

# HSY's guidelines for visitors

## General guidelines for booking and scheduling visits

1. You must book your visit at least two weeks before the desired date.
2. Visits are usually scheduled to take place during office hours, from 8 am to 4 pm.
3. A visit usually takes 1½ hours.
4. Visits are usually scheduled to take place outside common vacation periods.
5. HSY's locations are industrial sites, and we do not make special arrangements for visitors. Customised group visits are possible only in exceptional circumstances.

## Price of a visit

The price for visits related to company staff training and other chargeable visits is €500 + VAT 25.5% per group. Coffee and other refreshments are at the visitors' own expense.

The visits are free of charge for representatives of water supply plants, municipal and state actors, organisations and associations and educational institutions.

## Viikinmäki and Blominmäki wastewater treatment plants

- We organise visits to Viikinmäki wastewater treatment plant for groups of students from HSY's operating area, from the seventh grade and upwards. Authorities, policymakers and journalists as well as companies and associations may also visit this location.
- We organise visits to Blominmäki wastewater treatment plant for specialists, authorities, policymakers, journalists, companies and student groups equivalent to specialists.
- The minimum age for visits is 7th grade. No children under 12 may accompany the groups. Exceptions to the age limit will not be made for safety reasons. For young residents of the Helsinki Metropolitan Area, HSY offers water-related lessons and learning materials.
- The maximum group size (incl. teacher, interpreter, etc.) for one guide is
  - 25 participants in Viikinmäki and
  - 15 participants in Blominmäki.
- The visit can also be organized for a group larger than 15/25 people, but the group then needs to book two guides.
- Student groups must be accompanied by a teacher or other responsible adult, even if the participants are of age.
- Business groups must be accompanied by a representative of the party that booked the visit with HSY.
- Viikinmäki wastewater treatment plant is not accessible. The visits in Viikinmäki are not suitable for those with limited mobility.
- Blominmäki wastewater treatment plant is accessible.
- We do not recommend a visit for pregnant women, people who are hypersensitive to smells or people with a weakened immune system. The

wastewater treatment plant is a high microbial exposure environment. Pregnant women and individuals in other high-risk groups can visit the facility at their own discretion. A visit to the wastewater treatment plant does not pose an increased risk to people in good general health.

- HSY keeps a record of the names of visitors. These are managed in accordance with data protection laws. Identity documents are checked during the visit. Exceptions to this are groups where the participants are minors (e.g. 7th–9th grade).
- Eating your own snacks is not permitted at our facilities.
- The visit includes a 30-minute auditorium section and a 60-minute tour of the treatment plant.

## Sortti Stations

- We organise visits to the Ruskeasanta and Jorvas Sortti stations for groups of pupils and students from HSY's operating area and other groups.
- The minimum age for visits is 5th grade. For young residents of the Helsinki Metropolitan Area, HSY offers water-related lessons and learning materials.
- The maximum group size is 25 participants. For groups of school-aged visitors, we recommend a maximum group size of 20 participants.
- Student groups must be accompanied by a teacher or other responsible adult, even if the participants are of age.
- Business groups must be accompanied by a representative of the party that booked the visit with HSY.
- The minimum group size is 10 participants.
- Taking waste from the stations is forbidden.

## Ämmässuo eco-industrial centre

- We organise guided tours of the eco-industrial centre for groups of specialists.
- HSY keeps a record of names of participants from the group (first name, surname, nationality), which is managed in accordance with data protection policies. Identity documents are checked during the visit.
- The maximum group size is one busload of visitors.
- A responsible person must accompany the tour group. Business groups must be accompanied by a representative of the party that booked the visit with HSY.
- Visiting hours are on weekdays from 8 am to 5 pm.
- The minimum group size is 10 participants.
- The visitors must provide their own means of transport, for example a bus, for the guided tour.
- The eco-industrial centre covers a large area, and visitors may not move around the site on foot for safety reasons.