



IR - MultiLing *Industrial relations in multilingual environments at work*

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CONTEXTUAL COUNTRY REPORT. SPAIN

MULTILING PROJECT

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0. INTRODUCTION

0.1. Objectives

The objective of this report is to provide a contextual analysis of multilingualism in Spain in order to define and delimit the object of study, identify problems related to multilingual environment at work and multilinguistic management. In this regard we have made a first round of interviews with members of the Advisory Board as well as a documentary and statistical analysis to describe the context and identify the specific object of study. The Advisory Board represents different perspectives of social actors as Unions, employers' associations and local government. This first study provides us a map on the problem of the management of multilingualism in the workplace.

This contextual analysis could let to identify the companies for cases' studies, the profile of companies, the specific issues to be explored, the main concepts in discussion, the general and specific hypothesis to contrast in the following steps of this research project.

0.2. Conceptualization and hypothesis

The central concept suggested by the partners in the first round of interviews focusing on the idea of Diversity Management, a concept created and developed since 2007 within the framework of the policies of the European Year of Equal Opportunities and discrimination (see Keil et al. 2007). This program has been developed to support the effective implementation of the new anti-discrimination legislation in the EU. The sixyear Programme targets all stakeholders who can help shape the development of legislation and anti-discrimination policies appropriate and effective, EU-25, EFTA and EU candidate countries. In fact, we could consider the existence of "Best Practices" in about 12 collective agreements considered pioneers of Diversity Management. Also, this document (Keil et. Al 2007) shows the existence of companies that perform "good practice" under the management of multiculturalism.

Our initial hypothesis is that the management of multilingualism in the company is a variable closely related to other variables, such as origin, ethnicity, race, gender and culture. In short, essentially immigration implies heterogeneity. Language variable interacts with other aforementioned variables related to immigrant status and discrimination. Language as a discriminating factor has less influence in the case of native workers, although possibly in territories where there are two native languages may possibly have some influence. The perception of discrimination on linguistic and cultural reasons is very low in the whole European and Spanish population in

particular. However, the perception of discrimination is higher among immigrants than among the natives; in fact perceived discrimination among immigrants in Europe is 3.5% and only 1% among the domestic workers, according to data from the European Social Survey (2013). In short, the study of discrimination language is hardly separable from other variables associated with immigrant status and linguistic and cultural diversity. The routes of entry into the business management of the problem of language and multiculturalism occurs by way simultaneously through "political equality" through the legal framework sponsored by the European Union; as well as through corporate social responsibility and through the management of diversity also driven by the EU (CEOE-CEPYME 2011).

This report consists of five parts. In the first part we analyze the social, historical evolution of immigration in Spain is a short story because it is a country of "new immigration", since the nineties and associated strong period of economic expansion; in this regard we discuss the inclusion of immigration in a highly segmented market, also associated with considerable linguistic, cultural and ethnic stratification.

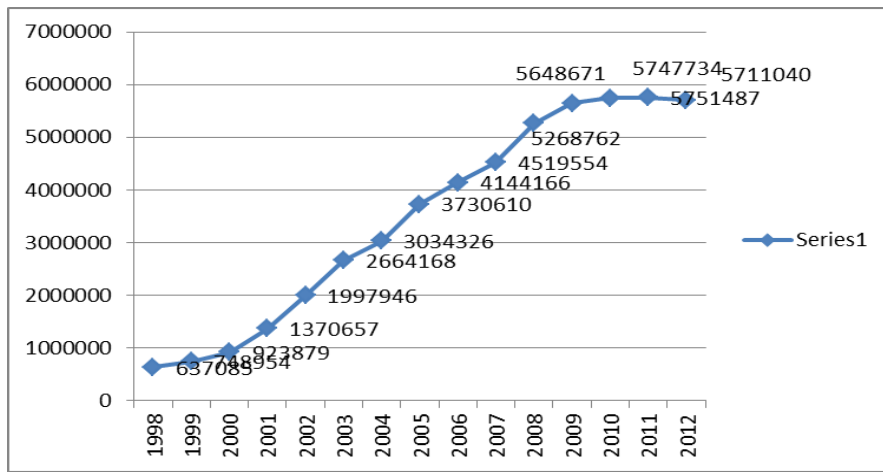
1. SOCIAL CONTEXT

1.1. Historical overview of migration.

The flow of immigration in Spain grows from the nineties and especially during the expansionary economic cycle from 1995 to 2007. Factors contributing to the increase of immigration are several. First, demographic factors derived from the progressive reduction of cohorts entering the market since 1986. Second, strong industrial restructuring of 1979-1985 and 1991-1994 that led to the retirement of many workers with low skills. Third, rising educational attainment of young people who have had side effects: the rejection of jobs with lower skills. The combination of these three factors in the early nineties has generated jobs in employment niches which coincide with a period of strong demand for labour in certain sectors (agriculture, construction, hospitality, tourism, transport, trade) for the growth cycle (Garrido 2004).

There are also other important factors that have influenced the "pull factor", such as Spanish language and culture on Latin American immigration; informal social networks, the informal economy, the possibility of labour mobility in Europe, public safety and the welfare state, both of which have already been studied in the literature

Figure 1. Immigration inflow.



Source: Self elaboration with data of INE (2014)

A distinguishing feature of immigration in Spain compared to other European countries is that between 2000 and 2008 experienced a rapid growth over a very short period, which has led to major problems reception, employment, housing and services particularly school. It hosts this process has not been without social tensions and under population pressure conflicts.

One of the main features of the immigration flow in Spain is the attraction of unskilled work force ("Workers Profile", see for instance Reher and Requena 2009) because the Spanish production model is labour intensive. The insertion of immigration in certain sectors intensive in labour has meant that their territorial distribution is uneven. Immigration in agriculture is concentrated in Andalusia, Murcia and Valencia regions with a modern and vibrant agriculture. The construction sector is concentrated on the Mediterranean coast, as well as tourism and services in Madrid and there is also an important immigration employed in services.

The main immigration flows from Morocco, Peru, Ecuador and Romania. Moroccans and Peruvians are groups of older origin, between the late eighties and early nineties. The rest is more recent and concentrated between 1999 and 2007. Another feature of the immigration flow is the entrance of women to work in the home: in the eighties these women were mostly Filipino; this flow was managed largely through social networks of the Catholic Church. But since the nineties and until today female immigration coming from Latin America still remain as important issue.

1.2. Multilingualism

Multilingualism is probably a minor problem compared to other factors. In comparative terms the subjective perception of language discrimination in Spain is below the European average, according to data from European Social Survey (ESS). The distribution of Subjective perception of linguistic discrimination is very different

Between Countries. In table 1 it can be seen as the Baltic Countries are showing a higher rate of discrimination, both natives and immigrants. These country cluster, Estonia and Lithuania, have a large population of Russian origin who linguistics suffer discrimination, but although these people are native to these countries. Similarly, Respondents Expressed immigrants subject to linguistic discrimination in the Baltic Countries. Discrimination linguistics of Native possibly associated with the local languages. In some cases the non-recognition of these languages, as in the Baltic Countries, and in other cases regional Because Governments and companies introduce mechanisms "social closure" staving off competition for resources, employment and welfare.

Table 1. Language discrimination by countries in Europe.

	Natives	Immigrants
BE	,2%	5,3%
BU	,7%	0,0%
CZ	,2%	6,4%
DE	,2%	2,0%
DK	,1%	3,5%
EE	4,4%	19,8%
ES	,2%	1,9%
FIN	,6%	4,3%
FR	,2%	1,0%
UK	,1%	,7%
HU	,1%	0,0%
IR	,0%	,5%
IT	0,0%	0,0%
LIT	1,5%	18,6%
NL	0,0%	2,4%
NO	0,0%	,5%
PL	,1%	0,0%
PO	0,0%	2,7%
SW	,2%	3,0%
SL	0,0%	,9%
SK	,2%	0,0%
Total	0,7%	3,5%
N	49268	465
V Cramer	,220	,282
Sig.	,000	,000

Source: Self elaboration from ESS (2013)

According to data from the ESS (2013) in the 21 countries studied here the most important discrimination is related to nationality (4.7%) after the race and ethnicity (3.7%) and finally with the language. The other type of discrimination has a lower incidence according to this data. In Spain the perception of language discrimination is lower perhaps due to various reasons:

- The first is that much of the immigration from Latin America and therefore speaks Spanish.

- The second reason is because Castellan (Spanish) language is also very similar to Catalan, but very different Euskara.
- Third, in the Basque Country the immigration rate is very low compared with other regions.
- The most culturally distance is between Latin language and other immigration's language is from the Maghreb and sub-Saharan areas.
- This African immigration, Francophone language, is concentrated in certain regions, particularly in Catalonia, which is explained by the demand of the labour market (agriculture and construction), as well as by language issues by the proximity of France and the potential opportunity for labour mobility. In contrast, the population of Latin American origin Romanian and Polish is particularly concentrated in Madrid, as well.
- In Catalonia the immigration rate is now about 15% and about 160 languages are spoken, which also can be seen as a wealth of resources, knowledge of useful languages for economic activity and social life, as discussed below as we expressed an expert interviewed.

1.3. Immigration policy

Immigration flows have been, since the nineties, regular and irregular. In the first expansion phase of immigration regulation it has been lax and inconsistent part due to historical, cultural and linguistic ties with Latin America. In the second phase, late nineties, it has been regularized through bilateral agreements with Latin American countries. European Policy has been an important factor of pressure from the European Union to control the immigration flow and has subsequently led a massive regularization of immigration through quotas. This policy has been also based on the needs of labour declared by business and labour unions. This has been trying to channel the flow of immigration for certain sectors, particularly for domestic activities with temporary employment contract and for construction activities. The immigrants who has come through quotas has been forced to stay at least one year in the territory and in the sector of activity for which it has been hired, but most of them has been moved a year later to other sectors with better wages (See Miguélez et. al.2011).

However, the "policy's quota" doesn't seem successful due to difficulties in estimating the needs workforces and shortcomings of the information systems on the labour market (Miguélez et. Al. 2009).

