

GUIDE TO THE RIGHTS AND OBLIGATIONS IN THE DOMESTIC WORK SECTOR

Guía de drets i deures del servei domèstic



Edita:



www.associacioamic.com

Amb el suport de:



Generalitat de Catalunya
Departament d'Acció Social i Ciutadania
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Amb la col·laboració de:



www.ugt.cat



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Introduction

In the last few years in Spain there have been important social changes. The tendency to ageing of the Spanish population and the structural changes in families are two of the most relevant, changes that have generated specific demands such as the increase in domestic workers.

The work carried out by these people (mainly immigrant women) is very important, not only for the service or support provided to the person or family but also for the harsh physical conditions they endure and have not been recognised socially or economically.

We, here at **A.M.I.C.** and the **Catalan General Workers Union (U.G.T. de Catalunya)** have constantly reported the insecurity of the work conditions in this sector, the lack of social acceptance in general and the need for a change in perception of these jobs by society in general, which considers it normal that they are carried out illegally.

The material you have in your hands came from a proposal made at the 3rd 'Immigration in Catalonia Congress, held in November 2007, organised by A.M.I.C. and U.G.T. Catalonia. A congress in which women from several immigrant associations, along with union representatives made known their problems in accessing the work market and improvements in the home-help sector.

“The guide to the rights and obligations in the domestic work sector” provides the basic tools for gaining knowledge of the workers rights and encourages them to organise themselves and actively participate in the vindication of their improvement.

The knowledge of the rights gained in a work relation (salary in accordance with the activity, paid holidays, working hours, etc.) will be fundamental for women to be able to fight against injustice and improve working conditions.

1. WORKING IN SPAIN. FIND OUT MORE!

WORKERS STATUTORY LAW. WHAT IS IT?

The workers statute is the basic rules that regulate work relations in the Spanish State, that is, the general legal framework for employed workers. In the Statute the rights and obligations of the workers and employers are established. This law stipulates the guaranteed minimums of the job (salary, working hours, holidays, permits, union rights, etc.), which can be expanded on and improved through collective negotiation within the company, the sector of the activity or the corresponding geographic area, which are known as collective agreements. Your union or the workers representative within the company can inform you on this law.

COLLECTIVE AGREEMENT

The Collective Agreement is the result of an **agreement or developed negotiation between the workers representative and the business owners**, negotiated freely by virtue of their collective autonomy.

Through the collective agreements in their field or sector, **the workers and business owners can agree on the improvement of conditions and the rights of the workers**. In this guide we will discuss some of the aspects as in the V State Agreement on services rendered to dependent people and the development in the promotion of the autonomous person and the III Collective agreement for home help companies in Catalonia.

BYELAWS THAT REGULATE THE RIGHTS OF FOREIGNERS IN SPAIN

1. Organic Law 4/2000, of the 11th of February, on the Rights and Liberties of Foreigners in Spain and their Social Integration, drawn up according to the Organic law 8/2000 of the 22nd of December.

This law points out that foreigners who meet the requirements of the same will have the right to carry out a paid activity as employed workers or self-employed, and they can also register with the Social Security (Bill I. Article 10. The right to work and to Social Security). To find out more about this see Chapter III. About the work permit and special conditions of this Organic law. At the Association for Mutual Help for Immigrants in Catalonia (A.M.I.C.) we can advise you on the requirements for applying for a work and residency permit and its renovation, among other rights as bestowed by the law.

2. Royal Decree 240/2007, of the 16th of February, on the entry, free circulation and residency in Spain of those citizens from member States of the European Union and other States involved in the Agreement on European Economic Space.

The people included in the application of this Royal Decree, excepting those descendants over twenty one still living in their charge and those direct ascendants (of the Community member and their registered spouse) who live in their care, have the right to carry out any activity, whether employed or self employed under the same conditions as the Spanish. If you wish to find out more about applying for a certificate of registration or a residency permit as a relation of a Union citizen you can consult this regulation, go along to the A.M.I.C. offices where we can advise you or to the nearest Police Station to your home.

KNOW AND DEMAND YOUR RIGHTS!

2. HOME-HELP SERVICE

Did you know...?

