

**COLLECTIVE AGREEMENT**  
**FOR THE CREDIT INFORMATION AND DEBT**  
**COLLECTION INDUSTRY**

**31 March 2023–28 February 2025**

Service Sector Employers PALTA  
Trade Union Pro

## **CONTENTS**

<b>PROTOCOL OF SIGNATURE</b> .....	<b>1</b>
<b>1. SCOPE</b> .....	<b>7</b>
1 §    SCOPE OF THE AGREEMENT .....	7
<b>2. EMPLOYMENT</b> .....	<b>7</b>
2 §    HIRING .....	7
3 §    FIXED-TERM EMPLOYMENT CONTRACT .....	7
4 §    RIGHTS AND OBLIGATIONS .....	8
5 §    TERMINATION OF EMPLOYMENT .....	8
<b>3. WORKING HOURS</b> .....	<b>9</b>
6 §    REGULAR WORKING HOURS .....	9
7 §    ADJUSTED WORKING HOURS .....	10
8 §    REDUCED WORKING TIME .....	10
9 §    OVERTIME WORK.....	11
10 §   EVENING AND NIGHT WORK INCREMENT.....	11
11 §   SHIFT WORK INCREMENT .....	11
12 §   ON-CALL COMPENSATION .....	12
13 §   EMERGENCY CALL-BACK COMPENSATION.....	12
14 §   TELEPHONE COMPENSATION .....	12
<b>4. PAY</b> .....	<b>12</b>
15 §   FORM OF PAY .....	12
16 §   QUALIFICATION CLASSES.....	12
17 §   CHANGE IN QUALIFICATION CLASS.....	13
18 §   TEMPORARY CHANGES IN QUALIFICATION CLASSES .....	14
19 §   YEARS OF EXPERIENCE AND MINIMUM WAGE .....	14
19a §  INCREMENTS WHEN ADVANCING IN QUALIFICATION AND EXPERIENCE CLASSES .....	14
20 §   TASK INCREMENT .....	15
21 §   QUALIFICATION INCREMENT .....	15
<b>5. ANNUAL LEAVE</b> .....	<b>16</b>
22 §   ANNUAL LEAVE.....	16
23 §   HOLIDAY BONUS .....	17
24 §   EXCHANGING HOLIDAY BONUS FOR PAID TIME OFF.....	17
25 §   ANNUAL HOLIDAY SABBATICAL .....	17
<b>6. ABSENCES</b> .....	<b>17</b>

26 §	CHILD BIRTH .....	18
27 §	SICKNESS.....	18
28 §	MEDICAL EXAMINATIONS.....	19
29 §	SHORT TEMPORARY ABSENCES .....	19
<b>7.</b>	<b>TRAVEL.....</b>	<b>20</b>
30 §	TRAVEL COSTS .....	20
<b>8.</b>	<b>INSURANCE AND PENSION.....</b>	<b>20</b>
31 §	GROUP LIFE INSURANCE.....	20
32 §	PENSION BENEFITS.....	20
<b>9.</b>	<b>NEGOTIATION PROCEDURE .....</b>	<b>20</b>
33 §	ASSEMBLY AT THE WORKPLACE .....	20
34 §	SHOP STEWARD.....	21
35 §	TRAINING.....	21
35a §	COOPERATION .....	21
36 §	SETTLEMENT OF DISPUTES .....	21
37 §	DUTY TO MAINTAIN INDUSTRIAL PEACE.....	21
<b>10.</b>	<b>MISCELLANEOUS PROVISIONS .....</b>	<b>21</b>
38 §	COLLECTION OF MEMBERSHIP FEES .....	21
39 §	AGREEMENTS BETWEEN UNIONS AND CENTRAL ORGANISATIONS	22
40 §	AGREEMENT VISIBILITY .....	22
41 §	VALIDITY OF THE AGREEMENT .....	22
APPENDIX 1	SUBSIDIARY PROVISIONS CONCERNING HOURLY WORKERS .....	23
APPENDIX 2	EMPLOYMENT CONTRACT MODEL.....	26
APPENDIX 3	WORKING TIME ARRANGEMENTS FOR REGULAR SATURDAY WORK.....	27
	LOCAL AGREEMENT ON SATURDAY WORK .....	30
	AGREEMENT ON SATURDAY WORK COMMISSIONING (EMPLOYMENT CONTRACT APPENDIX).....	32
APPENDIX 4	SALARIES .....	33
APPENDIX 5	UNIONS' RECOMMENDATION FOR THE DEVELOPMENT OF COOPERATION.....	37
APPENDIX 6	JOB DESCRIPTION FORM .....	38
APPENDIX 7	QUALIFICATION CLASS TABLE.....	39
APPENDIX 8	SHOP STEWARD AGREEMENT.....	40
APPENDIX 9	TRAINING AGREEMENT .....	54
APPENDIX 10	COOPERATION AGREEMENT .....	56

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## **PROTOCOL OF SIGNATURE**

Collective agreement for the credit information and debt collection industry 31 March 2023–28 February 2025

### **1 § Term of agreement**

The collective agreement enters into force on 31 March 2023 and remains valid until 28 February 2025.

### **2 § Pay increases in 2023**

#### **2.1. Local wage agreement**

Primarily, the timing, amount and method of distribution of salary increases will be agreed locally by 15 May 2023. The agreement shall be concluded with the shop steward. The wage agreement shall be negotiated, taking into consideration the company's situation and circumstances. It cannot be agreed upon that no salaries shall be increased.

The objective of the local negotiations is to find a wage deal which reflects the circumstances and needs of each company. The wage deal should support the company's wage policy, incentives for wage formulation, fair and equal wages and improve productivity at the workplace.

In good time before the negotiations, the employer shall provide the shop steward with information necessary from the point of view of the negotiations. Such information may include a statement of the company's financial situation and its foreseeable development. Information about the grounds of the proposal concerning the wage deal should also be provided as the basis of the negotiations.

#### **2.2. Wage deal in other ways than by local bargaining**

If no agreement is reached locally, the wage deal is implemented as follows:

A separate one-off payment of EUR 465 will be paid in connection with the normal payment of salaries in June 2023. The one-off payment will be paid under the following conditions:

- The one-off compensation shall be paid to those employees covered by a collective agreement whose uninterrupted employment relationship has commenced no later than on 3 April 2023 and is valid on the date of payment of the one-off compensation.

- For part-time and hourly paid employees, the lump sum is calculated in relation to the average working time and full working time during the preceding six months.
- The one-off payment does not affect the holiday accrual or other wages or fees.
- The one-off compensation shall also be paid if the staff member is on family leave, sick leave or temporarily laid off. The one-off compensation lump sum is not paid to a person on other unpaid leave.
- On the initiative of the employee, it may be agreed, for justified reasons, to pay the one-off compensation in two instalments.

As of 1 July 2023, salaries will be increased by an across-the-board increase of 3.2%.

Minimum wages will be increased in line with the across-the-board increase.

As of 1 July 2023, salaries will be increased by a company-specific increase of 0.3 per cent of the salary sum of May 2023 for salaried employees covered by the collective agreement. The implementation of the company-specific increase will be agreed locally by 15 May 2023 with the shop steward or, in the absence of a shop steward, with the personnel. If no agreement is reached in the local negotiations, the employer will implement the increase by increasing the employee's personal salary.

The purpose of the company-specific increase is to support fairness and incentive in wages, taking into account performance at work, development of skills and any shortcomings in the wage structure.

The employer shall inform the shop steward, or in the absence of one, the personnel, of the total amount of the company-specific increase in euros, the number of employees who received the increase and the average amount of the increase by 31 August 2023. This information shall also be provided separately for women and men. However, this requires that there are at least 6 employees in both groups.

### **Allowances for employees' representatives**

The employees' representatives' allowances will be increased by 3.5 per cent as of 1 July 2023.

## **3 § Pay increases in 2024**

### **3.1. Local wage agreement**

Primarily, the timing, amount and method of distribution of salary increases will be agreed locally by 15 April 2024. The agreement shall be concluded with the shop steward. The wage agreement shall be

negotiated, taking into consideration the company's situation and circumstances. It cannot be agreed upon that no salaries shall be increased.

The objective of the local negotiations is to find a wage deal which reflects the circumstances and needs of each company. The wage deal should support the company's wage policy, incentives for wage formulation, fair and equal wages and improve productivity.

In good time before the negotiations, the employer shall provide the shop steward with information necessary from the point of view of the negotiations. Such information may include a statement of the company's financial situation and its foreseeable development. Information about the grounds of the proposal concerning the wage deal should also be provided as the basis of the negotiations.

### **3.2. Wage deal in other ways than by local bargaining**

If no agreement is reached locally, the wage deal is implemented as follows:

#### **Across-the-board increase**

As of 1 May 2024, salaries will be increased by an across-the-board increase of 2.2%. Minimum wages are increased by 2.2% as of 1 May 2024.

#### **Company-specific increase**

As of 1 May 2024, salaries will be increased by a company-specific increase of 0.3 per cent of the salary sum of May 2024 for salaried employees covered by the collective agreement. The implementation of the company-specific increase will be agreed upon with the shop steward or, if there is no shop steward, with the personnel by 15 April 2024. If no agreement is reached in the local negotiations, the employer will implement the increase by increasing the employee's personal salary.

The purpose of the company-specific increase is to support fairness and incentive in wages, taking into account performance at work, development of skills and any shortcomings in the wage structure.

The employer shall inform the shop steward, or in the absence of one, the personnel, of the total amount of the company-specific increase in euros, the number of employees who received the increase and the average amount of the increase by 31 May 2024. This information shall also be provided separately for women and men. However, this requires that there are at least 6 employees in both groups.

#### **Allowances for employees' representatives**

The employees' representatives' allowances will be increased by 2.5 per cent as of 1 May 2024.

#### 4 § Changes to the text

The wording in paragraphs 1–3 of section 5 of the collective agreement is **amended** to read as follows:

1. The period of notice for an employee is as follows:
  - a) 14 days if employment has lasted for a maximum of 5 years
  - b) 1 month when employment has lasted for more than 5 years.
2. The period of notice for the employer is as follows:
  - a) 14 days if employment has lasted for a maximum of 1 year
  - b) 1 month when employment has lasted for more than 1 years but not more than 4 years
  - c) 2 months when employment has lasted for more than 4 years but not more than 8 years
  - d) 4 months when employment has lasted for more than 8 years but not more than 12 years
  - e) 6 months after the employment has lasted more than 12 years.
3. Subsections 1 and 2 notwithstanding, the employer and employee may agree, when the employment agreement is made, that the notice period for the employee is no more than two (2) months. In this case, however, when employment has continued for more than 8 years, the notice period for the employer extends as set out in subsection 2.

When employment is terminated, the parties may agree otherwise concerning the notice period for the employee.

The notice period for the employer may not be shorter than the notice period for the employee.

Section 26 (Birth of a child) of the collective agreement **is amended as** follows:

1. Pregnancy, special pregnancy and parental leave as well as child care leave are granted in accordance with the law.
2. Full salary shall be paid for the period of pregnancy leave for a period of 40 working days, provided that employment has lasted for 9 months before the start of the leave.
3. Full salary shall be paid for the period of parental leave for a period of 32 working days at the most to a parent referred to in chapter 9, section 5, subsections 1–3, provided that employment has lasted for 9 months before the start of the leave.

4. When an employee returns to work from family leave or other long-term absence, the employer shall pay attention to any changes in the work and, if necessary, re-orientate the employee to the work. If necessary, the need for training is surveyed and a training plan is drawn up.

**Transitional provision:**

The above provisions shall be complied with for those employees whose pregnancy or parental leave commences on or after 31 March 2023 and who are subject to the amendments to the Health Insurance Act that entered into force on 1 August 2022. If the pregnancy or parental leave commenced before 1 June 2023, the provisions of the collective agreement in force until 28 February 2023 shall be complied with.

**5 § Miscellaneous provisions**

An employee's personal monthly and hourly wage is the employee's monthly monetary salary, which consists of a scheduled pay, seniority increments and other regular increments that do not depend on duties (task increments) or circumstances (Saturday, evening, night and shift increments, standby, alarm work, and compensation for telephone consulting).

This agreement does not amend the practice in the company concerning employees' meals. However, the employer is required to arrange meals.

The recovery pause of those in telephone service or other device-bound work is negotiated on a company-by-company basis.

The chief shop steward and the occupational safety and health representative have the right to use the company's ordinary office equipment as well as internet connections (e-mail).

**6 § Working groups**

1. Statistics working group

The statistics working group will continue its work during the contract period.

