allowance rule applies:

A few examples:

- 1) An employee travels by bus from their workplace on the other side of Jyväskylä to the city centre on business. On their way back, they take care of something at the city office. The clerical employee left at 9 a.m. and is back at work at 1 p.m. – compensation EUR 13.25 (one meal).
- 2) The clerical employee leaves from Helsinki to Espoo at 11 a.m. and returns to work at 4 p.m. – compensation EUR 13.25 (one meal).
- 3) The clerical employee leaves from Helsinki to Espoo at 11 a.m. and returns to work/home at 6:30 p.m. - compensation EUR 27 (two meals).
- 4) The clerical employee departs from Tampere to Turku by air at 8 a.m. and returns at 3 p.m. – compensation EUR 24 (travel).
- 5) Varkaus-Kuopio-Varkaus from 7 a.m. to 7 p.m. – compensation EUR 53 (travel).

4. Travel expenses abroad and daily allowances

For travel abroad required by work duties, a daily allowance for travel abroad shall be paid in accordance with the decision of the Tax Administration in force at the time. When accommodation is required during the trip, accommodation costs will be reimbursed in accordance with receipts, in addition to the daily allowance, up to the maximum amounts specified in the Tax Administration's decision.

When the time spent on a trip abroad exceeds the last full travel day by more than 10 hours, the clerical employee shall be paid the full daily allowance for travel abroad for such incomplete day, and when the time exceeds 2 hours but is no more than 10 hours, half of the daily allowance for travel abroad shall be paid. The daily allowance payable for a partial day is determined on the daily allowance for travel abroad payable for the last full day of travel.

If the total time spent on a business trip abroad is less than 24 hours but at least 10 hours, the clerical employee shall be paid the full daily allowance determined for the country in question.

In the event of significant changes in exchange rates due to devaluation, revaluation or other currency arrangements, the unions shall agree on any changes to daily allowances and hotel allowances that may arise as a result.

5. Secondments

If the work requires a continuous stay of at least 2 weeks in the same location, it is a short-term secondment. If the work takes at least two months, it is considered a long-term secondment.

In such cases, the amount of daily allowances may be agreed locally, taking into account local conditions and any measures taken by the employer in view of the stay.

6. Number of hours required by the work shift schedule and daily pay guarantee

Work performed during a travel day within the limits of the number of hours required by the work shift schedule is counted as regular working time. Any additional and overtime work shall be compensated for in accordance with this agreement. If the number of working hours required by the work shift schedule cannot be completed within the same day, the clerical employee's monthly salary shall not be reduced for this reason.

7. Travel time allowance

When a clerical employee travels on the employer's orders during their free time as specified in the work shift schedule, they shall be paid their basic salary for the time spent travelling, up to a maximum of 8 hours on a working day and 16 hours on a day off. Full half-hours are counted as travel time. Travel time is not counted as working time.

This benefit can also be implemented by locally agreeing on a separate fixed monthly compensation.

When the employer pays for accommodation for an employee, no compensation shall be paid for the time spent travelling between 9 p.m. and 7 a.m.

When calculating the fulfilment of regular weekly working hours as a basis for calculating weekly overtime, the hours spent travelling shall also be taken into account up to the maximum amount of regular daily working hours specified in the work shift schedule on those days of travel on which the regular daily working time would not otherwise be fulfilled. However, these hours are not counted as actual working hours.

When a clerical employee's normal duties require frequent travel, or when the nature of the clerical employee's duties allows them to decide on their own travel arrangements and working hours, no compensation shall be paid for the time spent travelling.

Instead of the daily allowances and meal allowances mentioned above, a separate allowance payable in connection with a fixed monthly salary may be agreed with the clerical employee referred to in this subsection.

8. Travel policy

A travel policy can be established for the workplace by local agreement. The travel policy may deviate from the provisions of this section, provided that the compensation for travel as a whole corresponds to the level pursuant to this section.

SOCIAL PROVISIONS

33 § Pay during illness and family leave

1. Payroll liability

If a clerical employee is unable to work due to illness or accident and has not caused their incapacity to work intentionally, through criminal activity, reckless lifestyle, or other gross negligence, they shall be entitled to receive their salary with benefits in kind at the rate they would have earned during regular working hours while at work, as follows:

The employment has continued without interruption	Salary
one month but less than one year	for four weeks
one year but less than five years	for five weeks
five years or more	for three months

If the employment has continued for a maximum of one month without interruption, pay during illness shall be paid at 50% of the salary in accordance with chapter 2, section 11 of the Employment Contracts Act.

In this context, a month refers to a period of 30 days (legal month), four weeks to a period of 28 days, five weeks to a period of 35 days, and three months to a period of 90 days.

If a clerical employee has concealed their illness from their employer when entering into an employment contract, the employer is not obliged to pay salary for the period of illness.

2. Recurrence of the same illness

If the clerical employee's incapacity for work due to the same illness recurs within 30 days of the date on which the employer last paid pay during illness, the employee shall not be entitled to a new period of pay during illness in accordance with paragraph 1, but pay during illness shall be paid for a maximum of the period specified in paragraph 1.

If the employer's obligation to pay wages has already been fulfilled during the previous period of incapacity for work, the employer shall nevertheless pay wages for one day's waiting period in accordance with chapter 8, section 7, subsection 2 of the Health Insurance Act. The decision as to whether it is the same or a different illness is made by the health insurance office.

3. Duty to notify and medical certificate

Clerical employees are obliged to notify their employer without delay of any incapacity for work due to illness and of the estimated date of its end.

If the employer so requires, the clerical employee must present a medical certificate issued by the company's occupational health physician or another physician approved by the employer regarding their illness. If the employer does not accept the medical certificate presented by the clerical employee and refers the clerical employee to another designated doctor for examination, the employer shall reimburse the clerical employee for the cost of the medical certificate.

4. Self-reporting procedure related to sick leaves

In addition to requiring a doctor's or nurse's certificate, the employer may introduce a procedure whereby the supervisor may, on the basis of the clerical employee's own notification, waive the requirement for a doctor's or nurse's certificate in the event of short-term sick leave.

The introduction of such a procedure may also be agreed locally.

The instructions for the procedure must be confirmed in writing before the system is put into use. The procedure only applies to the clerical employee's own illness, unless otherwise agreed locally.

5. Family leave

A clerical employee shall be granted pregnancy leave, special pregnancy leave, and parental leave for the period for which the clerical employee is entitled to pregnancy allowance, special pregnancy allowance or and parental allowance under the Health Insurance Act.

For a clerical employee who was employed at least 12 months before the birth of the child and who is entitled to pregnancy allowance in accordance with chapter 9, section 1 of the Health Insurance Act (28/2022), the employer pays full salary for 40 weekdays from the start of the pregnancy leave. In addition, the employer pays full salary for the first 32 weekdays to the clerical employee giving birth who is entitled to parental allowance in accordance with chapter 9, section 5, subsection 1 of the Health Insurance Act.

Clerical employees who are not giving birth and who have been employed for at least 12 months prior to the birth of their child and who are entitled to parental allowance in accordance with chapter 9, section 5, subsections 1–3 of the Health Insurance Act shall be paid their full salary for the first 32 working days.

Protocol entry: A child may have one or two legal parents. The employee is not entitled to paid parental leave in situations covered by chapter 9, section 7 of the Health Insurance Act.

Protocol entry: The provision on paid parental leave does not apply to partial parental leave.

Protocol entry: The provisions of this section shall apply from the date of entry into force of the agreement to those clerical employees who are subject to the amendments to the Health Insurance Act that entered into force on 1 August 2022 and whose entitlement to maternity and parental leave starts from the date of adoption of the collective labour agreement.

If the provisions of the Sickness Insurance Act concerning family leave valid on 31 July 2022 are complied with for a clerical employee or the right to pregnancy or parental leave has started before 20 March 2023, the provisions of the collective labour agreement on maternity and paternity leave valid in the employment relationship on 19 March 2023 shall be complied with.

The parties recommend drawing up a comprehensive plan for the use of parental leave and childcare leave.

A clerical employee returning from family leave has the right to return primarily to their previous work. If this is not possible, the clerical employee must be offered work corresponding to their previous work in accordance with their employment contract, and if this is also not possible, other work in accordance with their employment contract. A clerical employee returning from leave is entitled to their job before the replacement hired for the duration of their family leave.

6. Replacement work

Replacement work refers to work that can be performed when a person is completely or partially unable to perform their regular work or the work specified in their employment contract due to an accident or illness. The person is temporarily working in a lighter or modified or separately agreed other duty or is receiving training. Lighter or modified work in accordance with the employment contract can also be replacement work. Replacement work can be carried out as an alternative to sickness absence as determined by a doctor. The principle of replacement work is that work is meaningful and does not hinder recovery. Performing replacement work requires the clerical employee's willingness to work during incapacity for work.

The clerical employee and the occupational health physician may mutually agree on the performance of replacement work, if the clerical employee's state of health allows it. After this, the clerical employee and their supervisor will determine whether it is possible to assign replacement work to the clerical employee.

The replacement work must be appropriate and, if possible, correspond to the clerical employee's normal duties. Depending on the situation, training can be arranged for the clerical employee instead of replacement work.

The employer is responsible for all additional costs related to the organisation of replacement work or training (for example, special arrangements for commuting), and the earnings level of the clerical employee should not be reduced.

The methods of carrying out replacement work and the related principles must be discussed in the cooperation procedure between the employer and the personnel.

