KNOW YOUR RIGHTS

MTB's employee manual -
Prioritizing Your Rights and Well-Being



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MTB – A Step Ahead in Responsibility

At MTB, every employee matters. Our mission is to be the most socially responsible cleaning company in Finland. We aim to lead the industry by demonstrating that cleaning work is valuable and those who perform it deserve respect and appreciation.

Our ***Making Tidy Business*** promise is more than just a slogan - it's the way we strive to operate every single day. We're transforming the cleaning industry by providing an environment where our employees can thrive and feel well-supported. We are committed to building a workplace where you feel safe, motivated, and valued. This promise has not gone unnoticed: in 2024, we were named Finland's Best Workplace and Europe's 9th Best Workplace in the small to medium-sized business category (Great Place to Work ™).

This guide has been created to ensure that, as our employee, you are fully aware of your rights and how we at MTB uphold and respect them. We believe that as a professional in the cleaning industry, you deserve to be seen, heard, and appreciated. When you know your rights, you can carry out your work with confidence and pride.

But this guide isn't just your tool - it's part of a bigger picture. By knowing and standing up for your rights, you're helping to improve the cleaning industry.

Together, we can create an industry where:

- **Cleaning work and its professionals receive the respect they deserve**
- **Happy employees lead to satisfied customers**
- **Cleaning services are seen as valuable contributions**

Especially for those moving to Finland

We understand that moving to Finland and starting a new chapter in life can be filled with questions and challenges. If you are far from your family and familiar networks, we want to be your source of support and reassurance. This guide is specifically designed to address questions related to your work, your rights, and your life in Finland.

At MTB, we hope this guide provides you with the confidence that Finland is a fair and safe country to work in. You have the right to a secure, just, and respectful workplace – and we are committed to ensuring that this is your experience every day.

Towards a Better Future, Together

When we do our work well, the impact reaches far beyond from employees to clients, consumers, and ultimately to society as a whole. You are an important part of this chain. Together, we can create a better and more respected cleaning industry – one where every professional feels valued and proud of their work.



Thank you for being part of MTB's journey. Together, let's make history – creating a cleaner, fairer, and more responsible industry where every employee can take pride in their work!

Nea Backström Mia Backström

The sisters behind MTB

Purpose of the Know Your Rights Guide

The cleaning industry is essential in Finland, but unfortunately, it is also one of the sectors most prone to exploitation. Shockingly, even as recently as 2020, investigations revealed cases of inhumane treatment of workers in the industry, including:



Violations of employment terms

Cleaners were forced to work excessively long shifts without breaks or days off, and in the worst cases, they were not paid at all.



Exploitation of immigrants

Workers with foreign backgrounds were pressured to endure inhumane conditions, with residence permits being used as leverage for coercion.



Lack of oversight

Unethical practices often went unchecked due to inadequate monitoring and enforcement.



We refuse to be part of such a harmful work culture at MTB. On the contrary, we are committed to creating an ethically sustainable and fair cleaning industry.

We designed this guide for you, so you can understand your rights and know how to act if you encounter any issues in your work.

Your Rights and Our Responsibility

When employees have good working conditions and understand their rights, everyone benefits:

- **You, as an employee,** can work safely and with pride
- **We, as an employer**, gain motivated and skilled employees
- **Our clients** receive high-quality service that withstands ethical scrutiny

Poor working conditions benefit no one. That's why, at MTB, we advocate for fundamental employee rights and demand ethically sustainable practices throughout the cleaning industry.

When Should Alarm Bells Ring?

We know that not everyone operates as we do at MTB. That's why it's crucial to recognise warning signs. If you encounter any of the following, do not hesitate to raise concerns or seek advice:

- The employer fails to provide clear employment contracts or pays wages under vague or questionable terms
- Work shifts are unreasonably long, and breaks are not allowed
- The employer uses residence permits as leverage or resorts to intimidation tactics

Remember that you have the right to a safe and fair working environment.



Together Towards a Cleaner and Fairer Cleaning Industry

At MTB, we strive to be trailblazers in an industry that values its employees and does things the right way. When you know your rights and clients make responsible choices, we work together to create a more equitable and respected cleaning industry.

Thank you for being part of this vital work!



Your Rights as an Employee

At MTB, we are committed to upholding all our legal obligations as an employer, as these forms the foundation of your rights as an employee.

By understanding these rights, you can work with confidence and peace of mind.

Here is a clear and concise summary of the most important rights you should know.