2. Remote work working group

The working group examines the needs and opportunities to draw up a recommendation on remote working.

3. The principle of continuous negotiation is recorded in the protocol of signature.



Helsinki, 31 March 2023

Service Sector Employers Palta

Trade Union Pro

# COLLECTIVE AGREEMENT FOR THE CREDIT INFORMATION AND DEBT COLLECTION INDUSTRY 31 MARCH 2023–28 FEBRUARY 2025

## **1. SCOPE**

### **1 § SCOPE OF THE AGREEMENT**

1. This agreement is binding on the members of the signatory organisations.
2. The agreement is complied with in credit information and debt collection companies.
3. The Agreement does not apply to:
  - a) company executives
  - b) human resources managers
  - c) cleaning personnel, caretakers and other workers
  - d) summer assistants.
4. Deviations relating to the terms of employment of hourly workers are set out in Appendix 1.

## **2. EMPLOYMENT**

### **2 § HIRING**

1. An employment contract is made in writing based on the template (Appendix 2) at the beginning of employment.
2. Terms of employment that are more favourable than those in the collective agreement must be agreed in writing.
3. At the beginning of the employment relationship, the maximum period of probation according to the law in force at the time is observed.
4. The shop steward may, with the employee's consent, review the employment contract.

### **3 § FIXED-TERM EMPLOYMENT CONTRACT**

1. An employment contract is not made for a fixed period unless it has specifically agreed upon.
2. The justification must be mentioned in the employment contract.
3. The employer must state the end date of a fixed-term contract well in advance.

#### **4 § RIGHTS AND OBLIGATIONS**

1. The employer has the right to direct and assign work.
2. Employees must perform their work with due care.
3. The right of association is inviolable on both sides.

#### **5 § TERMINATION OF EMPLOYMENT**

1. The period of notice for an employee is as follows:
  - a) 14 days when employment has lasted for a maximum of 5 years
  - b) 1 month when employment has lasted for more than 5 years.
2. The period of notice for an employer is as follows:
  - a) 14 days when employment has lasted for a maximum of 1 year
  - b) 1 month when employment has lasted for more than 1 years but not more than 4 years
  - c) 2 months when employment has lasted for more than 4 years but not more than 8 years
  - d) 4 months when employment has lasted for more than 8 years but not more than 12 years
  - e) 6 months when employment has lasted more than 12 years.
3. Subsections 1 and 2 notwithstanding, the employer and employee may agree, when the employment agreement is made, that the notice period for the employee is no more than two (2) months. In this case, however, when employment has continued for more than 8 years, the notice period for the employer extends as set out in subsection 2.

When employment is terminated, the parties may agree otherwise concerning the notice period for the employee.

The notice period for the employer may not be shorter than the notice period for the employee.
4. Termination of employment must be done in writing or in another verifiable manner.
5. Before giving a warning, the employee has the right to be heard and to be assisted by a shop steward.

### 3. WORKING HOURS

#### 6 § REGULAR WORKING HOURS

1. The regular working hours are 8 h/day during weekdays, so that it is 40 h/week. The working time includes a 30-minute meal break.
2. The working week begins on Monday.
3. Saturdays, Midsummer Eve and Christmas Eve are days off. Regular Saturday work can be done in accordance with Appendix 3.
4. In addition to the employee's regular working hours, the employer may assign the employee to work-related training to maintain competence or other similar activities, for a maximum of 24 hours per calendar year. This time is deemed to be regular working time, for which the basic wage is paid. No working time and condition increments are paid.

Competence development may be implemented so that the regular working time is extended by the duration of the competence development, but by no more than two hours per day. Full days can also be used for developing competence, but not midweek holidays, Saturdays of weeks with midweek holidays, or Sundays. If the activity takes place on a Saturday, the length of the day is at least 6 hours, unless otherwise agreed with the employee. The employer shall notify the employee well in advance of the organisation of training. The employee may, on a case-by-case basis, refuse to participate in the training on weighty grounds.

It can be agreed with the shop steward that part of the above-mentioned 24 hours can be allocated to the extension of regular working hours, complying otherwise with the provisions of this section.

**Protocol entry:**

the amount of training agreed upon in this paragraph in 2020 may be a maximum of six hours.

5. Pursuant to section 18 of the Working Hours Act, the averaging period for the maximum working time is no more than 12 months. The monitoring period for flexible working hours is six (6) months. The monitoring period can be agreed to be a maximum of 12 months with the shop steward.
6. The flexiwork adjustment period pursuant to section 13 of the Working Time Act is a maximum of 26 weeks. The provisions of the collective agreement are otherwise applied to flexiwork. The shop steward has the right to request the number of flexiwork contracts concluded on a quarterly basis.

7. The weekly rest pursuant to the Working Time Act is considered to also take place when the weekly rest is divided into two seven-day periods, provided that the majority of the weekly rest is timed during the seven-day period whose weekly rest is concerned.

## **7 § ADJUSTED WORKING HOURS**

1. The regular daily working hours can be extended by a maximum of two hours.
2. The weekly working hours must be averaged to 40 hours per week, over 3 weeks.
3. Permanently adjusted working hours will be notified a month in advance and temporarily adjusted working hours a week in advance.
4. Notification is made to the employee and the shop steward.
5. A list of adjusted working hours shall be drawn up, showing when the working day begins and ends.

## **8 § REDUCED WORKING TIME**

1. The employee's annual working time is reduced by 16 hours, unless they are absent for an entire year. If a new employment begins mid-year by 31 May, the employee's annual working time is reduced by 16 hours. If a new employment begins after this, the employee's annual working time is reduced by 8 hours.

### **Application relating to part-time employees on a monthly salary and hourly employees:**

The working hours reduction must be provided as two paid days off, if the employee so requests. A part-time employee on a monthly salary working regularly five days a week and the same amount of working hours each day, is entitled to receive their regular monthly salary for days off. In other cases, if the part-time salaried employee wants to keep two days off, their daily salary is determined by proportioning the working hours and wages according to their employment contract to full-time working hours and wages. If a part-time employee has not been determined fixed weekly working hours, it can be determined, for the implementation of working time reduction, by calculating their average weekly working hours for the previous 6 months.

2. Reduction in working hours is carried out as has been locally agreed. The employee may present the date(s) they wish to have off. Holidays are kept as determined by the employer.

3. If the days off have not been kept by the end of the calendar year, the employee will be entitled to monetary compensation, which is calculated in the same way as additional work compensation.

## **9 § OVERTIME WORK**

1. Overtime work is work that is performed beyond the regular daily working hours specified in the Collective Agreement.
2. Overtime work may be assigned with the employee's consent and within the limits of the law.
3. The employee may refuse to work overtime due to justifiable reasons.
4. Overtime compensation is paid at:
  - a) 50% for the first 2 hours and 100% for subsequent hours on weekdays
  - b) 150% for the first 2 hours and 200% for subsequent hours on Sundays
5. Basic hourly pay is the employee's monthly pay divided by 156.
6. The changing of a calendar day does not decrease the basis of overtime compensation.
7. The parties may agree on exchanging overtime compensation for corresponding time off.
8. Overtime compensation is paid and time off is given within 2 months, unless otherwise agreed.
9. Saturday work is overtime work unless section 6.3 states otherwise.

## **10 § EVENING AND NIGHT WORK INCREMENT**

1. An evening pay increment of 20% is given for regular daily working hours between 17:30 and 23:00.
2. A night pay increment of 30% is given for regular daily working hours between 23:00 and 07:00.

## **11 § SHIFT WORK INCREMENT**

1. In shift work, shifts change in a predetermined manner.
2. There may be no more than one hour of overlap or interval between successive shifts.
3. The increments for regular shift work are:
  - a) evening work increment is 20%

- b) night work increment is 30%

**12 § ON-CALL COMPENSATION**

1. The employee on call must be available at an agreed place from where they can be called to duty.
2. The compensation paid for being on call is 50% of the basic hourly pay, but at least the basic hourly pay for 2 hours.
3. The length of the on-call period is agreed upon in advance.
4. On-call time is not counted as working hours.

**13 § EMERGENCY CALL-BACK COMPENSATION**

1. The employee who is called to work in an extreme situation shall be paid emergency call-back compensation.
2. The prerequisite for such compensation is that the employee has already left the workplace.
3. The emergency call-back compensation is equivalent to the basic pay for four (4) hours.
4. If the alert necessitates overtime work, overtime compensation shall be paid.

**14 § TELEPHONE COMPENSATION**

1. IT personnel are paid for telephone consulting after working hours.
2. The condition for such compensation is that the matter can be attended to by telephone.
3. The compensation for telephone consulting is the basic hourly pay for 3 hours.

**4. PAY**

**15 § FORM OF PAY**

1. The pay is monthly salary.
2. Fractional salary is calculated by dividing the monthly salary by the working days and using this as a multiple.
3. The pay of an employee working less than 32 h/week is an hourly wage.

**16 § QUALIFICATION CLASSES**

1. The qualification class is determined on the basis of the main job description. The main job is the job done for more than half of the working time.
2. The employer shall inform the employee in writing of their qualification class and main job, as well as the criteria and amount of task and qualification increments. The notification may also be made with a written job description and a personal competence assessment feedback form (attached job description form).
3. When placing work in qualification classes the qualification classes (attached) agreed between the unions are used

All jobs to which the collective agreement applies are classified into qualification classes according to the collective agreement.

Company-specific classification cooperation is agreed with the chief shop steward.

The aim of the classification cooperation is to place jobs in qualification classes in co-agreement according to the general descriptions and complementary job descriptions.

The general criteria for receiving task and qualification increments are discussed in company-specific classification cooperation.

The qualification increment rewards for personal qualifications, as well as skills and career management. Everyone has the right to know what is expected of them, as well as receive feedback on how and on what grounds his qualifications and skills are assessed. In the assessment, the supervisor must aim for absolute fairness and non-discrimination.

The employer provides the shop stewards and the chief shop steward information on employees and their salaries, as has been determined in section 6 of the credit information and debt collection sector's shop steward agreement.

4. The workplace shop steward and employer negotiate in cases of changes to the qualification classes due to changes to work or agreements. If consensus cannot be reached, either party may refer the matter to the unions to be solved.
5. The company's qualification classes are reviewed annually between the shop steward and the employer.

## **17 §**

### **CHANGE IN QUALIFICATION CLASS**

1. When the qualification class of an employee's main job description changes, the qualification class is redetermined.



2. An increase in wages takes effect from the beginning of the next month after the main job change.
3. If an employee applies for a position with a lower qualification class, the change in qualification class and pay may take effect at the beginning of the following month.
4. If the qualification class is lowered for another reason, the change in qualification class and pay can take place at the beginning of the 4th month after the change. The matter will be dealt with the shop steward.
5. Lowering the classification reduces pay as much as the minimum pay changes.

**18 §            TEMPORARY CHANGES IN QUALIFICATION CLASSES**

1. A temporary lowering in the qualifications required for the main job description does not entail a change in pay or qualification class.
2. If the main job description becomes more demanding for a period of at least one month, wages shall be paid according to the higher classification.

**19 §            YEARS OF EXPERIENCE AND MINIMUM WAGE**

1. When calculating the years of experience, the total time served in the credit information and debt collection sector is taken into account.
2. Time served before 1 June 1995 is taken into account according to previous provisions.
3. The minimum wages according to the qualification and experience classes are set out in Appendix 4.

**19a §           INCREMENTS WHEN ADVANCING IN QUALIFICATION AND EXPERIENCE CLASSES**

1. When advancing in qualification and experience classes to the next class, the increment remains the same, unless when advancing from one qualification to another, such qualification class requires factors that are the basis of an increment. The increment can be removed when advancing in qualification or experience classes, if the grounds for the increment have changed. The shop steward has the opportunity to express their view on the matter.

**20 §****TASK INCREMENT**

1. A task increment is paid for tasks that are more demanding or more responsible.
2. The criteria for the task increment can be additional responsibility, considered as
  - a) specific interaction skills
  - b) language skills required for the task
  - c) work guidance
  - d) regional employee task
3. The employer shall notify in writing of the task that the task increment applies to.
4. The increment is paid for the months when the task to which the task increment applies is carried out. The change to the grounds of the increment is determined jointly.
5. From 1 June 2022, the amount of the task increment is at least 90 euros.