7. Right to deduction

For the period during which the employer has paid the employee the salary specified in this section, the employer shall be entitled to recover from the employee, as a refund, the daily allowance or comparable compensation payable to the employee under law or agreement, or to recover that amount from the employee, but not more than the amount paid by the employer. However, the right of deduction shall not apply to daily allowances or compensation received by the employee on the basis of voluntary insurance paid for in whole or in part by the employee.

If the daily allowance or comparable compensation is not paid for reasons attributable to the clerical employee or if it is paid less than the amount to which the employee would have been entitled by law, the employer has the right to deduct from the salary the part of the daily allowance or compensation that has not been paid due to the negligence of the clerical employee.

34 § Medical examinations

1. Statutory health examinations

The monthly salary of a clerical employee shall not be reduced for the time lost due to statutory or employer-mandated health examinations related to work or travel related to such examinations.

2. Other medical examinations

The monthly salary is not deducted

- in the event of illness or accident, where it is necessary to get a medical examination quickly
- in the event of other illnesses or accidents or during medical examinations prior to childbirth, if time for a medical examination is not available within a reasonable time (e.g. normally a week) outside working hours.

Laboratory and X-ray examinations prescribed by a doctor are comparable to other medical examinations. These are also considered equivalent to a medical examination carried out to determine the treatment of a previously diagnosed chronic illness.

The employee must inform their employer in advance of their visit to the doctor. If this is not possible, notice must be given as soon as possible. The employee must provide an account of the medical examination, details of waiting and travel times, and, if necessary, confirmation that they were unable to obtain an appointment outside working hours.

If a clerical employee receives sick pay for the period of a medical examination, no compensation for loss of earnings shall be paid under the contractual provisions governing medical examinations.

3. Calculation

If necessary, the rules for calculating and adjusting pay during illness in the collective labour agreement shall be followed when calculating monthly pay. For statutory health examinations, travel allowances are paid in accordance with the principles of travel allowances in the collective labour agreement.

35 §

Annual leave

1. Granting annual leave

Annual holiday is granted in accordance with the Annual Holidays Act.

2. Annual holiday pay and compensation

Annual holiday pay must be paid before the start of the holiday, unless it has been agreed locally that it will be paid on the regular pay days. For holiday periods of up to six days, holiday pay may be paid on the normal pay day in accordance with the employment relationship.

The daily salary paid as annual leave pay or holiday compensation is calculated by dividing the monthly salary by 25 and multiplying it by the number of vacation days.

A clerical employee who has performed continuous or regularly recurring shift work shall be paid, in addition to their monthly salary, an average daily salary calculated on the basis of the shift work allowance, either as provided for in section 11 of the Annual Holidays Act or as otherwise agreed locally. When calculating the average daily salary referred to above, other continuous or regularly recurring contractual bonuses and regularly recurring Sunday work bonuses shall also be taken into account.

When a clerical employee is paid fixed monthly allowances for overtime, shift work, or work starting or ending at unusual hours, these salary-like items must also be paid during annual holiday. The processing of fringe benefits complies with the provisions of section 9, subsection 2 of the Annual Holidays Act.

The annual holiday pay and holiday compensation for employees who are not paid on a weekly or monthly basis are calculated in accordance with sections 11–12 of the Annual Holidays Act.

3. Holiday bonus

A clerical employee is paid 50 per cent of their annual holiday pay referred to in this agreement (= cash salary) as a holiday bonus. When calculating the holiday bonus, the monthly salary is divided by 25 and multiplied by the number of days of holiday under the Annual Holidays Act.

Half of the holiday bonus is paid in connection with the payment of annual holiday pay. Half shall be paid in connection with the payment of wages, when the clerical employee's wages for the first working day after the annual holiday are paid, or would have been paid if the clerical employee had not been prevented from returning to work.

Holiday bonus shall also be paid for holiday compensation payable for a holiday year that has already ended if an employment relationship that is valid until further notice ends during the holiday period for reasons not attributable to the employee, or if a fixed-term employment relationship ends during the holiday period. A retiring clerical employee is paid a holiday bonus from the annual holiday compensation. A clerical employee who returns to work after completing military service after the end of the service period is paid holiday bonus for the annual holiday compensation paid to them when they joined the military service.

The holiday bonus may be paid locally in one or more instalments, however, so that it is paid in full by the end of the holiday credit year following the holiday at the latest.

Alternatively, it may be agreed to replace the holiday bonus with a corresponding leave, which must be taken by the end of the holiday credit year referred to above. If the clerical employee's employment ends before the locally agreed holiday bonus payment date, the holiday bonus is paid at the end of the employment if the clerical employee is otherwise entitled to holiday bonus.

For production-related reasons, the employer has the right to grant any portion of the summer vacation exceeding 18 days as a single period outside the vacation season. A double holiday bonus is paid for this holiday.

36 §

Short temporary absence

Short-term temporary absence due to sudden illness in the family of a clerical employee or the death of a close relative shall not be deducted from the clerical employee's salary or annual holiday. A close relative refers to a spouse, one's own parents and parents of one's spouse, children of the family, and brothers, sisters, and grandparents.

Clerical employees are granted leave on their 50th and 60th birthdays, if these fall on a working day. The company may also locally introduce other types of remembrance systems for the aforementioned anniversaries.

Short temporary leave may also be granted for the performance of duties of public trust.

The monthly salary of a clerical employee acting as a municipal representative shall be reduced in proportion to the regular working time lost due to meetings of municipal representative bodies. The reduction in monthly salary shall be implemented in such a way that the employee receives their monthly salary together with the compensation for loss of earnings paid by the municipality. The employer's share, if any, shall be paid after the employee has submitted to the employer a statement of the loss of earnings paid by the municipality.

A similar reconciliation of earnings is also carried out for other positions of public trust.

The length of a short temporary absence must be determined in relation to the above-mentioned situations and the necessary travel time.

The parties recommend that companies pay their clerical employees part of their salary for the duration of military refresher training so that reservists receive full salary benefits in addition to the reservist pay paid by the state.

Clerical employees belonging to the councils and boards of STTK and its member unions shall be given the opportunity to participate during working hours in meetings of the aforementioned bodies where matters relating to collective labour agreement negotiations are discussed.

SPECIAL PROVISIONS

37 § Cleaning and maintenance sector

The role of team leader or the most senior member of a group constitutes a clerical employee position if they spend more than half of their working hours performing clerical duties.

The working day may be divided into two parts if the work arrangements or tasks so require and if agreed on a case-by-case basis. Even in this case, the daily working hours may not exceed 10 hours.

NEGOTIATION PROCEDURE

38 § Local bargaining

Local bargaining referred to in several provisions of this agreement is possible in accordance with the collective labour agreement negotiation procedure, either between the employer and the employee or between the shop steward and the employer.

The agreement concluded with the shop steward is binding on those employees whom the shop steward is deemed to represent.

The agreement may be concluded for a fixed term or remain in force until further notice. An agreement that is valid until further notice may be terminated with three months' notice, unless otherwise agreed.

The agreement must be concluded in writing if requested by either party. However, if the agreement is valid for more than two weeks, it must always be made in writing.

The local agreement referred to herein is part of the collective labour agreement. It shall apply even after the collective labour agreement has otherwise ceased to be valid. During this period and within one month of the entry into force of the new collective labour agreement, the fixed-term agreement may be terminated with three months' notice.

39 § Negotiation procedure for resolving disputes

The parties shall endeavour to consult each other in good faith on all questions arising in their respective fields of activity with a view to reaching a mutually satisfactory solution. The parties shall contribute to the development of good and confidential negotiation relations at the workplace.

Issues related to employment relationships are sought to be resolved amicably at the workplace.

Matters concerning an individual clerical employee shall primarily be resolved between the clerical employee and their supervisor. If the matter cannot be resolved in this way, the clerical employee may refer the matter to negotiations between the shop steward and the employer's representative.

The shop steward and the employer's representative shall always negotiate on the matter at the request of the supervisor or the clerical employee, and when the matter concerns several clerical employees or is of a fundamental or far-reaching nature.

If either party proposes negotiations on the above-mentioned issues, they shall commence as soon as possible and no later than two weeks after the proposal has been made.

The shop steward shall be provided with all information necessary for the clarification of the case. Information concerning the health or other personal matters of private individuals is confidential. The confidentiality obligation also applies to information related to the company's business operations and customer relationships that is considered confidential based on general life experience.

At the request of either party, minutes or a memorandum of disagreement shall be drawn up and signed by both parties. The document must state as clearly as possible the matter in dispute and the positions of the parties, together with detailed reasons. A copy of the memorandum must be given to both local parties. The dispute shall be referred to the participating unions representing the parties concerned for resolution at the request of either party.

If negotiations between the participating unions fail to produce a result and the matter concerns the interpretation or application of this agreement, either union may, in the case of a dispute not concerning the qualification classes, refer the matter to the Labour Court of Finland for resolution.

BINDING NATURE AND VALIDITY OF THE AGREEMENT

40 § Binding nature of the agreement

This agreement is binding on the signatory unions, the employers, clerical employees and their associations that belong or have belonged to the aforementioned unions during the validity of the agreement.

Industrial peace obligation

Once the agreement has become binding on the unions, all industrial action directed against the agreements in their entirety or against any individual provision thereof shall be prohibited. The unions and their sub-associations are also responsible for making sure that their member associations, employers, and clerical employees covered by the agreement do not take any industrial action or otherwise break the provisions of the agreement.

