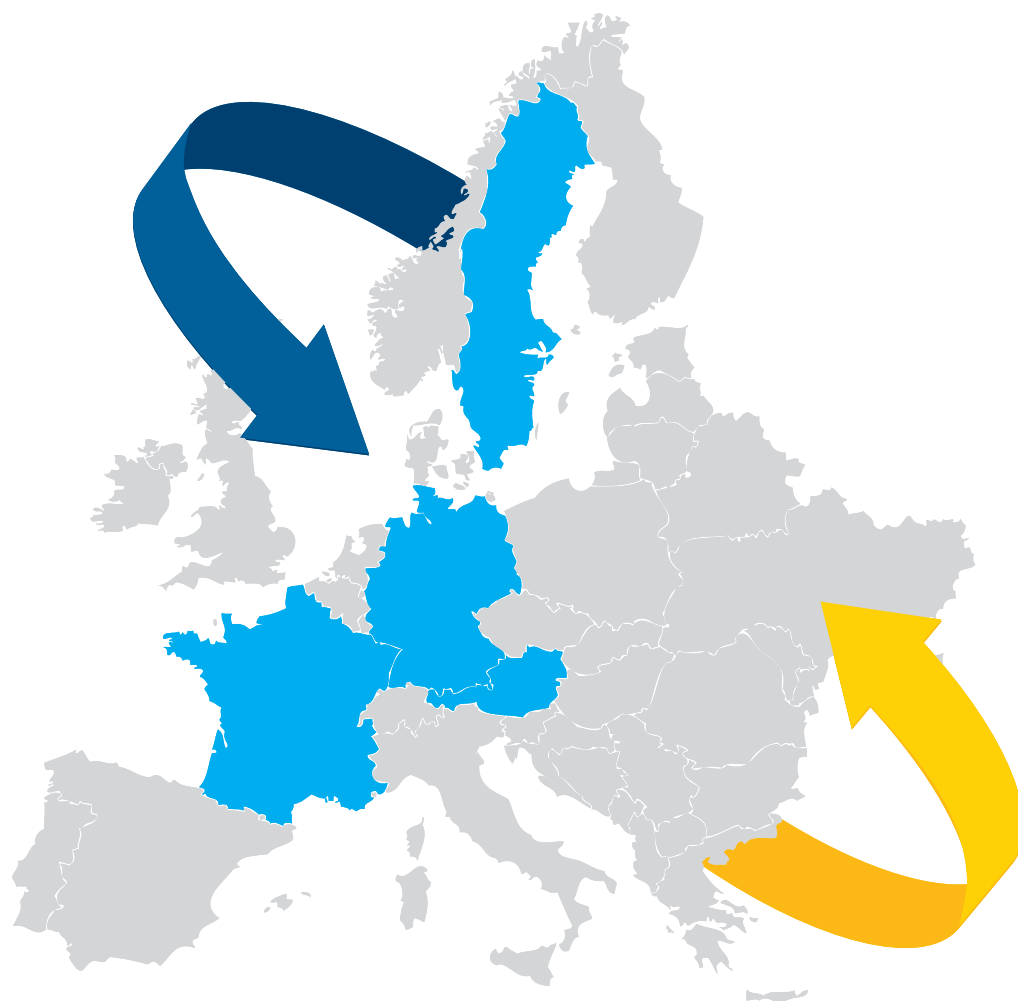


Culture et Citoyenneté Européenne pour l'Employabilité  
Citizenship and Culture - Working in another European country

# GUIDE

2010



Education and Culture DG

Lifelong Learning Programme



WORKING IN BUILDING  
AND CONSTRUCTION OR IN CLEANING SECTORS  
IN 4 EUROPEAN COUNTRIES



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Information about project and results : [www.ccee.fr](http://www.ccee.fr)



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## CHAPTER 1. Introduction

This guide does not aim to disseminate the results of a statistical research or an analysis of immigration in Europe, but to provide simple information, adapted to non specialists and able to prepare displacement towards European countries or integration.

The information existing in this guide speaks about relating to the situation of immigration in each country, gives recommendations concerning the administrative procedures, the culture and the practices, the rights and the duties of the inhabitants, and not at least, speaks about the job market.

### I.1 Information about workers migration in Europe

Today, migrants to Europe include the following categories:

those who come for to find work or take up jobs they have already been offered; professionals seeking work experience that will be of value when they return home;  
those fleeing persecution and war, that is, refugees and asylum-seekers; students from abroad on long courses (some of whom may stay to work); pensioners seeking a cheaper and sunnier place to live;  
students and other people doing seasonal work in other countries; people joining their families; and many more, including, tragically, those who are recruited or trafficked to be used as cheap exploited labour or to work.

We could note that very often the new arrivals have a great ignorance of the factors of regulation of the job market, the constraints and requirements of the companies and the trades, the cultural practices of their host country, as well as the minimum knowledge of the language. This situation reinforces the risk of their exploitation and illegal work and makes difficult their citizen, cultural and professional integration.

### I.2 Project description

The **CCEE** project's aim is to develop knowledge and keys skills in order to prepare migrants workers to enter European countries labour market by promoting and disseminating training contents and approach towards training organisations, social workers, institutions, labour offices and migration organisations.

**The objectives of CCEE are:**

1. To design a tool in order to increase the migrants' knowledge regarding the host country context dealing with the social and cultural environment, the professional sector they will work in, companies, work legislation and workers' and companies' rights and duties – those elements of culture that have a direct influence on the work situation.
2. To develop training modules that will allow participants to understand and use the specific vocabulary and language of the job in order to facilitate their integration in a working team and their communication with clients.



3. To implement training materials in order to be aware of the new context, to be ready for job research, to adopt the expected behaviour and be able to communicate with others and to manage one's time in accordance with the culture of the new country, the type of company and the professional sector.

#### **CCEE guide destination and target**

In the origin countries, the Employment agencies, the training companies, the institutions and the Embassies will be able to place at the disposal of everyone interested, the guide "Working in another European country" and the personnel could be sensitized with the use of the training tools.

