

Rules of Operation of the Service Centre Helsinki Public Enterprise 2026

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1. Operating sector of the enterprise

The Service Centre Helsinki Public Enterprise (hereinafter 'Palvelukeskus Helsinki') is responsible for providing service-related support services for the City of Helsinki and the entities of the Helsinki City Group. Palvelukeskus Helsinki operates under the Board of Commercial Services and is part of the City of Helsinki's central administration. The operations of Palvelukeskus Helsinki are managed by the Managing Director, who is subordinated to the Board of Commercial Services. The Managing Director carries out the duties assigned by the Chair of the Board of Commercial Services and serves as the presenting official of the Board of Commercial Services.

The basic duties of Palvelukeskus Helsinki are handled by two business units whose operations are supported by the financial, HR and communications teams, Administrative Services and the Security and Preparedness function. The responsibility for the operations, finances and responsible conduct of each business unit lies with their respective directors and, for each support service team, with their respective managers.

2. Organisation of the enterprise

2.1. Multiservices

The Multiservices business unit provides food and cleaning services for the divisions and enterprises of the City of Helsinki, and possible other entities within the Helsinki City Group. Food services are provided to approximately 70,000 clients at schools, daycare centres, hospitals, service homes and senior centres, as well as their lunch restaurants. Additionally, the unit delivers meals to home meal clients and meal and food products to group family daycare centres, playgrounds, and housing and day activity units for persons with disabilities. Cleaning services are provided at daycare centres, playgrounds and group family daycare centres, as well as certain care facilities, schools and offices. Service planning takes into account the needs of client groups, nutritional recommendations, official regulations and instructions, and other special needs. The food is either prepared entirely on site or some meal components are delivered, primarily from the production kitchen operating in Pakkala, Vantaa. The Multiservices unit is led by a Director of Business Unit. The Director of Business Unit reports to the Managing Director. The Director of Business Unit oversees seven functions:

- Procurements and tendering, led by the Procurement Manager
- Pakkala production, led by the Production Manager
- Projects of the Multiservices unit, led by the Project Manager
- Multiservices internal support, led by a Service Manager
- Area 1, led by a Service Manager
- Area 2, led by a Service Manager
- Area 4, led by a Service Manager

2.2. Telephone and Wellbeing Services

The Telephone and Wellbeing Services business unit provides expert and solution-oriented customer service for Helsinki residents, as well as the divisions, enterprises and subsidiaries of the City of Helsinki, in accordance with the needs of the clients. Each month, the unit handles approximately 200,000 contacts, working around the clock every day of the year. The business

unit's operations involve the adoption of new technologies. The main services are ICT-based services that support living at home, such as remote care, security phone and automatic medicine dispenser services. Other services include transport intermediation services, telephone exchange services and various e-services. The Telephone and Wellbeing Services business unit is led by a Director of Business Unit. The Director of Business Unit reports to the Managing Director. The Director of Business Unit oversees six functions:

- Remote care, led by a Service Manager
- Mobile care, led by a Service Manager
- Helsinki Transport Service, led by a Service Manager
- Customer service and client solutions, led by a Service Manager
- Development and customer experience, led by the Development Manager
- Data management, led by the ICT Manager

2.3. Financial team, led by the Financial Manager

The financial team is responsible for internal financial reporting, monitoring and the controller function at Palvelukeskus Helsinki. The financial team prepares the financial statements and annual report and is responsible for their completion in accordance with the instructions provided. The duties of the financial team involve coordination of the preparation of budgets, action plans, performance budgets and forecasts, including the related schedules, as well as the required training. The Financial Manager reports to the Managing Director.

2.4 Administrative Services, led by a lawyer

Administrative Services play a key role in supporting decision-making. They make sure that decision-making complies with current legislation and guidelines. Additionally, Administrative Services manage document administration and maintain archives in order to preserve decision-related documents within their area of responsibility. The lawyer reports to the Managing Director.