**21 §****QUALIFICATION INCREMENT**

1. A qualification increment is paid for special professional skills, work performance and work contributions.
2. The basis of a qualification increment can be considered according to the employee's additional merits
  - a) skilled customer service
  - b) initiative
  - c) independence
  - d) diversity
3. Prior to granting increments, the shop steward has the opportunity to present their views on the matter.
4. The grounds for the qualification increment are reviewed when advancing in qualification or experience classes. If there are no changes to the criteria or the increment has been paid for less than a year before advancing to a new experience class, the increment remains as it is.
5. From 1 June 2022, the amount of the qualification increment is at least 90 euros.

## 5. ANNUAL LEAVE

### 22 § ANNUAL LEAVE

1. Annual leave is determined by the Annual Holidays Act.
2. Paid annual leave is earned during a continuous period of employment at the close of the holiday credit year:
  - a) less than a year: 2 weekdays/month
  - b) one year or more: 2.5 weekdays/month
  - c) at least 10 years: 3 weekdays/month
  - d) at least 15 years by 31 March 1994: 3.5 weekdays/month.
3. Years in service before 1 June 1995 are taken into account according to the rules in force on 31 May 1995.
4. Winter holiday is given during the same calendar year as the summer holiday unless agreed otherwise.
5. Upon termination of employment, holiday compensation due is paid according to section 2.
6. When calculating holiday pay or holiday compensation, the daily salary is determined by dividing the monthly salary by 25.
7. If the employee's working hours and respectively their salary has changed during the holiday determination period, in accordance with the first sentence of Section 10.4 of the Annual Holidays Act, the salary of the annual holiday is calculated with a day value of 0.38%. The holiday pay is calculated on the basis of the paid or payable salary for the actual working hours, excluding any emergency work or increases paid for overtime work according to regulations or an agreement.

#### **Protocol entry:**

This provision shall apply to those employees who have earned over 30 days off during the holiday credit year. Deferred salary is added to the working time salary for the period equivalent to the working time (Annual Holidays Act, section 7, subsection 2, paragraphs 1-4 and 7). However, holiday pay or holiday bonus that has accrued for the previous holiday determination year is not included in the working time salary, as is the case with increments paid for emergency work or overtime work. This provision shall apply from 1 April 2013 for earned annual leaves.

**23 § HOLIDAY BONUS**

1. When taking annual leave, an employee receives 50% of their statutory paid annual leave as a holiday bonus.
2. The holiday bonus is paid with the holiday pay or as agreed in the company.
3. A holiday bonus is paid to an employee who passes directly from annual leave to childcare leave or military service.
4. A holiday bonus is not paid upon termination of employment, except for those employees who retire.

**24 § EXCHANGING HOLIDAY BONUS FOR PAID TIME OFF**

1. The exchange of the holiday bonus for paid time off can be agreed between the employer and the employee.
2. When agreeing on time off, the date for the time off is also agreed.
3. An employee may have half of the days off as paid leave for the days that entitle for a holiday bonus of the amount of annual leave days.
4. When an employee falls ill, the leave is interrupted, and it becomes sick leave the following day after falling ill. The remaining leave that was not kept is offered later or is paid in cash.

**25 § ANNUAL HOLIDAY SABBATICAL**

1. An employee may, by agreement, save annual leave for a sabbatical:
  - a) the right to take annual leave exceeding 24 days
  - b) time off in lieu of a holiday bonus for saved annual leave
  - c) working hours reduction (section 8)
  - d) overtime leave.
2. An annual leave sabbatical is taken at an agreed time and no later than within a five-year period.
3. A plan is drawn up in advance on how leave entitlement is to be saved and when the annual leave sabbatical is to be taken.
4. The provisions of the Annual Holidays Act are observed concerning the annual leave sabbatical as applicable.
5. The implementation of an annual leave sabbatical is agreed in detail company-specifically.

**6. ABSENCES**

**26 §****CHILD BIRTH**

1. Pregnancy, special pregnancy and parental leave as well as child care leave are given as specified in the relevant acts.
2. The employer pays full wages for a period of 40 weekdays of pregnancy leave, provided that employment has lasted for 9 months before the start of the leave.
3. Full salary shall be paid for the period of parental leave for a period of 32 working days at the most to a parent referred to in chapter 9, section 5, subsections 1–3 of the Health Insurance Act , provided that employment has lasted for 9 months before the start of the leave.
4. When an employee returns to work from family leave or other long-term absence, the employer shall pay attention to any changes in the work and, if necessary, re-orientate the employee to the work. If necessary, the need for training is surveyed and a training plan is drawn up.

**Transitional provision:**

The above provisions shall be complied with for those employees whose pregnancy or parental leave commences on or after 31 March 2023 and who are subject to the amendments to the Health Insurance Act that entered into force on 1 August 2022. If the pregnancy or parental leave commenced before 1 June 2023, the provisions of the collective agreement in force until 28 February 2023 shall be complied with.

**27 §****SICKNESS**

1. An employee who is incapable of working because of sickness or an accident receives their pay during each incapacity period for at least:
  - a) 4 weeks when employment has lasted for less than 3 years
  - b) 5 weeks when employment has lasted for 3–5 years
  - c) 6 weeks when employment has lasted for over 5 years
  - d) 8 weeks when employment has lasted for over 10 years
2. The employee must inform the employer without delay of their inability to work and its estimated duration.
3. The employee must provide a doctor's certificate or other reliable evidence upon request.
4. If the employer specifies the doctor, the employer shall pay the costs of obtaining a medical certificate.

5. In addition to requiring a certificate written by a doctor or nurse, the employer may introduce a procedure whereby, based on the employee's own declaration, the manager does not need to require a doctor's or nurse's certificate for the employee's own short-term sick leaves.

## **28 §**

### **MEDICAL EXAMINATIONS**

1. During regular working hours, the employee shall have the right to:
  - a) go for a medical examination and related laboratory or X-ray examinations
  - b) get physiotherapy that is necessary in order to maintain occupational fitness
  - c) visit a dentist in the event of a sudden dental problem
  - d) go for examinations required during pregnancy
  - e) visit the doctor in order to ascertain the sickness of a disabled child or a child under 10 years of age
  - f) take a child to a child health centre
  - g) go for necessary cancer treatments.
2. The requirement to qualify for pay is:
  - a) it has not been possible to arrange treatment outside working hours and
  - b) any unnecessary loss of working time is avoided.
3. Necessary travel costs are reimbursed for employees who go for an examination provided by the occupational health service.

## **29 §**

### **SHORT TEMPORARY ABSENCES**

1. Pay or other benefits are not reduced for short absences due to:
  - a) sudden sickness, death or funeral of a close relative; maximum of 1 day
  - b) sudden illness of a child under 10 years old; 3 days
  - c) acute illness of a child under 18 years old afflicted by a serious illness; 1 day

**Protocol entry:**

Severe illnesses or injuries are leukaemia and other malignant tumours, severe heart defects, severe injuries and burns, difficult cases of diabetes and the beginning phase of diabetes care, severe mental disorders, severe development disabilities, severe bronchial asthma and severe rheumatoid arthritis, as well as the other diseases, injuries and pathological conditions comparable to the above-mentioned diseases.

- d) employee's own wedding, registration of civil partnership or moving home
- e) employee's 50th and 60th birthdays
- f) STTK or Trade Union Pro or one of its member organisation's union, representative's or executive board's or advisory board's meeting, which the employee participates in as an elected representative.

**7. TRAVEL**

**30 § TRAVEL COSTS**

- 1. Travel costs are reimbursed according to the Tax Board's regulations.
- 2. Additional work-related travel costs are subject to local agreement.

**8. INSURANCE AND PENSION**

**31 § GROUP LIFE INSURANCE**

- 1. The employer pays for the employees' group life insurance.

**32 § PENSION BENEFITS**

- 1. Pension schemes are arranged in accordance to the current Employees' Pensions Act.

**9. NEGOTIATION PROCEDURE**

**33 § ASSEMBLY AT THE WORKPLACE**

- 1. Trade Union Pro's member associations and locals can arrange meetings outside working hours concerning employment matters, provided that:
  - a) holding of the meeting has been agreed in advance with the employer

- b) the employer provides a suitable meeting place
- c) the organiser is responsible for order and cleanliness
- d) the organiser has the right to invite representatives of the member unions to the meeting.

**34 § SHOP STEWARD**

1. The credit information and debt collection sector's shop steward agreement is complied with in credit information and debt collection companies (Agreement Appendix 8).

**35 § TRAINING**

1. The credit information and debt collection sector's training agreement is complied with in credit information and debt collection companies (Agreement Appendix 9).

**35a § COOPERATION**

1. The credit information and debt collection sector's cooperation agreement is complied with in credit information and debt collection companies (Agreement Appendix 10).

**36 § SETTLEMENT OF DISPUTES**

1. The negotiating process shall be carried out in accordance with the Shop Steward Agreement.
2. Should the unions fail to reach an agreement, the matter may be brought before the Labour Court.

**37 § DUTY TO MAINTAIN INDUSTRIAL PEACE**

1. Industrial action against this set of agreements or its provisions is prohibited.

**10. MISCELLANEOUS PROVISIONS**

**38 § COLLECTION OF MEMBERSHIP FEES**

1. The fee for membership in a member union of Trade Union Pro shall be withheld from pay with the employee's consent.
2. For taxation purposes, the employer shall issue a certificate of the withheld amount.



**39 §            AGREEMENTS BETWEEN UNIONS AND CENTRAL ORGANISATIONS**

As part of the collective agreement, the following valid agreements are in force at any given time:

- a) Convention EK - STTK (PT (LTK) -STTK Convention 6.3.1989)
- b) Recommendation for treatment referral EK - STTK (EK-AKAVA-SAK-STTK-KT-KiTVTML Recommendation for prevention of substance abuse problems, handling substance abuse matters and referring for treatment at workplaces 12.1.2006)
- c) Membership fee collection agreement EK-STTK
- d) Compensatory fine protocol EK - STTK (PT (LTK) -AKAVA-SAK-TVK compensatory fine protocol 5.6.1984 (amended 28.1.2000))

**40 §            AGREEMENT VISIBILITY**

- 1. The Agreement must be kept visible for the workplace employees.

**41 §            VALIDITY OF THE AGREEMENT**

- 1. The agreement is valid until 28 February 2025.

SERVICE SECTOR EMPLOYERS PALTA

TRADE UNION PRO

## **APPENDIX 1 SUBSIDIARY PROVISIONS CONCERNING HOURLY WORKERS**

### **1 § SCOPE**

1. The agreement applies to employees:
  - a) whose regular working hours are less than 32 hours per week
  - b) who belong to the scope of application of the Collective Agreement for credit information and debt collection industry.
2. The Collective Agreement for the Credit Information and Debt Collection Industry shall be observed for hourly workers unless otherwise provided in this Agreement.

### **2 § WORKING HOURS**

1. The regular working time shall be a maximum of 8 h/day up to a maximum of
2. 40 h/week.
3. The employment contract shall set out the regular working hours.
4. The number of working days, the times when they are worked and the daily working time are confirmed, as far as possible, in advance on a monthly basis.

### **3 § ADDITIONAL AND OVERTIME WORK**

1. Simple hourly rates are paid when carrying out additional work.
2. Work carried out in addition to the regular daily maximum working time is overtime.

### **4 § HOLIDAY COMPENSATION**

1. The holiday compensation payable in lieu of holiday pay and the holiday bonus is as follows:
  - a) 13.5% when employment has lasted for less than one year
  - b) 17% when employment has lasted for at least one year
  - c) 19% when employment has lasted for at least 10 years
  - d) 21% when employment has lasted for at least 15 years as of 31 March 1994.
2. When the employment relationship ends, the holiday compensation is:
  - a) 9% when employment has lasted for less than one year
  - b) 11.5% when employment has lasted for at least a year

- c) 12% when employment has lasted for at least 10 years
- d) 13% when employment has lasted for at least 15 years as of 31 March 1994.

3. The holiday compensation is calculated:
  - a) on earnings during the holiday credit year determined according to the Annual Holidays Act
  - b) on the previous year's holiday compensation
  - c) on the average pay for the period of a statutory maternity leave.

**5 § MATERNITY AND ADOPTION LEAVE**

1. The employer shall pay salary for three (3) months according to the average salary during the six (6) previous months.

**6 § EMPLOYEE'S ILLNESS**

1. If the number of working days, when they are worked and the working hours have not been confirmed in advance, sick pay is determined on the basis of the average salary for the previous 6 months.

**7 § PAY**

1. A temporary transfer to a position requiring a higher minimum salary shall be compensated by paying the higher hourly wage required by the position during this period beginning on the day preceding the transfer.