Since 2008, within the framework of the economic crisis and unemployment, immigration policy has become more restrictive, with greater control of borders. To this we must add other forms of invisible restrictive policy and affects o intraEuropean labour mobility. In fact in Spain and in EU is raising several normative obstacles related with the principle of free movement. This policy of control and restriction is not unseen by laws and regulations, but through "circulars" and "notwriting" regulations

for officials responsible for the registration of residence permits. A European citizens are required a “work permit” before granting the right of residence, these “work permits” are delayed long time, and even denied when immigrants recourse to the Courts, which increases and hinders free labour movement. Indeed, this seems to be today a practice of many European countries in the context of the economic crisis (E1).

In the context of the economic crisis has increased the restrictive and hostile attitudes toward immigration. In several Spanish regions they have been some outbreaks of xenophobia towards immigrants. The explanatory factors hostile attitudes toward immigration are threefold.

First, the economic factors have an important role on attitudes towards immigration: employment, wages and the risk of poverty are the main variables that influences on it. In other words, the competition for resources for employment and welfare in the context of crisis and high unemployment rates, as well as fiscal restraint in the context of austerity policies. The literature has already highlighted that indigenous perceive a growing deterioration of working conditions, a reduction of wages, increased working hours, erosion of collective rights and even loss of bargaining power of unions (see for instance González 2008; Jódar et al 2011). To this problems could be added the competition for access to housing and social services (see Ancona and Vallés, 2010; Martín Artiles, Molina 2011 among others)

Secondly, it has also identified the role that cultural values and ideology on attitudes toward immigration, highlighting in particular the role that collectivists and normative values such as the notion of justice, tolerance and welfare other etc. (Martín Artiles, Meardi 2011). In this sense, some studies have highlighted the most tolerant attitudes of union members than those others not affiliated unions (Artiles Martin, Molina 2011).

And third, another group of factors that influence attitudes are contextual, as the unemployment rate, long-term unemployment, the rate of immigration, also the GDP per capita, social spending per capita, the risk of poverty, etc. (See among others Martin-Artiles, Meardi 2014). In short, in the context of economic and political uncertainty in Spain, between 2007 and 2015, has stimulated hostile attitudes towards immigration, but to an extent slightly lower than the European average hostility-Spanish’s hostility is below than other countries such are the Czech Republic, Hungary, France and Finland (see Martin-Artiles, Molina, 2014)

Table 2. Union membership and attitudes towards immigration. "You allow the entry of immigrants from poor countries outside Europe": 1 = Very liberal (many); 4 = Very restrictive (none).

	Country	Union Member (%)				Attitude of population Average (1-4) 1=Allow 4=No-allow		Union’s Member Attitude Average (1-4)	
		N	Citizen	Immigrant	V Cramer	2002	2010	2002	2010
Bismarkian Model	Belgic	1704	41,0	40,3	,177***	2,25	2,53	2,43	2,53

	Germany	3025	13,6	5,8	,077***	2,12	2,4	2,28	2,36
	Holland	1822	20,9	15,6	,064***	2,35	2,5	2,41	2,45
Nordic Model	Norway	1542	48,7	34,8	,095***	2,11	2,29	2,25	2,2
	Sweden	1494	55,5	41,9	,154***	1,82	1,81	1,95	1,75
	Denmark	1572	60,9	55,1	,080***	2,05	2,5	2,13	2,45
	Finland	1875	58,7	54,8	,243***	2,31	2,82	2,46	2,8
Liberal	UK	2412	16,7	6,8	,100***	2,34	2,73	2,2	2,72
	Ireland	2570	16,2	12,4	,093***	2,03	2,61	2,15	2,49
Mediterranean	France	1725	6,6%	2,2%	,031 ns	2,33	2,57	2,28	2,49
	Spain	1881	13,3%	2,9%	,114***	2,31	2,49	2,09	2,38
	Portugal	1736	5,7%	7,3%	,045 **	2,67	2,81	2,43	2,69
	Greece	2702	6,0%	1,7%	,026 ns	2,76	3,26	2,49	2,96
East europe	Poland	1731	7,9%	nd	,119***	2,23	2,13	2,14	2,1
	Cz	2378	7,0%	nd	,059**	2,43	2,89	2,26	2,95
	Hungarian	1557	10,3%	nd	,096***	2,38	3,19	2,82	3,18
	Bulgaria	2402	5,5	0	,045*	2,3	2,5	2,19	2,44
	Total	34537	18	13,70%	0,077	2,24	2,61	2,26	2,49

Source: Compiled database ESS (2010). Binomial logistic regression; * $p <=, 050$; ** $p <=, 010$; *** $p <=, 001$

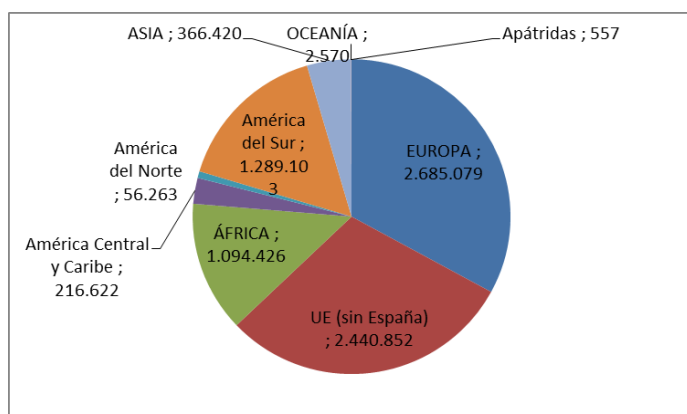
In relation to the negative discourse toward immigration, in Spain isn't any important Political Party such it is in the UK (Ukip), Germany (Pegida) GD (Greece), among others countries. The discourse of mentioned political parties is clearly unfavourable to immigration; what make this speech are fundamentally right-wing parties. But certainly the hostile discourse toward immigration latently exists in Spain, even in certain regions such as Catalonia and the Basque Country has been historically hostile attitude present and manifested in the colloquial language, for instances some words like "charnego" and "maquetos" to refer to people who are living there and coming from other parts of Spain. Some studies have shown that hostile attitudes toward immigration are characterized by ideological-political position of individuals: those who position themselves on the political right are more likely to have hostile attitudes toward immigration, also over the non- union members affiliates; people with low wages and low levels of study, older people and less young; the unemployed and those who are at risk of poverty (see Martin-Artiles, Molina, Meardi, 2012; Ortega, Polavieja 2009)

On the contrary, Spanish unions have a special sensitivity in trying to integrate immigration and its linguistic, cultural and social inclusion. In this sense the policy's unions of has been inspired by the experience of the Spaniards immigration in Europe during the sixties years of last century. This experience has had an important source of inspiration for union's policies on immigration. Also the collaboration of European trade unions with Spanish unions has been an important factor in order to construct policies. The main influences are coming from countries such Belgium, France and Germany where the Spanish immigration settled during those years.

2. DATA AND TREND

The immigrant population in Spain represents around 12% of the total population according to the Municipal Register of 2012. In absolute numbers represents about 5.7114 million people: 47% of foreign residents are Europeans, many of them are living and resident on the Mediterranean coast, specially retirees, pensioners, but also workers from other European countries, including a significant number of immigrants from Romania, who can be considered as migrant workers. The second largest group in terms of immigrant are Latin American, which can be seen as the first major group and represent 27% of all foreigners. Africans account for 19%, the largest group are Moroccan. Then Asians, representing 6.4% and finally the Oceania which accounts for just 0.5% (see Arroyo et al. 2014)

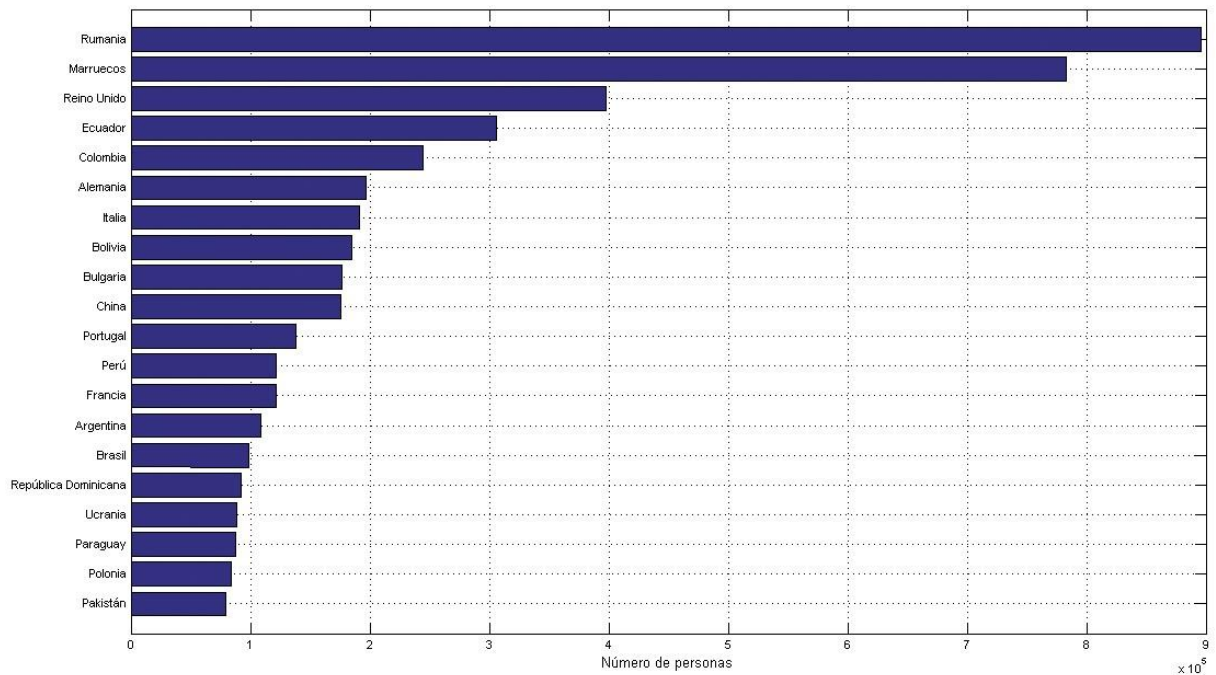
Figure 2. Distribution of immigrant by origin.