2.5 HR team, led by the Personnel Manager

The role of the HR team is to support management and the business units in achieving their strategic objectives and to improve the organisation's performance and the wellbeing of the work community.

The HR team is responsible for developing and implementing the principles and practices of human resources management, as well as for all matters relating to employer obligations and employment relationships. The HR team is also responsible for coordinating processes related to salaries and employment relationships, making preparations for negotiations that are based on collective agreements, and carrying out tasks related to occupational health and safety. The Personnel Manager reports to the Managing Director.

2.6 Communications team, led by the Communications Manager

The communications team supports Palvelukeskus Helsinki in implementing its strategy. Together with management, the team is responsible for organisation-level communications with the media, clients, staff and stakeholders. The communications team supports the business units in service

provision through communication measures, by increasing awareness of the services and by highlighting Palvelukeskus Helsinki's role as an expert. With regard to cooperation, the team is tasked with strengthening Palvelukeskus Helsinki's brand and providing the business units with tools for smoother service provision. The communications team is also responsible for Palvelukeskus Helsinki's communication channels (incl. websites, social media and letters to clients), publications and crisis communications as part of emergency management. The Communications Manager reports to the Managing Director.

2.7 Security and Preparedness, led by the Security Manager

The Security and Preparedness function is responsible for Palvelukeskus Helsinki's internal and external security, the development of security management, tasks related to contingency planning and continuity management, measures related to risk management and combatting the black economy and corruption, as well as internal audits and actions related to internal investigations at Palvelukeskus Helsinki. Lobby services are part of the Security and Preparedness function.

Security and Preparedness is responsible for crisis and disruption communications and information security together with Palvelukeskus Helsinki's communications and data management teams. The Security Manager reports to the Managing Director.

2.8 Project Director, KKT27 (fixed-term)

The Project Director is tasked with leading and being in charge of the overall implementation of the project to construct a central kitchen with a food terminal (KKT27 project), in line with the organisation's strategic objectives. This includes managing the project's life cycle from the planning phase through construction to commissioning and the launch of operations.

3 Management of the enterprise

3.1 Board of Commercial Services

Palvelukeskus Helsinki's highest decision-making body is the Board of Commercial Services. The Board is responsible for the tasks falling within the remit of the Service Centre Helsinki Public Enterprise, as referred to in the City of Helsinki's Administrative Regulations, chapter 4, section 3. The Service Centre Helsinki Public Enterprise is part of the City of Helsinki's central administration.

The Board has five members. Each member has a personal deputy. The City Board appoints the members and deputies of the Board of Commercial Services for a two-year term. The City Board also appoints the Chair and Vice Chair.

The general powers of the Board of Commercial Services are set out in the Administrative Regulations, chapter 11, section 1.

3.2 Managing Director

The operations of Palvelukeskus Helsinki are managed by the Managing Director, who is subordinated to the Board of Commercial Services. The Managing Director is appointed for a fixed term of up to seven years. The Managing Director serves as the presenting official of the Board of Commercial Services.

The general powers of the Managing Director of the enterprise are set out in the Administrative Regulations, chapter 11, section 2.

3.2.1 Financial matters

The Board of Commercial Services confirms the procurement authorisations for the Managing Director and the Directors of Business Units. By separate decision, the Managing Director confirms Palvelukeskus Helsinki's lower-level authorisations for procurement and placing orders, as well as the persons authorised to approve invoices.

Pursuant to a decision by the Board of Commercial Services (30 August 2023, section 49), the Managing Director has the right to decide on the pricing of the services provided by the enterprise and on contracts related to the sale of such services, as well as the right to delegate related decision-making authority to the Directors of Business Units in accordance with the grounds and limits approved by the Managing Director.

As part of the Managing Director's general powers, as specified in the Administrative Regulations, chapter 11, section 2, the Managing Director has settled the claims for damages brought against the Service Centre Helsinki Public Enterprise. The Managing Director authorises the Directors of Business Units to approve claims for damages of less than EUR 100, provided that the claimant's claims are accepted in full.