**8 § VALIDITY**

1. This Agreement shall be valid on equal terms with the Collective Agreement for the Credit Information and Debt Collection Sector.

## APPENDIX 2 EMPLOYMENT CONTRACT MODEL

1. PARTIES TO THE EMPLOYMENT CONTRACT	Name of the Employer		hereinafter referred to as "the Company"	
	Name of the senior salaried employee		hereinafter referred to as "the Employee"	
	Personal identity code		The Employee referred to hereinabove agrees to work for the Company referred to hereinabove under the Company's direction and supervision under the following terms and	
2. VALIDITY OF THE EMPLOYMENT CONTRACT	Start date of employment			
	The employment contract is valid	<input type="checkbox"/> for a fixed term	Until	
		<input type="checkbox"/> until further notice	grounds for fixed-term employment	
3. PROBATIONARY PERIOD	A probationary period of _____ months is applied as of the first day of employment (maximum duration as provided in legislation), during which either party may terminate this contract without a			
4. WORKING HOURS AND PLACE OF WORK	Regular working hours		Place of work	
	The Company has the right to amend these conditions of the employment contract only within the limits of its managerial prerogative			
6. WORK DUTIES	<input type="checkbox"/> The Employee takes on the following work duties and is responsible for also carrying out other work assigned by the Company within the limits of its managerial prerogative.		Duties	
	<input type="checkbox"/> The following work duties have been agreed with the Employee, who is obliged to take on other assignments if agreed separately or if required due to urgent needs.		Duties	
7. BASIC INFORMATION ON PAY CONDITIONS	Years of experience at the start of the employment relationship	yrs.	mos.	
	Pay at the start of employment	Qualification class	Amount of pay EUR / month /1	
8. APPLICABLE COLLECTIVE AGREEMENT	The employment relationship follows, on both sides, the applicable laws, appropriately issued internal guidelines and rules of the Company, as well as			
	<input type="checkbox"/> the collective agreement for the credit information and debt collection industry			
	to the extent that terms more beneficial for the Employee have not been agreed upon in this contract.			
9. TERMS DEVIATING FROM THE COLLECTIVE AGREEMENT	Agreed terms and conditions that are not included in the applicable collective agreement or are more favourable to the Employee:			
10. DATE AND SIGNATURE	This contract was prepared in two identical copies, one for the Employee and one for the Company			
	Place	Date		
Signature of the company's representative		Signature of the Employee		

## **APPENDIX 3 WORKING TIME ARRANGEMENTS FOR REGULAR SATURDAY WORK**

### **1 § Working arrangement**

1. Regular working hours are placed from Monday to Friday, unless otherwise agreed according to the provisions of this Agreement.
2. Saturday work in accordance with this Appendix can be done in all activities.
3. Saturday work and its introduction, as well as the principles of Saturday work commissioning, must be subject to cooperation negotiations. After the negotiations have taken place, the introduction of Saturday work requires that it is agreed locally with the shop steward. The agreement must be made in writing and it must indicate the principles under which Saturday work can be agreed with an individual employee. Individual circumstances are taken into account on the practical implementation of work arrangements.
4. Regular Saturday work must be on a voluntary basis. Saturday work must be agreed upon between the employer and the employee in writing with a separate appendix to the employment contract.

#### **Protocol entry:**

The parties agree that any Saturday work must be separately agreed in writing with the employees whose employment contract has been in force before the entry into force of this Protocol. Old employment contracts cannot be interpreted in such a way that they allow for regular Saturday work. The parties also agree that agreement is done on a voluntary basis. Refusal does not require explanations. The agreement referred to in the enterprise-level section 3 does not bind the individual employee to agree on Saturday work.

5. The shop steward has, with the employee's consent, the right to review the agreement made with them.

### **2 § Regular working hours on Saturdays**

1. When carrying out Saturday work, the employee's regular working hours is 40 hours per week. When carrying out Saturday work, the regular working hours are based on an average five-day working week. When carrying out Saturday work the maximum daily working time can be up to 10 hours.
2. The adjustment period, when working on Saturdays, is six (6) weeks, during which time the working hours must be balanced out.

### **Protocol entry:**

Working hours can also be balanced out, if necessary, so that the leave corresponding to the work that exceeds the average 40 hours per week and over 5 working days per week, can be given immediately at the beginning of the averaging period of the following adjustment period.

3. The employer shall prepare a precise shift list for the averaging period. The shift roster is informed to the employee no later than two weeks prior to the commencement of the shift roster. Due to a compelling reason related to the organisation of work, the shift roster can, however, be informed to the employee no later than one week before the start of the shift roster. The shift roster that has been informed can only be amended with the employee's consent.

When preparing the shift roster, the employees' need for continuous periods of days off, must be taken into account. If an employee's working time is placed on a Saturday, the second day off of the week is aimed to be given for the preceding Saturday or in connection with the following day off.

If possible, when preparing the shift lists, one (1) Saturday shift can be placed for the employee during a six-week period. However, this is not aimed to limit the employee from working on Saturdays, if they want to personally do work on additional Saturdays.

4. The employee may, if they so wish, decide not to work on Saturdays during the summer. The summer period begins from Midsummer and ends in mid-August. If the employee does not want to work during the summer months, they must notify of this in good time, however, no later than one month before the start of the summer period.

### **3 § Termination of Saturday work agreement**

1. For a pertinent reason, an individual employee may give notice to terminate the agreement in writing within three (3) months. The reason must be related to being prevented from doing Saturday work.
2. An enterprise-level contractual party may give notice in writing to terminate the agreement to expire in three (3) months for a justifiable reason.

### **4 § Saturday pay increment**

1. Regular working hours on Saturdays will be paid wages at an increase of 50%. The Saturday pay increment can be agreed to be exchanged partially or entirely for corresponding time off during regular working hours. The length of the time off is calculated in the same way as the increase in wages.

2. If the employee receives equivalent or better compensation for the work done on Saturdays, the Saturday pay increment is not paid.

## **5 §**

### **Validity**

1. This Agreement shall be valid on equal terms with the Collective Agreement for the Credit Information and Debt Collection Sector.



## LOCAL AGREEMENT ON SATURDAY WORK

1. Company	Name, Business ID
2. Agreement subject	This Agreement applies to Saturday work.
3. Cooperation negotiations	Saturday work and its introduction and the principles of Saturday work are discussed in cooperation negotiations.
4. Commissioning Saturday work	<p>4.1 When carrying out Saturday work, the employee's regular working hours is 40 hours per week. When carrying out Saturday work, the regular working hours are based on an average five-day working week. When carrying out Saturday work the maximum daily working time can be up to 10 hours.</p> <p>4.2 The adjustment period, when working on Saturdays, is six (6) weeks, during which time the working hours must be balanced out. It has been agreed within the company that the adjustment period is ____ weeks.</p> <p>4.3 Working hours can also be balanced out, if necessary, so that the leave corresponding to the work that exceeds the average 40 hours per week and over 5 working days per week, can be given immediately at the beginning of the adjustment period of the following adjustment period. <u>Yes, in use (this section will remain in the agreement / No (this section is removed).</u></p> <p>4.4 The employer shall prepare a precise shift roster for the adjustment period. The shift roster is informed to the employee no later than two weeks prior to the commencement of the shift roster. Due to a compelling reason related to the organisation of work, the shift roster can, however, be informed to the employee no later than one week before the start of the shift roster. When preparing the shift roster, the employees' need for continuous periods of days off, must be taken into account.</p> <p>4.5 If an employee's working time is placed on a Saturday, the second day off of the week is aimed to be given for the preceding Saturday or in connection with the following day off.</p> <p>4.6 If possible, when preparing the shift lists, one (1) Saturday shift can be placed for the employee during a six-week period. However, this is not aimed to limit the employee from working on Saturdays, if they want to personally do work on additional Saturdays.</p> <p>4.7 If the employee wants to do Saturday work on more than one Saturday during the adjustment period, they must notify ____ (the person or party to whom notice is given is described here, as well as how it is notified). The notification can be provided for (1) one adjustment period at a time, (2) for a fixed period or (3) it can be given until further notice.</p> <p>4.8</p>



## AGREEMENT ON SATURDAY WORK COMMISSIONING (EMPLOYMENT CONTRACT APPENDIX)

1. Company	Name, Business ID, hereinafter referred to as the employer
2. Employee	First Name Last Name (ddmmyy- yyyy), hereinafter referred to as the employee
3. Commissioning Saturday work	<p>3.1 When carrying out Saturday work, the employee's regular working hours is 40 hours per week. When carrying out Saturday work, the regular working hours are based on an average five-day working week. When carrying out Saturday work the maximum daily working time can be up to 10 hours.</p> <p>3.2 When commissioning Saturday work the adjustment period agreed on at a company level is observed.</p> <p>3.3 If an employee's working time is placed on a Saturday, the second day off of the week is aimed to be given for the preceding Saturday or in connection with the following day off.</p> <p>3.4 If possible, when preparing the shift lists, one (1) Saturday shift can be placed for the employee during a six-week period. If the employee wants to do Saturday work on more than one Saturday during the averaging period, they must notify about this according to the agreed practice within the company.</p> <p>3.5 If the employee does not want to work during the summer months, they must notify of this in good time according to the agreed practice within the company, however, no later than one month before the start of the summer period.</p>
4. Supplementary provisions for the placement of working hours	In addition to the above, the following has been agreed regarding Saturday work:
5. Replacement of Saturday pay increment	<p>5.1 The following has been agreed with the employee in terms of the replacement of the Saturday pay increment:</p> <p>a) the Saturday pay increment is replaced according to the company agreed practice. At the time of concluding this Agreement, the Saturday pay increment is replaced in the company in cash payments/time off (delete as appropriate).</p> <p>b) the Saturday pay increment is replaced in cash payments/time off (delete as appropriate)</p> <p>5.2 The following on principles of having time off/saving:</p>
6. Termination of the agreement	For a pertinent reason, an employee may give notice to terminate the Saturday work agreement in writing to take effect in three months, by informing this in accordance to what is set in the company-level agreement. The reason must be related to being prevented from doing Saturday work.

	Notification of the termination of Saturday work does not constitute the termination of employment, instead when the Saturday work agreement is terminated, the employee will continue to work during working hours in accordance to their employment contract.	
7. Signatures	Place and date	
	First name Surname Title	First name Surname Employee

## APPENDIX 4 SALARIES

### Minimum monthly salaries for employees in the credit information and debt collection sector as of 1 July 2023

#### Helsinki, Espoo, Vantaa, Kauniainen

	1.–2.	3.–4.	5.–7.	8.–11.	12.–15.	16.
1	1,897	1,936	1,980	2,029	2,079	2,123
2	2,097	2,147	2,181	2,261	2,333	2,429
3	2,225	2,267	2,346	2,426	2,516	2,634
4.1.	2,324	2,398	2,498	2,591	2,697	2,817
4.2.	2,441	2,521	2,633	2,731	2,827	2,958
5.1.	2,653	2,764	2,877	3,003	3,124	3,275
5.2.	3,038	3,184	3,313	3,446	3,592	3,773

#### Rest of Finland

	1.–2.	3.–4.	5.–7.	8.–11.	12.–15.	16.
1	1,835	1,878	1,922	1,957	2,012	2,049
2	2,046	2,095	2,139	2,190	2,243	2,326
3	2,161	2,206	2,260	2,332	2,407	2,514
4.1.	2,240	2,308	2,396	2,486	2,574	2,687
4.2.	2,356	2,431	2,521	2,619	2,717	2,837
5.1.	2,548	2,642	2,760	2,867	2,980	3,126
5.2.	2,924	3,038	3,168	3,301	3,432	3,594

**Minimum hourly wages for employees of the credit information and debt collection sector as of 1 July 2023**

**Helsinki, Espoo, Vantaa, Kauniainen**

	1.–2.	3.–4.	5.–7.	8.–11.	12.–15.	16.
1	12.31	12.58	12.90	13.20	13.56	13.84
2	13.70	14.01	14.27	14.81	15.35	15.98
3	14.59	14.86	15.45	15.97	16.57	17.35
4.1.	15.22	15.78	16.45	17.05	17.70	18.51
4.2.	16.07	16.60	17.34	17.99	18.62	19.44
5.1.	17.44	18.20	18.95	19.75	20.54	21.56
5.2.	19.98	20.95	21.80	22.71	23.68	24.81