41 § Validity of the agreement

The collective labour agreement is valid from 21 May 2025 to 29 February 2028. It shall remain in force thereafter for one year at a time, unless terminated in writing by the signatory unions at least two months before the end of the agreement period.

During December 2026, the parties will review the achievement of the objectives of the agreement and the economic and employment outlook for the area covered by the collective labour agreement. Based on the assessment, both parties have the option of terminating the collective labour agreement with effect from 28 February 2027. Notice of termination must be submitted in writing to the other contracting party by 31 December 2026 at the latest.

Electronically, 21 May 2025

Service sector employers PALTA

Tuomas Aarto

Minna Ääri

Trade Union Pro

Niko Simola

Minea Pyykönen

PAY SYSTEM

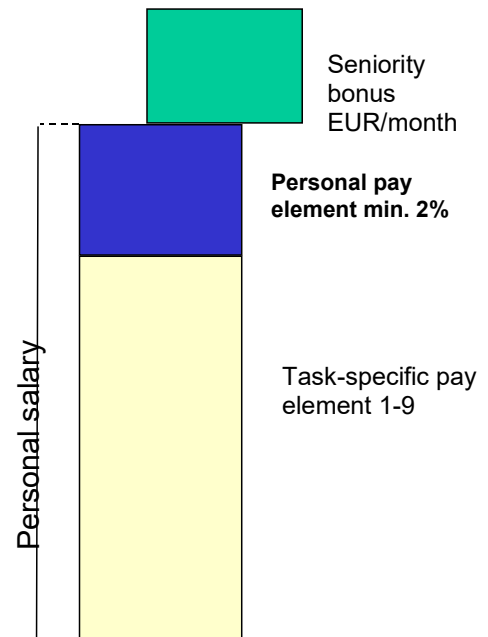
1 SALARY STRUCTURE

Under this pay system, the salary of a clerical employee consists of a task-based pay element based on the competence of the position and a personal pay element based on personal qualifications and work performance. In addition to salary, the clerical employee is paid a separate seniority bonus based on the continuous duration of their employment, which is not included in the pay system.

The most important part of the salary structure is the pay element based on the job requirements, which is assessed using the competence assessment system included in the pay system. Based on the results of the assessment, the position is classified into one of the nine qualification classes of the pay system, each of which has a qualification class salary agreed in the collective labour agreement in force at the time.

The second part of the salary structure, the personal pay element, is determined on the basis of the qualifications and performance of the employee performing the duties. The assessment of competence and performance factors must be based on the supervisor's systematic and fair assessment of the aforementioned characteristics of the clerical employee. When the employment has lasted six months, the amount of the personal pay element must be at least two per cent of the qualification class salary in question.

The seniority bonus is a separate bonus that is not part of the salary structure. Its amount is determined on the basis of the uninterrupted length of employment of the clerical employee concerned.



2 JOB COMPETENCE LEVEL

The job competence level is determined based on the job description. A matrix linked to this system is used to assess the competence level.

When determining the competence level, only the job itself and the content of the tasks involved are assessed; the characteristics of the person performing the job do not affect the assessment of the job competence level.

The purpose of the job competence level classification is to create a scale of job requirements for clerical employees that is considered fair (i.e. to rank jobs according to their competence level) and thus link the requirements of a job to the salary paid for it.

There are four factors describing the job competence level:

- 1) nature of the position = consideration required to perform the task and its competence level
- 1) the impact of decision-making and solutions
- 2) competence level of interaction
- 3) leadership and position

The starting point for assessing the competence level is the job and the tasks it involves. Based on the content of the tasks, the competence level given to the position by each competence factor is assessed.

The competence level of the job and its qualification class (TVL) are the sum of the points given by each competence factor. The qualification classes and the corresponding qualification class salaries (VLP) with point limits are specified in the collective labour agreement.

2.1 Assessment of competence level factors

2.1.1 Nature of the position

The nature of the position is used to assess the degree of independent judgement required in the performance of the task. The scope and depth of the information required in consideration situations is increased not only by training, but also by the experience required in consideration situations.

The competence level is the higher,

- the more cases of discretion occur
- the more different they are
- the shorter the consideration period is
- the broader and more in-depth knowledge is needed to make solutions
- the more independent solutions are made and the looser the instructions are
- the more general and slower the feedback is
- the more extensive the norms to be managed at work are

2.1.2 Impacts of decision-making/solutions

The impacts of decision-making are used to assess the significance and extent of decisions. Decision-making is equated with expert tasks such as providing advice, making recommendations or exerting influence based on expertise.

The competence level is the higher,

- the greater the financial impact is,
- the broader the impacts on production and quality are,
- the greater the independent influence related to human resources management or customer service is and
- the more significant the impacts related to the environment, occupational health and safety and public safety are.

2.1.3 Competence level of interaction

Influence refers to the degree of difficulty in influencing the personnel of one's own company or place of work and external persons. Influencing is typical in communication in the areas of management, planning, marketing, human resources, and sales, as well as in other communications related to corporate image.

The greater the challenge of influencing is, the

- greater the obligation to provide advice, guidance or training is,
- the more complex and extensive communications and connection network (customers, other organisations, authorities, subcontractors, public speaking and similar stakeholders) is,
- the more expertise and experience communication requires and/or the more influencing connections there are
- the more significant and broader interpersonal and/or motivational skills are required

The competence level of influence in management duties depends on the nature of the supervisory duties.

2.1.4 Leadership and position

A supervisory role can be compared to leading various project-based tasks, where different work groups are guided based on the expertise required for the task.

Independent responsibility for a specific area of work may, in a similar way to managerial duties, emphasise the importance of interaction.

In management positions, the level of interaction required depends on the nature of the supervisory tasks.

3 SUBSTITUTIONS AND JOB COMPETENCE LEVEL

If the job involves shift work-type substitutions, e.g., due to work arrangements, illness, annual leave, etc., these will be taken into account when assessing both the job competence level and qualifications. Such substitutions should be taken into account in the job description.

Other substitutions will be compensated as agreed locally.

4 PERSONAL COMPETENCE

The clerical employee's personal pay element is determined on the basis of the clerical employee's qualifications and performance. The regulation of personal salary is part of the company's salary policy. Competence assessment must act as a fair guide for personal salaries and salary development.

To ensure the fairness and consistency of the assessment, the company must use a systematic qualification classification. The employer draws up a competence assessment system in which the company's operations and objectives determine the selection and weighting of the competence factors that are perceived to be fair and encouraging. Before the system is implemented, its contents shall be discussed with the clerical employees and their representatives, during which the criteria used in the assessment of competence and performance shall be explained to the clerical employees and their representatives, and they shall be given an opportunity to express their opinions and suggestions on the development of the system.

The competence assessment is carried out by the supervisor, who strives for absolute objectivity in the assessment of competence. The assessment of personal factors is carried out at least once a year, unless otherwise agreed locally. It is recommended that the job descriptions used as a basis for assessing the level of difficulty of tasks be reviewed at the same time as each clerical employee's personal qualifications are assessed.

The assessment of the clerical employee's personal factors is carried out within six months of the start of the employment relationship. Until then, the salary shall be at least the amount of the task-specific salary. After six months of employment, the personal pay element must be at least 2% of the salary corresponding to the job competence level. The competence and performance of a clerical employee is always assessed in relation to their current duties. If the duties change, the person's competence in relation to the new duties must be reassessed. The proportion of the total personal salary corresponding to qualifications may therefore change in such a situation.

The clerical employee has the right to be informed of the grounds, results and impacts of the assessment concerning them.

The shop steward of the clerical employees shall be informed annually of the assessment results in the form of group information, i.e. the average of the assessment results for a group of at least six employees and their average pay impact.

Qualifications include all the personal characteristics of a clerical employee that are directly or indirectly relevant to the performance of the duties. Qualifications are compared to the competence level of the position. Good competence and good performance occur at all competence levels. Competence factors must meet the requirements for fairness and motivation. As a result, at least the following criteria must be set for the qualification factors:

- related to work, occurs in all work performance under review
- is visible, measurable and an independent variable (not a constant)
- the person must be able to influence the factor

The assessment system should be clear and simple so that it is sufficiently easy to use and so that the criteria or weightings can be changed as circumstances require.

The unions agree that maintaining the pay system requires that the assessment of qualifications and work performance form a natural part of the interaction between supervisors and subordinates. Development and appraisal discussions can promote the maintenance and development of a clerical employee's professional skills, for example through individual training programmes.

5 SENIORITY BONUS

The clerical employee shall be paid a staggered seniority bonus according to the duration of the current continuous employment relationship. The amount of the seniority bonus is specified in the collective labour agreement.