A) Your Right to Agree on Employment - What You Need to Know

Different Types of Employment Relationships and Their Impact.
In the cleaning industry, your employment may be:

- **Permanent:** A stable employment contract with full holiday entitlement and better job security.
- **Fixed term:** Holiday entitlement is based on the length of your employment. The reason for the fixed-term nature must always be clearly stated in your contract.
- **Part-time:** Your holiday entitlement and other benefits are proportional to your working hours.
- **Casual or on-call:** You are often paid hourly, with holiday pay included with your wages after each shift.

Why Is This Important?

The type of employment contract you have directly affects your rights, such as holidays and job security. It's crucial to understand the terms of your agreement and how they impact your daily work life.

The Right to Clear Written Employment Terms

You always have the right to know the terms under which you work. If your employment lasts longer than one month, your employer must provide you with a written statement of employment terms. This document must detail your salary, working hours, and workplace location. It is an essential record that ensures both parties are clear about the expectations of the employment relationship. The written statement must be provided no later than one month after your employment begins.

Your Working Hours – Rights and Responsibilities

Your working hours must be clearly defined in your employment contract or written statement, including:

- Sunday, night, and overtime shifts
- Part-time work: Ensure your shifts and overtime are agreed upon in writing to guarantee accurate pay

Working Hours Legislation Protects Your Rest Periods. You are entitled to at least 11 consecutive hours of daily rest. You must also have one continuous 35-hour rest period per week. These can be deviated from through local agreements within the framework of working time laws.

What Happens If Shift Schedules Change?

- Your employer must notify you of any changes to your shifts in advance so that you can plan accordingly.

Can Your Employer Change the Contract or Deny Family Leave?

- No, they cannot. The terms of your contract are binding and cannot be altered without your consent. Additionally:

You have the right to family leave, such as maternity, parental, and childcare leave**.** You must notify your employer of family leave in advance. The leave duration is determined by law and Kela (the Finnish Social Insurance Institution).

Why Is This Important?

An employment relationship is a partnership in which rights and responsibilities are respected on both sides. You have every right to demand that your contract be honoured and that family leave be granted as required by law.

B) Your Right to Be Paid for Work

Minimum Wage – What You Should Know

In the cleaning industry, wages are determined by the Real Estate Services Sector Collective Agreement (TES). The base minimum wage is €11,94 (02/2025) per hour, but it may vary depending on the complexity of the tasks and your work experience.

What Does This Mean for You?

TES guarantees you a minimum wage. You can check the correct pay rate for your tasks in the TES or ask your supervisor for more information.

Payslip – Your Right to Clarity

Your employer must provide you with a payslip every time you are paid. The payslip will detail:

- **Gross salary:** Your total earnings before deductions
- **Deductions:** Taxes and insurance contributions
- **Net salary:** The amount paid into your account

Why Is This Important?

A payslip is your right and helps you track the receipt of everything you are entitled to.
You can request it in either paper or electronic form, whichever suits you best.

Deductions and Taxes from Your Salary

Your employer handles the statutory deductions on your behalf, which will be visible on your payslip. These include:

- Withholding Tax: This is based on your tax percentage. Your employer deducts this amount and remits it to the Tax Administration.
- Earnings-Related Pension Contribution (TyEL): A portion of your salary is deducted towards your pension, and your employer contributes their share. This ensures you accumulate your pension.
- Unemployment Insurance Contribution: This is also deducted from your salary, safeguarding your entitlement to unemployment benefits.

Fixed-Term and Part-Time Work

Salary deductions follow the same principles as full-time work. However, if you work part-time or temporarily:

- Check your tax card's income limit to avoid unnecessarily high taxation
- Ensure your tax card is submitted to your employer on time

Gig Work

In gig work, deductions are handled just as in other employment relationships. Often, holiday compensation is paid with your salary, which may affect your tax percentage. Keep this in mind to ensure your taxation remains accurate.





How MTB Ensures Your Rights Are Upheld

At MTB, we take care to ensure that:

- You always receive your payslip on time and in a clear format.
- All statutory deductions are processed accurately so your pension accumulates, and you remain entitled to unemployment benefits.
- We assist you with tax card or salary-related questions if you need help.

Do not hesitate to contact your supervisor if you have any concerns about your salary or deductions. We are here to ensure everything runs smoothly and in your best interest.