3.2.2 Personnel matters

The City Board appoints the Managing Director of Palvelukeskus Helsinki. The Managing Director's direct subordinates are appointed by the Board of Commercial Services of Palvelukeskus Helsinki.

Delegation decisions issued by the Managing Director define the decision-making powers related to personnel.

3.3 Director of Business Unit

The Directors of Business Units lead the operations of their respective units and are responsible for ensuring that the objectives set for their units are met. The Directors of Business Units are supervisors of the personnel of their respective units and are responsible for their unit's internal organisation, account management, the division of responsibilities and the development of human resources. The Directors of Business Units carry out the tasks assigned to them by the Managing Director.

3.4 Managers

Managers lead the operations of their respective areas of responsibility, such as support service teams, services, areas and functions, and are responsible for ensuring that the objectives set for them are met. The managers of the support service teams report directly to the Managing Director, while the other managers report to the director of their business unit. Managers support the Directors of Business Units in the implementation and development of the units' operations and carry out the tasks assigned to them by the Managing Director or the Director of Business Unit.

3.5 Qualification criteria

The qualification criteria for personnel are set out in the Administrative Regulations, chapter 23, section 1.

The qualification criteria for the Managing Director of the enterprise include a degree, experience in management roles, and excellent oral and written proficiency in Finnish and satisfactory oral and written proficiency in Swedish.

The qualifications required of other staff members are determined by the person appointing them, taking into account any specific provisions laid down.

4 Substitutes

If the Managing Director is indisposed, their duties will be carried out by an officeholder designated by the Board of Commercial Services. If a Director of Business Unit is indisposed, a person designated by the Managing Director will act as their substitute. The Managing Director will confirm the order of substitutes by separate decision. If another member of staff is indisposed, their duties will be carried out by a person designated by their supervisor.

5 Meetings of Palvelukeskus Helsinki's management group and working groups

5.1 Management group

The management group oversees the preparation and implementation of significant matters related to the overall management and operations of Palvelukeskus Helsinki. The management group agrees on the common policies and procedures of Palvelukeskus Helsinki, considers and monitors City-wide programmes, and approves annual plans and reports related to different subject matters handled by Palvelukeskus Helsinki.

The management group of Palvelukeskus Helsinki comprises the Managing Director as the Chair, the Directors of Business Units, the Financial Manager, the HR Manager, the Communications Manager and a staff representative. The principal negotiating organisations select a staff representative and their deputy to the management group for a term of one year at a time. The secretary to the management group is a person designated by the Managing Director.

The management group convenes once a month.

5.2 Management team of Palvelukeskus Helsinki

The management team steers the organisation in the direction jointly defined by Palvelukeskus Helsinki's ownership steering and clients by setting clear objectives, allocating resources productively, acting as a trendsetter in HR management, and supporting supervisors in achieving these objectives.

The management team leads and develops Palvelukeskus Helsinki's culture, management, management system and structures so that, together, they facilitate smooth cooperation and synergy, the achievement of objectives, and the creation of sustainable added value for clients and other key stakeholders. The management team oversees and monitors the implementation of the budget, action plan and Palke 2.0 priorities, and defines the necessary corrective measures.

The management team builds partnerships and works with commissioning clients to plan for the future, while actively monitoring the operating environment and proactively assessing the impact of changes in that environment on Palvelukeskus Helsinki's operations and services.

The management team convenes twice a month.

The management team comprises the Managing Director as the Chair, the Directors of Business Units, the Financial Manager, the HR Manager and the Communications Manager. The secretary to the management team is a person designated by the Managing Director.

5.3 Operative management team of Palvelukeskus Helsinki

The operative management team prepares policies and objectives in line with the City Strategy and ownership steering, taking into account Palvelukeskus Helsinki's common and key objectives, and ensures the implementation and monitoring of these and the Palke 2.0 priorities, as well as corrective measures. The operative management team holds preliminary debates on the preparation and implementation of annual plans for City-wide programmes and various subject matters handled by Palvelukeskus Helsinki.