In the organisation of their household chores more and more Spanish families are taking on domestic workers to take care of the housework and necessities of their home such as cleaning the house, looking after and feeding the children, elderly or ill.

In recent years, the insertion of foreigners in the sector of domestic services has increased. In 2008 more than 32,000 non-Community member foreigners were registered under the Home-help regime, making up 9.8% of the total registered population of Catalonia, and less than 1% were Community members.

The great majority of the workers in this section are women from other countries (Bolivia, Ecuador, Peru, Colombia, Romania, Poland, Morocco, etc.) Women who often carry out these jobs without any dignified working conditions. Partly through lack of knowledge of the laws and union organisations that can protect their rights and also through the deficiencies of the Law which needs more up to date regulations, of compensation and recognition of equal rights for all workers.

The women immigrants who have arrived in Spain are employed in the most precarious sectors, concentrated in more sought after occupations but with low qualifications, and under precarious, unregulated work conditions. Their administrative status (many of them have come through family regrouping) puts them in a position of dependence on their

partner and of socio-economic marginality, which causes them to opt for a job within the submerged economy.

There are no true figures as to how many women work in domestic service in the submerged economy, that is they work without making Social Security contributions, and therefore without receiving any benefits or job protection. However, in our help centres for foreigners, we have found that many women in this situation have suffered some kind of discrimination in their work rights.

Here at A.M.I.C. – U.G.T. Catalonia we believe in the right of every immigrant worker to organisation and affiliation, regardless of their legal situation, as they are one of the most vulnerable groups in the work market. Equality in work matters; freedom, diversity and justice for all are the objectives that form an integral part of the daily battle of the U.G.T. in Catalonia.

2.1. THE WORK RELATIONSHIP LAW WITH REGARD TO DOMESTIC SERVICES

Royal Decree 1424/ 1985, of the 1st of August, which regulates the work relationship for those in domestic service is referred to in article 2.1, section b) of the Workers Statute.

This rule complies with the mandate in the Workers Statute, bearing in mind the need to bring the comparison of work conditions of the domestic workers to the same level as other workers and the consideration of the peculiarities which come about in an activity carried out in the home.

- > The work relationship in the Domestic Service is the agreement between the person employing (the home-owner or head of the family) and, the person providing the services in the home for a salary (payment or compensation).
- > It is understood that the activities to be carried out are household tasks: cleaning, cooking, looking after people, gardening, driving vehicles and other similar activities which form part of the group of domestic tasks.

EXEMPTIONS ARE:

- > Those relationships arranged by companies
- > Those set up by the spouse (partner), descendants, ascendants and other relations of the head of the family, be it through blood, affinity or adoption up to the second degree
- > Those jobs carried out in a friendly, benevolent or neighbourly way

2.2. ROYAL DECREE 1424/ 1985, OF THE 1ST OF AUGUST, IN WHICH THE DOMESTIC SERVICE WORK RELATIONSHIP IS REGULATED**ON THE RIGHTS AND OBLIGATIONS OF THE EMPLOYER AND THE WORKER****Did you know...?**

- > The employer (home-owner) requesting the services can draw up a **written contract of work**, although there is no law obliging them to do so. The worker can pact with the employer to have it written. If a contract does not exist then it will be understood to be for one year, extendable by yearly periods.
- > **The length of the contract can be extended** or it will be extended if the person contracting doesn't inform you of their wish not to continue with the contract at least 7 days before the finalisation of the year.
- > **TRIAL PERIOD.** This will be 15 full working days, during which time the contract can be terminated by either of the interested parties without consequence or prior warning. Bear in mind that the person contracting has to pay you for the hours worked during the trial period.
- > **WORKING DAY.** The maximum per week is, according to the law in Spain, **40 hours of effective work**, not counting times of presence agreed by the employer and worker.
- > The **working day**, set by the homeowner (person employing), cannot exceed 9 hours per working day.
- > After the working day, during **accumulated time of presence**, the worker is under no obligation to do any of the usual household tasks, except those that require little effort, such as open the door, answer the telephone, etc.
- > **OVERTIME.** If you work extra hours they have to be paid as such (at overtime rate), with the increase established in the Workers Statute or given the case, with the surcharge



agreed on by the worker and employer.