**Rest of Finland**

	1.–2.	3.–4.	5.–7.	8.–11.	12.–15.	16.
1	11.90	12.17	12.48	12.72	13.11	13.36
2	13.35	13.64	13.97	14.33	14.71	15.24
3	14.10	14.45	14.81	15.35	15.85	16.56
4.1.	14.70	15.15	15.77	16.35	16.94	17.67
4.2.	15.50	16.01	16.60	17.22	17.88	18.69
5.1.	16.75	17.39	18.16	18.86	19.61	20.57
5.2.	19.23	19.98	20.88	21.72	22.59	23.69

**Minimum monthly salaries for employees in the credit information and debt collection sector as of 1 May 2024**

**Helsinki, Espoo, Vantaa, Kauniainen**

	1.–2.	3.–4.	5.–7.	8.–11.	12.–15.	16.
1	1,939	1,979	2,024	2,074	2,125	2,170
2	2,143	2,194	2,229	2,311	2,384	2,482
3	2,274	2,317	2,398	2,479	2,571	2,692
4.1.	2,375	2,451	2,553	2,648	2,756	2,879
4.2.	2,495	2,576	2,691	2,791	2,889	3,023
5.1.	2,711	2,825	2,940	3,069	3,193	3,347
5.2.	3,105	3,254	3,386	3,522	3,671	3,856

**Rest of Finland**

	1.–2.	3.–4.	5.–7.	8.–11.	12.–15.	16.
1	1,875	1,919	1,964	2,000	2,056	2,094
2	2,091	2,141	2,186	2,238	2,292	2,377
3	2,209	2,255	2,310	2,383	2,460	2,569
4.1.	2,289	2,359	2,449	2,541	2,631	2,746
4.2.	2,408	2,484	2,576	2,677	2,777	2,899
5.1.	2,604	2,700	2,821	2,930	3,046	3,195
5.2.	2,988	3,105	3,238	3,374	3,508	3,673

**Minimum hourly wages for employees of the credit information and debt collection sector as of 1 May 2024**

**Helsinki, Espoo, Vantaa, Kauniainen**

	1.–2.	3.–4.	5.–7.	8.–11.	12.–15.	16.
1	12.58	12.86	13.18	13.49	13.86	14.14
2	14.00	14.32	14.58	15.14	15.69	16.33
3	14.91	15.19	15.79	16.32	16.93	17.73
4.1.	15.55	16.13	16.81	17.43	18.09	18.92
4.2.	16.42	16.97	17.72	18.39	19.03	19.87
5.1.	17.82	18.60	19.37	20.18	20.99	22.03
5.2.	20.42	21.41	22.28	23.21	24.20	25.36

**Rest of Finland**

	1.–2.	3.–4.	5.–7.	8.–11.	12.–15.	16.
1	12.16	12.44	12.75	13.00	13.40	13.65
2	13.64	13.94	14.28	14.65	15.03	15.58
3	14.41	14.77	15.14	15.69	16.20	16.92
4.1.	15.02	15.48	16.12	16.71	17.31	18.06
4.2.	15.84	16.36	16.97	17.60	18.27	19.10
5.1.	17.12	17.77	18.56	19.27	20.04	21.02
5.2.	19.65	20.42	21.34	22.20	23.09	24.21

## **APPENDIX 5 UNIONS' RECOMMENDATION FOR THE DEVELOPMENT OF COOPERATION**

Prior to the termination of employment, the negotiations between the employer and employee aim to take into account the available opportunities for continuing existing employments.



## APPENDIX 6 JOB DESCRIPTION FORM

### CREDIT INFORMATION AND DEBT COLLECTION SECTOR

Job description for the purpose of determining qualification class and task increment criteria

Job title:

Date:

1. Statement and general characterisation of the **main task in whole** and its contents. (The main job is the job done for other half of the working time.)

2. Statement and general characterization of the work other than the main job.

3. **Consideration:** How independently, according to what kind of instructions, and under what kind of discretionary circumstances is the work done.

4. **Interaction:** The interaction, sales, negotiation and other such skills required for the work.

5. The **competence, knowledge and skills** required for the work.

Qualification class:

7. Task increment criteria and amount:

Credit Information and Debt Collection Industry

	Basic tasks, qc. 2	Professional tasks, qc. 3	Special professional tasks, qc. 4.1	Special professional tasks, qc. 4.2	Special tasks, qc. 5.1	Expert and management tasks, qc. 5.2
General overview	<ul style="list-style-type: none"> <li>The task is a basic task carried out as a background task or a subtask for customer service or a similar level of complexity.</li> </ul>	<ul style="list-style-type: none"> <li>The role is a typical professional task in the credit information or debt collection industry.</li> </ul>	<ul style="list-style-type: none"> <li>The role is a special professional task in the field of credit information or debt collection.</li> </ul>	<ul style="list-style-type: none"> <li>The task is a demanding special professional task in the field of credit information or debt collection, the supervisory task of a team or a work group.</li> </ul>	<ul style="list-style-type: none"> <li>The task is an expert or supervisory task including responsibility for a sector or function.</li> </ul>	<ul style="list-style-type: none"> <li>The task is a demanding expert task, the task of the manager or director, which includes responsibility for a sector or function and its development or management.</li> </ul>
Decision-making	<p>Executorial</p> <ul style="list-style-type: none"> <li>The work is performed in accordance with the instructions given in fairly similar, repeated situations.</li> <li>The performance of the work and compliance with the instructions are supervised.</li> </ul>	<p>Selective</p> <ul style="list-style-type: none"> <li>The work is carried out according to general instructions and detailed models and operating instructions in varying work situations.</li> <li>Progress is monitored.</li> </ul>	<p>Applied</p> <ul style="list-style-type: none"> <li>The work is carried out in accordance with general instructions and operating models and it requires consideration of various possible solutions in varying situations.</li> <li>Supervision is mainly based on the evaluation of work results.</li> </ul>	<p>Applied</p> <ul style="list-style-type: none"> <li>The work is carried out in accordance with general instructions and assignments and it requires consideration of various possible solutions in varying situations.</li> <li>Supervision is mainly based on the evaluation of work results.</li> </ul>	<p>Independent</p> <ul style="list-style-type: none"> <li>The work is carried out within the framework of operational objectives and plans in demanding situations that require careful consideration.</li> <li>Supervision is based on customer feedback and evaluation of work results.</li> </ul>	<p>Independent and responsible</p> <ul style="list-style-type: none"> <li>The work is carried out within the framework of operational objectives and plans in demanding situations that require careful consideration.</li> <li>The work includes independent responsibility for meeting the company's objectives through management, planning and development actions related to the relevant sphere of responsibilities.</li> <li>Supervision is based on the evaluation of work results.</li> </ul>
Interaction	<p>The task requires normal interaction in the work community</p> <ul style="list-style-type: none"> <li>The work requires basic skills, professional knowledge of one's personal field of work and mastery of working methods.</li> <li>Competence is based on on-the-job learning.</li> </ul>	<p>The task requires normal interaction in the work community and customer service skills</p> <ul style="list-style-type: none"> <li>The work requires mastery of professional knowledge and working methods in the credit information or debt collection industry.</li> <li>Competence is based on appropriate training and work experience.</li> </ul>	<p>The work requires negotiation skills and the ability to provide guidance.</p> <ul style="list-style-type: none"> <li>The work requires mastery of professional knowledge and skills in the credit information or debt collection industry.</li> <li>Competence is based on appropriate training and sufficient professional experience.</li> </ul>	<p>The task requires influencing and negotiating skills.</p> <ul style="list-style-type: none"> <li>The work requires in-depth mastery of professional knowledge and skills in the credit information or debt collection industry, analytical skills as well as the ability to apply extensive and complex instructions and regulations.</li> <li>Competence is based on appropriate training and sufficient professional experience.</li> </ul>	<p>The task requires influencing and negotiating skills in demanding negotiation and interaction situations</p> <ul style="list-style-type: none"> <li>The work requires diverse knowledge of the credit information or debt collection industry, analytical skills and special knowledge of the one's area of responsibility.</li> <li>Competence is based on appropriate training and solid professional experience or theoretical training.</li> </ul>	<p>The work requires leadership skills and the ability to motivate and inspire, with the goal of, for example, helping employees commit to major changes.</p> <ul style="list-style-type: none"> <li>The work requires in-depth knowledge of the credit information or debt collection industry and the ability to apply the theoretical knowledge of one's area of expertise to the operating environment and work processes.</li> <li>Competence is based on appropriate training and solid professional experience or theoretical training.</li> </ul>
Knowledge and skills	<p>The task requires normal interaction in the work community</p> <ul style="list-style-type: none"> <li>The work requires basic skills, professional knowledge of one's personal field of work and mastery of working methods.</li> <li>Competence is based on on-the-job learning.</li> </ul>	<p>The work requires mastery of professional knowledge and working methods in the credit information or debt collection industry.</p> <ul style="list-style-type: none"> <li>Competence is based on appropriate training and work experience.</li> </ul>	<p>The work requires negotiation skills and the ability to provide guidance.</p> <ul style="list-style-type: none"> <li>The work requires mastery of professional knowledge and skills in the credit information or debt collection industry.</li> <li>Competence is based on appropriate training and sufficient professional experience.</li> </ul>	<p>The task requires influencing and negotiating skills.</p> <ul style="list-style-type: none"> <li>The work requires in-depth mastery of professional knowledge and skills in the credit information or debt collection industry, analytical skills as well as the ability to apply extensive and complex instructions and regulations.</li> <li>Competence is based on appropriate training and sufficient professional experience.</li> </ul>	<p>The task requires influencing and negotiating skills in demanding negotiation and interaction situations</p> <ul style="list-style-type: none"> <li>The work requires diverse knowledge of the credit information or debt collection industry, analytical skills and special knowledge of the one's area of responsibility.</li> <li>Competence is based on appropriate training and solid professional experience or theoretical training.</li> </ul>	<p>The work requires leadership skills and the ability to motivate and inspire, with the goal of, for example, helping employees commit to major changes.</p> <ul style="list-style-type: none"> <li>The work requires in-depth knowledge of the credit information or debt collection industry and the ability to apply the theoretical knowledge of one's area of expertise to the operating environment and work processes.</li> <li>Competence is based on appropriate training and solid professional experience or theoretical training.</li> </ul>

## **APPENDIX 8 SHOP STEWARD AGREEMENT**

### **1 § Application of the Agreement**

1. The Agreement shall be applied in companies that are bound by the terms of the Collective Agreement for the Credit Information and Debt Collection Sector.

### **2 § Shop steward**

1. A shop steward means a shop steward and deputy shop steward who are elected by organised employees from amongst their number.
2. A workplace shop steward refers to an employee who is elected from amongst the organised employees of a workplace comprised of one or more branch offices or departments for the purpose of attending to the duties referred to in this agreement.
3. In companies having at least 100 employees falling within the scope of the Collective Agreements for the Credit Information and Debt Collection Sector, as well as in companies that are identified separately by the contracting parties, the organised employees can elect shop stewards for regionally or functionally independent units; hereinafter the name negotiating shop steward shall be used in reference to them.
4. In companies having at least 30 employees falling within the scope of the Collective Agreements for the Credit Information and Debt Collection Sector, the organised employees can elect a special shop steward who represents all the organised employees of the company and is referred to hereinafter as the chief shop steward.
5. In companies that do not have a chief shop steward, a shop steward representing all of the company's organised employees shall be elected, the said representative being referred to hereinafter as the negotiating shop steward.
6. For the shop stewards mentioned above in Paragraphs 2–5, a deputy shop steward can be elected who, whenever the shop steward is unable to exercise their duties, shall act as an alternate and during such time has the rights and obligations of a shop steward.
7. The shop steward referred to in this Agreement must reside in Finland, be a permanent employee of the relevant company or workplace, who works within the scope of the Collective Agreements for the Credit Information and Debt Collection Sector, is a member of Trade Union Pro, and is familiar with the workplace conditions.

8. Should the operations of the company or its functional unit undergo an essential reduction or expansion or as the result of a transfer, merger or incorporation of the business or a comparable essential organisational change, the shop steward organisation shall be brought into line with the size and structure of the company or its organisational unit that has undergone such a change in accordance with the principles set out in this Agreement.
9. If local agreement is not reached regarding the selection of a shop steward, the matter may be submitted to the unions to be solved. If the unions do not reach an agreement, the matter is settled according to section 36 of the Collective Agreement.