6 TRANSITION TO A NEW SALARY STRUCTURE

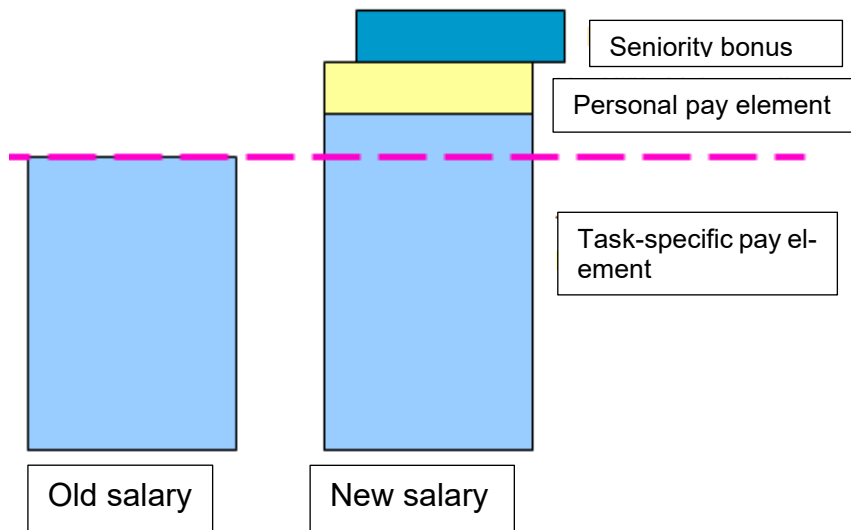
When transitioning to a new pay system and, consequently, a new pay structure, a salary shall be determined for each clerical employee as described above on the basis of the job competence level and the clerical employee's qualifications, as well as on the basis of a separate seniority bonus agreed in the collective labour agreement.

If the salary under the new pay structure is higher than the person's old salary, it must be increased to match the new salary (example 1). In a situation where the personal salary under the new salary structure is lower than the previous personal salary (example 2), the clerical employee's salary must not be reduced when transferring to the new system. In such a situation, the personal pay element may have an instalment that will be cut later.

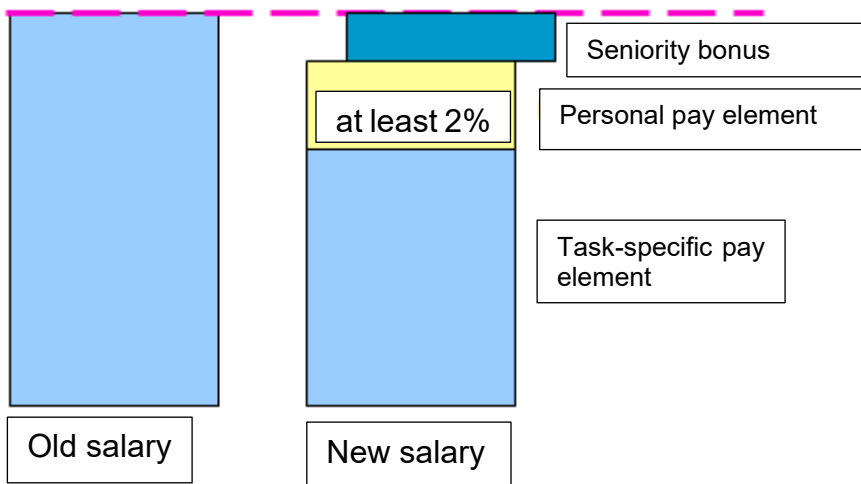
A cut may also occur in the event of changes in competence factors or in situations where the job qualification class salaries have been increased more than the across-the-board increase in connection with the collective agreement.

During the transitional period, the seniority bonus will also be considered as part of the clerical employee's personal salary.

Example 1



Example 2



7 FRINGE BENEFITS

When applying the pay system, the monetary value of fringe benefits is considered to be the fair market value of the fringe benefit. When the fair value cannot be determined, the tax value is used instead. The Tax Administration confirms annually the criteria according to which the monetary value of fringe benefits is determined for tax purposes.

Example of calculating a fringe benefit (housing benefit)

Salary EUR		1,600
In line with the current price level or in accordance with the decision of the Tax Administration		
rental value EUR	280	
Rent collected	EUR <u>80</u>	
Monetary value of the housing benefit in salary statistics EUR	200 EUR	<u>200</u>
Salary used in the application of salary provisions		<u>EUR 1,800</u>

8 SALARIES FOR YOUNG PEOPLE AND TRAINEES

1. Trainees and summer employees

Trainees refer to persons who are studying at vocational institutions, universities of applied sciences, universities, and are working during the breaks between semesters or acquiring work experience required for their degree during their studies.

Summer employees (employed between 2 May and 30 September) refer to schoolchildren or persons under the age of 25 studying in educational institutions other than those in the field.

The salary of trainees and summer workers may be 25% lower than the salary for the relevant job qualification class.

2. Order of reduction and obligation to re-employ

The provisions of the collective labour agreement concerning the order of reduction of the workforce and the obligation to re-employ under the Employment Contracts Act shall not apply to cases involving compulsory work experience related to a degree. The prerequisite is that the employer and the shop steward jointly confirm that the job training does not affect the employment relationships or terms of employment of other employees.

3. “Learn and earn” summer internship programme

The provisions of this section apply to primary school pupils, tenth grade pupils, upper secondary school pupils and young people participating in VALMA training whose employment relationship is based on the “Learn and earn” summer internship programme.

For their part, the unions want to support the opportunities for primary school children, tenth grade pupils, upper secondary school students and young people participating in VALMA training to get to know working life as part of the “Learn and earn” summer internship programme. The purpose of the programme is to give school pupils first-hand experience of the work done in the sector, the various tasks involved, the personnel structure, forms of cooperation and opportunities offered by the sector, and to give school pupils the opportunity to do practical work that suits them.

Employment under a summer internship programme lasting two weeks or ten working days may be scheduled between 1 June and 31 August. A young person may only have one introductory period with the same employer each year in accordance with this recommendation.

For completing the “Learn and earn” summer internship programme, a lump sum salary of EUR 375 will be paid in 2025 and EUR 385 in 2026, which includes the holiday compensation accrued during the orientation period. Statutory social security contributions are paid on the salary depending on the person’s age.

The provisions of the collective labour agreement in force concerning wages, salary determination criteria and other monetary benefits shall not apply to comprehensive school pupils, tenth graders, high school students, and young people participating in VALMA training whose employment relationship is based on the summer internship programme referred to in this section. With the exception of regular working hours, the provisions of the collective labour agreement concerning working hours shall not apply to them if they would hinder the practical implementation of the summer internship programme.

9 COMPANY-SPECIFIC SYSTEMS

Other pay systems may also be agreed locally, particularly when the aim is to apply a different common pay system to different personnel groups within the company.

Local bargaining must be brought to the attention of the unions.

10 DISPUTE RESOLUTION

Local disputes arising from the application of this pay system shall be resolved in accordance with the collective labour agreement's negotiation procedure. The unions shall agree on the establishment of a separate dispute resolution board, which shall be the final authority in resolving disputes concerning the assessment of the job competence level.

The dispute resolution board shall have an equal number of representatives appointed by the clerical employee and employer organisations, who shall, if necessary, elect an impartial chairperson for the board.

NATURE OF THE JOB

NATURE OF THE JOB IMPACT OF DECISION-MAKING/SOLUTIONS

<p>The nature of the position measures the competence level of independent judgment.</p> <p>The competence level is greater</p> <ul style="list-style-type: none"> * the more often situations requiring <u>deliberation</u> arise * the more different they are * the shorter the deliberation period * the broader and more in-depth information is needed to make solutions * the more independent solutions are made and the more general the instructions are * the more vague and slower the feedback * the broader the norms to be managed at work <p>In addition to training, the scope and depth of information required in discretionary situations are increased by experience in such situations.</p>	<p>The impacts of decision-making are used to measure the significance and extent of decisions</p> <p>Decision-making becomes more demanding</p> <ul style="list-style-type: none"> * the greater the financial impact is * the more they affect production and quality * the greater the degree of independent influence related to HR administration or customer service is * the greater the impacts on the environment, occupational health and safety and public safety are <p>Decision-making is equated with expert tasks such as providing advice, making recommendations or exerting influence based on expertise.</p>			
DECISIONS AND SOLUTIONS influenced NATURE OF THE JOB	OWN WORK OR SMALL TEAM P.1	WORKING GROUP OR THE WORK- ING GROUP'S IMMEDIATE EN- VIRONMENT P.2	DEPART- MENT/ UNIT P.3	DE- PART- MENTS LARGE UNIT P.4
T. 1 WORK INSTRUCTIONS AND/OR SKILLS TASKS <ul style="list-style-type: none"> * solutions in similar situations * the work area is restricted by instructions or familiar procedures * compliance with and/or application of guidelines and standards 	165	180	195	
T. 2 DEMANDING SKILLS TASKS <ul style="list-style-type: none"> * consideration and solutions in new situations where the grounds come from familiar sources * the application of extensive, interdisciplinary, in-depth or changing guidelines and standards requiring accuracy, care or trust 	185	200	215	235
T. 3 CONSIDERATIONS <ul style="list-style-type: none"> * planning, consideration and solutions based on expertise and experience in several task areas * developing or creative application of guidelines and standards 		225	245	265
T. 4 DEMANDING CONSIDERATIONS <ul style="list-style-type: none"> * planning, analysis, and demanding solutions based on feedback from multiple sources, from which independent conclusions and summaries are drawn * extensive information and precedents as a basis for solutions * development of guidelines and standards, independent and new solutions 		255	275	295
T. 5 DEVELOPMENT GOALS, USE OF LARGE FILES <ul style="list-style-type: none"> * The operating principles of one's own unit provide loose guidance in conjunction with feedback from several expert bodies 			310	335

INFLUENCING

INTERACTION/LEADERSHIP AND POSITION

Influencing is used to assess the degree of difficulty in influencing the personnel of one's own company or workplace and/or external persons.

Influencing is typical in communication in the areas of management, planning, marketing, human resources, and sales, as well as in other communications related to corporate image.