Source: Arroyo (2014)

The Romanian's immigrants constitute the largest volume, with more than 1.100.000 people; followed by immigration from Morocco, with about 800.000 people; after Ecuador with about 300.000 people; Colombia with 150.000 and then other countries with fewer than 100.000 immigrants. Foreigners from the UK (400.000) and Germany (250.000) are residents and mostly retired.

Figure 3. Foreign residents in Spain (2012)



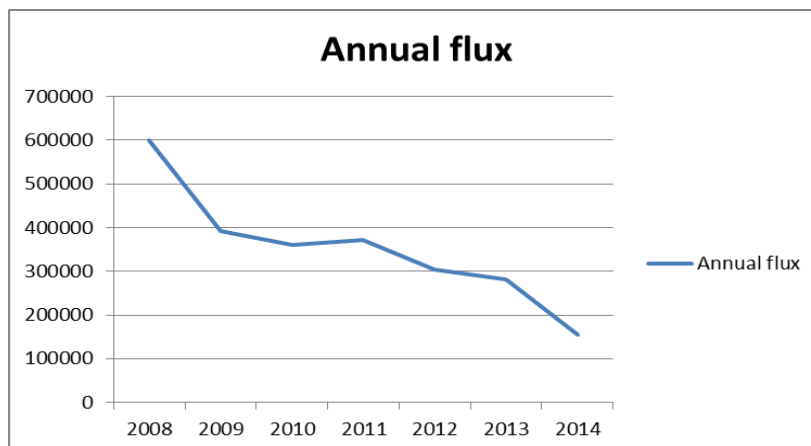
Source: Arroyo, 2014.

The average age of foreign residents highlight puts us identification or simple residents as "economic migrants". The average age is 31.06 years Romanians; the Moroccan 28.6 years; 31 years Ecuadorian and the Colombian 33 years. By contrast, the age of the British residents is 51.2 years and 50.5 years for Germans; this average of ages reveals that they are basically pensioners (see Arroyo et al, 2014:36).

2.1. Reduction in immigration flow with the economic crisis.

The economic crisis and unemployment have slowed the flow of immigrants to Spain after 2008 up today. The flow of immigrants has been controlled through quotas' policy and immigration flow has fallen dramatically between 2008 and 2014, as evidenced by the following figure.

Figure 4. Annual flux.



The registry information for Social Security (Muestra continua de Vida Laboral, MCVL) offers the best to our object of study because it is information of immigrant population. The website of the Ministry of Labour (Permanent Immigration Observatory has data available only until 2009). However, in the MCVL have more recent data, in late 2011 date.

Immigration in Spain is concentrated in certain sectors intensive in labour, such as construction, agriculture, hospitality, industry, transport, retail and administrative and service activities. In other words, immigration is concentrated in the most intensive sectors labour activity and with lower labour qualification.

Immigrants participate in greater proportion in precarious jobs, temporary contracts and low salaries, as highlighted in the literature (see Miguélez et. Al. 2011 and 2014, among others). In the table below we can see the largest share of immigrants in temporary contracts and part-time work. One of the reasons for the decline of temporary contracts during the period of economic crisis (between 2007 and 2011) is that business has driven restructuration of economic activities through not renewing temporary contracts. This adjustment mechanism of the labour market was also experienced in the previous economic crisis, between 1991 and 1994. Temporary employment is very volatile when the economic cycle fluctuates.

Table 3. Temporary contract and Part Time Work 2007 y 2011

		Domestic	Immigrants	Difference
Temporary Contract	2007	33,9%	47,4%	+13,5
	2011	30,1%	37,6%	+7,5
	Variation	-3,8	-9,8	
Part Time	2007	16,7%	16,0%	-0,7
	2011	19,3%	21,7%	+2,4
	Variation	+2,6	+5,7	

Source. Own elaboration with data of MCVL (2011)

2.1. Crisis and unemployment

The economic crisis has increased inequalities; it also reflects that the mayor shares immigrant’s participation in unemployment rates. Data of Social Security (MCVL) would show us to compare the incidence of unemployment by sectors of economic activities. The participation of immigrants in unemployment is higher than domestic

workers in sectors such construction, administrative and auxiliary activities, retail, industry, transportation, among other sectors (see table below). In the comparative terms immigrants workers support the impact of unemployment before than domestic workers because immigrants has been employed in the sectors specially affected by economic crisis.

Table 4. Proportion of Unemployed workers in 2011 compared with 2007.

	Domestic workers	Immigrants	Difference
Primary sector	8,1%	10,6%	+2,5
Industry	17,5%	28,2%	+10,7
Construction	36,0%	47,0%	+11,0
Retail	16,5%	25,6%	+9,1
Transport and communication	13,3%	24,3%	+11,0
Tourism	23,4%	29,3%	+5,9
Banking and assurances	10,0%	19,4%	+9,4
Professional activities	14,9%	21,3%	+6,4
Administrative and services activities	18,7%	30,7%	+12,0
Public Administration	10,6%	23,2%	+12,6
Education	9,6%	13,7%	+4,1
Health	6,7%	14,4%	+7,7
Domestic activities	7,0%	13,4%	+6,4
Others activities	14,6%	15,4%	+0,8
Total	16,8% (N=541.380)	27,7% (N=80.984)	+10,9

Source: Own elaboration with data of MCVL (2011)

In Catalonia immigration has increased participation in the Tourism sector (34.6%), construction (25.5%), domestic service (59%); Agriculture, livestock and fisheries (32%); Administrative and service activities among others. Immigration together representing 15.9% of the employed and about 160 languages is spoken (see Jódar et al 2011: 79).

Unemployment by sex is higher among immigrants than among male immigrants' women. This difference is due to the composition effect of unemployment: unemployment has affected more men because the economic crisis has impacted more in the construction, restaurants, tourism and other sectors of intensive labour activity and masculinized. By contrast, unemployment has affected less because these immigrant women work in services, such as cleaning, among others.

Table 5. Proportion of Unemployment in 2011, by sex.

	Domestic workers	Immigrants	Difference
Men	20,4%	32,9%	+12,5
Women	19,1%	20,5%	+1,4
Total	19,8% (N=588.499)	29,9% (N=89.308)	+10,1

Source: Own elaboration with data of MCVL (2011)

One of the features of immigration is that it is low-skilled, as has been said before. Also, some studies have already indicated that immigration into Spain is different from that of the UK and Germany. Polish and Romanians skilled immigrants tend to go to these countries, while less skilled immigrants come to Spain. The causes of this difference are linked with the economic structure of each country.

The next table shows the distribution of domestic workers and immigrant according to professional categories. Immigrants participate in greater proportion in the lowest, as pawns, third officers and specialists and officers first and second professional categories. Moreover, these are mentioned professional categories which have suffered more unemployment according to available data for the period 2007-2011.

Table 6. Proportion of immigrants in 2011, compared with 2007

Professional Categories 2007	Domestic Workers	Immigrants	Differences
Managers, directive and high	7,2%	10,7%	+3,5
Technicians middle level	7,5%	12,9%	+5,4
Administrative, clerical workers	12,4%	19,2%	+6,8
Meddle commandment	13,9%	24,0%	+10,1
Officials	14,0%	22,4%	+8,4
Supporters workers	13,2%	24,0%	+10,8
Clerical workers with low skill	17,4%	26,6%	+9,2
Officials First and Second	26,1%	37,8%	+11,7
Officials Third	23,5%	35,5%	+12,0
Hand workers	30,6%	35,6%	+5,0
Total	19,8% (N=560.940)	32,0% (N=77.317)	+12,2

Source: Own elaboration with data MCVL (2011)

2.2. Posted workers.

The posted workers in Spain have had some relevance in certain sectors, such as construction. Companies that have outsourced tasks are performed for certain tasks in the field of construction and inserted in certain niches in the labour market, as

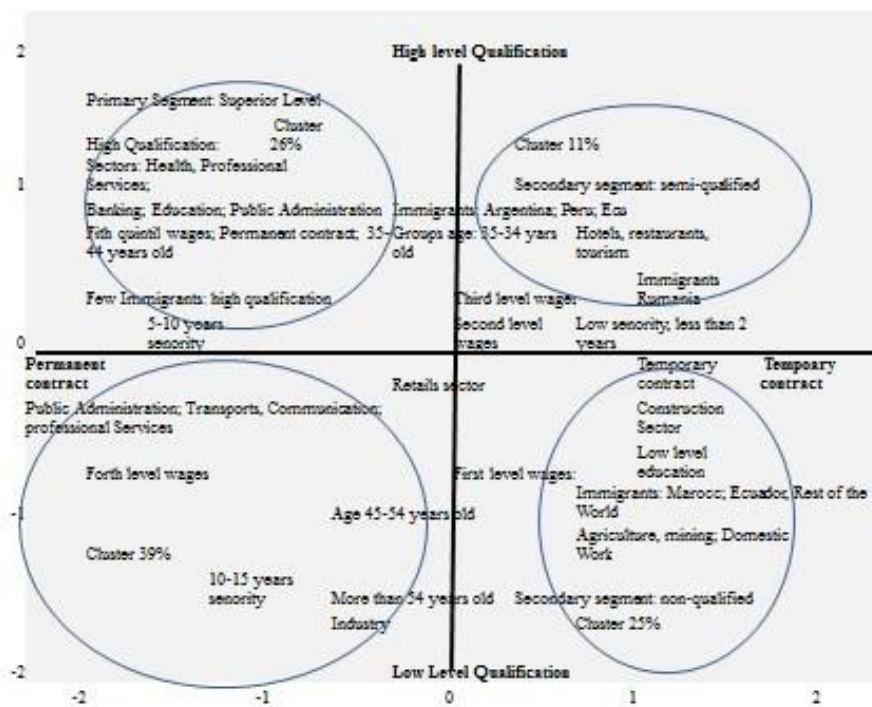
formwork of Portuguese origin; Polish electricians, plasterers Romanian, Moroccan low-skilled labourers, etc. That is, the subcontractors involved in intra-European mobility in Spain have a character of ethnic organization. In other words, this type of ethnic businesses reflect the segmentation of the labour market, as discussed below

2.3. Segmentation of labour market and language stratification.

In order to clarify labour market segmentation in Spain we include here the following multiple correspondence analyses, which reveal the association between the main variables for 2011 and their spatial distribution in two axes, as well as their structuration with respect to the centre where both axes cross. The first axis is defined by a horizontal line going from stable employment to temporary contracts or unstable employment. The second axis is defined by a vertical line determining low skilled employment versus highly skilled employment. This analysis permits us to draw figure 5, which illustrates the segmented labour market strata divided into four quadrants:

1. Secondary segment, unskilled labour, where 25% of wage earners are located. In these strata we find low-wage earners and a greater presence of women and young people between 16 and 24 years of age. This stratum is characterized by jobs in agriculture as well as in the hotel and catering sectors, with a high percentage of immigrants from Romania, Morocco and Ecuador. The dominant profile is unskilled and low-skilled workers. Jobs in this segment of the labour market are not held for long (less than two years) and the majority are temporary. It is in this quadrant where the downward mobility of men, particularly immigrants, who were previously in higher strata in 2007, was found in 2011.