- > **The employer CANNOT force you to do extra hours**, these are voluntary, and that is your decision. Except under exceptional circumstances or 'force majeure' makes it necessary to do so (in the case of accidents in the place of work, etc.)
- > **One cannot work more than 80 hours of overtime per year** (except for 'force majeure').
- > **THE RIGHT TO AFFILIATION.** The workers in this sector can join a union to help defend their rights. The employer cannot force you to join any particular union or stop you from joining. At the U.G.T. – Catalonia you can find out more about this right.

HOLIDAYS, PERMITS AND NATIONAL HOLIDAYS

Did you know...?

- > Workers in this sector are also entitled to **annual paid holidays**. These should be thirty days with at least two continuous weeks and the rest as agreed by the employer and the worker.
- > **HOLIDAYS AND WORK PERMITS.** The worker can also be excused from work on full pay having given prior notice and proof to the employer for the following reasons: 15 days for marriage; 1 day for moving house; 2 days in the case of a child being born or serious illness or death of relations up to the second degree of kinship (if it is outside the home town this will be 4 days). For the essential time to have prenatal examinations and preparation techniques for the birth which have to be done during the working day.
Bank holidays. Every worker has the right to celebrate official holidays, paid and non recoverable (they cannot be changed for another day). There cannot be **more than 14 bank holidays per year, two of these being local holidays**. The employer has to recognise local holidays as well as national and autonomous ones.

In Catalonia the official holidays for 2009 in the provinces of Barcelona, Tarragona, Girona and Lerida are the following: **1st of January, 6th of January, 10th of April (Good Friday), 13th of April, 1st of May, 24th of June, 15th of August, 11th of September, 12th of October, 8th of December, 25th and 26th of December.**

- > **1 of May:** On this emblematic date workers and union organisations unite to commemorate and demand the improvement of workers rights and equality between men and women. In Spain there are no real equal opportunities between men and women. The

insertion of women in the work market continues to be in a situation of inequality that prevents the organisation of more productive and competitive work. The difficult access and maintenance of a job, the lack of opportunities of promotion and access to positions of responsibility, the temporality, unemployment and low wages and the difficulties in combining family life with work are the main problems for women. Especially for those who are from abroad who suffer from multiple discrimination.

Workers of the world join the demonstrations on the 1st of May and demand your rights!

More information at the **Unión General de Trabajadores de Catalunya and AMIC:**
<http://www.ugt.cat> / www.associacioamic.com

The story of 1st of May: <http://www.ugt.es/ugtpordentro/historia1demayo.htm>

SALARY

How much should you be paid?

- > **MINIMUM INTER-PROFESSIONAL WAGE.** The minimum wage for a 40 hour working week is the Minimum Inter-professional Wage (S.M.I.), which the government sets every year. If you work as an intern, that is if you live in the same place as you work you will have deductions of a maximum of 45% in concept of room and board.
- > For each 3 years that you work for the same employer and for a maximum of 15 years (or 5 three-year periods), you are entitled to a 3% wage rise.
- > **Remember**, the law does not oblige the person employing you a wage slip. In this case you can come to an agreement with them for them to give you some kind of receipt for the salary paid.
- > The two extra pays will be paid at the end of each semester of the year, except when agreed otherwise with the employer. The Royal Decree sets a minimum of the equivalent to 15 days wages.

As a collective agreement does not exist for the domestic sector, any improvement in work conditions will depend on the agreement reached by the workers with their employer.

DID YOU KNOW...?

The “Unión General de Trabajadores de Catalunya” (UGT) can advise and guide you on your worker’s rights. For further information on worker’s rights in the cleaning sector you can consult with the Catalan Services Federation (Federación de Servicios de Cataluña (FeS)).

FIND OUT MORE!

<http://www.ugt.cat/> / <http://www.fescatugt.org/> / Rambla Sta. Mónica, 10. Barcelona

FINALISATION OF THE CONTRACT**When does a domestic service work contract end?****On termination of the period of time agreed on.**

- > When the agreed period of time of the contract reaches its end and this is not renewed or extended. The employer or **owner of the home has to inform the worker 7 days before the finalisation of their contract**, and has to pay **compensation equivalent to** at least the salary corresponding to 7 days for each year of the contract’s duration, including extensions, up to a maximum of 8 months pay.