Influencing is more demanding when there is

- * a greater obligation to provide advice, guidance, or training
- * a more complex and extensive communication and connection network (customers, other organisations, authorities, subcontractors, public discourse and other stakeholders)
- * a more expertise and experience communication required and/or more influencing connections
- * a more significant and broader interpersonal and/or motivational skills required to influence

In management duties, the competence level of influence depends on the nature of the supervisory duties.

Supervisory duties can be compared to leading various project-based tasks or providing specialist expertise, where different work groups are guided based on expertise.

Independent responsibility for a specific area of work may, in a similar way to managerial duties, emphasise the importance of interaction.

LEADERSHIP AND POSITION INTERACTIVITY	Own job A	Guidance or supervisory role or independent task area B	Managerial position or task involving organisational and resource responsibility (e.g. in projects) or extensive independent task C	Managerial position with subordinates at several organisational levels or extensive managerial role with responsibility for organisation and resources (e.g. in large-scale projects) or a demanding independent expert position. D
V. 1 WORK CONNECTIONS ARE COMMON * communication within the immediate work environment * other connections, usually receiving and transmitting or distributing information	100	110		
V. 2 EXPERT-LEVEL CONNECTIONS RELATED TO ONE'S OWN WORK * in one's own task area * contacts with internal workplaces or other workplaces of the company, customers, authorities or other stakeholders	120	130	140	
V. 3 TARGETED CONNECTIONS AT THE EXPERT LEVEL * influencing and negotiation skills or special interpersonal skills * also outside one's own area of responsibility * contacts with external stakeholders	135	145	155	165
V. 4 SIGNIFICANT AMOUNT OF INITIATIVE COMMUNICATION * professional expertise * demanding interpersonal and cooperation skills		165	175	185

*	connections and influence with customers, experts or similar stakeholders				
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JOB

DESCRIPTION FORM

JOB NAME	INDUSTRY, UNIT OR DEPARTMENT
NAME OF THE PERSON RESPONSIBLE	IMMEDIATE SUPERVISOR'S TITLE (and name)
SUBSTITUTE FOR THE PERSON RESPONSIBLE	SUBSTITUTION/NATURE OF THE SUBSTITUTION
PURPOSE OF THE JOB	
KEY TASKS	
BASIC REQUIREMENTS FOR EXECUTING THE JOB	
TRAINING AND EXPERIENCE	SPECIAL REQUIREMENTS
MANIFESTATION OF COMPETENCE FACTORS	
KNOW-HOW, SOURCES AND MANAGEMENT NATURE OF CONSIDERATION AND SITUATIONS	IMPACT AND SCOPE OF DECISION-MAKING SIGNIFICANCE OF IMPACTS
WORK CONNECTIONS AND THEIR NATURE INTERACTIONS	JOB POSITION JOB RESPONSIBILITIES
CLERICAL EMPLOYEE	SUPERVISOR

COOPERATION AGREEMENT Palta - Pro

1 GENERAL PROVISIONS

The parties shall each strive to promote consultation and agreement-based activities both within themselves and in the workplace. The parties shall endeavour to develop these objectives by utilising various forms of cooperation and by monitoring the agreements concluded within their respective spheres of competence.

The freedom of association, which is one of the fundamental rights of citizens, is inviolable. This applies to both employers and clerical employees. Clerical employees have the right to form and participate in trade union organisations and shall not be dismissed or discriminated against on the basis of their membership in such organisations. The safety and health, non-discrimination, and equal treatment of individual clerical employees are the starting point for the provisions of the agreement.

Before embarking on political or sympathy action, the national conciliator and the employer or clerical employee association concerned shall be notified, if possible at least four days in advance. If on a industrial action is decided later, it must be reported as soon as it is practically possible. The notification must state the reasons for the intended industrial action, the time of commencement and the extent of the action.

This agreement is applied to the member companies of the Service Sector Employers PALTA if the application of the cooperation agreement has been agreed as part of the collective labour agreement in sector-specific or company-specific collective labour agreements. In this agreement, "workplace" refers to the production unit of a member company of Service Sector Employers PALTA or a corresponding operating unit.

In the event of a significant reduction or expansion of the workplace's operations, or as a result of a transfer, merger, incorporation or similar significant organisational change, the cooperation organisation may be adjusted to reflect the changed size and structure of the workplace.

The elected shop stewards, the duties of the deputy shop steward, the occupational safety and health representative or occupational safety and health agent acting as shop stewards, and shop stewards acting in occupational safety and health duties, shall be notified to the employer in writing by the clerical employee association operating at the workplace. The occupational health and safety representative shall notify the employer in writing of the deputy acting as a substitute for the occupational health and safety representative. The employer shall inform the shop steward in writing of who will conduct negotiations with the shop steward on behalf of the company.

The parties agree that the employer has the right, in accordance with labour legislation and agreements, to take action and dismiss employees and to determine the management of work.

Unless otherwise agreed in this agreement, the laws on cooperation in companies and on occupational safety and health supervision and cooperation in the workplace, which are not part of this agreement, shall be complied with.

2 COOPERATION TASKS AND COOPERATION ORGANISATIONS

2.1 Provisions concerning shop stewards

The purpose of the shop steward system is to maintain and develop consultation and cooperation relations between the employer and the clerical employees. The shop steward acts as a representative of their association and the clerical employees in matters concerning the application of the collective labour agreement, ensuring industrial peace and the application of labour legislation.

Clerical employees belonging to organisations bound by this agreement at the workplace in question shall have the right to elect a shop steward and a deputy shop steward from among themselves. The election can be held at the workplace. In this case, all the above-mentioned clerical employees must have the opportunity to participate. At the workplace, it can be agreed that the shop steward's duties are performed by an occupational health and safety representative or vice versa.

In addition to electing a shop steward or shop stewards, employees may elect a departmental shop steward after agreeing with the employer on the functional area for which the departmental shop steward is to be elected. In such cases, attention should be paid to ensuring that the agreed area of responsibility is of an appropriate size and scope to facilitate the handling of matters in accordance with the negotiation system. The assessment must also take into account, for example, the number of clerical employees in the department in question. If consensus cannot be reached, the matter shall be submitted to the unions for resolution. At the workplace, it can be agreed that the departmental shop steward performs the duties of the occupational health and safety representative or vice versa.

2.2 Provisions on occupational health and safety cooperation

The provisions on occupational health and safety cooperation apply to workplaces where a total of at least 20 employees and clerical employees work regularly. However, an occupational health and safety representative must be elected when the total number of employees and clerical employees is at least ten.

In addition to the occupational safety and health manager responsible for occupational health and safety cooperation and the representatives and deputy representatives elected for this purpose, the personnel groups referred to in this agreement shall, if so agreed locally, have the right to elect one or more occupational health and safety ombudsmen if the size of the company and other circumstances so require.

The duties of the occupational health and safety ombudsman include contacting the occupational health and safety representative and the occupational safety and health manager of their area of responsibility on occupational health and safety matters and participating in an occupational health and safety inspection, if necessary. The term of office of occupational health and safety ombudsmen is the same as that of occupational health and safety representatives. If an occupational health and safety ombudsman has to be temporarily transferred to work outside their normal area of responsibility, efforts must be made to ensure that the transfer does not unreasonably interfere with the performance of the occupational health and safety ombudsman's duties. In accordance with the duties of an occupational health and safety ombudsman, they shall have the right to agree with the employer on exemption from work in order to perform these duties.

The parties shall participate together with occupational health personnel, line management, and human resources management in the planning, implementation, and monitoring of activities to maintain work ability. In this context, the performance of employees in the company is monitored and, if necessary, guidelines are drawn up for referring those who need support in maintaining their work ability to specialist care.

The occupational safety and health manager and the occupational health and safety representative participate in the planning of activities to maintain work ability when preparing the occupational health care action plan. They also participate in the implementation and monitoring of the plans.

3 PROVISIONS RELATING TO THE POSITIONS OF SHOP STEWARDS AND OCCUPATIONAL HEALTH AND SAFETY REPRESENTATIVE AND OCCUPATIONAL HEALTH AND SAFETY OMBUDSMAN

3.1 Exemption from work and compensation for loss of income

In order to perform their duties, the shop steward and the occupational health and safety representative shall be temporarily, regularly, or completely released from their work. In such cases, attention shall be paid to, among other things, the number of employees belonging to the relevant personnel group, the nature of production and operations, and the number of tasks specified in this agreement.

Unless local agreement has been reached on exempting occupational health and safety representatives representing all personnel groups at the workplace from work, the time spent by occupational health and safety representatives shall be calculated in accordance with the industry-specific coefficients in force from 1 April 1986. An occupational health and safety representative representing only clerical employees is entitled to sufficient time off work to perform their duties in a manner appropriate to the work at a time suitable for the work. The amount of leave and arrangements shall be determined and agreed upon locally.

The monthly salary of the staff representative referred to in this agreement shall not be reduced if they negotiate with the employer's representatives during working hours or otherwise perform duties agreed with the employer.

Shop steward remuneration

Unless otherwise agreed in industry-specific or company-specific collective labour agreements, the employer shall pay the shop steward separate compensation not included in the monthly salary, the amount of which shall be as follows during the period 1 July 2025–29 February 2028:

Number of clerical employees	from 1 July 2025	from 1 June 2026	from 1 June 2027
5–9	88	91	93
10–24	117	120	123
25–50	149	153	157
51–100	206	212	217
101 – 200	246	253	259
201–400	293	302	309
401–600	324	333	341
600–	382	393	402

When a deputy shop steward, on the basis of a notification duly made to the employer, performs the duties of a shop steward for at least two weeks during the shop steward's absence, compensation shall be paid to the deputy shop steward in lieu of the shop steward for the month in question as a lump sum.