Figure 5: Segmentation of labour market in Spain



Source: own elaboration based on data from the MCVL (2011).

2. Secondary segment, semi-skilled, representing 11% of employed wage-earners. Here we find persons in the second and third strata of wage income, which we consider middle to low earnings. The downward entry of immigrant men and the increase in the participation of domestic women in this segment stand out. In this quadrant there is a high level of participation of men in construction and in small commercial enterprises with less than ten employees, as well as women working in the domestic sphere. The immigrants in this group are from Argentina, Peru and Ecuador and have mid-level professional qualifications. This quadrant shares the instability of temporary contracts with the previous quadrant, although this group has greater probability of professional promotion.
3. Lower primary segment, representing 38% of wage earners. This segment is made up of the fourth wage income strata and also reveals downward mobility among men and the increased participation of women. In this quadrant we find persons employed in industry and services, and the typical size of workplace (between 26 and 50 employees) is greater than in the previous segment. Most persons in this quadrant have secondary school education. These first three quadrants contain those who have been "losers" with the crisis, i.e., workers that have experienced downward mobility during the period examined, in their majority men. But there are also others in these quadrants that had a greater probability of ascending strata; these are persons who worked in positions such as administrative heads, administrative assistant and administrative officers. In the latter case, the most

important sectors are transport and communications, which require university education or advanced vocational training.

4. Upper primary segment, representing 26% of wage earners. The fifth strata are located here. Many of these persons are "winners" over the period examined as they saw their wage income increase (5.3%) and experienced upward mobility. Many persons in this segment are employed in medium sized workplaces, of more than 50 employees, and in large workplaces, with more than 250 employees. Here we find persons with greater job stability, with university degree and working as engineers, managers and executives, employed in medium and large size enterprises. The most important sectors are professional services, health, education, banking and insurance and public administration. Jobs in this segment are generally stable and usually held for more than three years, being of particular importance those that have been in their positions for more than five years. The earnings in this fifth strata are double the median (base=100), in other words, 200.

The distances in wage income earned between these segments have increased and become more polarized: on the one hand, individuals employed in the secondary segment of the labour market have seen their earnings decline as a consequence of the employment crisis and the policy of wage devaluation within the broader framework of austerity. On the other hand, persons employed in the primary segment have improved their positions, experiencing an increase in wage income, although only moderately.

Another way of envisioning the distances between strata is through a calculation based on deciles. In short, if we convert the quintiles onto a scale of deciles, we again confirm that inequalities have increased. The Gini index allows us to confirm that inequalities have increased during the crisis, if we consider the first and last decile. In 2007, the Gini index was 0.3343 and in 2011 it was 0.3465, indicating an increase in inequality¹.

2.4. Language stratification in Catalonia.

In Catalonia, where should be located the three companies that offer study, there is two official languages spoken: Catalan and Castilian. Some studies have shown that companies are differentiated the scope of the policy language criteria because the objectives of the companies are different. The objectives of the companies are increasing productivity, competition, efficiency, language market in which it operates, customer satisfaction, costs and benefits. These criteria are essential in guiding the practices and strategies of companies. In short, companies conceived language in terms of economic logic and achievement-oriented management.

¹ These coefficients are similar to those provided by Eurostat for Spain: 0.313 in 2007 and 0.339 in 2011 (Eurostat, 2013).

The use of both languages in companies in Catalonia (Barcelona Metropolitan Region) is stratified: 1) Catalan is used as the preferred language by the middle class, as highly qualified staff, employees and technical, entrepreneurs, small business owners with employees and artisans and landowners; 2) While Castilian is used by the working class and immigrants as labourers, unskilled workers, service workers, agricultural workers, foremen, supervisors, among others, as highlighted in a study of Ne-lo (1998).

Table 7. Language declared as own. Region Metropolitan de Barcelona.

	Middle class	Working class
Catalan Language	46,60%	26,60%
Castellan Language	40,80%	66,50%
Both languages	2,20%	6,50%
Other language	0,40%	0,70%
Total	100%	100,00%

Source: Ne-lo (1998), see in Alarcón, Amado (2002): Idiomas empleo y empresas en Cataluña. En Economía política e idiomas: Intercambio lingüístico en Cataluña y sus efectos sobre la eficiencia y la distribución de los recursos. Bellaterra: Tesis Doctoral.

Knowledge of Catalan is important for upward mobility, for changing professional and to improve the social position of migrants. The following table shows an almost linear relationship between different positions and professional categories and the high value of Catalan, is therefore Catalan the language of social prestige, which allows upward categories and wages of middle class. So Catalan becomes an important reference for immigrants, but especially for the second and third generation children of immigrants.

Table 8. Catalan and professional categories. Level of language's knowledge.

	Low	Middle	High	Total (N)
	%	%	%	
Liberal professions	22	14	64	120
Employer	21	18	61	160
Technicians	27	13	60	80
Pensioners	33	17	50	652
Clerical workers	33	17	50	422
Qualified workers	42	10	48	670
Occupied	39	15	46	1141
Women at home	45	13	42	730
Students	48	15	37	296

Workers with low qualification	60	9	31	388
Unemployed	60	14	26	248

Source: Unuscat, quoted by Alarcón & Amado (2002).

The exchange of language is in part spontaneous and apolitical, but immediately we must say that in all societies historically there have been political efforts to influence the behaviour of others to acquire the local language, structure and functional assignment linguistic codes and social values. In other words, it is a form of regulation relating to non-linguistic objectives, such as consumer protection, scientific exchange, national integration, political control, economic development, creating new elites or maintaining existing local elites (see Alarcon 2002: 179). Also, we can distinguish two positions, essentialist and instrumentalists. For essentialist the minority language is a collective to protect, so "good" that live in the language itself is claimed as an enforceable right in the heart of liberal societies, while for instrumentalists language is not an end in itself, but it is understood as an instrument of exchange.

Overall, the sociolinguistic situation in Catalonia today is the result of three major factors: political, demographic and economic. First, political factors have prioritized the extension dcl Castilian as the dominant language without recognition of Catalan and other minority languages. This domain has been accentuated in certain historical moments, as was the Franco's dictatorship during the period (1939-1975). But after the transition to democracy, decentralization of state power through the government of autonomy and the Constitution of 1978 Catalan has also become an official language. Since the first nationalist government (1980-84) has implemented policies aimed at the "Linguistic Normalization of Catalonia 7/1983, of February 8 and later with the Language Policy Act 1/1998 of 7 January has led to a recovery of the Catalan language in public and formal communications reporting directly to the regional government and the local authorities.

Second, language has also been influenced by migration flows. A first massive migration is recorded in the sixties of Castilian speaking people from other parts of Spain, especially in Andalusia, particularly population has settled in the metropolitan area of Barcelona. Another important immigration flow took place between 1995 and 2007, coinciding with strong economic growth process (focused on the construction sector and tourism). This new wave of immigration brings greater linguistic diversity because the origin is much more diverse: Moroccans, Latin America, sub-Saharan African, Asian and Slavic.

The third group of factors are associated with socio-economic globalization, the expansion of international trade and the growing importance of multinational companies. This process of economic globalization has also diversified communications, introducing social stratification with other languages, such as English as the new lingua franca of globalization (Alarcon 2002: 181-182).

El intercambio de la lengua es en parte espontáneo y apolítico, pero inmediatamente hay que decir que históricamente en todas las sociedades se han registrado esfuerzos políticos para influir en el comportamiento de otras personas para la adquisición de la lengua local, la estructura y la asignación funcional de códigos lingüísticos. En otras palabras, se trata de una forma de regulación relacionada con objetivos no-lingüísticos, como son la protección del consumidor, el intercambio científico, la integración nacional, el control político, el desarrollo económico, la creación de nuevas élites o el mantenimiento de las élites locales existentes (véase Alarcón 2002:179). Asimismo, podríamos distinguir dos posiciones, las esencialistas y las instrumentalistas. Para las esencialistas la lengua minoritaria es un “bien” colectivo a proteger, de modo que vivir en el propio idioma se reclama como un derecho exigible en el seno de las sociedades liberales, mientras que para los instrumentalistas la lengua no es un fin en sí misma, sino un instrumento de intercambio.

3. LEGISLATIVE AND INDUSTRIAL RELATIONS LANDSCAPE

3.1. Language regulation in Spain

The Spanish Constitution of 1931 regulated in Article 4 that the Castilian is the official language. Until then he had not been regulated language. The regulation of 1931 stated:

"The Castilian is the official language of the Republic. All Spanish is bound to know and right to use, without prejudice to the others language that state laws recognize us the languages of the provinces or regions. Except as may be available in special laws, no one will require the knowledge or use of any regional language"

This wording is very similar to the regulation of the 1978 Constitution, which in Article 3 states that the Castilian or Spanish is the official language. Spanish and / or Spanish language is adjectives that refer to the same official state language, i.e. they are synonyms of the same language as is clear from the constitutional debates.

The Statutes of Autonomy for the regions have established knowledge of other official languages in their respective territories:

- The Catalan in Catalonia (Article 9 LRARFN) amended the 2006 Statute.
- The Basque or Basque in the Basque Country (Article 6.1. AEFI) and in the Basque-speaking areas of Navarre, as is regulated in a statutory law (art. LRARFN).
- The Galician in Galicia (article 5.1. EAG).
- The Valencian in the Community of Valencia (art. 7.1. EACV).