C) The Right to Rest

We know that well-planned shifts and adequate rest are essential for your stamina and well-being. That's why we want to ensure you know your rights regarding working hours and breaks, no matter your employment type.

Weekly Working Hours – What You Need to Know

- Full-time work: Your weekly working hours can be up to 37,5 hours.
- Part-time work: Your weekly working hours are specified in your employment contract or collective agreement, and any time exceeding this is overtime, for which you are entitled to additional compensation.
- Gig work: Your working hours are based on the agreed shifts. It is imperative to ensure that every hour you work is accurately recorded.

Breaks – Your Right to Rest During the Workday

If your shift lasts more than six hours, you are entitled to at least a 30-minute unpaid break. This break can be divided into smaller segments if the tasks require it. As your employer, we ensure breaks can be taken safely and regularly.

Why Are Breaks Important?

Breaks help you recharge during the day and improve your ability to handle tasks. If your work is mainly physical, don't hesitate to request additional breaks – they are crucial for your safety and well-being.



You can work for different companies in Finland using the same tax card. It is vital to ensure sufficient rest and well-being. Also, remember to inform your employer if you are working for another company simultaneously. Your occupational health doctor also depends on the company where you have your primary job.

Rest Periods – The Foundation of Your Energy

You are entitled to:

- 11 consecutive hours of daily rest between shifts
- 35 consecutive hours of weekly rest, usually over the weekend

What Does This Mean in Practice?

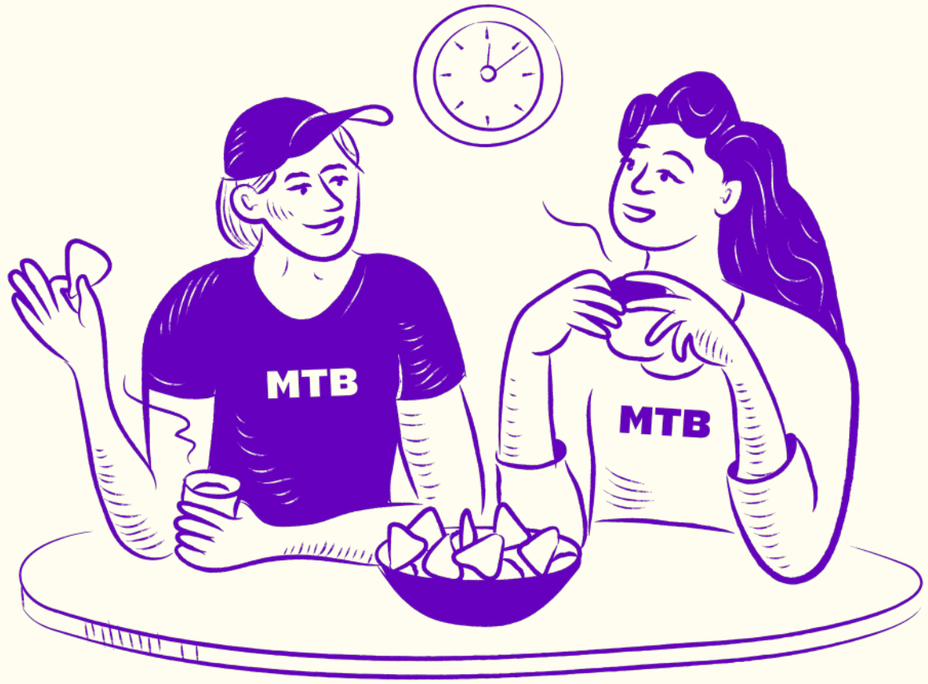
You must have enough time between workdays to rest and recover. Weekly rest allows you to relax properly and spend time with your loved ones.

Physically Demanding Tasks – Your Specific Needs Are Considered

If your work is physically demanding, breaks become even more critical. Don't hesitate to seek support if you feel overwhelmed. You can discuss additional recovery time with your supervisor. Occupational health services support you and can help assess your stamina and well-being.

How Does MTB Ensure Your Rights Are Respected?

- We design work schedules to ensure you have sufficient rest and free time.
- We monitor the implementation of breaks and rest periods during every shift.
- We encourage you to speak up if your working hours are overwhelming – we are here to help.
- We value your well-being. Breaks and rest periods ensure you can perform your work safely and effectively. If you have any concerns about your shifts, feel free to discuss them openly with your supervisor.



D) Your Right to Vacation

Your vacation is a well-deserved time to rest and recharge for work safety reasons. Knowing how your entitlement is determined and what to consider is important.