When the number of clerical employees at a workplace is less than five and a shop steward performs duties agreed with the employer outside their regular working hours, overtime compensation shall be paid for the time lost, or other additional compensation shall be agreed with the shop steward.

Remuneration of the occupational health and safety representative

The occupational health and safety representative shall be paid a separate remuneration, not included in their monthly salary, amounting to two-thirds (2/3) of the remuneration paid to the shop steward, in accordance with the number of persons represented by the occupational health and safety representative.

When the deputy occupational health and safety representative, on the basis of a notification duly made to the employer, performs the duties of the occupational health and safety representative for at least two weeks during the latter's absence, remuneration shall be paid to the deputy occupational safety and health representative for the month in question, in lieu of the occupational safety and health representative, as a lump sum.

The amount of remuneration is determined based on the situation prevailing on 1 January. If there are changes in the number of clerical employees, the corresponding changes in remuneration will take effect at the beginning of the following calendar year. When a person performs the duties of both a shop

steward and an occupational health and safety representative, the remuneration is increased by one level.

3.2 Position of shop stewards and occupational health and safety representative

If necessary, the employer shall provide the shop steward and the occupational health and safety representative with a suitable place for storing the equipment required for the performance of their duties. The employer shall, where possible, provide a suitable place where the discussions necessary for the performance of the tasks can be held. If the size of the workplace so requires, it shall be agreed locally that the shop steward may, if necessary, use the office equipment and other equipment normally available at the company.

The unions state as their joint interpretation that the concept of standard office equipment also includes IT equipment and related software commonly used in companies and organisations, as well as internet access (e-mail). The assessment may take into account, for example, the size of the company or organisation, the scope of the duties of the shop steward or occupational health and safety representative and the need for them, as well as the amount of time required. The practical arrangements will be agreed locally.

A shop steward, departmental shop steward or occupational health and safety representative may not, in the performance of their duties or because of them, be transferred to a lower-paid job than the one they held when they were elected to the position in question. If the actual work of a person elected as an occupational health and safety representative representing all personnel groups at the workplace makes it difficult for them to perform their duties of trust, other work shall be arranged for them, taking into account the conditions at the workplace and their professional skills. Such an arrangement must not result in a reduction in their earnings.

The earnings development of shop stewards and occupational health and safety representatives must correspond to the earnings development in the company. A review of this and any resulting salary increases will be carried out annually.

When the employer arranges vocational training, the shop steward and occupational health and safety representative shall be given the opportunity to participate in vocational training during their term of office in the same way as other personnel.

When the duties of a shop steward who has been wholly or mainly released from work or an occupational health and safety representative who has been wholly or mainly released from work come to an end, the employer and the employee shall jointly determine whether maintaining the employee's professional skills requires vocational training for the same or similar work. The employer arranges the training required by the survey.

The position of the shop steward and the occupational health and safety representative shall continue unchanged despite the transfer of the business,

provided that the transferred business or part thereof retains its independence. If the business or part thereof to be transferred loses its independence, the shop steward and the occupational health and safety representative shall be entitled to the subsequent protection agreed in section 3.3 of this agreement from the end of their term of office resulting from the transfer of the business.

3.3 Employment protection

If the company's workforce is laid off or dismissed for financial or production-related reasons, the shop steward or the occupational health and safety representative may not be dismissed or laid off unless the production unit's operations are completely shut down with regard to the personnel group in question. However, if it is jointly agreed with the shop steward or the occupational health and safety representative that no work corresponding to their profession or otherwise suitable for them can be offered, an exception to this rule may be made.

The employment contract of a departmental shop steward may be terminated in accordance with section 7, subsection 10, paragraph 2 of the Employment Contracts Act only if when the work has ended completely and the employer is unable to arrange work for the employee that corresponds to their professional skills or is otherwise suitable for them, or to train them for other work in the manner referred to in section 7, subsection 4 of the Employment Contracts Act.

On grounds relating to the employee's role as shop steward, departmental shop steward or occupational health and safety representative, the employee may not be dismissed without the consent of the majority of the employees whom they represent, as required by section 7, subsection 10, paragraph 1 of the Employment Contracts Act.

The employment contract of a shop steward, a departmental shop steward or an occupational health and safety representative may not be terminated in contravention of the provisions of section 8, subsections 1–3 of the Employment Contracts Act.

The above provisions on employment protection shall also apply to a candidate for shop steward appointed at the workplace, whose appointment has been notified in writing to the employer, and to a candidate for occupational health and safety representative, whose appointment has been notified in writing to the occupational safety and health committee or other equivalent cooperation body. However, the protection of candidates shall commence at the earliest three months before the start of the term of office of the elected shop steward or occupational health and safety representative and shall end after the result of the election has been confirmed for those who have not been elected.

Provisions concerning employment protection shall also apply to employees who have served as shop stewards or occupational health and safety representatives for six months after the end of their term of office.

If the employment contract of a shop steward, a departmental shop steward or an occupational health and safety representative is terminated in violation of

this agreement, the employer shall pay them compensation amounting to at least ten and at most 30 months' salary. The compensation must be determined in accordance with section 12, subsection 2, paragraph 2 of the Employment Contracts Act. The fact that the rights under this agreement have been infringed shall be taken into account as a factor increasing the compensation. When a production facility or similar operating unit regularly employs fewer than 20 employees and clerical employees in total, the above-mentioned compensation for the occupational health and safety representative shall be at least four months' salary and at most the compensation determined in accordance with section 12, subsection 2, paragraph 1 of the Employment Contracts Act.

Compensation for unjustified layoffs under this agreement shall be determined in accordance with section 12, subsection 1, paragraph 1 of the Employment Contracts Act.

Union processing related to the position of a shop steward

In the event of disputes concerning the termination of the employment relationship of a shop steward or an occupational health and safety representative, the employer shall, without undue delay, notify the employers' union, which shall bring the matter to the attention of the employees' union.

The unions shall, without undue delay, clarify the circumstances surrounding the termination of employment with the cooperation of the local parties.

Once the investigation has been completed, the unions shall, without undue delay, but no later than two weeks after the investigation has been completed, discuss any disagreements concerning the termination of the employment relationship between the shop steward and the occupational health and safety representative in negotiations between the unions and present their own positions on the matter. The positions of the unions shall be notified to the employer.

Deputy shop steward

If an employer terminates the employment contract of a deputy shop steward or lays them off when they are not acting as a shop steward or do not otherwise hold the position of shop steward, the termination or layoff during the deputy's term of office shall be deemed to have been due to the employee's duties as shop steward, unless the employer can prove that the measure was taken for other reasons.

3.4 Substitutes

The provisions of this chapter shall apply to the deputy shop steward and the deputy occupational health and safety representative during the period in which they act as substitutes in accordance with the notification required by this agreement.

4 COOPERATION WITHIN UNDERTAKINGS

A cooperation body may be established locally to deal with matters relating to development activities, among other things. The joint body may replace separate cooperation and occupational safety and health committees and other similar committees. The same cooperation body may also be responsible for measures and plans under the Act on Cooperation within Undertakings, the Occupational Safety and Health Act, the Occupational Health Care Act, and the Act on Equality between Women and Men, to the extent agreed locally.

5 TRAINING

5.1 Professional education

When an employer provides professional training to a clerical employee or sends a clerical employee to training events related to their profession, the direct costs of the training shall be reimbursed and the clerical employee's salary shall not be reduced, unless otherwise agreed. If the training takes place entirely outside working hours, the direct costs incurred will be reimbursed.

If a training event is held at a time that requires a clerical employee to attend the event after the end of their shift during their free time on the same day, they shall be paid compensation in accordance with their basic salary for this time or be given equivalent time off at another time. If participation in training takes place on an employee's day off, the parties agree that compensation for participation in training will be agreed locally if necessary.

No compensation shall be paid for time spent travelling outside working hours for training purposes. Otherwise, travel expenses shall be reimbursed in accordance with the travel expense regulations of the collective labour agreement. Participation in training outside working hours may result in additional costs for the clerical employee. Compensation for costs incurred in this way may also be agreed locally if necessary.

When organising training events, care must be taken to ensure that the relevant clerical employees are given sufficient daily rest periods.

5.2 Joint training

Training to promote cooperation in the workplace is organised by the labour market parties or jointly by the employer and the clerical employees at the workplace or elsewhere.

Basic courses on occupational health and safety cooperation and special courses necessary for occupational health and safety cooperation are considered joint training in this context.

The provisions on joint training shall also apply to training relating to participation systems and local bargaining. Participation in the training can also be agreed between the employer and the person concerned.

Compensation will be paid to the training participant as stipulated in section 5.1. Participation in training shall be agreed locally, depending on the nature of the training, in the relevant cooperation body or between the employer and the shop steward.

5.3 Trade union training

5.3.1 Retention of employment and notice periods

Courses lasting one month or less organised by STTK and its member unions shall be made available to clerical employees, unless this causes significant disruption to the company's operations. When assessing the above-mentioned disruption, attention is paid to the size of the workplace. Notification of the intention to attend the course must be made as early as possible. In the event of a negative decision, the contact person shall be notified no later than 10 days before the start of the course, stating the reason why granting leave would cause significant inconvenience. In this case, it would be advisable to jointly seek to identify another possible date when there would be no obstacle to participating in the course.

It must be determined in advance whether the training event is one for which the employer will compensate the employee in accordance with this agreement.