In all statutes cited are declared official by the Castilian and the right to use them is recognized. In any duty to know, except to go to work in public administration imposes respective Autonomous Communities. The legislation regions have developed the following own rules:

- In Catalonia, Law 1/1998 on linguistic policy and the Law 16/1990, of the special arrangement of the Aran Valley (which includes the protection of Aranese) ▪ In the Basque Country, the law 10/1982 normalization of Basque use.
- In Navarre Regional Law 18/1986 regulating Basque.
- In Galicia, Law 3/1983 on linguistic normalization and the Law 5/1988, of use of the official language by local authorities
- In Valencia, the law 4/1983, the use and teaching of the Valencian language.
- In Asturias, the Law 1/1998 of use and promotion of Bable-Asturian

The regulation of languages has generated controversy about the extent of the co-official languages in the territories of the Autonomous Communities. In this sense the Constitutional Court has created a doctrine whose principles are:

- "It's official language, regardless of its reality and weight as a social phenomenon, when it is recognized by governments as a normal means of communication between them and their relationship with private individuals (SSTC 82/1986 and 46/1991
- "Only Castilian is the normal means of communication to the public authorities and before them throughout the Spanish State." (SSTC 82/1986 and 46/1991).
- "Co-official language regime established by the Constitution and the Statute of Autonomy presupposes not only coexist but the coexistence of both official languages. The public authorities shall guarantee in their respective areas of competence the right of everyone to be discriminated against by the use of one of the official languages in the Autonomous Community (STC 337/1994).
- "It is for the competent authorities, in response to linguistic normalization objectives and goals of education themselves, organize teaching to be received in both languages in relation to the different areas of knowledge required in the different educational levels to achieve a result provided for these purposes "(STC 337/1994).

The reform of the Statute of Autonomy of 2006 regulates the use of Catalan as an official in the public administration, rights and duties on their knowledge, the importance of language in education and social cohesion, and to equality picture

3.2. The Spanish legislation on diversity and non-discrimination

First, we could say that there is in Spain on a strictly law for managing diversity. Managing diversity it is important if we understand this diversity as an asset, an opportunity for the company and for male and female workers, as an element of dynamism, economic development and improvement to society as a whole.

There is, however, a comprehensive legislation to prevent and control the attitudes of discrimination related to diversity. Legislation still reactive, but proactive as would be

focused on managing the potential that diversity brings to our societies approach, although, it is true, in recent years are starting to see some significant changes.

Formally, the protected grounds of discrimination especially in Spain are:

- In the Spanish Constitution, Article 14 provides for: "Spaniards are equal before the law, there may be no discrimination on grounds of birth, race, sex, religion or any other condition or personal or social circumstance"
- In the Workers' Statute (Art. 4.2 and 17.1 revised law 6/2003). Collect the right not to be discriminated against directly or indirectly in access to jobs, or once occupied the grounds of sex, racial or ethnic origin, religion or belief, political views, sexual orientation, affiliation to a union or not and on grounds of language within the Spanish State.

Also it stipulates that all individual agreements, collective clauses or obligations of the company in relation to the workers containing any type of discrimination based on origin, belief, gender deemed null...

- The anti-discrimination legislation in the workplace was reinforced with the transposition of Directives 2000/43 and 2000 / 78enla Law 62/2003 of 30 December on fiscal, economic and social order (known as the Law of the Accompanying measures Estimates for 2004), in force since January 1, 2004, which includes elements such as:
 - Definition of direct and indirect discrimination
 - Consideration of harassment and discrimination
 - Possibility that every person can take legal action and / or administrative assistance for the principle of equal treatment is observed.
 - Reversal of burden of proof (except in criminal matters) ▪ Protection against reprisals them.
 - Importance of social dialogue.
 - Creation of (independent) organizations as "responsible for the promotion of equal treatment of persons without discrimination on grounds of racial or ethnic origin".

As regards gender equality, the March 22, 2007, the Organic Law 3/2007 for the effective equality of women and men is enacted. This law states that companies must promote measures of equal treatment and opportunities in companies, to avoid any discrimination between men and women. This requirement implies that you have to develop equality plans in companies with more than 250 workers, through negotiation with the legal representation of workers.

The General Law on rights of persons with disabilities and their social inclusion, in 2007, recognizes people with disabilities as holders of a series of rights and public authorities as guarantors of the real and effective exercise of those rights, according

with the provisions of the International Convention on the Rights of Persons with Disabilities.

It also establishes the system of offenses and penalties that guarantee the basic conditions on equal opportunities, non-discrimination and universal accessibility for people with disabilities. Beyond state law, we must take into account the various laws and actions carried out from different regions, including Catalonia has been especially active in both aspects contained in the Statute of Autonomy of 2006 (art. 13 to 28 and 143) and in the establishment of the Directorate General for Equal Opportunity, to promote equal treatment in the workplace.

3.3. Assessment of the legal framework.

Unfortunately, although in recent year's progress has been made, the antidiscrimination rules are little known and are widely dispersed. At the origin of this limited knowledge it is the way as the transposition of Directives 2000/43 and 2000/78, which has been described as "hidden transposition" became, with which he missed a great opportunity to promote a social debate equal treatment and non-discrimination.

- There was no specific law that would have allowed spread and reach the Spanish public opinion parliamentary activity and Community policies on equal treatment that the two directives arise.
- Equal treatment does not appear in the title of the Act
- It will not be presented as a bill the government but was left to the initiative of the EPP Group who presented in the form of numerous (and seemingly unrelated) amendments to the Law accompanying the general budget in Parliament
- Not submitted to consultation of the State Council and the Economic and Social Council that the transposition was not included in the bill that the Government sent them and this prevented the first comparing the draft with the text of the directive (with what is they had noted some differences) and that social agents could rule on it
- Not submitted to consultation of NGOs with a legitimate interest in this field
- Is not ruled on the same no member of popular government
- There was no parliamentary debate because the EPP Group gave up defending their amendments and thus the Spanish Parliament did not spare a minute to discussing the content of these policies (although there was some brief critical reference to opposition groups to how to carry out the process).
- Moreover, the Bill of equality, linked to the transposition of Directive 2002/73, remains unresolved. This law on equal treatment should harmonize all regulations in force in the light of these guidelines, without falling into a minimum transposition. In addition, the process of preparation and discussion of this law (and then implementation) should be a clear path to break

stereotypes and combat prejudices that are at the base of discriminatory practices.

Another important issue to consider is the level of compliance with this legislation item. Unfortunately, ignorance and lack of human and financial resources for labour inspection impede enforcement of the rights and principles enshrined in the legislation. Finally, despite what I have expressed in a somewhat reckless to start my speech, if it is true that overall the existing legislation seeks to prevent discrimination and ensure equal treatment, it does have been some interesting initiatives to promote a positive vision of diversity as an element of economic revitalization for the company and for all workers in these companies, how could it be otherwise, they have emerged from the trade union field.

3.4. Rules for managing diversity

Diversity Management is today a consolidated development of international standards and legislation of the European Union and member countries concept. A first reference is the adoption in November 2001 of the UNESCO Universal Declaration on Cultural Diversity, bringing cultural diversity to the rank of "common heritage of mankind". Finally the UNESCO World Report, "" (2009: 22) shows, "that various researches seem to confirm the existence of a positive link between diversity and economic and financial performance of multinational companies." This report is a milestone in advancing the recognition of strategic value of managing cultural diversity in the world of business and organizations.

Managing Diversity in professional environments it is understood that the Lisbon Treaty has strengthened the position of the European Union in the fight against discrimination, while establishing a new framework in terms of policies of equal treatment and non-discrimination. Article 3 specifies in more detail "shall combat social exclusion and discrimination and promote social justice and protection, equality between women and men, solidarity between generations and protection of children's rights. The Treaty also gives full effect to two legal instruments: The Charter of Fundamental Rights acquires the same legal value as the Treaties and the European Convention for the Protection of Human Rights and Freedoms acceding Fundamental.

The Charter guarantees social rights to residents of the EU territory. The concept of diversity is contained in Title II, which is devoted entirely to the principle of equality in the EU; Article 21 says:

"Any discrimination, and in particular on grounds of sex, race, colour, ethnic or social origin, ethnic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation. 2. Any discrimination on grounds of nationality within the scope of the Treaties and without prejudice to its specific provisions"

For the purposes of discrimination in the employment of immigrants and ethnic minorities are two European directives of 2000, which are binding for Spain and that are particularly relevant: Directive 2000/43 / EC implementing the principle of equal treatment of persons independently of racial or ethnic origin and Directive 2000/78 / EC establishing a general framework for equal treatment in employment.

3.5. Company organization and languages.

For companies bilingualism and multilingualism represents a cost. The cost of bilingualism is reflected in the economy of scale: the cost of duplication certain services, translation and interpretation costs and cost of learning a second language during the period of schooling and post-schooling (Alarcón 2005). The cost depends on the size of the population, geographical dispersion thereof, the existence of foreign suppliers with the same language and the level of bilingualism of society. For companies the bilingualism and multilingualism represents: a) better possibilities for foreign and export trade; b) facilitates the search, selection and recruitment of scarce human capital and professional qualifications c) allows the reception and integration of immigrants of different linguistic groups.

From sociology and economics it has studied the distribution of resources among language groups under a given interest rate structure. The most obvious example is the consideration of language as a barrier to entry to the labour market, particularly to employment in the public administration and the establishment of mechanisms of "social closure" to reduce competition. This is one way the dominant language group can maintain its privileges: The closure of the elites is possible thanks to three sociolinguistic universal propositions: 1) not all individuals of the same community speak the same language varieties; 2) the varieties in use in a community have different situational uses; 3) all varieties are positively or negatively evaluated by members of a community according to a specific type of interaction (Sole et. Al. 2005). These propositions explain barriers entry of immigrants to certain segments of the labour market and policy differences between the elites of multinational companies, local elites recruited and local workers.

Companies often consider three variables in relation to the cost of the language:

- The size of the organization is a key factor, which is conditioned by the linguistic process of rationalization and bureaucratization;
- The level of internationalization of the production process and markets; this it is a determining factor in the external and external linguistic bureaucracy.
- Linguistic intensity, which refers to the degree of information and knowledge about products and processes.