How Is Your Vacation Entitlement Determined?

Full Paid Annual Vacation (At Least Four Weeks)

You are entitled to complete annual vacation if your employment has lasted the entire vacation accrual year (April 1 to March 31).

Part-time work

Your vacation entitlement is determined by the duration of your employment. In a shorter employment relationship, you accrue less vacation, but the right to vacation or vacation compensation always remains.

Fixed-Term Employment

Your vacation accrues in proportion to your working hours. If you work less than full-time, you will receive vacation days accordingly.

In gig work, you typically receive vacation compensation with each paycheck to fulfil your right to vacation.

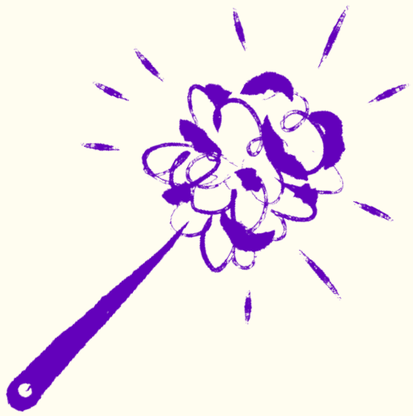
Gig Work

What If Your Employment Doesn't Last the Full Year?

If your employment begins mid-year or only lasts part of the year, your vacation entitlement is calculated based on the days you've worked.

You Can Also Accrue Vacation During:

- Sick leave under certain conditions.
- Family leave, such as maternity or parental leave, under certain conditions.



E) Your Right to a Safe Workplace

We care about your well-being, as working safely and staying healthy benefits both you and our company. Occupational health services and workplace safety are integral to this commitment. Note that if you are studying or have your primary job at another company, occupational health services are provided by that organisation.

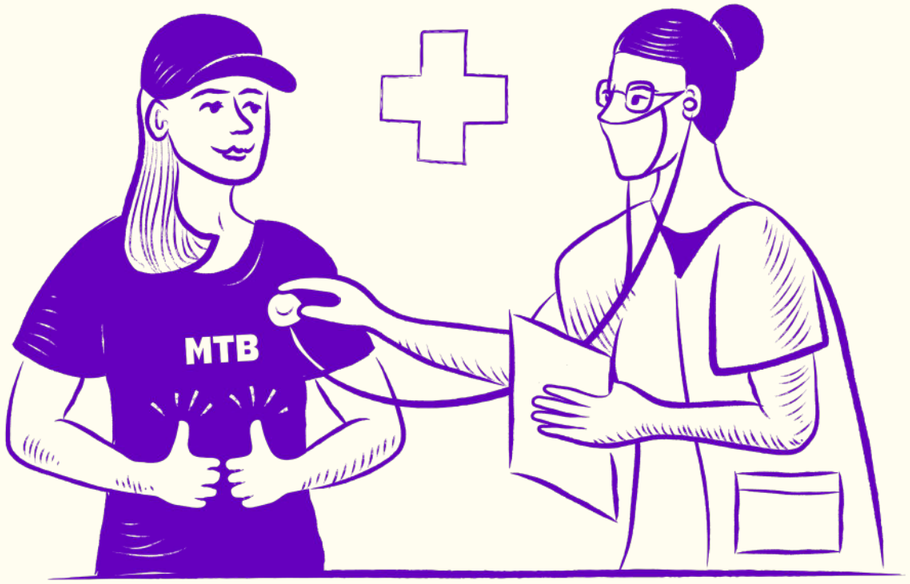
Occupational Health Services – Here for You

Occupational health services are available to all full-time, part-time, or gig workers. These services provide preventive support, such as health check-ups, workplace assessments, and assistance in maintaining your work capacity. If health risks are identified in your work, you may be referred for further examinations or treatment.

Workplace Accidents and Insurance – Your Safety Net

If you are injured at work, the most important thing is to act quickly:

- Report the accident immediately to your employer
- Seek medical assistance if necessary



Your employer has arranged statutory accident and occupational disease insurance, which covers:

- Medical expenses
- Any applicable compensation

Remember: A report must be filed with the insurance company regarding the accident. Your employer also manages other statutory insurances, such as pension and unemployment insurance.

Protective Equipment and Safety – Supporting Your Work

Not all tasks are the same; some may involve risks, such as handling chemicals or working in hazardous conditions. You are entitled to receive all necessary protective equipment for free, including:

- Protective gloves
- Respiratory masks
- Safety goggles

Your employer is also responsible for providing instructions on adequately using protective equipment. If you notice any deficiencies in the equipment, inform your employer immediately.