The training companies will be able to use the vocabulary matrix and time management module. These tools could be used with the public immigrants in the accessible countries by accompanying employment, the trainers working in the associations and the companies and even in company by an accompaniment to integration with a member of the community of work.

#### **The products expected at the end of the project are:**

**A Guide:** "*Working in building and construction or in cleaning sectors in 4 European countries*", information concerning organization of the work, professional legislation, the rights and duties of the employees, social environment, organizations and structures for accompaniment in the host countries, enterprises, contractual regulation, work methodologies etc

**A toolbox/booklet** that will contain:

- A training module to learn specific vocabulary needed for each job.
- A training module about time management in working situation.

**The project website** to provide information about the project and present material developed.

### **I.3 Working Migration in Europe**

Within the European community moved or migrants workers don't have a good knowledge of factors related to culture, citizenship and employability that they will have to deal with in their incoming country. More precisely they don't know much about professional sectors functioning, jobs drawbacks and employer's expectations. Their own representations of social, politic and cultural environments are frequently very far from the new reality they will have to cope with. Besides, they don't possess the basic professional vocabulary linked to the job they're looking for and are not able to manage their time in working situation.

The project is focusing on Cleaning and Building and Construction sectors as they are identified as facing recruitment difficulties in particular towards young people and that often employ ( or will employ) workers coming from other European countries . Material and tools achieved within the project could be in a second time, transferred and adapted for other professional fields and jobs.

One of the major problems throughout Europe seems to be a lack of knowledge of the particularities of the labour markets in the respective target countries. Migrants either do not know how to find a (legal) job at all, or they are unable to find an appropriate job because they are facing difficulties with having their qualifications accredited. This leads to a common phenomenon called „brain waste“, that is highly qualified migrants end up working in sectors for which no specialised training or education is necessary, e.g. cleaning or construction.

Another result of such discrimination of migrants on EU job markets is the fact that many migrants are forced to accept illicit employment and therefore not only harm the target countries' economies but they are also unprotected from any violations of their rights as workers. Language barriers also seem to be a major problem and were reported by most of our partners. Most of them found that some basic language skills are necessary in the construction and cleaning sector in order to understand simple instructions and to follow safety rules.







## **Working in Building and Construction or in Cleaning sectors in Austria**





## CHAPTER II. Working migration in Austria.

General legal framework. Specific regulations for construction and cleaning occupational sectors.

### FACT BOX AUSTRIA



Capital:	Vienna
Currency:	EURO
Official language:	German
Population 1:	8.355.260 (first quarter of 2009)
Immigrants (see1):	thereof 870.704 with a foreign citizenship
Area:	83.871 2km <sup>2</sup>
List of major cities:	Graz, Linz, Innsbruck, Bregenz, Salzburg, Klagenfurt, Eisenstadt
GDP:	276.9 billion Euro
GDP per capita 2009:	33.090 Euro <sup>3</sup>
Time zone: Eastern	GMT + 1 hour
Telephone code:	+43
Measurement units	Meter/ Liter/ Kilogramm/ grade Celsius

<sup>1</sup> Statistik Austria (2010): Bevölkerung zu Quartalsbeginn seit 2007 nach Staatsangehörigkeit und Bundesland.  
[http://www.statistik.at/web\\_de/statistiken/bevoelkerung/bevoelkerungsstand\\_und\\_veraenderung/bevoelkerung\\_zu\\_jahres-quartalsanfang/index.html](http://www.statistik.at/web_de/statistiken/bevoelkerung/bevoelkerungsstand_und_veraenderung/bevoelkerung_zu_jahres-quartalsanfang/index.html)

<sup>2</sup> Statistik Austria (2010): [http://www.statistik.at/web\\_de/services/wirtschaftsatlas\\_oesterreich/oesterreich\\_innerhalb\\_der\\_eu/index.html](http://www.statistik.at/web_de/services/wirtschaftsatlas_oesterreich/oesterreich_innerhalb_der_eu/index.html)

<sup>3</sup> Statistik Austria (2010): Volkswirtschaftliche Gesamtrechnung Hauptgrößen.  
[http://www.statistik.at/web\\_de/statistiken/volkswirtschaftliche\\_gesamtrechnungen/bruttoinlandsprodukt\\_und\\_hauptaggregate/jahresdaten/index.html](http://www.statistik.at/web_de/statistiken/volkswirtschaftliche_gesamtrechnungen/bruttoinlandsprodukt_und_hauptaggregate/jahresdaten/index.html)



## II.1 General issues

Foreigners, who are not EU/EEA-citizens, married to an Austrian, refugees, diplomats, professors and assistants at universities or among a few other exceptions, are subject to the Austrian foreigners employment law (Ausländerbeschäftigungsgesetz).

The law goes hand in hand with a quota system (maximum number of foreigners employed in Austria) and the necessity to apply for a working permit, which is only granted if no Austrian or EU-citizen is available for the job (Lenninger, 2003: 94ff and Beratungszentrum für Migrantinnen und Migranten, 12/08). In order to get legally employed in Austria, a residence permit (Aufenthaltsbewilligung – up to 6 months) or a permanent residence permit (Niederlassungsbewilligung – 1 year) is required.

The local Foreigner's Office (Fremdenbehörde) responsible are the administrative district authorities (Bezirksverwaltungsbehörde). These could be either:

- District administration (Bezirkshauptmannschaft)
- In statutory cities: the magistrate (Magistrat)
- In Vienna: the municipal department 35 (MA35)

For more information on residence issues, please contact the Federal Ministry for the Interior (Bundesministerium für Inneres – BM.I): [http://www.bmi.gv.at/cms/BMI\\_Niederlassung](http://www.bmi.gv.at/cms/BMI_Niederlassung) or refer to the online platform [www.help.gv.at](http://www.help.gv.at).