### **3 § Election of a shop steward**

1. The election of a shop steward can be carried out during working hours at the workplace, in which case an opportunity must be reserved for all organised employees to take part in the election. Organising and carrying out the election must nevertheless not disturb normal working. The time and place of the election must be agreed with the employer no later than 14 days before the ballot. The ballot is mainly attended to by the shop steward or, if the shop steward is unable to perform their duties, by the deputy shop steward if there is one. The time necessary for these officials to carry out the ballot is counted as time spent on performing the shop steward's duties.
2. The employer shall be informed in writing of the shop steward elected and any deputy as well as of their resignation or dismissal.

### **4 § Shop steward's employment**

1. As a condition for carrying out the shop steward's duties successfully, this Agreement sets out the factors related to the shop steward's employment relationship which differ from the terms of employment of other employees. In other respects, shop stewards are in the same position in the job relationship with their employer as are other employees. Shop stewards are responsible for personally complying with the general terms of employment and working hours, line management's instructions and the regulations at the workplace.
2. The shop steward's opportunities for development and career advancement must not be weakened due to their position as a shop steward.
3. An employee acting as a shop steward must not, whilst exercising these duties or because of them, be transferred without their consent to more poorly paid work or without an especially weighty reason to another job than they held at the time of being elected shop steward

and they must not be coerced or dismissed because of their position as a shop steward.

4. If the ordinary work of a person elected as shop steward interferes with the exercise of the shop steward's duties, other work shall be arranged for them, taking into account the conditions of the company or its operating unit and the shop steward's professional skill. Such an arrangement may not cause reduction in their earnings.
5. The trend in the shop steward's income must be in line with the trend in income of identical persons in the credit information and debt collection sector.

**Protocol entry:**

Identical persons' trend in income refers to the fact that the same person's wage changes are measured over time. In this section, this means two consecutive years.

6. If the company's labour force is cut or laid off for economic or production-related reasons, the arrangements observed must be such that the shop steward is the last to be affected by such a measure. If the shop steward cannot be offered work corresponding to the shop steward's professional qualifications or competence, a departure from this stipulation may be made. If the shop steward considers that their employment was terminated or that they were laid off in violation of the provisions set out above, the shop steward has the right to demand that the matter be resolved between the labour market organisations.
7. A shop steward's employment contract may not otherwise be terminated based on legal grounds for termination without observing the provision on consent of a majority of employees, as required by the Employment Contracts Act, chapter 7, section 10, subsection 1, which is to be ascertained by Trade Union Pro.
8. The shop steward's employment must not be terminated on the grounds that the shop steward has violated the instructions referred to in chapter 3, section 1 the Employment Contracts Act. Nor may the shop steward's employment be terminated on the grounds of sickness without observing the full period of notice for terminating employment.
9. In assessing the grounds for terminating the employment contract, the shop steward must not be placed in a weaker position compared with other employees.
10. The provisions of this paragraph must also be applied to a candidate for shop steward, who has been informed to the employer in writing. Protection for a candidate nevertheless shall begin no earlier than 3 months before the start of the term of office of the shop steward who is to be elected and end, for any candidate other than the shop steward

elected in a ballot, when the result of the election has been established.

11. In respect of an employee who has acted chief shop steward, the provisions of this paragraph shall also be applied for 6 months after the end of their term as shop steward.
12. A shop steward must be informed of the termination of his or her employment at least a month before the commencement of the period of notice according to the Collective Agreement. The reason for the termination must be entered in the notice of redundancy or dismissal given to the shop steward. The employer shall also inform Trade Union Pro of the notice given to the shop steward.
13. If the shop steward's employment contract has been terminated in violation of the present Agreement, the employer shall pay compensation to the shop steward to a minimum amount of 10 months and a maximum of 30 months of salary. The compensation is to be set on the same grounds as provided in chapter 12, section 2, subsection 2 of the Employment Contracts Act. Any violation of the rights under this Agreement must be taken into account as a factor that increases the amount of compensation. If the court considers that the prerequisites for continuing the employment or for reinstating an already terminated employment relationship exist and the employment is not continued irrespective of this, this factor shall be taken into account as an especially weighty reason in setting the amount of compensation.

## **5 § Shop steward's duties**

1. The primary duty of a shop steward is to act as the representative of the organised employees who are bound by the terms of the relevant collective agreement in matters concerning application of the collective agreement.
2. The shop steward represents the organised employees in matters concerning the application of labour legislation and generally in issues concerning the relations between the employer and employees as well as the development of the company. It is furthermore a task of the shop steward to play a part in maintaining and developing negotiation and co-operation activities between the company and the staff.

## **6 § Shop steward's right to obtain information**

1. If any unclear point or disagreement arises concerning employees' salary or other employment-related matters, the shop steward shall be given all information that has a bearing on adjudicating on the case at issue.

2. The shop steward is provided in writing the following information on all the company's employees:
  - a) first and last names of employees
  - b) place of work (organisational department/branch office)
  - c) start time of employment
  - d) employees whose contract has been terminated, reduced to part-time and laid-off
  - e) number of fixed-term employees and the agreed duration of employment
  - f) number of full and part-time employees
  - g) number of employees who have been employed during six months and may be separately called to work or the number of other temporary employees
  - h) statement on the information that is collected during hiring and any changes concerning this information
  - i) statement on the grounds for concluding fixed-term and part-time employment contracts for employees
  - j) the job qualification class to which the employee or the work performed belongs to
  - k) the increments paid to the employee (euro amount is broken down separately for each increment)
3. The shop steward shall receive the information once a year at times that are agreed locally. The shop steward shall receive information on new employees every six months.
4. In addition, the chief shop steward shall receive annually by 15 May information on the following matters based on salary statistics for the previous October:
  - a) income levels for all recorded full-time employees, separately for men and women, as well as in total
  - b) the above information also in respect of identical employees
  - c) income levels' standard deviation figures, i.e. the lowest and the highest quartile, as well as the median
  - d) average earnings per job title
  - e) qualification class distribution (the number of employees and average income levels separately for women and men, as well as in total)

- f) amount of qualification increments and average
- g) amount of task increments and average

Data that applies to groups that are smaller than five individuals are not provided.

The manner in which the above-mentioned information is made available to other shop stewards as well shall be agreed locally.

5. For the purpose of monitoring salary appraisals and the distribution of local amounts, the Company must provide the chief shop steward with the salary amounts for the month before the salary increase and the month of the salary increase for the identical staff that the Collective Agreement for the Credit Information and Debt Collection Sector applies to. Identical persons' trend in income refers to the fact that the same persons' wage changes are measured over time. In this section, identical staff means persons who are covered by the payment of wages in consecutive months of salary, i.e. both at the time of the pay increase and the preceding month.

The said salary totals shall be notified separately for supervisory or specialist grades (5.2) and for salaried employees in companies with no fewer than 10 employees at both supervisory or specialist grades and at salaried employee grades. The chief shop steward shall also be informed of the number and size of pay increases made.

6. If the company has a chief shop steward, the above-mentioned information shall be given to them. If, apart from a chief shop steward, the company has negotiating shop stewards, the information is also provided to them in a manner to be agreed locally. In connection with this, the parties agree on the delivery of the above-mentioned information to the negotiating shop stewards for business areas or equivalent areas. In companies that have no chief shop steward, the above-mentioned information is provided to the negotiating shop stewards.
7. The shop steward shall have the same right as the shop steward prescribed in the relevant legislation to familiarise themselves with a list setting out emergency and Sunday work, overtime work and the increased wages paid for them.
8. The shop steward must keep confidential the information they have received for attending to their tasks on the basis of the above.



**Shop steward's exemption from work**

1. If the number of employees represented by the shop steward, their job turnover or the number of their work stations call for excusing the shop steward from their ordinary work for the purpose of attending to shop steward duties, the company shall reserve for the shop steward, and particularly for a negotiating shop steward and chief shop steward, sufficient working time and, if necessary, an excused absence from work on a regular basis for the purpose of attending to the shop steward duties in a manner to be agreed locally.

When assessing the need for exemption from work required for shop steward duties attention shall be paid to the foregoing duties and also, in particular, to the volume of duties arising from the pay system, and the shop steward shall be granted the locally agreed additional job release that is required for these duties.

**Protocol entry:**

As a guideline for the local agreement and in order to cover disagreement situations, the parties have drawn up the following guidelines which also take into account the time that must be spent on implementing the cooperation procedure:

Number of salaried employees	Prescribed amount of exemption from work (hours/week)
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**Chief shop steward**

30–49	4–6
50–99	6–8
100–149	8–10
150–199	10–13
200–999	13–19
1000–	Totally excused from work

**Negotiating shop steward**

20–49	3–4
50–99	4–5
100–199	5–6
200–	6–7

Attending to the shop steward duties is facilitated by creating a deputy system that is agreed locally.

2. The employer and the shop steward shall agree together on when the excused absence referred to in subsection 1 above is granted. In doing so, the company's operational requirements are considered, whilst ensuring that the shop steward duties can be attended to duly and properly.
3. Within nationwide companies, the chief shop steward and negotiating shop stewards also have the right to hold a meeting of a maximum of one working day in length once a year at a locally agreed time and in an agreed place, for which they are reimbursed for the costs incurred in accordance with the company's travel compensation rules. The meeting shall be convened by the employer and its agenda shall include a meeting together with the employer's representatives and the chief shop stewards as well as the negotiating shop stewards and a meeting among the abovementioned shop stewards, to which the greater part of the available time will be devoted.

**8 § Shop steward’s storage and office space**

1. The shop steward shall have the right to receive storage space for the documents and office equipment that are necessary for carrying out their duties. The chief shop steward and negotiating shop steward have the right to use, if necessary and at no charge, appropriate office space that can be made available to the shop steward if the employer possesses such facilities. The shop steward has the right to use the office equipment in such office space for attending to the shop steward’s duties agreed together with the employer.
2. If the shop steward works in a customer service capacity or they cannot otherwise attend to the shop steward duties at their ordinary work station, appropriate work space shall be provided for the shop steward.

**9 § Compensation for lost income**

1. The employer shall compensate for the income that the shop steward loses during working hours either in local negotiations with the employer’s representative or in carrying out other tasks agreed with the employer.
2. If the shop steward carries out tasks agreed with the employer outside their regular working hours, overtime compensation shall be paid for the time thus lost or it will be agreed with the employee of an alternative additional compensation.
3. If the shop steward is called upon by the employer to travel in order to attend to the duties agreed with the employer, the shop steward shall be paid compensation for travel costs in accordance with the company’s travel policy, but nevertheless in such a way that the employee’s actual costs are covered.
4. The employer pays the chief shop steward and the negotiating shop steward regularly a shop steward increment on a monthly basis, which is added to the monthly basic salary, and the amount of which is:

**Chief shop steward**

Number of salaried employees	Shop steward increment from 1 July 2023 (€)
30–49	186
50–99	246
100–199	299
200–349	306
350-499	364
500–699	443

700-

484

### **Negotiating shop steward**

Number of salaried employees	Shop steward increment from 1 July 2023 (€)
20–29, if the only one negotiating shop steward	149
30–49	149
50–199	186
200–	234

### **Chief shop steward**

Number of salaried employees	Shop steward increment from 1 May 2024 (€)
30–49	191
50–99	253
100–199	307
200–349	314
350–499	374
500–699	455
700–	496

### **Negotiating shop steward**

Number of salaried employees	Shop steward increment from 1 May 2024 (€)
20–29, if the only one negotiating shop steward	153
30–49	153
50–199	191
200–	240

5. The above-mentioned shop steward increment shall be paid to deputy shop stewards who attend to the chief shop steward's duties for a period of at least 4 weeks.

## **10 § Shop steward's training**

1. In order to facilitate participation in one-month or shorter courses that are related to shop steward activities and are jointly arranged or

approved by the contracting parties or their cooperation bodies, the employer is obligated to excuse the shop steward from work without suspending the employment relationship if this can be done without substantial detriment to the company's operations. If this cannot be done, the shop steward must be informed, no later than 10 days before the start of the course, of the reason why release from work would cause substantial detriment. Notification of intention to participate in a course must be submitted no later than 2 weeks before the start of the course for a course lasting for a maximum of one week and no later than 6 weeks in advance in the case of a longer course.

2. The chief shop steward, deputy chief shop steward, negotiating shop steward and workplace shop steward shall have the right to participate in shop steward courses without a reduction in their salary.
3. When a shop steward participates in training activities that have been arranged or approved by the contracting parties together or by their cooperation bodies and that deal with labour protection, rationalisation, human resources management, business economics or other such subjects, the employer shall compensate for both their lost income and the costs incurred in undergoing the training.
4. Attending the courses set out above in this section must not lead to a suspension of the employment relationship or reduction in annual leave, pension or other comparable benefits.
5. After a chief shop steward's and a negotiating shop steward's term of office comes to an end, the shop steward and the employer shall ascertain jointly whether maintaining the employee's professional skill calls for vocational training for the previous job or an equivalent one. The employer will organise training that is required. In settling on the content of the training, attention shall be paid to the excused absences from work, the duration of the shop steward period and the changes in working methods that have taken place during that time.