In some studies (see Alarcon 2002; Solé 2005 and 2005, among others) the degree of linguistic coordination in companies depends on:

- The degree of hierarchy of the organizational structure, which determines the structure of internal communications, production and circulation of internal information.
- The degree of preference for internal and / or external labour markets,
- The ethno-linguistic of the workforce, the language composition of owners, managers, technicians and workers, which particularly affects labour relations

In relation to the types of companies as linguistic regimes, we can distinguish five types of companies, according to Alarcon (2002) and Solé et al. (2005) in a study of a group of companies in Catalonia:

1. Ethnocentric companies, so called because the direction is only criteria linked to national origin. Address the language, values and management criteria are of a particular country. The language of the ethno-centric multinational company is a symbol of status and power, is a barrier to labor mobility up to other linguistic groups and local languages have little relevance in the upward job mobility, the local language is the language of lower labor strata. Since the matrix is directed to the company and the strategy is transmitted to subsidiaries. This arrangement involves a high mobility of executives between the central and the subsidiaries, language and culture is an important link in the elite directive, but so is the loyalty and trust
2. Business geocentric. Such companies are characterized by greater independence of the subsidiaries, the origin of the capital of the multinational company is blurring between shareholders from different countries. The recruitment of the workforce is usually done preferentially in the local market and local market language is valued. The directors of the company have extensive autonomy, the common language is English, but coexists with other languages. Production may have a wide international coordination.
3. Multinational companies in transition between ethnocentrism and geocentric. You are trying to companies in transition phases between the two models as a result of globalization, mergers and alliances between companies.
4. Industrial Cluster. These are small companies that cooperate in the production process through specialization of each in specified tasks; these are usually small and medium-sized family businesses; many of these enterprises are laborintensive, low-skilled and the degree of internal communication is not high. But language is important for communication between companies. The language of communication is Catalan and Castilian.
5. In recent years, some studies have heeded the call center because of its importance in the use of languages (see Alarcón and Martínez 2014). Call centers are an ideal place to study the speech standardization and labor relations under criteria Taylorist organization. There is ample evidence of the standardization of speech and relationships with customers in call centers oriented "mass markets". Transactions are simple, routine tasks, a high degree of division of labor, low qualifications and the status and limited or no for

promotion. Moreover, in other call centers oriented "professional services" employees from their professional knowledge, they have greater autonomy and independence from the scripts. Dominated high-value customers, service quality, qualification, adaptability, lower turnover and greater loyalty to the company. In addition to this variety, the industry is evolving because the incorporation of new technologies, products, channels used and new management. Thus, the call centers have been renamed by their managers and managerial literature as contact centers, we find from call up email communication, management of online forums (community managers), and almost any other computer mediated by management. . For all these factors, there are significant difficulties in classification of workers both from an objective perspective (content of their work and employment relationships vary widely by country and companies) and subjective (difficulties call center workers to identify themselves as such because to high turnover and variability of contents of work)

This study shows us two conclusions regarding the strategies of companies.

- First, a trend towards the strengthening of linguistic divisions as a result of internal segmentation of the businesses and the labor market, as a result of corporate micro-stakeholder organization, this is seen in both multinational companies and in the industrial cluster. The language becomes a social closure mechanism, advocacy groups' formal and informal interest in the company. The tongue plays an important role in the up labor mobility
- Second, a tendency to develop strategies to increase the effectiveness and efficiency assuming corporate transaction costs of languages to access linguistically heterogeneous markets, while trying to reduce internal transaction costs through de-Bring ethnicity corporate language, adopting English as the universal language. Therefore, in this type of strategy language it is not a criterion of social closure, but professional skills. English plays an important role in the upward job mobility and to a lesser extent, the local language.

4. ACTORS: TRADE UNIONS AND EMPLOYERS ASSOCIATIONS

4.1. Trade Unions

A common aspect in the policy of the Spanish and European trade unions (see Jódar et al. 2011) is the complex position of unions regarding immigration. On the one hand, demand has been traditional control measures and limiting immigration flow to avoid social dumping and deteriorating working conditions; adjust the influx of immigrants to the characteristics of the economic cycle and restriction of immigration for only some of the few occupations and really needed in the labour market. And, on the contrary, while unions are demanding equal treatment towards immigration, the

prevention of racial discrimination and xenophobia, the reservation quota for ethnic minorities and the development of trade union structures that facilitate the representation and voice of immigrants. In this sense, the Spanish unions have prioritized the fight against precarious employment, low wages, irregular and exploitation which have undergone certain groups of immigrants. Spain is a country of new immigration, since the nineties until 2007 has been an intense and deep flow of immigration. But from the year 2008 also has re-registering a movement in the opposite direction: expulsion and mobility to other European countries. A new feature is the growing importance of Latin American workers and Spanish origin nationalized 'circular migration'.

The membership rate of immigrants to the Spanish unions grew significantly over the period of economic expansion: in 2003 the rate of unionization was 2.6% and in 2008 reached 7.1%, a figure below the overall average that on the same date was 16.2%. One of the problems for which the rate of unionization of immigrants is very low is due to the segmentation of the labour market and the place occupied by immigrants. Immigrants say in greater proportion (53%) than the collective bargaining structure of your business and industry does not provide the union membership, while for native workers is less important (33%) problem. In relation to knowledge about the coverage of the collective agreement 51% of immigrants say ignore it (Jódar et al 2011:93).

One interviewee, Carles Bertran², highlights the central problem is not only the linguistic diversity but also cultural diversity. Language and culture are two elements that are closely related to communication and conflict that arises on stratification, the uses of power in the personal and professional interaction. Language is important for communication and social integration, but this research project should also consider the role of culture in the forms of interaction between people in communication. Every culture has guidelines related visual communication, distance, physical contact, in the form of greeting, farewell, etc. There are cultures where it is impolite to look into the eyes, in other cultures women do not look into the eyes of men, in other greeting with hands later accompanied with putting the hand on the heart itself, in other affirmative movements and negative head are different in other cultures do not touch, etc. All these are codes that mediate communication between the partners and their meanings can be understood differently. Personal interaction is an important selection interview of personnel in enterprises and work practices involved. Therefore, a microsociological or anthropological key to capture the game of interaction at work, verbal and nonverbal communication approach is needed.

² Carles Bertran is the author of a doctoral thesis which we analyze the problem precisely addressed. See Betran, C. (2009) "Cooperation and power games in relationships of service." *Speech and Society journal*. Vol 3 (1, pp-1-43; see also PhD Bertran, C. (2007) *Anàlisi of them comunicatives internships that s'estableixen at a union office Treballadors estrangers d'Citizen Care*, University of Barcelona Department d'Antropologia. social i d'Historia d'America I Africa, led by Dr. Amparo Tuson. http://www.dissoc.org/recursos/tesis/Tesis_Carles_Beltran.pdf

The language and culture of interaction are two explanatory variables of Diversity. Diversity is a broader concept that is associated in turn with the issues of discrimination on different grounds: linguistic, cultural, ethnic, racial, gender, etc., which are linked to the immigration phenomenon.

4.1.1. Management of Diversity in trade unions.

In this sense the broader theoretical concept could be the Managing Diversity, which should be understood as a theoretical framework on which there is already some theoretical and legal development. The "Chartre of Diversité" is a basic reference. This "Charter of the Diversité" has been promoted by French entrepreneurs to manage diversity (Today there is also a Foundation Charter of Diversity in Spain). Language is one of the dimensions that can be analysed in the project, but also the cultural interaction. The concept has other dimensions, such as religious, ethnic, gender, disability, but perhaps these dimensions may not address the entire project. Managing diversity can be seen as a negative issue because it is associated with derivative conflict of linguistic and cultural diversity. But also the management of diversity can be an opportunity for the same company that provides knowledge and resources.

For example, says Carles Bertran:

"Those companies that want to export must have people who understand the mentality of the country where you want to export goods; these people can make creative innovation in commercial marketing campaigns. Also, the management of diversity is important for the same template; to manage such work permits, the parties, the annual work schedule. One of the common problems is that immigrants have a very long distance family and when there is a problem (death, wedding, baptism, etc.) should find some kind of solution to extend the leave days naturally without involving comparative grievances for local workers. Managing diversity should favour the entire workforce. There are experiences of diversity management in collective agreements, which among other things regulate the holidays, for example that Muslims can celebrate the "feast of the Lamb" on a different date to the Catholic holidays, or different depending on other permissions individual interests and hobbies. The [challenge to collective bargaining] is to arrange working time based on very complex and diverse social realities".

In addition, the Managing Diversity of language and culture is an important resource for companies. In this regard our interlocutor points out an example of advertising a product of soap for the Arab market. Commercial object diagrams followed an order from left to right: "+ washing machine + laundry soap." This soap advertising on television had no success, why he failed the ad? Simply because the Arabs read from right to left, so the message sent out was exactly the opposite: "soiled clothes in the washer by soap". In other words, if it had received an inquiry to Arab employees of the company or advertising Arab designers the result would have been different. In short, the linguistic and cultural diversity can be an important resource for companies.

4.2. Collective bargaining and diversity management.

According Coscubiela (2007), collective bargaining is compatible with individualized diversity management. Management of collective bargaining as an egalitarian institution determining the conditions of work has involved a certain depersonalization of labour relations. Therefore it suggests that collective bargaining could include specific clauses related to customizing certain aspects of working conditions, leaving some gaps for the determination of staff in a context of cultural diversity, so that they are compatible equality and non- discrimination. In other words, we should treat as "unequal" that are "uneven", without undermining the general principles of equality among workers. The variables such gender diversity, professional, age, culture, language, etc. should be transferred to the baggage of the culture of industrial relations and trade unionism in particular. "Negotiated flexibility" has been a resource often used by entrepreneurs to overcome the rigidities in the organization of work, why now allow "negotiated flexibility" for certain personal choices of private, of organizing holidays and vacations According to traditions, customs and religious issues. Maybe this understanding flexibility could make "consistent respect for cultural or religious conceptions of secularism which involves the employment relationship at the workplace" (Coscubiela 2007)

Today the Catalan and Spanish society is cosmopolitan, which is an asset for the coexistence of people of different origins, cultures, beliefs, ages and abilities. Cultural diversity is a result of the immigration flow has accelerated in Spain since the nineties. Cultural and linguistic diversity is also reflected in the composition of workers in companies, which are also a source of wealth in human resources and not just a source of tension and conflict. This diversity can contribute to improving the work process itself, the marketing of products, participation of workers and mutual recognition.