At the express wish of the employer

- > The working relationship can also be terminated at the wish of the employer or homeowner. This person can choose not to continue with the established contract with the worker and must allow a period of time’s notice for the worker to finish their activities.
- **If the contract was for one year the employer will have to notify the worker 7 days in advance.**

During this period of notice the worker has the **right to 6 hours per week, without loss of earnings, in order to look for work.**

On communicating the finalisation or cession of the contract, the employer has to pay the worker compensation of at least 7 days salary for each year worked for the duration of the contract, up to a maximum of 6 months pay.



- **If you have worked for more than a year**, then the person who contracted you has to give you 20 days notice of the finalisation of activities.

At the express wish of the worker

- > **The contract of work can also be ended at the workers request. This can be done at any time and without having to give reasons for their decision. The workers are obliged to give at least 7 days notice to the person employing them.**

If the worker decides to terminate the contract because the employer has not fulfilled any of their obligations agreed on in the contract, then the worker is entitled to receive compensation equivalent to that of 20 days wages per year of the contract's duration, up to a limit of 12 months pay. **It is important that you know these rights in order to demand them from the person employing you.**

By mutual agreement by both parties

Through moving house. In this case there are three possible situations:

- a. Maintenance of the work contract by continuing to work for 7 days in the new home.
- b. Suspension of the contract, when the move is temporary and is agreed in this way by both parties.
- c. Termination of the working relationship at the wish of the person employing. In this case the worker will be entitled to the compensation as laid out in the case of the employer terminating the contract.

Through disciplinary dismissal

- > The employer or homeowner must give written notice of the actions causing the dismissal and the effective date to the worker. Not corresponding to the payment of compensation due to finalisation of the contract.

If the worker does not consider the employer's decision to be justified, they must begin the conciliation process through the corresponding Mediation, Arbitration and Conciliation Unit within 20 working days, then, if no agreement is reached, to the Social Tribunal. You can seek advice from your union on this.

If the dismissal is declared unfair, the Social Tribunal will decide the compensation, which will be the equivalent to 20 days pay per year worked in the working relationship, up to a maximum of 12 months pay.

> A live-in worker who has been dismissed cannot be obliged to leave the family home between the hours of 5 in the afternoon and 8 in the morning except if the infringement is serious.

Through the worker retiring

Through 'force majeure' making the provision of services impossible (whether it be the worker or the person employing)

Through death or disability of the employer

DISMISSALS

The disciplinary dismissal of a worker must be notified in writing, for those reasons laid out in the Workers Statute. In the case of the competent jurisdiction declaring the dismissal unfair, the compensation will be the equivalent to 20 days salary multiplied by the number of years worked under the contract, including any extensions, up to a limit of 12 months pay. Remember to consult your union on dismissal conditions and compensation.

DID YOU KNOW...?

Before signing for compensation, settlement or severance pay you can consult your union to see if the sum they are giving you is correct. **Never sign anything in blank or if the figures are not correct**, as once signed you cannot claim anything from the employer. Find out more from **U.G.T. Catalonia!**

2.3. SPECIAL REGIME FOR DOMESTIC WORKERS AND SOCIAL SECURITY

Domestic workers are protected by the Social Security through a Special Regime for Domestic workers. **They are obliged to register for Social Security and to pay contributions when they begin a work contract.**

WHO IS INCLUDED IN THE SPECIAL REGIME FOR DOMESTIC WORKERS?

1. The person employing or homeowner for whom the domestic workers supply paid services.
2. Domestic workers who provide services in one or more homes.

Relatives of the worker, not even their immediate family, cannot register for this Special Regime.

WHAT CATEGORIES OF WORKER EXIST AND WHO SHOULD INFORM THE SOCIAL SECURITY OF THE REGISTRATION IN THE DOMESTIC REGIME?

- > **Permanent and exclusive** domestic workers: are those who work for only one person (employer or homeowner), for a time equal to or more than 80 hours effective work per month. The person responsible for registering the worker with the Social Security is the person contracting or employing. If the person employing does not fulfil this obligation, then the worker should do so.
- > **Part-time or intermittent domestic worker:** If you work for various people (those contracting), the law requires that the service should reach at least 72 hours per month, which have to be completed over a period of at least 12 days. The person responsible for informing the General Treasury of the Social Security is the worker, who will make the request 6 days after starting the service.

