Paasitorni’s quality and environmental policy

Mission

Paasitorni's mission is to be a historically valuable meeting, function and event venue that provides organisations, companies and communities with an environment where concentration, creativity and collaboration are possible.

A holistic customer experience is built on a combination of facilities, services, restaurants and accommodation in a valuable cultural environment that inspires and supports the achievement of customers’ goals.
Operations are based on customer understanding, our service promise and staff commitment. Each encounter is seen as an opportunity to exceed customer expectations and strengthen Paasitorni's unique spirit.

Objective

Paasitorni's quality and environmental work is based on the values of the Helsinki Workers' Association: learning, community and sustainability. Paasitorni puts these values into practise in its day-to-day activities as an event venue operating in the market.

Learning is reflected in enabling training courses, congresses, seminars, discussion sessions and cultural events. A sense of community is realised through face-to-face encounters, support for organisations, public events of the Bygga brand and low-threshold gathering places in restaurants. Sustainability encompasses financial solvency, social accountability, environmental initiatives, maintaining property, as well as certified and systematic operations.

At the heart of the customer experience is offering complete peace for concentration. Facilities, technology and services should always support goal-oriented work so that the customer can focus on the content without interference. The service must be seamless throughout the customer journey, from sales to event execution, invoicing and processing customer feedback. The staff are present, anticipate needs and ensure that everything comes together. Meeting services, restaurants, programme of activities and accommodation form a cohesive and immersive event experience. The valuable cultural environment of Paasitorni adds unique value to events and makes every occasion memorable.

Quality is ensured in everyday practices. Each space is prepared according to the “show ready” principle: it is flawlessly furnished and technically tested before the event, and the entity is reviewed with the customer if necessary. Customer feedback is collected systematically, and it is actively utilised in the development of operations. Digital processes are constantly being developed, such as self-booking solutions, customer relationship management and feedback channels. Investment is made in staff competence, work ability and leadership to ensure that services remain high-quality and staff can cope with their work.

The aim of environmental and responsibility work is for Paasitorni to operate in an ecologically, socially and culturally sustainable way. Operations are guided by the ISO 9001 quality standard and the ISO 14001 environmental standard. Environmental work focuses on reducing energy and water consumption, preventing the generation of waste, sorting and recycling, and reducing food waste in cooperation with the restaurant operator. Responsible suppliers are favoured in procurements, and partners are regularly evaluated. The aim is to achieve Visit Finland's Sustainable Travel Finland (STF) certificate in 2026-2027 and to prepare a roadmap for carbon neutrality in 2028–2029. Paasitorni strives for carbon neutrality, taking into account the emission reduction targets of the City of Helsinki.

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Commitment

Paasitorni undertakes to comply with all applicable laws, standards and requirements, and to continuously develop its operations as part of its strategy and management. Customers are listened to and their feedback is responded to quickly and flexibly. The same responsible and development-oriented attitude is also required from partners.

The balance between permanence and renewal is at the core of Paasitorni's operations. The cultural and historical value of the building is protected and preserved, but at the same time, technical and functional reforms are carried out while respecting architecture, traditions and environmental values.

Financial solvency enables responsible investments and high-quality service. At the same time, the preservation of a culturally and historically significant property for future generations is safeguarded. Paasitorni is a living cultural heritage site where quality, customer experience and sustainability meet now and in the future.

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