Managing diversity is part of what is called Corporate Social Responsibility; an issue that also has the support of European policies for diversity management has been developed in collective agreements. Especially in some areas related to flexible hours or working hours, so that in those agreements has achieved the adaptation of working time to the needs of workers and the needs of production and / or service of the company. These agreements flexibility over working time seem to have contributed to reducing absenteeism, to avoid discriminatory practices, risk reduction and accidents, improving time management, enhancing social inclusion and improving the participation of immigrants (Gines 2010)

In this regard, in 2006, Catalonia CCOO launched a pioneering project of diversity management in companies and non-discrimination, from 2008, had the support of the Public Employment Service of Catalonia, within the program Projects innovative and co-financed by the European Social Fund. The pilot experience which starts with the Managing Diversity in the company was agreement Matadero de Girona in 2008. Today there are twelve collective agreements signed under the umbrella of Diversity

Management. According to José María Ginés (CITE member of the Information Center for Foreign Workers CCOO) the guiding principles of trade union action are reflected in the following clauses found in collective agreements.

- First, equal opportunities in access to employment, selection and hiring of employment; principle which it is also to apply to union representation of workers. This principle contributes to building trust between the parties and to integrate immigration.
- Second, develop a plan to host migrant workers who join companies. This is to inform workers about different subjects, such as business objectives, the structure of it, the work process and the organizational responsibilities, but also reports of labour rights and industrial relations system of so that immigrants know the paths to follow in case of problems at work and labour disputes.
- Third, learning the language is essential for the development of the work activity concerned to understand work instructions for work safety and occupational risk prevention and equal opportunities; Government policy and standardization Linguistics Consortium can contribute to the integration of immigrants, learning the language through language pairs. Learning the language is also important for further training and retraining factor.
- Fourth, non-discrimination of all kinds is important in a society and a cosmopolitan company; non-discrimination guiding Diversity Management refers to different dimensions such as ethnicity, race, language, culture, age and gender, among other variables. Non-discrimination is also an essential element in the communication within the company.
- Fifth, management flexibility in working time is an important way to manage diversity. Holiday periods, work permits, the festivities have different meanings and uses in a cosmopolitan and diverse society. Immigrants are not used in the same way those native times, so the flexibility in the use of working time, the search for agreements that allow individualized adaptations is an important integration of immigration question. These agreements for flexible use of working time, work permits and the holiday period can contribute to the work efficiency and improve the working environment.

The agreements signed by unions and employers, which can serve as an object of study to assess the management policy of linguistic and cultural diversity, are as follows and some of them have been renovated:

- 1) Meat of Girona Convention. Meat Sector company with 60 employees, the first agreement was signed in 2008
- 2) Bausells. Agreement on Labour Day 1 flexibility. December 5, 2011. The December 5, 2011 a management agreement was signed diversity. **This agreement provides**, among other things, acceptance of immigrant workers, non-discrimination; flexibility in working hours and counselling on issues of immigration and other social and labour matters.

- 3) Company SA Vienna. December 30 2011. Flexibility in working hours and counselling on foreigners this stable agreement the reception of immigrants, non-discrimination and other social and labour character.
- 4) Convention SUPSA. Supermarket. This agreement follows the same pattern and affects all workers in the various centers that the company has throughout Catalonia.
- 5) ABD Agreement of 21 December 2009. It also follows the same pattern as the previous agreements and has the support of the European Social Fund, the Department of Employment of the Generalitat and the SOC.
- 6) Ferroiberica Agreement, signed on December 4, 2009. This is the first agreement signed in a construction company.
- 7) Hotel Majestic, signed on June 8, 2009, has the same terms as the previous agreement.
- 8) Agreement Mantilyim, SA. According of management of diversity Mantilyim SA It is a service company cleaning Barcelona's Metro, in this company works a lot of Pakistan's immigrants workers.

These agreements were signed in the period of economic expansion and some during the economic crisis. But one of our informants tell us that from 2008, with the economic crisis and unemployment have been marked other priorities in collective bargaining, both for employers and for workers. The provisions of collective agreements on the management of diversity seem to have stopped. Now the priority is to maintain employment. In short, the issue of diversity management is now apparently frozen. Currently the balance is not so hopeful in relation to forecasts.

In addition to these agreements, CCOO has signed a protocol with the Diversity Foundation to promote "Chartre of Diversité" and non-discrimination throughout Spain.

4.3. Language Policy unions

CCOO language policy has been linked to two factors. On the one hand, the influx of immigrants during the nineties and secondly to the language policy of the Government led by the Consortium for Language Normalisation has encouraged collaboration with funding (CCOO, 2002 and 2006). Language policy has been aimed at responding to problems of knowledge of labour law and the rights of citizenship of immigrants. The first need language skills for immigrants are the knowledge of Castilian to the extent that is the dominant language in the workplace and the most universal as well. Catalan is also necessary as the language of social integration, but also as an important language for upward job mobility, to improve opportunities in the labour market.

Knowledge of the language is central to the work, to understand the work orders for the prevention of occupational hazards, to the knowledge of the customary rule of

work, but also to know and access to social rights. Carles Bertran experience shows that knowledge of the language and direct personal contact with immigrants is best done directly, even by signs, through an intermediary. In this regard it relates negative experiences of intermediation:

“An example is the case of a group of Filipino workers in a restaurant that only spoke Tagalog, they came to query the union with the manager, who was also Filipino and spoke only Castilian. The problem came to consult the union was agreement on the interpretation of hospitality in relation to working hours. The manager was the only one translated into Tagalog ... he set out the arguments and returned them the answers in Tagalog always in a positive sense, yes, yes ... that the argument supported by the manager was right... However, days later he became one of the Filipino immigrants with a friend because he did not quite believe the Tagalog translation became the manager; He asked us again to see if they really could confirm the translation manager.... Obviously it was not the answer he had given the charge. This deceived them, manipulated the translation for his position. Not translated what they asked Filipinos or translated our response. In other cases, the “Friends translators” may charge you for the support and translation. This is a clear example of why we need to know the language, to meet labour rights.

According to Rosa Sanz³, the union has had difficulty in entering the world of immigrants. Usually the way to introduce unions has become an indirect way, for example, through a Catholic priest it has been derived from many years the Philippine immigrants, who did work care and domestic work. Therefore the unions have links with cultural associations of the countries of immigrant’s origin in order to contact and penetrate as a first step. Immigrants have difficulty accessing the knowledge of labour law and more if unknown language. But unions are struggling to contact the migrants on the basis of these come from different national experiences, where even the unions are frowned upon, as dark and semi-mafia in the countries of Eastern Europe organizations, puts e.g. Romanians image they have of trade unions. Something similar happens with Latin America, but Latin American integration is easier by the knowledge of the language and cultural proximity. African immigrants are also difficult connection for unions under that Africans do not have experience in organizing unions.

The unions now, during the economic crisis, are finding new problems, which are developed new lines of action. Among the new realities resulting from the crisis is a change in the direction of labour mobility, such as mobility of immigrants to other European countries in search of work: this involves advice to "exit" out and not a problem it hosts as in the time of economic expansion (1995-2007). Another problem is mobility and immigration from the Spanish themselves, which is a growing new reality.

A new reality that reflects the cosmopolitanism of the companies is "call centers" with a multilingual workforce. Here the distinction is that these are people with highly qualified with university studies and who are hired precisely because they know

³ Interview with coordinator of Fundación Cipriano García, March, 2, 2015.

languages like English, German, etc. ... but the problem is they barely know the local languages and thus unaware of their labour rights.

4.4. Employers association: CECOT.

According to Eva Canut, member of the Advisory Group, business organizations have worked with the Ministry of Foreign Affairs and through them with the embassies and consulates to attract skilled in the stage of economic expansion immigrants between 1995 and 2007. During this period they have made language training courses already in the country of origin, even have been taught notions of Catalan. For example, the CECOT has participated in these projects with immigrants from Ukraine and Romania because local firms need professional's workers in the metallurgy sector. But the economic crisis (between 2007 and 2015) has sharply slowed the flow of immigrants, now the problem is the opposite: immigrants return to their countries of origin or circulate throughout Europe in search of work.

4.5. Language at work: health and safety

An important field where language is very important for immigrants and local authorities is health and safety at workplace. European Safety Directive 89/391 / EEC, known as the Framework Directive and incorporated into Spanish law by Law 31/1995 of 8 November on prevention of occupational risks plays an important role in promoting training prevention of occupational hazards and safety at work. This regulation establishes the obligation and promoting preventive safety training and prevention of occupational risks. The Promotion Plan of action to improve safety and health at work and occupational risk reduction approved by the Spanish government in 2005. It has played an important role in promoting training and the Collective Convention construction. Chapter IV of the Collective Agreement of Construction established training programs on prevention of occupational risks necessary to obtain the "*professional card sector*" (Hernandez 2012: 17-129). Trade unions have played an important role and fighting against workplace accidents because the number of accidents had soared during the expansive stage of construction boom⁴. Workplace accidents have been increasing over the period 1995-2007 for two reasons: firstly, the temporary employment, which has hindered the formation and learning in the workplace and on the other hand, the influx of immigrants without work experience in the field or with low education. Moreover, precisely, one of the barriers to education and learning in the workplace has been the language and cultural diversity.

Immigrant workers are more prone to accidents than locals. For guidance and in relative terms the population by origin, it can be seen in the following table the

⁴ One important Outcome of Social Dialogue has been the creation of Fundación Laboral de la Construcción.

evolution of workplace accidents between 2005 and 2009. The data show the biggest proportional share of immigrants in work accidents with sick leave.

Table 9. Labour accidents.