## **11 § Negotiation procedure**

1. In issues concerning the performance of work and its technical arrangements, the employee must take the matter up directly with line management.
2. Disputes concerning pay and other terms of employment shall be settled in local negotiations.
3. The shop steward and employee must be informed of who is acting as the employer's representative in local negotiations and of what the representative's area of responsibility and authority are if these are limited to certain subject groups regionally or in respect of personnel matters.

4. Negotiations for looking into and settling a dispute must be started without delay after a negotiation request has been presented. If the negotiations cannot be started immediately, the shop steward must be informed of the reason for this and the time when the negotiations will be started. The negotiations must be conducted in a businesslike manner without delaying the presentation of opinions.
5. The dispute must first be dealt with between the employer's representative and the employee or shop steward concerned. In dealing with a dispute at a particular workplace, the factual circumstances of the dispute are ascertained and, to the extent possible, a position is taken and the related arguments presented concerning the disputed issue.
6. If the dispute can be resolved in this way, it shall be negotiated between the negotiating shop steward and a local representative appointed by the employer. Should a joint understanding fail to be reached in these negotiations or if the company does not have negotiating shop stewards, the matter shall be negotiated between the chief shop steward and the employer's representative.
7. If a common understanding is not reached, a memorandum must be drawn up on the negotiations between the chief shop steward and the employer's representative or, in companies where there is no chief shop steward, on the negotiations between the negotiating shop steward and the employer's representative. The memorandum must be prepared without undue delay and signed in two copies, with one copy for each party. The memorandum must set forth the subject of the dispute with details thereof, the factual circumstances connected with the dispute as well as the positions of the parties and the arguments for them. In companies that have a chief shop steward, the negotiating shop steward or the employer's representative can demand the preparation of a memorandum.
8. If a common understanding is not reached locally, either of the parties can submit the matter in dispute for settlement by the contracting parties, i.e. the unions.
9. If the dispute concerns the termination of the employment of a shop steward as set out in this Agreement, local and inter-organisation negotiations must furthermore be started and carried out without delay after the grounds for the termination have been contested.

**12 § Shop steward being prevented from attending**

1. The chief shop steward shall be deemed incapacitated to perform their duties, for the duration of family leaves, study leaves, job alternation leaves or other unpaid absences, if any of the above-mentioned absences lasts longer than six weeks. If the chief shop steward is prevented from exercising their duties, the deputy chief shop steward, at the time, shall take over their duties. The shop steward compensation shall be paid to the deputy chief shop steward for such period of time.
2. The unions recommend that the employer shall, without undue delay, make a written declaration of the shop steward being prevented from attending. The notification can be made by the shop steward, deputy shop steward or other union representative.

**13 § Validity**

1. This Agreement shall be valid on equal terms with the Collective Agreement for the Credit Information and Debt Collection Sector.



## **APPENDIX 9 TRAINING AGREEMENT**

### **1 § VOCATIONAL ADVANCED AND SUPPLEMENTARY TRAINING AND RETRAINING**

1. When the employer provides vocational training for an employee or sends an employee to training workshops or sessions connected with their profession, the costs of the training and the lost income from regular working hours shall be compensated.
2. When the training takes place outside working hours, the time spent is not counted as working hours, but the employee is compensated for the direct costs of the training.

### **2 § JOINT TRAINING**

1. The training specified in co-operation agreements shall generally be given on a company-by-company basis.
2. Participation in the training is agreed separately for each company through a cooperation body or, if such a body does not exist, between the employer and the shop steward.
3. Participation in joint training shall be compensated as training according to Section 1.

### **3 § TRADE UNION TRAINING**

#### **3.1 Right to participate**

1. The shop steward's right to participate in trade union training is determined in accordance with the Shop Steward Agreement.
2. The occupational safety delegate and a member of the occupational safety and health committee shall have the right to attend approved occupational safety courses.

#### **3.2 Compensation**

1. The shop steward, occupational safety and health representative and members of the occupational safety and health committee attend courses approved by the Training Working Group without incurring a reduction in their pay.

### **4 § UNIONS' TRAINING WORKING GROUP**

1. A Training Working Group shall be set up to ensure implementation of the Agreement.
2. The Training Working Group is provided with the requested information before courses are approved.

3. The condition for approving a course is a jointly observed training need.
4. The Training Working Group can also approve courses at any time during the year.

**5 §**

**VALIDITY**

1. This Agreement shall be valid on equal terms with the Collective Agreement for the Credit Information and Debt Collection Sector.

## **APPENDIX 10 COOPERATION AGREEMENT**

### **CONTENTS**

#### **1. INTRODUCTION**

#### **2. SCOPE**

Section 1 Scope and application of the agreement

#### **3. COOPERATION IN THE WORKPLACE**

2 § Cooperation

3 § Cooperation committee

4 § Development activities

#### **4. COOPERATION IN OCCUPATIONAL SAFETY AND HEALTH**

5 § Cooperation in occupational safety and health

6 § Occupational safety and health manager

7 § Occupational safety and health representative

8 § Occupational safety and health representative's job safety

9 § Occupational safety and health ombudsman

10 § Occupational safety and health committee

11 § Working alone

12 § Occupational health care

#### **5. INFORMATION COOPERATION**

13 § Employer's obligation to inform

14 § Communication between employees

#### **6. MISCELLANEOUS PROVISIONS**

15 § Training

16 § Exemption from work and compensation

17 § Confidentiality of information

18 § Negotiation procedure

19 § Validity of the agreement

## **1. INTRODUCTION**

1. The agreement aims to develop the cooperation between the employer and the employees, as well as to promote the cooperation, occupational safety, occupational health and equality legislation implementation in the workplace.
2. Cooperation based on open interaction develops decision-making in companies, increases productivity, and the meaningfulness of work, as well as promotes stability of employment relationships, and staff well-being.

## **2. SCOPE**

### **1 § Scope of Agreement**

1. The Agreement shall be applied in companies that are bound by the terms of the Collective Agreement for the Credit Information and Debt Collection Sector.
2. References to legislation are not part of the agreement, unless otherwise specifically stated. The agreement is complementary to legislation.
3. The provisions of section 2 of this Agreement shall not apply in member companies with an employed staff that is regularly less than 20 employees.

## **3. COOPERATION AT WORKPLACES**

### **2 § Cooperation**

1. Other cooperation bodies that differ from this Agreement can be agreed on in the cooperation advisory board.
2. The cooperation procedure may be also be carried out at the initiative of the employees' representative.
3. When so agreed in the cooperation committee, employees may elect additional representatives for the cooperation procedure.
4. The employees' representative may hear the company's experts in the course of the cooperation procedure.
5. Changes to the cooperation organisations are also negotiated if the operations of the company or the operations of a part thereof undergo an essential reduction or expansion, and in connection with a business transfer, merger or corresponding organisational change. After the change has taken place, the cooperation organisations are changed as soon as possible so that they reflect the new situation.

6. The participation of occupational health and safety personnel to the cooperation procedure must be ensured if the matter is also related to occupational health and safety.
7. At the request of the personnel's representative, the decision-making body of the company concerned by the subject matter, is established in the cooperation procedure.
8. When the employer is considering temporarily laying off one or more salaried employees for no more than 90 days, the negotiation period pursuant to section 51 of the Act on Co-operation within Undertakings is deemed to start on the day when the written negotiation notice pursuant to section 45 of the Act on Co-operation within Undertakings is delivered.

### **3 § Cooperation committee**

1. A cooperation committee is established in companies as follows:

Number of employees	Number of employees' representatives	Number of employer representatives
100–199	3–4	2–3
200–499	4–8	2–4
500–	8–12	4–6

2. The cooperation advisory board may also agree that the cooperation advisory board will operate as the occupational safety and health committee in accordance to this agreement.
3. The employees' representatives as a matter of course in the advisory board include the chief shop steward, deputy chief shop steward and the chief occupational safety and health representative. The chief shop steward, negotiating shop stewards and the workplace shop stewards decide on the employee-side's other members' selection procedure. The selection of members of the staff takes place immediately after the establishment of the shop steward election result.
4. The term of office of the committee members shall be the same as the shop stewards' term of office. If the role of a member of the advisory board as a staff representative ceases mid-term of office, their membership in the advisory board also ceases. The employee representatives elect a new replacing member for the remainder of the term of office in accordance with the foregoing selection procedure.
5. The committee members are granted 3 hours of leave/meeting for meeting preparations.

6. The committee's activities, organisation and meetings are agreed in the cooperation committee. The employer must, however, convene the advisory board, as necessary and at least twice per calendar year.

#### 4 §

#### **Development activities**

1. The aim of development activities is to improve the company's competitiveness, productivity, employment stability and working conditions.
2. The company's employees and their representatives must be able to participate in the development of work organisations, service technology, working conditions, work methods and duties and in the implementation of changes in accordance with this agreement.
3. If the development actions result in major changes in the employees' position, work duties or number, the employer must investigate together with the shop steward the alternatives that would enable the continuing of employment relationships. No investigation is needed if the matter has already been dealt with by the employer and employee.
4. The planning and implementation of development actions must be tightly connected with the company's human resources policy.
5. The objective of development actions is diverse work content. Development actions may not result in an increased overall workload that is detrimental to the health and safety of employees.
6. A separate development committee or working group may be established through local agreement. The working group has an equal representation from the company and employees. The employees appoint their own representatives primarily from among the employees related to the area that is subject to the development actions.
7. Any investigations related to development actions must be carried out openly. The employees' representatives and the persons affected by the activities must be notified of them in advance. An employee representative may review the material and results of the investigation upon request.
8. If the employer uses an external consultant for development actions, the employer is responsible for ensuring that the consultant acts in accordance with this agreement.
9. The results and development of actions are monitored periodically at workplaces. The content and scope of monitoring is agreed locally.
10. Shop stewards, occupational health and safety representatives and other parties participating in development actions in a more permanent manner are provided with appropriate training related to development activities while considering the scope of the development activities.
11. The employer ensures that necessary additional training and work induction is provided in connection with the implementation of development actions. The need for training is established with the employer and the shop steward.





#### **4. COOPERATION IN OCCUPATIONAL SAFETY AND HEALTH**

##### **5 § Occupational safety cooperation**

1. The cooperation related to occupational safety and health at workplaces is subject to the provisions of the Act on Occupational Safety and Health Enforcement and Cooperation on Occupational Safety and Health at Workplaces (44/2006, hereinafter referred to as the Act on Cooperation in Occupational Safety and Health), Occupational Health Care Act (1383/2001) and this agreement.

##### **6 § Occupational safety and health manager**

1. The employer shall appoint a person experienced in occupational safety and health matters as the occupational safety and health manager of the workplace. One occupational safety manager may be appointed to oversee several workplaces.
2. The occupational safety manager passes the statements of the occupational health and safety committee on to the company's decision-making body.
3. The occupational safety and health manager's duties are determined according to section 28 of the Act on Occupational Safety and Health Enforcement and Cooperation on Occupational Safety and Health at Workplaces , which in this respect is followed as part of this Agreement.

##### **7 § Occupational safety and health representative**

###### Election

1. The employees at the workplace elect the occupational health and safety representative and two deputies for workplaces having at least 10 employees on a regular basis. Such representatives can also be selected for smaller workplaces.
2. The following are considered to be workplaces:
  - 2.1. a company,
  - 2.2. an office or specified offices,
  - 2.3. a regional/district together with any officers under its subordination, and
  - 2.4. a special unit operating within a company (e.g. IT centre, central kitchen).

### Notifications

3. The employee representative notifies the employer in writing of the elected representatives. If the occupational health and safety representative is prevented from attending to their duties, the deputy representative acts as a substitute after the employer has been notified of the deputyship.

### Duties

4. The occupational safety and health representative's duties are determined according to section 31 of the Occupational Health and Safety Cooperation Act, which in this respect is followed as part of this Agreement.
5. In addition, the occupational safety representative shall participate in the occupational safety and health committee or similar body of occupational safety and health in the preparation of matters to be discussed.
6. If persons working for another employer work at the same workplace, they have the right to turn to the occupational safety and health representative of the workplace in occupational safety matters resulting from workplace conditions.
7. If the deputy representative attends to the duties of the occupational health and safety representative, the deputy has the same rights and obligations as the occupational health and safety representative.