Chemical Usage – Safety First

When handling chemicals, it is essential to:

- Follow your employer's instructions carefully
- Always use the appropriate protective equipment
- Ensure adequate ventilation in the workspace

Your employer is responsible for providing you with safety data sheets for all chemicals used, training you in their safe handling, and securely storing chemicals in appropriate facilities.

How to Minimize Exposure:

- Always use intact protective gloves and replace them regularly
- Close chemical containers immediately after use
- Keep workspaces clean and well-ventilated

What to Do if Work Causes Pain or Fatigue?

If you experience pain or fatigue during work, inform your supervisor immediately. Your employer has the obligation to assess the ergonomics of your task, provide tools such as adjustable workstations and ergonomic cleaning equipment, reduce strain, and promote your well-being.



Tips to Prevent Strain:

- **Mind Your Posture:** Avoid excessive bending or lifting in improper positions.
- **Take Breaks:** Short breaks during the workday can help prevent muscle tension and fatigue.
- **Utilise Tools**: Lightweight mops and ergonomic tools can make your work easier.

If you feel your working conditions are unsafe, contact your occupational safety representative. We are here to ensure that your work is productive,safe and supportive of your well-being.



Your health and safety are our priorities. Don't hesitate to ask questions, seek assistance, or share your concerns – we are committed to doing everything possible to support you in your work.

F) Your Rights When You or Your Child Falls Ill

Illness can arise unexpectedly and cause concern, especially when children are concerned. That's why we want you to be fully informed about your rights and responsibilities in such situations.

Notify About Illness Promptly

If you become ill, inform your employer as soon as possible. Prompt notification ensures that your shifts can be smoothly reorganised and your entitlement to sick pay can be processed without delays.

If Your Child Falls Ill

You have the right to stay home and care for your child under certain conditions for 1–4 days in situations where a short absence is necessary to arrange or provide care for your child. The absence must be reported to the employer without delay.

Your Right to Sick Pay

Your eligibility for sick pay depends on your employment status:

- Permanent and fixed-term employment: You are entitled to sick pay as outlined in the collective agreement (TES).
- Part-time and gig work: Compensation may depend on your working hours and contract. TES also guides in these cases.

Employers are not required to pay wages for the first day of sick leave unless otherwise specified in your employment or collective agreement. However, the deductible day does not apply if:

- The employee's employment relationship has continued uninterrupted for at least 2 years before the onset of illness
- A workplace accident or occupational disease causes the illness

Special Attention for Pregnant Employees

If you are pregnant, you are entitled to special protection. This means your employer must assess potential risks in your work tasks and, if necessary, make adjustments or offer alternative tasks that do not pose a risk to your health.

Practical Steps for Illness:

- **Notify About Illness Promptly:** Inform your employer when you fall ill.
- **Provide a Medical Certificate from The First Sick Day:** This is necessary for sick pay eligibility.
- **Know Your Rights:** Ask your supervisor if you're unsure about what TES says regarding sick pay.

At MTB, we believe it's essential for you to understand your rights in case of illness. If you have any concerns or questions, don't hesitate to reach out - we're here to support you!

G) Your Rights During Pregnancy

We want to ensure that you are fully aware of your rights during pregnancy and that your work environment supports your well-being and safety. Pregnancy is a unique phase of life. As your employer, we are committed to ensuring you can work safely and with peace of mind.

Special Protection During Pregnancy

When you inform your employer about your pregnancy, your employer must conduct a risk assessment for your tasks. If your tasks are deemed hazardous to you or your unborn child, as your employer, we are obligated to:

- Adapt your tasks
- Offer you alternative tasks
- If no alternatives are available, grant you pregnancy leave

You are entitled to your salary during pregnancy if:

- Your tasks are adapted
- You are transferred to other duties at the employer's initiative
- If your health requires pregnancy leave before the start of parental leave, you may be eligible for pregnancy allowance from Kela

Maternity Health Visits and Healthcare

You can attend pregnancy-related medical appointments, such as maternity health visits, during working hours without reducing your salary. Your employer must facilitate these visits so you can care for yourself and your child.

If your work is assessed as risky during pregnancy, you can request a new risk assessment from your employer. In such cases, safer tasks must be offered, or if necessary, pregnancy leave granted.