The operative management team convenes in the spring and autumn, as well as to discuss specific themes, as necessary. The dates are agreed on in accordance with the annual calendar / action plan, so that the discussions support joint implementation of the action plan and the Palke 2.0 priorities.

The operative management team comprises the Managing Director as the Chair, the Directors of Business units, the Service Managers and employees reporting directly to the Managing Director. The secretary to the operative management team is a person designated by the Managing Director.

5.4 Management teams of units

Operational matters concerning a particular unit are handled by the management team of that unit. The meetings are attended by the Director of Business Unit, their direct subordinates and any other persons designated by the Director of Business Unit.

5.5 Expert working groups

At Palvelukeskus Helsinki, expert working groups can be established within or between units.

The work of these expert working groups must be connected to Palvelukeskus Helsinki's operational and financial objectives. Participation in expert working groups is a work-related task, and the decision on a person's participation is made by their supervisor.

The composition of an expert working group is always determined in accordance with the needs, taking into account the resources required for these activities.

The decision to establish an expert working group is made by the Managing Director or the Director of Business Unit in charge of the matter.

5.6 Personnel Committee

The Personnel Committee considers cooperation and occupational health and safety matters concerning the personnel and services of Palvelukeskus Helsinki.

6 Cooperation

The Personnel Committee acts as the representative body for cooperation between the management and personnel of Palvelukeskus Helsinki. It is chaired by the Managing Director and its secretary is a person designated by the Managing Director. The composition and work of the Personnel Committee comply with the City's policies on cooperation.

7 Internal control and risk management

It is the responsibility of the management of Palvelukeskus Helsinki to ensure that Palvelukeskus Helsinki has effective risk management and internal control systems in place. Internal control ensures that set objectives are achieved, that products and services are of consistent high quality and that operations are economical and productive.

Internal control ensures that the resources of Palvelukeskus Helsinki are used in a sensible and economical manner to the benefit of Palvelukeskus Helsinki and that its resources are safeguarded against losses arising from mistakes, bad management, waste, abuses, fraud or other activities in violation of the rules and instructions. Internal control ensures compliance with the relevant legal provisions and the decisions, rules and instructions of Palvelukeskus Helsinki.

Risk management is carried out at all levels of the organisation, across the different functions and processes, as well as in services outsourced to service providers. Risk assessment is carried out to identify risks, assess their probability and impact, and recognise the risks whose management needs to be improved.

The Board of Commercial Services approves the descriptions of internal control, risk management and contract management at Palvelukeskus Helsinki.

8 General administrative regulations

These rules of operation form a whole that contains the key points of the relevant laws and the City of Helsinki's Administrative Regulations as they stand, as well as the clarifications and additions required by them. They also provide for decision-making concerning the delegation of tasks by the Board of Commercial Services and how these tasks are carried out at Palvelukeskus Helsinki.

These rules of operation are part of Palvelukeskus Helsinki's management system and provide for Palvelukeskus Helsinki's organisation, the composition, powers, duties and term of office of its governing bodies, and other aspects of Palvelukeskus Helsinki's administration.

8.1 Signing of documents

The Managing Director of Palvelukeskus Helsinki, or a person designated by them, signs the documents referred to in the Administrative Regulations, chapter 24, section 1.

The Director of Business Unit signs the documents referred to in the Administrative Regulations, chapter 24, section 1.

Contracts or orders based on a procurement decision by the Board of Commercial Services are signed by a person authorised to carry out procurement. Contracts or orders based on a procurement decision by an officeholder are signed by the officeholder who made the decision on the contract or order, or a person designated by the officeholder.

8.2 Decisions on access to documents

The authority to decide on access to documents, as referred to in section 14 of the Act on the Openness of Government Activities, is exercised by each Director of Business Unit within their own area of responsibility.

If a matter pertains to more than one area of responsibility, the authority to decide on access is exercised by the Managing Director.