WHAT DOCUMENTS SHOULD THE EMPLOYER OR HOMEOWNER PRESENT?

1. Inscription request form along with identity card
2. The domestic workers request for inscription form and identity card
3. If the domestic worker is registering with the Social Security for the first time, then they should present an Affiliation Request form, if they have not yet been assigned a Social Security Number.

REQUEST FORMS

All the request forms can be found in the offices of the General Treasury of the Social Security. Find the one nearest your home.

You can also download the forms at the following electronic address:

http://www.seg-social.es/Internet_1/Trabajadores/Afiliacion/Afiliaciondetrabaja7332/index.htm

WHO SHOULD NOTIFY THE WORKERS RESIGNATION OR DISMISSAL TO THE SOCIAL SECURITY?

When the worker ceases to provide their services, they should communicate this to the **General Treasury of the Social Security** closest to their home within **6 days of terminating the work relationship**.

- > If the domestic worker works on a **permanent and exclusive** contract, the person responsible for communicating the change is the person contracting or the **homeowner**.
- > If the worker has a **part-time or intermittent** contract then they themselves are responsible for notifying the change.

WHAT RIGHTS DO YOU HAVE BY CONTRIBUTING TO THE SPECIAL REGIME FOR DOMESTIC WORKERS?

Those workers affiliated to this regime have the right to benefits in health care, subsidies for temporary disability, maternity, permanent disability, death and survival, retirement, and family benefits for dependant children.

When it is the worker who has the corresponding obligation, they will have to be up to date with their payments in order to access the benefits.

- > **TEMPORARY DISABILITY CAUSED BY ILLNESS.** The medical certificate has to be given by the Social Security doctor. This has to be renewed weekly and you have to hand it in or send it to your work immediately. The economic aid for illness or accident will not be paid until 29 days from the beginning of the illness or the accident, that is, the beginning of the 5th week. To be paid this benefit you have to have been paying contributions for at least 6 months (180 days), during the five years previous to the illness. The economic aid for illness or accident is paid by the same Social Security, on receipt of the medical certificates. The worker is obliged to pay contributions to the Social Security for the duration of the illness or injury.
- > **PERMANENT DISABILITY.** For partial, permanent disability caused by an accident, you must have been contributing for at least 60 months in the previous 10 years.
- > **RETIREMENT.** In the case of having always worked in domestic service, there is no possibility of retirement before 65 years of age. Quotas corresponding to periods prior to the effective date of registration will not be taken into consideration, even if they have been paid.

> **MATERNITY BENEFIT.** Workers in the domestic service with children under 3 years of age and who are registered with the Social Security or a mutual insurance company and have contributed 15 days per month (if they work full-time) or 30 days (in the case of part-time work) have the right to a reduction for maternity which can be paid out in advance (100 € per month) for each month of contributions.

Contributions will also be paid during times of temporary disability, during pregnancy and maternity.

> **DERECHO DE PATERNIDAD.** Como consta en la Ley de Igualdad en España de 2003, se reconoce a los padres el derecho a un permiso y prestación por paternidad en los términos previstos en la normativa laboral y de Seguridad Social.

DID YOU KNOW...?

Workers in the Special Regime for Domestic Workers are **not entitled to unemployment benefit.**

2.4. CONTRIBUTING TO THE SOCIAL SECURITY AND RENEWAL OF WORK AND RESIDENCY PERMITS FOR IMMIGRANTS

WHAT DO I HAVE TO DO TO RENEW MY WORK PERMIT?

If you have to renew your permit you can do so 60 natural days (holidays are also counted) before the expiry date of your authorisation. You can also request renewal during the 3 months following the expiry date.

One of the requisites for the renewal of a work and residency permit is to prove the habitual carrying out of the activity for which the original permit was awarded. This would be through contributions to the Social Security for at least 6 months of each year.

In the case that you can show that the working relationship was interrupted by causes out with your control (for example, if the employer should decide to end the working relationship without honouring the period of time agreed in the contract), in order to renew your permit one of the requisites will be to show a minimum of 3 months activity per year to be shown in the workers certificate of employment history.