Parental Leave – Flexibility for Your Family's Needs

After pregnancy, you are entitled to parental leave ,during which you may receive parental allowance from Kela. Parental leave can be shared between both parents and it can be taken flexibly in multiple parts.

Remember:Notify us about your parental leave well in advance. As your employer, we must ensure your rights are respected.

Pregnancy-Related Protection Against Dismissal

Pregnant employees have robust protection against dismissal. Your employer cannot dismiss you because of your pregnancy. If you are dismissed, the employer must prove that the dismissal is entirely unrelated to your pregnancy. This protection applies to all employment relationships, including fixed-term and part-time contracts.

Vacation During Pregnancy

As a pregnant employee, you are entitled to regular annual vacation based on the length of your employment. If your pregnancy or parental leave overlaps with the vacation period, the vacation can be postponed later.

Pregnancy is a unique time, and you have the right to a work environment that supports you. If you have questions about your rights during pregnancy or encounter any issues, do not hesitate to contact your supervisor!



H) Your Right to Learn

We believe that safe and efficient work starts with thorough onboarding and continuous training. You are entitled to free training provided by us, which will help you perform your job safely and effectively while taking care of your well-being.

What Training Are You Legally Entitled to Receive?

As your employer, we must provide free training that includes:

- Safe Work Practices: Guidance and instructions on how to perform tasks correctly and safely.
- Chemical Safety: Training on the proper use of cleaning agents and equipment to prevent harmful exposure.
- Ergonomic Work Positions: Coaching on using your body correctly to make your work easier and avoid unnecessary strain.

What to Do If You Don’t Receive Training

If you feel that you haven’t received enough training for your tasks, you have the right to request it. In this case, contact your supervisor and explain what training or additional information you need.

Why We Think That Training is Important?

Without proper training, workplace safety can be compromised. It’s essential to understand the risks of your work and know how to use equipment and chemicals correctly. This allows you to perform your job efficiently and safely while safeguarding your well-being.

Remember: You don't have to figure everything out independently - training is your right and your employer's responsibility. Don't hesitate to speak up if you need further guidance or support.

The MTB Academy™ – Training Tailored for You

We take pride in our very own MTB Academy™, where all employees receive training on the following topics:

- Safe and sustainable use of chemicals and equipment.
- Characteristics of different types of dirt and materials.
- The importance of customer service.
- INSTA 800 quality standards.
- Basics of the circular economy.
- Data security, including confidentiality obligations.
- Workplace ergonomics.
- Cleaning of specialised environments (requiring high hygiene standards).
- Our recycling practices and those of client locations.
- Service descriptions and work instructions.
- Cleaning of sanitary facilities.

At MTB, we are here to support you in every step of your work, ensuring you have the skills and confidence to do your job well. Don’t hesitate to reach out if you need training or guidance—your growth is our priority!

Guidelines for Employees Moving to Finland

We want to ensure that all employment relationships start correctly and legally. As part of this process, employers have specific rights and responsibilities regarding document verification. This procedure is also for your protection—it ensures that all employment-related matters are handled properly and securely.These principles are designed to protect your rights and ensure that you are treated fairly at the beginning of your employment. If you have questions or notice any issues, don't hesitate to contact your supervisor, an occupational safety representative, or your labour union.

When starting a new job in Finland, your employer has certain legal obligations to ensure that your employment begins correctly and lawfully. This process safeguards both you as an employee and the employer.

Here are the typical steps your employer will follow before your employment starts:

1. Request Necessary Documents

The first step is to provide your employer with documents proving your right to work in Finland. These typically include:

- A valid residence permit allowing you to work in Finland.
- Your passport or another official ID confirming your identity.
- A document verifying your right to work, such as an EU citizen registration certificate.

These documents ensure that you meet all legal requirements for employment and clearly establish your right to work.

2. Verify the Authenticity of the Documents

Your employer will check that your documents are valid and belong to you.This verification step is essential before employment begins and protects you from future challenges to your right to work.

3. Keep Copies of the Documents

Once your employer has verified the documents, they will make copies and store them as legally required. These copies are only used to confirm your employment. The original documents will be returned to you immediately after copying. Keeping copies ensures your employer has the necessary information if authorities conduct an inspection.

4. Recheck Documents When Necessary

If your employment continues for an extended period and your documents expire, your employer has the right and obligation to check the renewed documents. This applies to renewing your residence permit or to changing your work authorisation. Reminder: Notify your employer if your documents are nearing their expiration date.