### **Ministries**

#### **Ministries**

BMI - Bundesministerium für Inneres (Federal Ministry of the Interior)  
<http://www.bmi.gv.at>

BMUKK - Bundesministerium für Unterricht, Kunst und Kultur  
(Federal Ministry for Education, Arts and Culture)  
[www.bmukk.gv.at](http://www.bmukk.gv.at)

BMASK – Bundesministerium für Arbeit, Soziales und Konsumentenschutz  
(Federal Ministry of Labour, Social Affairs and Consumer Protection)  
[www.bmask.gv.at](http://www.bmask.gv.at)

## II.2 The integration agreement

Educational policy for migrants in Austria seems to focus almost exclusively on German language acquisition. Since 1 Jan 2006 all persons who hold a residence permit are obliged to fulfil the so-called "Integration Agreement" (Integrationsvereinbarung). The main purpose of the integration



agreement is to acquire a certain command of German. The issuance or extension of your residence title (Aufenthaltstitel) requires you to fulfil the integration agreement within a period of five years. If you do not manage to fulfil the integration agreement in time, you may file an application for an extension of this period with the competent authorities.

The regulation affects all those migrants who do not hold a EU-, EEA- or the Swiss citizenship and who are planning to stay in Austria for more than six months having entered Austria after 1 Jan 1998. The Integration Agreement obliges the above-mentioned migrants to learn German, and in particular to learn to read and write in German in order to “be able to participate in the social, economic and cultural life in Austria” (Art.14, para.1-NAG).

The Integration Agreement is sub-divided into two modules. The first focuses on alphabetisation (only if necessary), while the second is aimed at German language acquisition within 300 teaching units of 45 minutes. The compliance of the Integration Agreement is primarily proved by a certificate from a special “Integration Course” (see below) or any other A2 German course. There is, however, no obligation to attend the course, as long as the corresponding examination is passed. Persons who are affected by the Integration Agreement, in some cases receive vouchers, either issued from the federal government (Österreichischer Integrationsfonds, ÖIF) or, if they live in Vienna, from the city of Vienna (Magistratsabteilung 17, MA 17).

The former guarantees the refunding of 50% of the course fees of the second module for subsequently immigrated family members, if the Integration Agreement is fulfilled within 2 years. Also, if module 1 is completed within one year, the course fees are fully refunded (Art. 15, par. 1-NAG). The latter compensates. It applies to those who entered Austria after 1 Jan 2007. Both vouchers can be used at the same time (MA 35, Fact Sheet). All other migrants, who have to fulfil the Integration Agreement but did not immigrate in the context of family reunion or received their first-time permission to stay in Austria after 1 Jan 2007, do not receive any financial help in order to pay for the courses and exams.

In case the migrant does not prove his or her knowledge of the German language at level A2 according to the Common European Framework of Reference for Languages within 5 years, sanctions apply that may lead up to the person’s eviction.

As for funding mechanisms for migrants’ learning apart from Integration Courses, there is also the possibility of receiving subventions for education measures from the federal states (Bundesländer), communities and the Public Employment Service Austria (Arbeitsmarktservice, AMS).

In Vienna, the Municipal Department 17 (Integration and Diversity, MA 17) plays a central role in funding German language courses for migrants. It funds various basic German language courses for special audiences, such as children, teenagers, women, as well as general German and alphabetisation courses.

What is more, the Austrian Chamber of Labour (Arbeiterkammer, AK) as well as the Vienna fund for employees (Wiener ArbeitnehmerInnenförderungsfonds, waff) also provide some funding for German language courses. The former gives a so-called “education voucher” worth 100 € to all employees once a year, which can be used for certain German courses. The latter offers education programmes for all employees in Vienna. Already completed courses can be partly refunded, the upper limit being 200 € (Wien.at, Deutsch lernen in Wien – Unterstützung beim Spracherwerb).

For migrants who are lacking basic education, there is the possibility to attend a module called “alphabetisation and basic education for teenagers (16 years onwards) and adults” funded by both the Austrian ministry for education, arts and culture (Bundesministerium für Unterricht, Kunst und Kultur, BMUKK) and the European Social Fund (Europäischer Sozialfond, ESF). The curriculum includes reading, writing and basic mathematical skills. Students also improve their means of expression, learn English, and acquire basic computer skills (Volkshochschule Meidling, Programm Jänner bis Juni 2009: 7).



### ***Migrant associations***

#### **For migrants in general (including economic migrants)**

Beratungszentrum für Migranten und Migrantinnen

[www.migrant.at](http://www.migrant.at)

ZEBRA – Intercultural Centre of Counselling and Therapy

<http://www.zebra.or.at>

Integrationshaus

Verein "Projekt Integrationshaus"

[www.integrationshaus.at](http://www.integrationshaus.at)

VeBBAS - Salzburger arbeitsmarktpolitische

Betreuungseinrichtung

<http://www.vebbas.at>

AlfaZentrum für MigrantInnen (Literacy Centre for Migrants)

<http://www.alfazentrum.at>

ZARA Zivilcourage und Anti-Rassismus-Arbeit

<http://www.zara.or.at>

Verein Interface GmbH

<http://www.interface.or.at/>

#### **For young migrants**

Youth Education Centre - Jugendbildungszentrum [JUBIZ]

Verein Volkshochschule Ottakring

<http://www.jubiz.at/aktuell.html>

#### **For women**

Peregrina Bildungs-, Beratungs- und Therapiezentrum für  
Immigrantinnen

[www.peregrina.at](http://www.peregrina.at)

LEFÖ - Counselling, Education and Support for Migrant Women

[www.lefoe.at](http://www.lefoe.at)

Miteinander Lernen – Birlikte Ögrenelim

<http://www.miteinlernen.at/>

Maiz - Autonomes Zentrum von & für Migrantinnen

[www.maiz.at](http://www.maiz.at)

Orient Express

<http://www.orientexpress-wien.com/>

*For more information on the Integration agreement, please address one of the organisations mentioned here above.*



## CHAPTER III. Life and work in Austria. Social environment. What to do? What to be aware of ?

### III.1 Every day life

#### Austrian culture and religion

The Austrian culture may affect every day lives of migrants working in Austria. For example, there are some rituals such as Christmas-parties organised by the companies people are working for (mostly not compulsory).