Year	Total workers	European Citizen UE	Morocco's workers	Immigrants from the rest of the world
2005	238.495	3063 (1,2%)	7.970 (3,34%)	18.417 (7,7%)
2006	250.313	5.490(2,1%)	10.441 (4,17%)	27.043 (10,8%)
2007	250.324	7.002 (2,79%)	11.703 (4,67%)	29.398 (11,74%)
2008	186.655	5.488 (2,9%)	8.066 (4,3%)	21.771 (11,6%)
2009	122.614	6.231 (5%)	4.106 (3,34%)	9.383 (7,6%)

Source: MTIN and self elaboration from David Hernández (2012:144).

The prevention of occupational risks has for many years simply giving an instruction sheet without training itself, according to Carles Bertran. The training appears to have been in many cases precarious. However, David Hernandez has a somewhat different view. Training for immigrants requires different methods, from the audio-visual support and photographs. Photography is a very important instrument even better when the picture is from the company and the job itself and is better understood because the worker is identified with their roles and risks that it may entail. This provision photo of jobs is important to be donated by the company. But if no photos company must resort to manual or internet photos.

Materials also show how to perform risk operations to the use of another language such as English. He recently completed a course in risk prevention for workers in Ghana in English. But when the tongue is Arabic or some dialect of Arabic needs someone to support the translation or interpretation. Another way of learning is practicing at work with a tutor, with personal protection, as harness or a mask.

The regulation on the prevention of occupational hazards and use of language is not specifically regulated; however, the obligation to go through the training to enter the workforce in the construction sector, for example, if forced to address the issue indirectly. The agreement in the construction sector there is a clause stating that "we must adapt to the needs of migrant workers." The jurisprudence has interpreted the term "adequacy" of Article 19 of the Law on Prevention of Occupational Risks in a personal sense: adapt the transmission of information to workers, in the sense that they can understand. There is no express provision. But legal practice has led inspectors to penalize companies that have trained in a language they did not understand migrant workers. So if immigrant workers have not understood anything of the training it is as if they had not done.

Training in risk prevention has been successful if the data compares industrial accident at the time that the law and the introduction of compulsory training appear. In the construction sector has been falling accidents. The regulation of compulsory training is 2007. But both David Hernandez and Carles Bertran agree that the regulation of mandatory training in construction has remarkable lack, sometimes by the language and other training because it really has been very limited. But today we can say that there has been progress, there is considerable degree of consensus between prime contractors and employers to agree on the need to prevent risks, the need for training, there is consensus that prevention services offer specific training, adapted to the worker. In this advance large enterprises have played an important role in enforcing the mandatory training standards for safety and risk prevention. But also one of the risks of the obligation has been the "credentialist game" and not strictly the formation of "human capital". By "credentialism" means expanding titles, certifications as a result of pressure from social actors, trade unions, motivated by the data itself workplace accidents, but no connection with the claim or useless practical and effective.

But you can understand that data on workplace accidents show a coincidence in time between the demands of training and the reduction of accidents. Moreover, it is arguable that the security measures are only in Catalan or Castilian; efforts should be made to translate security measures into other languages. Workers must understand the signs, icons, visualization is important in the prevention of occupational hazards.

4.5. Training needs: language and culture.

First, in relation to training needs in the prevention of occupational risks they are unsatisfactory. The training deficit problem lies in the way in which training is provided in enterprises that do not take into account the linguistic and cultural diversity of immigrants. The training has been offered with a very general content, without going untreated topics of interest to the group involved. The practical content has been none existent in many cases in the training offered to immigrants who go to work in the construction sector.

The main mechanisms are informal training in the workplace itself. This training is often done without tutors, in other cases the tutors who teach apprentices are only a short time experimenting with them on possible risks as work or perform certain operations should work.

The training was given in Spanish language and only rarely intervened in an interpreter and improvised manner. Another problem is that communication support materials is not usually in other languages spoken by immigrants, such as Arabic, among others. Preventive education is not enough to meet the objective of effectively improve safety and health at work. It is noted that a large number of injured workers have prior training and accidents are repeated by similar causes, which indicates that the problem is in the inefficiency of training in prevention of occupational hazards. The

contents of the training in the classroom are very often forgotten or ignored for various reasons as has been seen in the visit to the works. The priority is productivity; improve the speed of execution of tasks. So it leaves aside the risk prevention and the implementation of security measures.

Many immigrants work in subcontracting, even in so-called "ethnic subcontractors". The subcontractors neglect the safety because they often work for work and agreed service, what should be done in a certain time and a certain amount of money; another way to work is through a subcontracting agreement hours, this way is called colloquially "administrative". But both times the economy of subcontractors lead to forgetting to put the signs of danger and forget safety rules. Another problem is the misuse of personal protective equipment and incorrect and risky attitudes. Many immigrants lack a "culture of risk prevention" because in their countries of origin have not had the either because they come from other sectors (such as agriculture) and have no experience in the construction sector

4.6. Access to labour market and language.

Among the various reasons for discrimination in hiring language and the accent is one of them. In Spain 17% of respondents said that the speech and accent are grounds for discrimination. The skin colour, ethnicity and age are still reasons more weight in the perception of discrimination. See table

One of the problems of language is access to employment, according to Rafael Güeto. This is a problem in the management of active employment policies. The language issue had to be treated as a core competency for immigrants, but not only for them: also for local workers for certain public sector jobs where knowledge of Catalan is required. This is a problem for Active Employment Policies. Recommended training activities for unemployed are also oriented language skills for immigrants (including two languages, Castilian and Catalan). Moreover, language learning is prior to the training or apprenticeships oriented to the development of other skills to seek employment.

Today the language problem is not so important because much of the immigration's soon; the second generation of immigration has been formed and socialized here and therefore the problem of knowledge of Castilian and Catalan has decreased. The problem of language occurs in people over 45, the oldest immigration that not only knows the language, but also has a low level's education and low vocational training. Much of this immigration with language difficulties comes from the Maghreb, who has worked in the field of construction until the economic crisis of 2008. Since then a significant number of North African immigration is unemployed long-term. This is one of the social groups most at risk of social exclusion for two reasons: lack of language and vocational training low. This is the core of long-term unemployment and poverty risk

4.7. Local public administration.

The language policy of the Generalitat of Catalonia has been promoting the Linguistic Normalization Consortium that manages the communication of the municipalities of Catalonia; the consortium has employees in all municipalities which oversees the requirement of knowledge of Catalan in the recruitment of municipalities, both for civil service employees of municipalities and even hiring the unemployed through the Asset Plans for Employment and temporary assignments in "brigades" cleaning and maintenance of public spaces, parks, gardens, streets, roads, etc.

However, assets Occupation Plans has been relaxing the requirement Catalan level (B2 level) required by the Consortium for Language Standardisation; this requirement has been relaxed by the harsh reality of the unemployed: most of them are people with a low level of initial studies also are many of them immigrants from the Maghreb, who did not dominate the Castilian and Catalan much less; they are also people who derive local welfare services employment services. For these reasons, in practice local employment services as a requirement only requires ability to understand spoken and written Catalan. This problem was already important before the economic crisis (2008) because there were much irregular immigration and the first obstacle they encountered was the language, so local services have offered basic language training. Therefore it has been lowered "informally" requirement which requires the regional public administration in order to respond to social problems of unemployment and poverty risks.

The language policy promoted by the Consortium for Language Standardisation is important in all Catalonia has launched successful experiences, such as "language partners". These "language pairs" the form a native and an immigrant can improve language knowledge. The Consortium for Language Normalisation manages a vast team of volunteers who contribute to the integration of immigrants by providing support for language learning and for the emotional support of immigrants. In other words, it has been and remains an important service host that has effects on the search for employment. But linguistic normalization policies not only aim to welcome and integrate immigrants, but also promote mechanisms of "social closure" to reduce competition for resources employment and welfare. To this we must also add a political sense in terms of delimitation of space and Catalan identity.

5. CONCLUSION

1. The first problem of language in relation with work occurs in access to employment. The language is part of the criteria for recruitment and selection of employees; language is also important for initial job training and language is also important for competition between workers. So, perhaps could be useful to pay attention to this initial problem

2. Defining the central concept is important. In this sense some components of the Advisory Group suggests the concept of "Diversity Management": it is a somewhat broader concept than language. The concept of Diversity Management would study the problem of communication in the broadest sense: the language and forms of cultural expression and communication, religion, racial ethnic differences associated with immigration phenomenon.
3. "Managing Diversity" allow us to address the case studies from the union perspective, because one of the problems is the culture of participation and union representation of immigrants, as well as specific aspects of labour regulation. One example is that we have identified 12 Collective Agreements where through managing diversity has been introduced clauses regulation reception plans for immigrants, regulation of working time, work permission for family and personal reasons, calendar work based on cultural and religious festivals and events, etc.
4. 4. Call centers are an ideal place to study the speech standardisation and labour relations under criteria Taylorist organization. There is ample evidence of the standardization of speech and relationships with customers in call centers oriented "mass markets". Transactions are simple, routine tasks, a high degree of division of labour, low qualifications and the status and limited or no for promotion. Moreover, in other call centers oriented "professional services" employees from their professional knowledge, they have greater autonomy and independence from the scripts. Dominated high-value customers, service quality, qualification, adaptability, lower turnover and greater loyalty to the company.
5. The problem of "Diversity Management" and tongue cuts across the entire workforce and not only immigrants and direct production workers. The Managing Diversity also affects executives and managers of companies. In this sense the initiative sponsored by the "Charter of Diversity" is important. It is an initiative undertaken by managers and French business that has been spreading throughout Spain. There is an association in Catalonia.
5. The study of Diversity Management and language initially proposed in search of work, entering the labour market. Recruitment and selection of workers is conditioned by linguistic and cultural factors can be significant barriers for immigrants. Possibly this aspect should devote attention in this research project.
6. Prospective studies could be identified from the suggestions of members of the Advisory Board, particularly those who suggest three types of companies where language and Diversity Management can be considered as "**Best Practices**". The selection criteria could be based on the existence of a collective bargaining agreement Diversity Management also would be an opportunity to evaluate policy Managing Diversity in the context of the economic crisis
7. And, finally, it is suggested that interviews could be focused also on Social Actors, such as the Foundation for the Management of Diversity or "Charter of Diversity" to the extent that the problem language and culture is transverse, and not only at company level.

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