5. Obligations of a New Employer

When you change jobs, the new employer must perform the same checks All employers must ensure that your right to work is valid, regardless of whether you have been employed in Finland previously. This ensures that your new employment starts off correctly.

What Can’t Your Employer Do? – Protecting Your Rights

When starting your employment, your employer is required to handle document verification lawfully. Knowing what your employer cannot do to ensure fair and equal treatment is equally important.

1. Retaining Original Documents

Your employer cannot hold your original documents longer than necessary. When you provide documents for verification, your employer must return them immediately after checking or copying them. Your documents remain under your control, and your employer has no right to retain them beyond what is strictly required.

2. Discrimination

Employers cannot check documents on discriminatory grounds. Document checks must not be conducted unequally based on nationality, ethnicity, religion, or other personal characteristics. You must be treated the same as all other employees, and your background must not place you in a different position.

3. Charging Fees

Employers are responsible for costs related to document verification. Employers cannot charge you for verifying documents such as residence permits or other required paperwork. This is the employer’s responsibility and must not result in any costs to you.

4. Restricting Your Right to File Complaints

Employers cannot prevent you from raising concerns. If you experience workplace discrimination in Finland, you can report it to the Occupational Safety and Health Authority, the Non-Discrimination Ombudsman, your trade union, the Regional State Administrative Agency (AVI), or the police if the it constitutes a crime. Your employer cannot restrict you from voicing concerns or addressing potential issues.



Other essential information

Work Permit Requirements for Different Nationals

EU and EEA Citizens

If you are a citizen of an EU or EEA country, you have the right to work in Finland without a separate work permit.
If you plan to live in Finland for more than 90 days, you must register your right to work with the Digital and Population Data Services Agency (DVV).

Citizens of Non-EU/EEA Countries

If you are not a citizen of an EU or EEA country, you need a valid residence permit to work in Finland. For the cleaning industry, a common permit is the residence permit for an employed person (TTOL).The application process may take several months, so ensure you apply well before your employment begins.

Seasonal Workers

If you work in Finland temporarily (less than nine months), you will need a seasonal work certificate or permit to authorize short-term employment.

Learning the Language and Culture

While Finnish or Swedish is not necessary to begin working, language skills can greatly help in both your daily life and your job. Many Finns speak English, but basic skills in Finnish can make tasks such as customer service and interactions with authorities easier.

Opening a Bank Account and Receiving Your Salary

In Finland, salaries are always paid into a bank account. You should open a Finnish bank account as soon as possible, as we cannot pay salaries in cash. For more information, visit: https://dvv.fi/en/foreigner-registration

Tax Card and Taxation

When working in Finland, you need a tax card, which you can obtain from the Finnish Tax Administration. The tax card specifies your tax percentage, which your employer uses to withhold taxes from your salary. Learn more: https://www.vero.fi/en/individuals/tax-cards-and-tax-returns/arriving_in_finland/work_in_finland/

Unemployment Benefits

If you pay unemployment insurance contributions, you may apply for unemployment benefits from a Finnish unemployment fund or Kela if your employment ends.

Social Security

If you live in Finland permanently or work temporarily, you may be entitled to Kela benefits. Learn more: https://www.kela.fi/social-security-in-finland

Trade Union Membership

Trade unions, such as PAM (Service Union United), provide support and guidance on employment matters. Find more information: https://www.pam.fi/en/

Occupational Safety and Authority Support

The Finnish Occupational Safety and Health Administration ensures that your employer complies with labour laws, including working hours, wages, and safety regulations. If you encounter issues, you can report them to the occupational safety authorities—even anonymously. For support or to file a report, visit: https://tyosuojelu.fi/en/services-and-contact-information/e-service

Renting an apartment

You can buy or rent an apartment in Finland from municipalities, private housing agency companies or private persons. Municipal rental apartments are usually more affordable. You can also seek counselling from your local municipality, where you can find help with questions related to integration, health and social services, housing, studying and work. In Finland, tenants have strong legal protections under the Finnish Act on Residential Leases. Landlords cannot evict tenants without proper legal grounds and rent increases must follow specific rules. Remember always to make a rental agreement and be aware that, in some cases, you are entitled to apply for support from the state.



”I have been with MTB for over 5 years, keeping hotels and spas clean. I enjoy working at MTB because the supervisors and colleagues feel like one big family. I have experienced MTB as an equal and inclusive workplace where everyone is treated fairly, which has been important to me as someone with a hearing impairment.”