In the same way, you will have to prove that you have looked for work, taking part in

activities set up by the employment office or on work insertion programmes set up by public entities or private ones with public subsidies. Finally, at the moment of handing in the request for renewal you must have a valid work contract.

REMEMBER THAT...

For more information you can go along to the **Association for Mutual Aid for Immigrants in Catalonia (A.M.I.C.)**, where they can guide you on the **immigration procedures** through free informative talks and consultancies for members of the U.G.T. A.M.I.C. has **more than 50 offices in Catalan territory**
www.associacioamic.com / 93 304 68 41 / Rambla Santa Mónica 10. Barcelona

3. DEMANDS

- > That domestic service workers be considered a working relationship with the same rights and with the same conditions as any other worker.
- > Give domestic service a more dignified position as well as its recognition in a working sense.
- > That the contracts be formalised in writing and registered; if they are not written they will be understood to be indefinite.
- > That in any given case, registering for the Social Security must be obligatory for the worker as a guarantee for a better social protection.
- > That the salaries must be documented payment and be paid on time on the agreed date, in order to avoid abuses in the deduction of bed and board (for live-in workers), which should never be more than 30% of the salary and allow a greater control of any extra monies. The interest rate on delayed payment will be 10% of that owed.
- > Unemployment cover must be included in the social protection at the disposal of the workers in the domestic workers sector with equal conditions for all workers. Abolition of the Special Regime for Domestic Workers.
- > That the working day between the end of one day and the beginning of the next should be at least 12 hours without distinction between live-in workers and external workers.
- > That finalisation of the contract should be regulated accordingly, suppressing the possibility of ending a contract by abandonment of the employer.



- > That compensation for dismissal be on an equal with the rest of the workers.
- > Fight against the lack of recognition and evaluation of the work experience of their home country through the system of professional competency accreditation.
- > Create strategies for the adaptation and speeding up of university and non-university titles of the foreign workers.

4. USEFUL ADDRESSES

UNIONES TERRITORIALES Y DELEGACIONES DEL SINDICATO UGT

www.ugt.cat

ugt@catalunya.ugt.org

PROVINCE	ADDRESSES	C.P.	TELEPHONE	FAX
UGT Barcelona	Rambla de Santa Mònica, 10	08002	93 304 68 00	93 304 68 53
Asociación de Ayuda Mutua de Inmigrantes en Cataluña (AMIC)	ugt@catalunya.ugt.org www.associacioamic.com amic@catalunya.ugt.org	08002	93 304 68 41	93 304 68 28
Federación de Servicios de Cataluña (FeS)	Rambla de Santa Mònica, 10 08002 Barcelona http://fescatugt.org fes@catalunya.ugt.org	08002	93 304 68 06	93 304 6834
AINOA- ALT PENEDES GARRAF > ugt@apg.ugt.org				
Vilanova	C. Sant Joseph, 5	08800	93 814 14 40	93 811 58 87
Igualada	C. de la Virtut, 42-43 3è	08700	93 803 58 58	93 805 33 12
Capellades	C. d'Oló, 20 bis.	08786	93 801 27 50	
Vilafranca del Penedès	Pl. del Penedès, 4, 2n pis	08720	93 890 39 06	93 817 10 75
Sant Sadurní d'Anoia	Pg. De Can Ferrer del Mas 18	08770	93 811 65 16	
PROVINCE	ADDRESSES	C.P.	TELEPHONE	FAX
BAGES-BERGUEDÀ > ugt@bagesbergueda.ugt.org				
Manresa	Pg. De Pere III, 60-62	08240	93 874 44 11	93 874 6261
Sant Vicenç de Castellet	C. de Creixel, 23	08295	93 833 19 64	
Berga	Ronda Moreta, 23	08600	93 821 25 52	93 822 19 21