The staff representatives mentioned in section 5.3.2 shall be given the opportunity, in accordance with the aforementioned section of the agreement, to participate in training referred to in this agreement that is likely to improve their competence in performing the tasks referred to in this agreement.

5.3.2 Remunerations

For courses organised by STTK or its member unions' training institutions or, for special reasons, elsewhere, and approved by the Palta-Pro training working group, the employer shall pay the shop steward, the departmental shop steward, deputy shop steward, the occupational health and safety representative, the deputy representative, a member of the occupational safety and health committee, and the occupational health and safety ombudsman for the training required for their duties, for a period of up to one month for shop stewards and departmental shop stewards, and for a period of up to two weeks for the aforementioned persons in occupational health and safety representative positions.

Shop stewards and departmental shop stewards shall be compensated for one month's loss of earnings when participating in courses organised by STTK at its

institutes for a maximum of three months. The same procedure shall apply to the chairperson of a member association, provided that they work for a company that employs at least 100 employees covered by this agreement and that the member association they lead has at least 50 members.

In addition, the meal allowance agreed between the Palta-Pro training working group shall be paid to the employees referred to in section 5.3.2 for each course day for which their monthly salary is not reduced, to compensate for the meal costs incurred by the course organiser, a meal allowance agreed between the Palta-Pro training working group.

The employer is obliged to pay the remuneration referred to above in this section to the same person only once for the same training event or a training event with equivalent content.

Participation in training in accordance with section 5.3 shall not, up to a limit of one month, result in a reduction in annual leave, pension or other comparable benefits.

6 COMMUNICATIONS

The employer shall provide the shop steward with information on the company's financial situation in accordance with chapter 3, section 10 of the Act on Cooperation within Undertakings.

The company shall promptly provide substantial changes to all of the above information.

In companies where the number of employees regularly exceeds 30, the financial statements referred to in chapter 3, section 10 of the Act on Co-operation within Undertakings shall be provided to the employees' representatives in writing upon request.

The employer shall inform the shop steward in advance of any external personnel participating in the company's administrative tasks and, if possible, also the occupational health and safety representative. If disclosure is not possible due to the urgency of the work or other similar reasons, disclosure may also be made retrospectively without delay in these exceptional circumstances.

The use of leased labour must be limited only to balancing work peaks or other tasks that, due to the urgency of the work, the limited duration of the work, professional skills requirements, special competence or other similar reasons, cannot or are not appropriate to be assigned to our own clerical employees.

The personnel group referred to in this agreement shall have the right to hold meetings at the workplace or in other agreed premises on matters relating to labour market issues or matters concerning employment relationships at the workplace or matters falling within the scope of the Act on Cooperation within Undertakings. Personnel groups also have the right to distribute meeting

notices and communications related to employment relationships or labour market issues at the workplace to their members.

In addition to labour market issues, personnel groups have the right to communicate general issues on the workplace bulletin board.

Personal and statistical information provided to the shop steward

1. Public communication

The employer shall ensure that the shop steward is informed as early as possible of any matters directly or indirectly affecting the employees at the workplace concerned.

2. Disputes

In the event of disagreement or ambiguity regarding matters related to an employee's employment relationship, the shop steward or departmental shop steward shall be provided with all information necessary to resolve the dispute in such a way that the correct facts and related assessment can be established. The information shall be provided in good time before the matter is discussed with the employer.

3. Personal information

The shop steward shall be entitled to receive, once a year, information on the surnames and first names of the employees in their area of responsibility, the date of commencement of their employment, and the department or equivalent. Upon request, the employer shall provide the shop steward with information about new clerical employees hired by the employer.

4. Labour information

If the conditions of the Act on Cooperation within Undertakings are met, the shop steward must, upon request, be provided with a quarterly report on the number of employees in fixed-term and part-time employment relationships within the company.

In addition, the shop steward must be notified upon request of any employees hired for a trial period or fixed-term employment. Upon separate request, the shop steward must also be informed of the grounds for entering into a fixed-term employment contract.

5. Salary statistics

Salary statistics shall be provided to the shop steward in writing once a year, immediately after the statistics on salaried employees in accordance with the statistical cooperation agreement have been completed, the number of salaried employees and their salary levels in accordance with the EK salary statistics, as well as classification information in accordance with the salary system's job requirement categories, broken down by gender. In addition, the information

included in the salary statistics concerning the entire sector is provided with the above-mentioned classifications.

6. Pay system etc.

The shop steward is given the opportunity to familiarise themselves with the salary determination and payroll systems in force in the company in their area of activity. In addition, the shop steward has the right to familiarise themselves with the list of emergency and overtime work and the increased salary paid for it drawn up in accordance with the Working Time Act for clerical employees in their area of responsibility.

7. Confidentiality of information

The shop steward shall receive the aforementioned information confidentially for the performance of their duties. The information must not be disclosed to other companies' shop stewards or distributed in any other way.

7 BINDING NATURE OF THE AGREEMENT

This agreement is valid from 21 May 2025 as part of the collective labour agreement.

APPENDIX 1 REDUCTION OF WORKING HOURS IN ONE AND WORK

TWO-SHIFT

1. Scope of the agreement

Working hours are reduced in one-shift and two-shift work in those forms of working hours where the regular working hours are 40 hours per week, 100 hours or 12.5 days per year.

In the aforementioned work, the annual working time is otherwise reduced by a maximum of 30 working days for annual leave, church holidays, Midsummer Eve, Independence Day, Christmas Eve, New Year's Day, and May Day.

2. Accrual of leave

Leave is earned for regular working days during the calendar year as follows:

at least	17 shifts	1	free
"	34 "	2	free
"	51 "	3	"
"	68 "	4	"
"	85 "	5	"
"	102 "	6	"
"	119 "	7	"
"	136 "	8	"
"	153 "	9	"
"	170 "	10	"
"	187 "	11	"
"	210 "	12.5	"

In addition, the time during which the employer pays sick leave or maternity or paternity leave pay, as well as training time partially paid by the employer, if the employer pays wages for this, is counted as regular working days. Working days also include free time referred to in section 36 (short temporary absence) for which the employer pays wages. In other words, during the times mentioned, the days off are both taken and accrued. The days off referred to in this agreement are also considered working days.

The amount of reduced working time shall be reduced by any annual leave arrangements based on an agreement or practice that reduce annual working time other than those referred to in section 1, or by any regular annual leave days.

3. Granting leave

The leave accumulated during the calendar year shall be granted to the clerical employee by the end of April of the following year at the latest, or as agreed with the clerical employee, by paying monetary compensation or granting leave at another agreed time. The leave is granted at a time determined by the employer. Unless otherwise agreed, the employer must notify the clerical employee of the leave no later than two weeks before the leave.

Leave is granted at least one shift at a time, unless otherwise agreed.

If a clerical employee's employment relationship ends and they have not been granted their accrued leave by that time, the clerical employee shall be compensated for the leave not taken in accordance with the guidelines for calculating part-time pay agreed in section 16. Compensation is only paid for full working days.

If the clerical employee has been given too much time off at the end of the employment relationship, the employer is entitled to withhold the corresponding salary in connection with the final account as referred to in section 16. The deduction is only made for full working days.

4. Earnings level

The reduction in working hours is implemented without reducing the level of earnings.

5. Annual leave

When determining the length of annual holiday, days on which the clerical employee is prevented from working due to taking leave in accordance with this agreement shall also be considered as days equivalent to days worked.

APPENDIX 2 REDUCTION OF WORKING HOURS IN ONE AND TWO-SHIFT WORK ACCORDING TO THE AVERAGE WEEKLY WORKING HOURS

Alternative working time reduction system

Working hours can also be arranged so that in 2025 they average 36.2 hours per week (long-term average 36.4 hours per week).

The average weekly working time mentioned above has been calculated taking into account the reduction in working hours. In this case, public holidays, Midsummer Eve, and Christmas Eve also even out the weekly working hours to these amounts during the calendar year.

The reduction in working hours shall be implemented by granting time off so that the working hours over a period not exceeding one calendar year are adjusted to an average of the amount specified in paragraph 1 per week. Annual leave days cannot be used to even out working hours.

Leave shall be taken in accordance with the employer's instructions, at least one work shift at a time, unless otherwise agreed with the clerical employee regarding the taking of leave or compensation for it. Unrecorded, unused leave entered into the working time adjustment system shall be taken by the end of June of the following year at the latest. If leave cannot be granted at that time, it will be compensated as weekly overtime.

If the timing of each individual period of leave is not decided separately, but rather the timing of several or all periods of leave is confirmed at one time, this plan is referred to as a working time adjustment system. When drawing up a working time adjustment system, the employer shall endeavour to take into account the individual wishes of employees regarding their time off, within the limits of production requirements and operating and service hours.

The working time adjustment system is of a collective nature and applies to the time during which the work site, department or workplace in question usually uses one- or two-shift work as a form of working time. When switching to another form of working hours, such as three-shift work, the working hours after the transfer are determined in accordance with the provisions concerning the form of working hours in question.

Unless the above-mentioned working time adjustment system has been confirmed in advance, the time of granting the leave will be announced at least one week before, unless otherwise agreed locally before the leave is taken. The same applies if the working hours system is changed.

The reduction in working hours is implemented without reducing the level of earnings.