The better part of the Austrian population is Christian (80%). Nevertheless, there are bead houses and other organisations, where migrants have the possibility to practice their religion. In addition, there are possibilities to participate in religious education for different religions.

There are several religious communities / churches in Austria, for example:

- The muslim community in Austria (Islamische Glaubensgemeinschaft in Österreich)
- The Jewish community Vienna (Israelitische Kultusgemeinde Wien)
- The Armenian Apostolic Church in Austria
- Orthodox Churches (Coptic, Serbian, Greek, Bulgarian, Romanian, Russian)

More information:  
[www.kirche.at](http://www.kirche.at)

#### Legal holidays

With both, religious and national holidays, Austria is one of the countries with the most legal paid holidays (5 weeks); these are: New Year's Day, Easter Monday, Labour Day, Whit-Monday, Corpus Christi Day, Assumption Day, Immaculate Conception, Christmas Eve, Christmas Day, Boxing Day.

In addition, depending on which federal province you live in, there might be more.

Apart from religious facts, there are some other aspects that may affect migrants living in Austria; the following chapters should help you when staying in Austria.

#### Cost of living

When it comes to monthly costs of living, Austria ranges in the European middle field. Although it is difficult to estimate the actual costs of living, as they are always dependent on factors like lifestyle, area of living and environment, the following chart gives a first impression about the approximate costs of living for an adult in Vienna.





Accommodation:	400 Euros
Subsistence:	220 Euros
Transportation:	50 Euros
Recreation:	200 Euros

The highest monthly consumer spending can be attributed to Salzburg and Tirol, in Burgenland the monthly consumer spending is the lowest.

1 litre milk costs between 0.69 and 1 Euro, 500 grams brown bread cost 1.95 Euros, 500 grams granary bread cost 2,20 Euros, 1 kilogram sugar costs about 0.99 Euros, 1 kilogram flour costs 1.15 Euros, 1 kilogram apples cost about 2.49 Euros, 1 litre mineral water costs from 0.43 Euros, 1 litre orange juice costs from 0.99 Euros, 1 litre Coca Cola costs 1.19 Euros, 240 grams butter cost 1.49 Euros, 0.5 litre beer cost from 0.80 Euros, 500 grams coffee cost from 3 Euros, 1 litre vine costs from 2.30 Euros depending on the quality, a cinema ticket costs between 5 and 9 Euros, a Hamburger costs 1 Euro, a daily newspaper costs between 0.50 and 1.20 Euros, public transport (single journey in cities) costs between 1.50 and 2.20 Euros, 1 litre fuel costs about 1.3 Euros, 1 litre diesel costs 1,2 Euros, 1 "eating out" in a restaurant with soup, main dish, dessert and beverage costs from 17 Euros, 1 T-Shirt costs from 5-10 Euros depending on the quality, 1 jeans costs from 20-70 Euros depending on the quality, 1 kilowatt hour current costs on average 15,60 cents, 1 kilowatt hour gas costs on average 5,75 cents (source: EURES 2009).

The energy costs (gas and current), costs of accommodation as well as the costs for fuel, diesel and domestic fuel oil have been increasing during the last years. The cost expenditure for leisure, hobbies, sports, accommodation and energy is relatively high compared to the EU average.

### Accommodation

In general, employers (except maybe in tourism) do not provide accommodation for their workers. Some construction companies with building sites far from the regular working place, however, might offer accommodation for a short period. Employees have to find their accommodation by themselves.

If you are looking for accommodation, the most important information source are newspaper advertisements and online portals like:

- [www.bazar.at](http://www.bazar.at)
- [derStandard.at/immobilien](http://derStandard.at/immobilien)
- [jobwohnen.at](http://jobwohnen.at)

Most of the advertisements are placed by real-estate agents. Real-estate agents bring landlords and tenants together. If a tenancy agreement can be arranged, the real-estate agent receives commission for his/her achievements. Normally the commission amounts for 3 monthly rents and has to be paid by the tenant. However, there are also private apartments available, where no commission has to be paid. In any case, landlords demand a security deposit of 2-3 monthly rents which is returned after the tenant moves out.

The prizes of apartments vary greatly depending on the province, town and even the district. In 2008, the average expenses (lease + running costs) amounted for € 401 per apartment and for € 5.86 per square meter. It is important to ask which costs are included in the lease amount that is mentioned in the advertisement. Sometimes it mentions the gross monthly rent without utilities (gas/electricity), sometimes the utilities are already included. Furthermore it is crucial to find out whether the apartment is only for temporary rental or available for an unlimited period. Usually there is a three months' notice.



## Transportation

The public transport system in Austria is excellent. Austria's rail network is comfortable, reliable and fast. The main rail website offers comprehensive information on timetables, services and discounts ([www.oebb.at](http://www.oebb.at)). Most large cities and towns feature some form of public transportation, including underground systems, buses, trams and suburban railway. Getting around without a car is generally not a problem. During the nights, there is generally limited or discontinued service. The city of Vienna, for example, offers nightline services on weekends.