BAIX LLOBREGAT > ugt@baixllobregat.ugt.org				
Cornellá	Ctra. d' Esplugues, 240-242	08940	93 261 90 09	93 261 91 34
Martorell	Pg. dels Sindicats, 226 C, Solàrium	08760	93 775 43 16	93 261 91 34
Viladecans	C. de Sant Climent, 14, baixos	08840	93 637 01 88	93 637 77 52
El Prat de Llobregat	C. de Madoz, 37	08820	93 478 07 97	93 478 04 87
COMARQUES GIRONINES > ugt@girona.ugt.org				
Girona	C. de Miquel Blay, 1,3ª i 4ª planta	17001	972 21 51 58/	972 20 81 71
Banyoles	Pl. Servitas, s/n	17820	972 21 09 76	
Figueres	C. del Poeta Marquina, s/n	17600	972 57 58 64	972 50 91 15
La Bisbal d'Empordà	C. de Marimont Aspres, 16, 2ª	17100	972 50 91 15 972 64 12 94	972 27 08 32
Olot	Av. de la República Argentina, s/n	17800	972 27 08 32	972 60 19 88
Palamós	C. de Joseph Joan, s/n	17230	972 60 19 88	972 71 44 44
Ripoll	Pg. de Argüi, s/n	17500	972 71 44 44	972 37 32 40
Lloret de Mar	Apartat de Correus 846 (Estació d'autobusos)	17310	972 37 32 40	
L'HOSPITALET > ugt@hospitalet.ugt.org				
L'Hospitalet de Llobregat	Rambla de Marina, 429-431 bis	08901	93 338 92 53	93 261 24 25
VALLÈS ORIENTAL-MARESME > ugt@nom.ugt.org				
Granollers	C. de Esteve Terrades, 30-32	08400	93 870 42 58	93 879 65 17
Mataró	Pl. de les Tereses, 17	08302	93 790 44 46	93 755 10 17
Sant Celoni	C. de Sta. Rosa, 37	08170	93 867 16 54	
Mollet del Vallès	C. de Balmes, 10, 2ª planta	08100	93 579 07 17	
BARCELONÈS > badalona@catalunya.ugt.org				
Delegación Badalona	Miquel Servet, 211 interior	08912	93 387 22 66	93 387 25 12
OSONA > osona@catalunya.ugt.org				
Vic	Pl. d'Osona, 4, 1ª	08500	93 889 55 90	93 885 24 84
Manlleu	C. Vendrell, 33	08560	93 851 31 30	93 851 30 09
PROVINCE	ADDRESSES	C.P.	TELEPHONE	FAX
UGT TERRES D L'EBRE > ugt@tortosa.ugt.org				
Tortosa	C. de Ciutadella, 13, 1ª planta	43500	977 44 44 56	977 44 33 81
Ampostà	Av. de la Ràpita, 2, 2n pis	43870	977 70 02 40	
Móra d'Ebre	Pl. de la Democràcia, s/n	43740	977 40 00 23	

TERRES DE LLEIDA > tfarre@lleida.ugt.org

Lleida	Av. de Catalunya, 2	25002	973 27 08 01/	
Tàrrrega	C. d'Alonso Martínez	25300	973 26 45 11	973 50 00 49
Solsona	Camp del Molí, planta baixa	25280	973 48 23 05	973 48 23 05
Vielha	Av. de Castiero, 15	25530	973 64 25 49	973 64 25 49
La Seu d'Urgell	C. d'Armengol, 47	25700	973 35 39 03	

UNIÓ TERRITORIAL TARRAGONA > ugt2@tarragona.ugt.org

Tarragona	C. d'Ixart, 11, 3 ^a i 4 ^a planta	43003	977 21 31 31/ 977 24 54 95	977 23 42 01
Reus	Pl. Villarroel, 2 1 ^a i 2 ^a planta	43204	977 77 14 14	
Valls	Baixada de l'Església, s/n, 1 ^a planta	43800	977 60 33 04	
El Vendrell	C. del Nord, 11 i 13, 1 ^a planta	43700	977 66 17 51	

VALLÈS OCCIDENTAL > ugt@vallesocc.ugt.org

Sabadell	Rambla, 73	08202	93 725 76 77/ 93 725 71 54	93 725 72 22
Terrassa	C. de la Unió, 23	08221	93 780 93 66/ 93 780 97 66	93 780 91 77
Rubí	C. de Joaquim Bartrina, 11-13	08191	93 697 02 51	
Cerdanyola del Vallès	C. de Sant Salvador, 6	08290	93 691 36 51	

GUIDE TO THE RIGHTS AND OBLIGATIONS IN THE DOMESTIC WORK SECTOR

Guía de drets i deures del servei domèstic

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