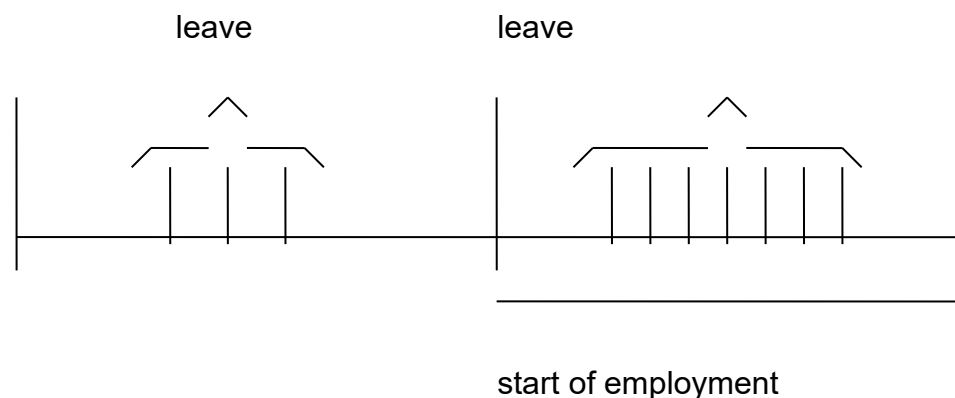
Days off granted on the basis of this agreement, which would otherwise have been working days, are counted as days equivalent to working days when earning annual leave.

Unless otherwise stipulated in the working time adjustment system, a clerical employee who is absent from work is considered to have taken time off, even if the absent employees have not been notified of this separately, when the entire company, its work department or the work group to which the clerical employee belongs has taken time off as referred to in this agreement.

Before implementing the working hours arrangement referred to in this agreement, the employer must negotiate with the representatives of the clerical employees. The negotiations must take into account the nature of the clerical employees' work at the workplace, securing operation and service times, working time arrangements of other personnel groups and other similar matters.

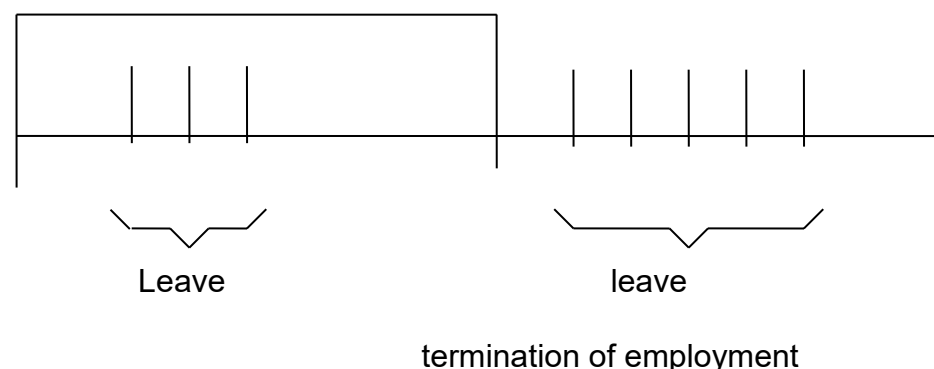
CERTAIN SPECIAL SITUATIONS

1. Commencement of employment in the middle of the year



The clerical employee shall take any leave falling after the start of their employment that has been notified to other employees and staff members in the same work group. However, it is also possible to draw up a personal average weekly working time for the remaining year.

2. Termination of employment in the middle of the year

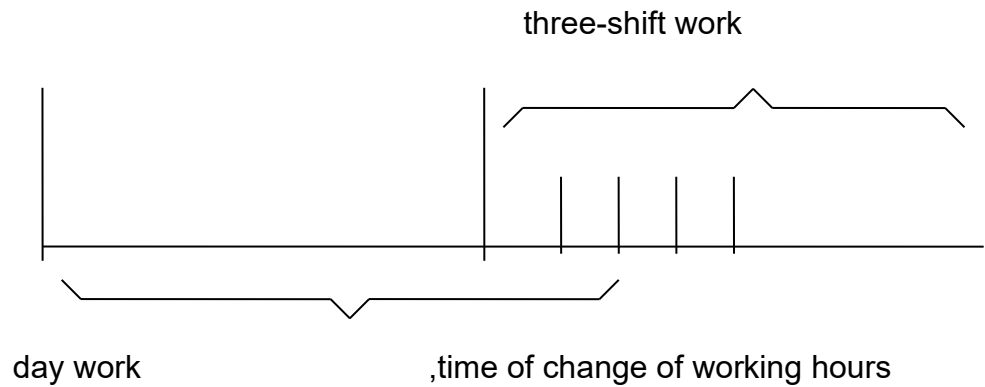


If the employment relationship ends in the middle of the year, the clerical employee's employment receivables are paid in the normal way. Any leave not taken that has been entered in the working time adjustment system will not be taken into account. Any unused leave not entered in the working time

adjustment system shall be compensated with compensation corresponding to the salary for regular working hours.

3. Change of working hours or department

For example, a clerical employee may have to switch to intermittent three-shift work before taking reduced working hours for day work, meaning that their planned days off will become working days.



Unused leave does not carry over when the working time arrangement changes. However, time off may be granted earlier than planned, for example, or if the three-shift work only lasts for a short period, time off may be granted after the employee has returned to day work. If the clerical employee's working hours change frequently, it must be ensured that the relative working hours of the clerical employee do not increase.

APPENDIX 3 REDUCTION OF WORKING HOURS FOR INTERRUPTED THREE-SHIFT WORK

Working hours can also be arranged so that in 2025 they average 36.2 hours per week (long-term average 36.4 hours per week).

Working hours are reduced by granting leave so that the working hours for a period of no more than one year are evened out to the amount specified in paragraph 1 per week.

For the work, a working time adjustment system must be drawn up in advance for a period of no more than one year during which the regular weekly working hours are evened out to the said average.

Protocol entry:

This agreement applies to clerical employees who have worked in an intermittent three-shift evening or night shift. However, morning shifts worked in the same shift cycle in connection with evening or night shifts shall be considered to fall within the scope of the reduction in working hours referred to in this agreement.

The reduction in working hours is implemented without reducing the level of earnings. The possible reduction in earnings level will be investigated locally and the method of compensation will be decided.

The clerical employee is entitled to annual holiday in accordance with the Annual Holidays Act and the collective labour agreement.

Days off taken under the working time adjustment system shall be considered equivalent to days worked when determining annual leave, but shall be reduced by the number of normal days off for day workers included in the calendar month in question.

Interrupted three-shift work is compensated for work that exceeds the weekly working hours in accordance with the working time adjustment system in question, as agreed in the collective labour agreement on weekly overtime.

When calculating overtime compensation, the monthly salary is divided by 155.

When transitioning from intermittent three-shift work to another form of working time, and when an employee's employment relationship ends, compensation for accrued but unused leave shall be agreed upon either by granting corresponding time off or, with the employee's consent, by paying monetary compensation.

Under the working time arrangement in this agreement, an employee temporarily working in three shifts shall earn one day off for every twenty (20) days worked in that working time arrangement.

APPENDIX 4 REDUCTION OF WORKING HOURS FOR UNINTERRUPTED THREE-SHIFT WORK

Regular working hours in uninterrupted 3-shift work shall be reduced so that they average 35 hours per week.

In the work referred to in paragraph 1 above, working hours, with the exception of annual holiday, must be equalised to 35 hours per week on average over a period of no more than one year. Thus, the annual working hours of clerical employees who are entitled to 30 days' annual holiday and who take this holiday during a calendar year are 1,651 hours per year. Similarly, the annual working time for employees entitled to 24 days of annual leave is 1,686 hours.

For the work, a working time adjustment system must be drawn up in advance for at least the period during which the weekly working time equalises to the said average. Days off under the working time adjustment system are considered equivalent to days at work when determining annual leave, but less the number of normal days off of day workers included in the calendar month in question.

In the forms of working hours referred to in this agreement, work that exceeds the weekly working hours in accordance with the working time adjustment system for the working week in question shall be compensated as agreed in the collective labour agreement on weekly overtime.

When switching from the working time arrangement referred to in this agreement to another working time arrangement, and when the employment relationship of a clerical employee ends, any earned and unused days off shall be compensated by granting corresponding time off or, with the clerical employee's consent, by paying monetary compensation as specified in this agreement.

If a clerical employee has not been granted compensatory leave during the period for which it is determined, the outstanding compensatory leave shall be compensated by granting it as leave during the following year by the end of April or, if agreed with the clerical employee, by paying monetary compensation for it in accordance with this agreement on the pay day following the end of the period for which it was determined, provided that the calculation period is one month.

If a clerical employee who regularly works under some other form of working time arrangement temporarily works in uninterrupted 3-shift work, their working hours and the separate bonus payable for that time shall be determined in accordance with this agreement.

Compensatory time off is primarily granted in accordance with the clerical employee's work shift schedule. Compensatory time off is used and accrued during the period for which the employer pays pay during illness. In accordance with section 21 of the clerical employee employment contract, the divisor used is 149.

Regular shifts worked in a three-shift system also include training time partially paid for by the employer, to the extent that the employer compensates for lost earnings in accordance with the training agreement. Short temporary absences in accordance with section 36 of the collective labour agreement, for which the employer pays wages, shall continue to be treated as regular work shifts. The amount of part-time pay is calculated as agreed in section 16 of the agreement for clerical employees on the basis of the number of working days specified in the table in the application guidelines for the collective labour agreement.

As compensation for loss of earnings, a separate supplement of 5.5 per cent shall be paid monthly to employees working in uninterrupted three-shift work. If the company uses a system that already takes compensation into account, such a system does not need to be changed.

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