### Workspace

8. The occupational health and safety representative is provided, while taking into account the circumstances at the workplace, with sufficient storage space for documents needed by the representative and, as necessary, granted the right to use appropriate office premises and ordinary office equipment controlled by the employer.
9. The employer ensures that the occupational health and safety representative has access to all legislation, decrees and other occupational health and safety regulations and instructions required for attending to the duties.
10. If necessary, access to the documents referred to hereinabove is also provided to the other occupational health and safety bodies as agreed in the occupational health and safety committee.

### Chief occupational health and safety representative

11. In companies with a chief shop steward, the occupational health and safety representatives elected for the term of office elect from among their number a chief occupational health and safety representative for a term of two (2) years at a time. Their duty is to monitor and guide the control operations of other occupational safety and health representatives, as well as represent the staff in cooperation relating to occupational safety and health.

## Compensation

12. The chief occupational safety and health representative and the occupational safety and health delegate are paid regular compensation on top of their monthly pay as follows:

**COMPENSATION OF OCCUPATIONAL SAFETY AND HEALTH REPRESENTATIVES FROM 1 JULY 2023**

**Chief occupational safety and health representative**

Number of employees	Compensation as of 1 July 2023 (€)
30–49	85
50–99	113
100–199	156
200–	195

**Occupational safety and health representative**

Number of employees	Compensation as of 1 July 2023 (€)
10–49	58
50–99	73
100–	85

**COMPENSATION OF OCCUPATIONAL SAFETY AND HEALTH REPRESENTATIVES FROM 1 MAY 2024**

**Chief occupational safety and health representative**

Number of employees	Compensation as of 1 May 2024 (€)
30–49	88
50–99	116
100–199	160
200–	200

**Occupational safety and health representative**

Number of employees	Compensation as of 1 May 2024 (€)
10–49	60
50–99	75
100–	88

**8 § Occupational safety and health representative's job security**

### Prohibition of discrimination

1. The occupational health and safety representative may not be dismissed due to attending to the representative's duties.
2. The occupational health and safety representative may not, during the term of the representative or due to the representative's duties, be assigned to work duties with lower pay or of less importance than the position the representative held at the time of election. The occupational health and safety representative's opportunities for development and career advancement must not be weakened due to their position as an occupational health and safety representative.
3. If the actual work duties make it difficult to attend to the occupational health and safety representative's duties, other work must be arranged for the representative, while considering the circumstances at the company or in a part thereof and the representative's professional skills. Such arrangements may not result in a reduction in earnings. The earnings of an occupational health and safety representative fully exempt from work must not be reduced due to the representative's duties.

### Individual protection

4. The occupational health and safety representative is protected against arbitrary dismissal, as specified in section 37 of the Act on Cooperation in Undertakings and in chapter 7, section 10 of the Employment Contracts Act. The provisions are adhered to in this regard as part of the agreement.
5. A contract of employment may not be rescinded contrary to the provisions in chapter 8 of the Employment Contracts Act, which is adhered to in this regard as part of the agreement.

### Financial and production-related grounds for notice

6. The occupational safety and health representative may be terminated or laid off for financial and production grounds only if:
  - \* the representative's work ceases completely and they cannot be arranged other work that corresponds to their professional skills or that is otherwise suitable, or cannot be trained for alternative work as has been described in chapter 7, section 4 of the Employment Contracts Act.
7. The occupational safety and health representative's employment regulations apply to the chief occupational safety and health representative.
8. If the company's employees are terminated or laid off for financial or production-related reasons, such a measure must not be applied to

the chief occupational safety and health representative, unless the company or the part of the company in which the chief occupational safety and health representative works is completely wound down. However, exceptions to this stipulation are permitted if it is jointly established, or if the employer is able to otherwise individually prove in the negotiations, that the chief occupational health and safety representative cannot be placed in other work corresponding to the representative's professional skills or in work that is otherwise suitable for the representative or trained for other duties, as referred to in chapter 7, section 4 of the Employment Contracts Act.

#### Compensation for damage

9. The employer must pay compensation instead of fines according to the Employment Contracts Act for an occupational safety and health representative whose employment contract has been terminated contrary to this Agreement.

### **9 § Occupational safety and health ombudsman**

1. The number, term, responsibility areas and the operating conditions applied to occupational safety and health ombudsmen is agreed upon by the occupational safety and health committee.
2. Within their domain, the occupational safety and health delegates' duties are:
  - 2.1. to participate in the occupational safety and health inspection, as well as investigations relating to accidents, occupational diseases or threat thereof
  - 2.2. to observe compliance with occupational safety and health regulations and report breaches of them to relevant employees
  - 2.3. to report any shortcomings to their immediate supervisor and, if necessary, the occupational safety and health representative
  - 2.4. to submit initiatives to the occupational safety and health representative in order to develop the occupational safety and health in their domain
3. The occupational safety and health ombudsman may not be transferred to work duties with lower pay compared to the ombudsman's duties before being elected as occupational safety and health ombudsman or dismissed due to attending to the ombudsman's duties.

### **10 § Occupational safety and health committee**

1. An occupational safety and health committee is elected for a company with at least 20 regular employees as follows:

Number of employees	Number of employees' representatives	Number of the employer's representatives
20–99	2–3	1
100–499	3–4	2
500–	5–6	3

2. The occupational safety and health manager, any chief occupational safety and health representative and the occupational safety and health representative are members of the committee. If the number of occupational health and safety representatives is greater than the employees' representation in the occupational health and safety committee, the occupational health and safety representatives elect the occupational health and safety committee members from among their number. If the employees' representation in the occupational health and safety committee is greater than the number of occupational health and safety representatives, the occupational health and safety representatives, deputy representatives and occupational safety ombudsmen elect the required additional representatives from among their number.
3. The duties of an occupational health and safety committee or a corresponding cooperation body are determined in accordance with sections 26 and 27 of the Act on Cooperation in Occupational Safety and Health, which is adhered to in this respect as part of this agreement.
4. In addition, the occupational safety and health committee or another cooperation body substituting it is responsible for:
  - 4.1. dealing with matters related to the work environment's premises, level and accidents
  - 4.2. participating in the planning, implementation and follow-up of measures to promote work ability in cooperation with occupational health care personnel, the supervisors of the workplace and HR
  - 4.3. dealing with potential cases of violence towards the staff, and the solution models to prevent them, as well as aftercare; in the absence of a committee, the matter is dealt with with the occupational safety and health representative
  - 4.4. dealing with the prevention of substance abuse and rehabilitation together with the occupational health care personnel



- 4.5. assessing the need for cooperation training on an annual basis, and making proposals for its implementation
- 4.6. dealing with measures to be potentially included in staff or training plans or occupational safety operation programs in order to promote equality at the workplace, if there are at least 30 regular employees in the company.
- 5. The occupational safety and health committee convenes as needed and during the working hours, if possible, while considering the provisions of section 40 of the Act on Occupational Safety and Health Enforcement and Cooperation on Occupational Safety and Health at Workplaces. Before the meeting, members are given the necessary information on matters to be discussed, and an opportunity for meeting preparations is arranged depending on the scope of the matter, which is done as has been agreed in the occupational safety and health committee.

**10a § Recommendation on the identification, evaluation and elimination of work-related mental health risks**

- 1. The unions recommend that the employers tied to the Collective Agreement, together in cooperation with the occupational safety and health organisation, taking the nature of work and activities into consideration to a sufficient extent, clarify and identify the hazard and risk factors caused by work, working hours, work area, other working environment and working conditions, as well as assess, if they cannot be eliminated, their impact on the employees' safety and health.
- 2. To eliminate occupational hazard and risk factors at work, it is recommended that a plan be prepared and its implementation monitored and the need for any additional measures assessed in cooperation.
- 3. To eliminate harm and hazards, the expertise of occupational health care shall be utilised, where appropriate.

**11 § Working alone**

- 1. The occupational health and safety parties referred to in this agreement must consider any problems that may occur when working alone and submit proposals on how to eliminate them.

**12 § Occupational health care**

- 1. An action plan and application for reimbursement for occupational health care are prepared at the workplace on an annual basis and submitted to the occupational health and safety committee for

processing. The action plan presents the principles, objectives and measures (if any) for maintaining the ability to work.

2. The occupational safety manager and occupational health and safety representative participate in the creation and follow-up of the action plan. If there is no occupational health and safety committee, the action plan and application for reimbursement are processed with the occupational health and safety representative.
3. Any workplace investigations are prepared in cooperation with the employer, occupational health care staff and occupational safety and health representative and processed by the occupational safety and health committee.

## **5. COOPERATION IN INFORMATION MATTERS**

### **13 § Employer's obligation to inform**

1. The employer shall furnish the staff or their representatives:
  - 1.1. after the confirmation of the company's financial statements, the report on the company's financial situation; the financial statement details referred to in the Act on Co-operation within Undertakings are provided, on request, in writing
  - 1.2. a statement on the company's financial position at least twice during the financial year, which shows the company's production, employment viability and the development view of the cost structure
  - 1.3. a staff plan on an annual basis, which includes estimates of changes occurring in the number of employees, quality and status

#### **Protocol entry:**

This section only complements the law. A staff plan and training objectives must be annually drawn up in the cooperation negotiations for companies that have at least 20 employees employed on a regular basis, in order to maintain and promote the employees' professional skills. In this respect, the Act on Co-operation within Undertakings or regulations issued under shall be complied with it in more detail. In a company that employs at least 20 employees but less than 30 on a regular basis, it can be agreed with a personnel group or the personnel groups' representatives that the above-mentioned matters are dealt with in a joint meeting held for the company's all employees.

- 1.4. promptly the significant changes to the above mentioned information.

2. In connection with the reports regarding the company's financial situation, it is appropriate to also inform the operational performance of different operational units of the company, and the development prospects, as well as the sector's general economic trends.
3. When there are particularly weighty reasons that would result in damage to the company's financial operations that prevent communication, the employer must provide information on the matters referred to hereinabove immediately after the reasons no longer exist.
4. The personnel are provided with information on the company's organisational structure and principles concerning human resources management and any internal instructions.
5. If the company's regular staff is less than 20 employees, in addition to sections 1–4, the following applies:
  - 5.1. the employer must inform of the significant changes affecting the employees' position in work tasks, the workplace, working conditions, equipment procurements and the use of third-party labour at the planning phase
  - 5.2. the above must also be informed after decision-making, if it differs from the information provided at the planning phase or if the staff or its representative request information.

#### **14 § Communication between employees**

1. The signatory associations, local unions and corresponding parties of the signatory organisations may organise at the workplace or at some other agreed location meetings on labour market, employment and cooperation matters as agreed in accordance with the established practices at the workplace.
2. The bodies referred to hereinabove may distribute meeting invitations and written employment and labour market bulletins to their members. The distribution must take place outside the working hours in the lunchroom, dressing rooms or in some other premises agreed with the employer.
3. The above-mentioned bodies may publish:
  - 3.1. meeting invitations free of charge, as well as employment and labour market information in the company's personnel magazine
  - 3.2. labour market and social announcements on the notice board that the employer has designated for personnel use.

## **6. MISCELLANEOUS PROVISIONS**

### **15 § Training**

1. The representatives of employees have the right to participate in training required by the duties referred to in this agreement as separately agreed in the training and other agreements concluded by the signatory parties. This stipulation does not limit the right to training referred to in subsections 10–11 of section 4 Development actions.

### **16 § Exemption from work and compensation**

1. Employee representatives' loss of income is compensated for the exemption from work period, as has been agreed for the shop stewards.
2. Employee representatives are exempt from work for the time they need to carry out agreed duties, and for related mutual preparation of the personnel representatives.
3. Work is arranged so that the employees' representatives are able to participate in the cooperation referred to in this agreement.
4. The secretary of the cooperation committee and occupational health and safety committee is paid a compensation for the meeting-related duties in accordance with the provisions in the government's regulations on committees.
5. If the employee representative is required to travel due to cooperation duties required by this Agreement and as agreed with the employer, travel reimbursement is paid in the same way as they would in the case of normal work duties.

### **17 § Confidentiality of information**

1. The valid confidentiality provisions in legislation are applied to the confidentiality of information.

### **18 § Negotiation procedure**

1. Any disputes related to this agreement are negotiated in accordance with the negotiation procedure set out in the collective agreement.

### **19 § Validity of the agreement**

1. The agreement is valid as of 1 January 2012 until further notice with a notice period of six months.

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