Timetable information for the provincial capitals is available on the following websites:

Vienna	<a href="http://www.wienerlinien.at">www.wienerlinien.at</a>
Linz	<a href="http://www.linzag.at/linien">www.linzag.at/linien</a>
Graz	<a href="http://www.verbundlinie.at">www.verbundlinie.at</a>
St. Pölten	<a href="http://www.st-poelten.gv.at/Content.Node/buergerservice/stadtentwicklung/linien_start11.php">http://www.st-poelten.gv.at/Content.Node/buergerservice/stadtentwicklung/linien_start11.php</a>
Salzburg	<a href="http://www.salzburg-ag.at">www.salzburg-ag.at</a>
Klagenfurt & Carinthia	<a href="http://www.kaernter-linien.at">www.kaernter-linien.at</a>
Innsbruck	<a href="http://www.ivb.at">www.ivb.at</a>
Bregenz & Vorarlberg	<a href="http://www.vmobil.at">www.vmobil.at</a>
Eisenstadt & Burgenland	<a href="http://www.suedburg.at">www.suedburg.at</a>

The cost of transportation varies from city to city and from town to town. In Vienna, a single journey ticket amounts for 1.80 Euros at pre-sale and 2.20 Euros when purchased inside the vehicle. Children, dogs and bicycles are carried at half-price (0.90 Euros in pre-sale, 1.10 inside the vehicle). A 24-hours-ticket amounts for 5.70 Euros, a 48-hours-ticket costs 10 Euros, a 72-hours-ticket amounts for 13.60 Euros. A seven-day ticket costs 14 Euros, a monthly ticket adds up to 49.50 Euros and an annual ticket costs 449 Euros. There are special offers available for students, elderly persons and children & youths (source: [www.wienerlinien.at](http://www.wienerlinien.at)).

For comparison:

In Linz, a short distance ticket (Mini Ticket) for adults (up to 5 stations by bus/tram/underground) amounts for 0.90 cents, whereas a long distance ticket (Midi Ticket) costs 1,80 per single journey, when purchased at the ticket machine. At pre-sale, the short distance ticket amounts for 0.82 cents and the long distance ticket costs 1.60 cents per single journey. The Maxi Ticket enables adults to use public transportation during the entire day. He/she can take along up to four children under 15 years for free. The Maxi Ticket costs 3.60 Euros at the ticket machine and 3.27 Euros at pre-sale. A seven-day ticket costs 11.70 Euros, a monthly ticket 37 Euros and an annual ticket 370 Euros. There are special offers for children, students, pupils, apprentices and seniors. Another special offer is the "job ticket" for employees (source: [www.linzag.at/linien](http://www.linzag.at/linien)).

## References:

Eures (2009): Lebens- und Arbeitsbedingungen in Österreich.  
<http://ec.europa.eu/eures/main.jsp?catId=8689&acro=living&lang=de&parentId=7801&countryId=AT&living=> (access 24/03/2010)

Eurofund (2005): Minimum wages in Europe.  
<http://www.eurofound.europa.eu/eiro/2005/07/study/tn0507101s.htm>

gpa-djp (2009): Leitfaden durch den Paragraphenschwung 2009 – für freie DienstnehmerInnen – für WerkvertragsnehmerInnen. Wien: gpa-djp.



## III.2 Employment

### Minimum wage

In Austria, the minimum wages are regulated in collective agreements, generally laid down in sectoral agreements. This means that in contrast to other countries of the European Union, Austria doesn't have a statutory minimum wage. Which collective agreement applies, depends on the profession and/or field of work.

An employee in retail for example, has the right to the minimum wage regulated in the collective agreement for retail employees, whereas an electrician who works in an electronic company must be paid the minimum wage regulated in the collective agreement for the metalworking sector.

The employer is obligated to hand out a Dienstzettel at the commencement of employment that reveals which collective agreement applies to the position.

Employees furthermore have the right to salary increases which are negotiated by labour unions every year. While employees may earn more than the collectively agreed minimum wage, remuneration below the collective agreement is forbidden. In sectors where no collective agreement exists, employees have the right to a "reasonable salary". However, in practice, this may be difficult to ascertain. This is why it is crucial to pay attention to the written contract. If there is no collective agreement, the employee receives special payments such as Christmas bonus and holiday bonus only if agreed on. Collective agreements don't apply to independent contractors (Freie DienstnehmerInnen).

Before signing a contract, it is important to check what kind of employment is agreed on. Only employees enjoy the full protection of labour laws in contrast to independent contractors or individuals who receive a "contract to produce a work" (*Werkvertrag*).

The chart below gives an overview of different types of contract and the legal basis that applies to each type:

	Types of contract		
	employees ( <i>Angestellte</i> )	independent contractors ( <i>Freie DienstnehmerInnen</i> )	contract to produce a work ( <i>Werkvertrag</i> )
<b>Contractual obligation</b>	Continuing obligation	Continuing obligation	Non-recurring obligation, which is targeted on a concrete purpose
<b>Contents of contract</b>	A real employee owes his/her efforts.	An independent contractor is obligated to deliver a service agreed on for a certain or uncertain time.	An individual with a "contract to produce a work" is obligated to the production of a work or delivery of a service for money. He/she owes the result.
<b>Legal basis</b>	Full protection of labour laws, collective agreements	General Civil Code ( <i>Allgemein Bürgerliches Gesetzbuch (ABGB)</i> )	General Civil Code ( <i>Allgemein Bürgerliches Gesetzbuch (ABGB)</i> )
<b>Service provision</b>	personally	Primarily personally, substitution possible if agreed on	No personal working obligation, substitution possible
<b>Subject to directives</b>	Yes! Employees are dependent on their employers for work and are, therefore, subject to the directives of the employer.	Independent contractors are significantly less subject to directives than real employees, only <i>factual directives</i> are possible.	No
<b>Working hours</b>	Fixed	Primarily free time management	Free time management
<b>Job location</b>	Fixed	Freely selectable	Freely selectable
<b>Equipment</b>	Provided by the employer	Primarily provided by the employer	Provided by the contractor
<b>Payment</b>	Minimum wage according to general agreement	By arrangement with the employer	By arrangement with the employer
<b>Economic dependence</b>	Yes! Only the employer has constant entitlement to the benefits.	No, several employers are existent.	No, several employers are existent.
<b>Performance risk</b>	Employer bears risk of success or failure.	Employer bears risk of success or failure.	Contractor bears risk of success or failure.
<b>Competition clause</b>	Yes	No	No
<b>Accountability</b>	employer ( <i>Dienstnehmerhaftpflichtgesetz</i> )	employer ( <i>Dienstnehmerhaftpflichtgesetz</i> )	contractor
<b>Social insurance</b>	General National Insurance Act ( <i>Allgemeines Sozialversicherungs-gesetz (ASVG)</i> )	General National Insurance Act ( <i>Allgemeines Sozialversicherungs-gesetz (ASVG)</i> )	Commercial National Insurance Act ( <i>Gewerbliches Sozialversicherungs-gesetz (GSVG)</i> )
<b>Minimum income work</b>	Minimum income workers are considered those employees whose annual income does not exceed the monthly amount of, at present 357.74 euro (as of 2009). They have either a real or an independent contract.		
<b>Income tax</b>	Wage tax	Personal income tax	Personal income tax
<b>Sales tax</b>	No	Yes	Yes