- Merle Kiudorf



MTB – Making Tidy Business

MTB is a second-generation family business, and for us, siblings Mia and Nea, this company is much more than just a workplace. We grew up literally surrounded by soap bubbles, and continuing this traditional family business with a proud legacy is both a great honour and an incredible opportunity.

Since 1987, we have provided our customers with high-quality, responsible cleaning services. Our core values are reflected in everything we do:

- **Quality:** We never compromise on the results of our work
- **Reliability:** We keep our promises and support our clients
- **Responsibility:** We always act with respect for people and the environment

These values guide every aspect of our work—from customer service and employee management to practical cleaning tasks and societal impact. We take pride in ensuring that our employees can feel proud of their work and its significance.

Action Over Empty Words

At MTB, we don’t believe in greenwashing or pinkwashing. Instead, we focus on impactful actions—working hard with the mop in hand. Our mission is to transform the cleaning industry by offering the most socially responsible services while challenging others in the field to critically assess their operations and clean up their own practices.

Our Making Tidy Business Promise

Our promise encapsulates who we are: high-quality service that adds value for our customers and socially responsible practices that support our employees and challenge unethical behaviours in the industry.

Ethics – The Foundation of Every Decision

At MTB, we believe ethics are not just a goal—they are at the heart of everything we do. Our ethical guidelines are not merely words on paper but are visible in our daily operations and interactions. We follow principles based on frameworks like the UN Global Compact’s Ten Principles and Finnish legislation to ensure our operations are fair, transparent, and supportive of everyone’s well-being.

For us, responsibility is not just a word—it’s our way of working. Our goal is to create well-being for customers, employees, and communities. Together, we are building a more sustainable and fair cleaning industry.

Values and Ethical Principles That Guide Our Work

We believe that our employees' well-being and job satisfaction are the key to providing high-quality services. These principles guide our daily operations:

Respect and Appreciation

We treat everyone respectfully and value each person's contribution—regardless of role or position. Every voice matters.

Support and Development

We provide opportunities for our employees to learn and grow. Training and development discussions are essential for success and progress.

Zero Tolerance for Discrimination

We do not tolerate any form of discrimination or inappropriate behaviour. Everyone has the right to a safe and respectful work environment.

Encouraging Openness

We encourage you to report any injustices or misconduct. We are here to support you.

Holistic Well-Being

We focus on employee ergonomics, physical activity, and workplace safety. A healthy workforce is the cornerstone of our success.

Ethics in Business

We maintain a strict no-bribery and no-corruption policy. We operate responsibly and without distorting competition.

Supporting Motivation

We want you to feel a sense of responsibility for your work and development. A motivated employee is a committed and proud one.

Building a Strong Community

We invest in onboarding, training, and fostering a sense of community so everyone feels part of the team.

Your Role as an Employee in MTB's Community

At MTB, every employee is essential to our community and contributes to our collective success. You play a significant role in implementing our ethical principles and promoting the well-being of our workplace. This ensures our workplace remains safe, open, and fair for all.

What Do We Expect from You?

Familiarise Yourself with and Follow Our Ethical Guidelines

Our ethical guidelines serve as a compass for our daily work.Understanding and adhering to these principles ensures that our operations are fair, transparent, and aligned with our values.

Report Inappropriate Behaviour or Misconduct

Don't hesitate to act if you notice something wrong—discrimination, safety issues, or other forms of misconduct. By raising your concerns, you help us create a fairer and safer work environment.

Turn to Your Supervisor in Unclear Situations

If you encounter situations where you're unsure how to proceed, your supervisor is here to help. Asking questions and seeking support are essential parts of responsible working.

Foster a Safe and Open Workplace

Each of us contributes to the type of workplace we have. By respecting one another and encouraging open dialogue, we ensure everyone feels safe and valued.

Why Is This Important?

When every employee commits to these principles, we build a workplace where: everyone feels valued, issues are addressed promptly and effectively, and everyone can focus on doing their best work. Your contribution is invaluable, and at MTB, we're here to support you every step of the way. Together, we can create a workplace where everyone feels part of something meaningful!

Our Promise

MTB is dedicated to creating an environment where our employees can thrive and feel valued. Ensuring that ethical guidelines are not just rules on paper but part of our daily practices and decision-making is of the highest priority to us.

LET'S MAKE TIDY BUSINESS

MTB

www.mtb.fi