Source: gpa-djp (2009)



In contrast to employees, independent contractors don't have:

- Paid vacation
- Statutory Sick Pay
- Overtime premium
- Collective agreement + minimum wage
- 13<sup>th</sup> and 14<sup>th</sup> salary
- Involvement in operational participatory management

For further information check: <http://www.help.gv.at/Content.Node/144/Seite.1440000.html>  
(Information about "Working in Austria" in English)

More links to get information about the *Kollektivvertrag* in particular in the cleaning and the building sector:

Arbeiterkammer: (To find contact details in all provinces, go to  
<http://www.arbeiterkammer.at/beratung.htm>)

<http://www.arbeiterkammer.at/online/kollektivvertrag-8847.html>

Trade Union:

[http://www.gpadjp.at/servlet/ContentServer?pagename=GPA/Page/Index&n=GPA\\_2.2](http://www.gpadjp.at/servlet/ContentServer?pagename=GPA/Page/Index&n=GPA_2.2)

Wirtschaftskammer:

[http://portal.wko.at/wk/format\\_detail.wk?angid=1&stid=284503&dstid=224&opennavid=0](http://portal.wko.at/wk/format_detail.wk?angid=1&stid=284503&dstid=224&opennavid=0)

## Unemployment

In case of unemployment, you might be eligible for unemployment benefits, depending on how long you have been insured (see below – section "Health care"). In order to qualify for these benefits, one has to register with the Public Employment Service Austria (Arbeitsmarktservice – AMS).

More information:  
[www.ams.or.at](http://www.ams.or.at)

## III. 3 Social and health care

### Health care

Everybody legally employed in Austria is covered by the Austrian social security (including health insurance, unemployment insurance, retirement pension insurance and accident insurance), and will obtain the so-called e-card, a personalised social security card that replaces health insurance vouchers.



[http://www.google.at/images?hl=de&q=sozialversicherungskarte&um=1&ie=UTF-8&source=univ&ei=XoosTKzPCM6cOLWO1cQJ&sa=X&oi=image\\_result\\_group&ct=title&resnum=4&ved=0CDAQsAQwAw](http://www.google.at/images?hl=de&q=sozialversicherungskarte&um=1&ie=UTF-8&source=univ&ei=XoosTKzPCM6cOLWO1cQJ&sa=X&oi=image_result_group&ct=title&resnum=4&ved=0CDAQsAQwAw)

Thus, if you want to go to a doctor, you need an e-card. The e-card contains only information on the cardholders administrative data (such as name, gender, insurance number), but no medical data. Not covered by social security are those working for less than € 357,74 per month (Geringfügigkeitsgrenze). In this case, workers have to be insured otherwise (co-insurance with partner, self-insurance) – for more information, ask your social security institution (see chapter VI.1)

Also, there are several doctors and / or institutions who offer medical advice and / or health care in the migrants' native languages. In order to find a doctor with special foreign language knowledge, turn to the medical association (Ärztammer) of your federal state (Bundesland). For more information, please refer to chapter VI.1, where you can find contact details.

In case of illness, employees have to inform their employers immediately about their inability to work (without undue delay).

The employer can require that a physician provide verification of your inability to work. Usually this is required if the absence from work exceeds four days. As a rule, the date of the doctor's diagnosis is usually considered the beginning of the inability to work. Those insured by law and their dependants, as well as those who enrol on their own, have a right to the services of the health insurance institution.

### Child care

There are different policies regarding child care in Austria, depending on which Bundesland (federal state) one resides at. All over Austria, there are public as well as private-run child care institutions. Traditional child care institutions (Kindergarten) take care for children in the age of 3-6. Additionally, there are nurseries for younger children. There is no legal title for child care in Austria.

[www.help.gv.at](http://www.help.gv.at)

In most regions, there is a charge on child care – except for Lower Austria where public institutions are free of costs. There are possibilities to get financial aids for child care.

On the online platform [www.help.gv.at](http://www.help.gv.at), you can find links and addresses to childcare related sites in all federal states of Austria.



### III.4 Who can help you

#### Further useful links:

- Comprehensive information, links and templates about “accommodation in Austria” offers the platform Migrant.at in 11 languages. ([www.migrant.at](http://www.migrant.at))
- The Fonds Soziales Wien offers an “accommodation hub” for migrants as well as native-language consultancy.  
(<http://wohnen.fsw.at/wohnungslos/tages-u-beratungszentren/wohndrehscheibe.html>)
- Help.gv.at gives an overview of different counselling and support centres for migrants.  
(<http://www.help.gv.at/Content.Node/169/Seite.1694400.html>)
- The ÖIF (Österreichischer Integrationsfonds) supports migrants in their search for accommodation and offers “starting apartments” for migrants.  
([http://www.integrationsfonds.at/betreuung/integrationszentren/integrationszentrum\\_wien/starwohnungen](http://www.integrationsfonds.at/betreuung/integrationszentren/integrationszentrum_wien/starwohnungen))
- To find telephone numbers in Austria this site may help <http://www.herold.at/telefonbuch/>
- the online platform [www.help.gv.at](http://www.help.gv.at)
- The Arbeitsmarktservice – AMS in case you want to find or lost your job [www.ams.or.at](http://www.ams.or.at)
- To know about your rights as consumer this sight informs [www.konsument.at/](http://www.konsument.at/)

Arbeiterkammer (Chamber of Labour)

[www.arbeiterkammer.at](http://www.arbeiterkammer.at)

Österreichische Ärztekammer (medical association)

[www.aerztekammer.at](http://www.aerztekammer.at)

Vienna Municipal Department 17 (MA 17) – Integration and Diversity

<http://www.wien.gv.at/integration/deutschlernen/mama-lernt-deutsch.html>

Vienna Municipal Department 35 (MA 35) – Migration issues

<http://www.wien.gv.at/advuew/internet/AdvPrSrv.asp?Layout=stelle&Type=K&stellecd=2006060814153715&Hlayout=personen>

MigrantInnenbeirat der Stadt Graz

<http://www.graz.at/cms/beitrag/10023588/411382>

Wiener ArbeitnehmerInnen Förderungsfonds (waff)

<http://www.waff.at/>

AMS Österreich

<http://www.ams.at/>

Hauptverband der österreichischen Sozialversicherungsträger

Social Security Institution

[www.sozialversicherung.at](http://www.sozialversicherung.at)



### Training providers

Berufsförderungsinstitut Österreich (BFI)

<http://www.bfi.at>

BEST Institut für berufsbezogene Weiterbildung und Personaltraining GmbH,

<http://www.best.at>

Die Wiener Volkshochschulen GmbH

<http://www.vhs.at/>

WIFI - Wirtschaftsförderungsinstitut der Wirtschaftskammer Österreich

<http://www.wifi.at>

#### ***Useful phone numbers***

Unique emergency numbers:

Fire brigade - 122

Police - 133

Ambulance - 144

Consumers' Protection -  
01/588 770 (Vienna)

Child telephone - ...

Social assistance - ...





### III.5 Other information

Living and working in Austria could bring about several problems and difficulties for migrant workers.

First and foremost, migrant workers are frequently employed in sectors that are subject to seasonal fluctuations (as for the construction sector) or in sectors prone to difficult conditions and minimal wage (as for the cleaning sector). Migrants mostly work in small or medium enterprises. This is, among other factors, a reason why they are more frequently affected by structural or seasonal unemployment than native-born Austrians. In 2006, almost a quarter of all unemployed persons in Vienna were foreign citizens (Beratungszentrum für Migrantinnen und Migranten, 12/08).

Apart from that, there are some other aspects that may affect migrants living in Austria:

Low-level educated immigrants who do not speak German at all, single parents without social network, young adults in social conflicts are frequently concerned by disadvantages

First of all a language course has to be attended, which often is very expensive, associated with load of bureaucratic barriers, etc.

People with other religions are often discriminated and discouraged (though, there is an anti-discrimination law in Austria)

Different looks – stereotypes and prejudices handicap immigrants

In case of any problem related to your migrant status, please contact one of the migrant associations mentioned in Chapter VI.1. These organisations are doing their best in order to support migrants living in Austria, provide them with all information and advice that could be helpful to deal with different kinds of problems and difficulties that may occur in day to day life in Austria.

Language courses for example are financially supported by different organisations (see also chapter II.1). Do not hesitate to ask for these kinds of support – you are entitled to these benefits! There are also migrant associations specialised on different groups such as women or young migrants (also see chapter VI.1).

In case you have to face racism and/or discrimination, refer to antiracism organisations such as ZARA (also see chapter VI.1.). Also, a lot of other institutions mentioned there dispose of anti-discrimination sections (e.g. the Public Employment Service, the Chamber of Labour, Municipal Departments in Vienna, state / district authorities in the federal states).

Work and smoking rules or other (lunch/ coffee or tea) work breaks

If you are a smoker, you should consider that your employer might not allow workers to smoke at the work place. For lunch breaks and/ or coffee breaks, you should ask your employer if there is a certain period foreseen for this. According to the Austrian regulation, each employee has the right to have a lunch break (in general around 30 minutes) during his/her daily work time. However, this would be added to your overall time.

#### TAXES

[www.bmf.gv.at/](http://www.bmf.gv.at/) - the Federal Ministry of Finance offers an overview of all tax offices, forms, the latest tax reform and information about benefits for people with children e.g. In addition, a tax guide for employers which gives a good glossary for employees as well. In general, employees' income taxes (Lohnsteuer) should be paid via the employer directly to the tax office. This should be reflected by the monthly "Lohn-/Gehaltsabrechnung" employees receive from their employer. However, there is a minimum income free of income taxes (2010: 11945,- EURO)



Employees can – in some cases they have to - claim “ArbeitnehmerInnenveranlagung” in the subsequent year they have received income above the minimum salary/wage. General information, the regulations, deadlines, as well as forms can be read and downloaded at <https://www.bmf.gv.at/service/formulare/steuern/detail.htm?FTYP=zws>.

The Austrian Federal Ministry offers e-services (eGovernment) for all to get in contact, report taxes and provide declarations.

Links to information on the Austrian school system

For migrants arriving with children who still have to attend school, the following links are of help to know who to contact for help and support or further information:

The Austrian Federal Ministry for Education, Arts and Culture is responsible for the general outlining of the Austrian school system and offers all general information relevant to know who to contact (<http://www.bmukk.gv.at/enfr/index.xml> in EN but other languages are available as well). In addition, you can find a glossary there showing most of education related terms: <http://www.bmukk.gv.at/enfr/school/glossary.htm4594.xml>

From the Federal Ministry you can find your way to responsible organisations in each Province. In Vienna, e.g. the Stadtschulrat is the public organisation responsible for the provincial regulations <http://www.stadtschulrat.at/> . They offer a guide on Vienna's schools at <http://www.schulfuehrer.at/joomla/index.php> . General information on the school system in Vienna, how to apply for a place at a Viennese school and who to contact can be found at <http://www.wien.gv.at/bildung/stadtschulrat/schulsystem/index.html> . For those who want to study, more information can be found at <http://www.wien.gv.at/bildung-forschung/studium/>

Public school holidays are available at:

<http://www.bmukk.gv.at/schulen/service/schulinfo/feiertage.xml>

Gender issues

There are still some differences in regard to gender roles that may affect school, work, public life etc. Especially female migrants often have to face more problems than males. For example, they...

often receive lower wages or work in sectors with low wages

are hit by unemployment more often

often are dependent from their husbands

suffer from negative stereotypes and / or traditional role perception

often are culturally and socially isolated (housewives)



## CHAPTER IV. Construction working area in Austria. Recruitment conditions and requirements. Solutions. Options. Challenges.

Most industry workers in Austria are employed in the construction sector, which thus represents one of the most important employment sectors for male workers. The percentage of women workers in this sector is very low with 5,6% (AMS Qualifikationsbarometer: Frauen und Männer am Arbeitsmarkt).

Occupational fields within the construction sector include:

- Construction design
- Building construction
- Civil engineering
- Hydraulic engineering

[http://www.ams.at/bi\\_nfo/download/wbbau.pdf](http://www.ams.at/bi_nfo/download/wbbau.pdf) (in German)

For more information on this fields of employment including an overview of different occupations, as well as the related career prospects see the folder "Berufliche Zukunft Weiterbildung. Bau Holz":

Basic conditions and requirements regarding the work in the construction sector in Austria are regulated by means of the respective collective agreement (Kollektivvertrag). This agreement settles the workers' interests such as payment, minimum wages, bonuses & allowances, and other legal issues.

<http://www.wkw.at/docexte/m/kv/Industrie/Bau/BauArb2003.htm> (in German)

According to the collective agreement, the weekly work time of workers in the construction sector amounts to 39 hours. Workers in the construction sector could possibly be urged to work overtime, to work on Sundays or at night, or to conduct shift work. Legal holidays include 5 weeks plus 10 days of public holidays per year (see Chapter III.1.).

For more information see the collective agreement for workers in the construction sector: In case of any problems regarding your employment, you can address the Austrian Chamber of Labour (Arbeiterkammer) – for contact details, please refer to Chapter VI.1.



One of the most crucial requirements – without any doubts – is the workers' physical constitution. However, people with additional professional and/or interdisciplinary qualifications hold much better employment opportunities (AMS Qualifikationsbarometer: Arbeitsmarkttrends). Interdisciplinary qualifications include team spirit, mobility, standby-duty, etc. Specific professional qualifications that lead to better chances on the labour market could be knowledge of operating methods, driving licenses, specific knowledge about materials and products, and so on.

[http://www.ams.at/b\\_info/download/wbbau.pdf](http://www.ams.at/b_info/download/wbbau.pdf) (in German).

The construction sector as a field of employment is accessible for both, skilled as well as semi-skilled workers, and there is always some need for non-skilled workers. Therefore, there are no formal requirements in order to enter into the construction sector in Austria. Anyhow, there is a trend towards higher qualification, and low-skilled workers suffer from unemployment more often than skilled workers do. Furthermore, due to the nature of the construction sector, seasonal fluctuations also have an impact on all workers in the construction sector, who thus may more likely to suffer from unemployment than workers in other sectors.

<http://www.arbeiterkammer.at/online/page.php?P=29&IP=26361&AD=0&REFP=42>.

There are several possibilities for workers in the construction sector to improve their skills and knowledge within vocational education trainings. 72% of companies in the construction sector compensate training costs fully or partly (AMS Qualifikationsbarometer: Frauen und Männer am Arbeitsmarkt). Trainings are provided by a wide range of general and job/branch specific course providers throughout Austria. A selection of Austrian training providers can be found in Chapter VI.1.-Relevant information sources. For a comprehensive list of education providers, please refer to:

In any case, when legally employed, employees should receive a (written or oral) work contract or at least a service-agreement (Dienstzettel), which is a written statement about the main issues related to the employment. Employers are not obliged to provide written work contracts, but they have to provide their workers with a service-agreement. In case your employer did not hand out such an agreement, ask for it – if necessary by means of a registered letter. If your employer refuses to give you a service-agreement, you can claim it at the labour court. A sample agreement can be found here:

The Austrian Chamber of Labour (Arbeiterkammer) can help you enforce your claims. For contact details, please refer to chapter VI.



**“Who can help you: links and references”**

Wirtschaftskammer Österreich

Geschäftsstelle Bau  
A-1040 Wien, Schaumburggasse 20/8  
Telefon: +43 (0)1 718 37 37 0  
Email: [office@bau.or.at](mailto:office@bau.or.at)

<http://bau.or.at>

Arbeiterkammer (Chamber of Labour)  
Prinz Eugen Straße 20-22  
1040 Wien

Phone. +43 (1) 50165 0

[www.arbeiterkammer.at](http://www.arbeiterkammer.at)

Collective agreement for workers in the construction sector:

<http://www.wkw.at/docextern/kv/Industrie/Bau/BauArb2003.htm> (in German)

Folder “*Berufliche Zukunft Weiterbildung. Bau Holz*”:

[http://www.ams.at/b\\_info/download/wbbau.pdf](http://www.ams.at/b_info/download/wbbau.pdf) (in German)

**Employment opportunities**

AMS Österreich

Treustraße 35-43  
1200 Wien  
Phone: +43 1 33178-0  
Fax: +43 1 33178-121  
<http://www.ams.at/>

Hauptverband der österreichischen Sozialversicherungsträger

Social Security Institution  
Kundmangasse 21

1030 Wien  
Phone: +43 1 711 32-0  
Fax: +43 1 711 32-3777

E-Mail: [posteingang.allgemein@hvb.sozvers.at](mailto:posteingang.allgemein@hvb.sozvers.at)

[www.sozialversicherung.at](http://www.sozialversicherung.at)



### **Specific trainings**

Bauakademie Österreich  
Schaumburggasse 20  
1040 Wien  
Phone: 01 / 718 3737-0

E-mail: [office@bauakademie.at](mailto:office@bauakademie.at)

[www.bauakademie.at](http://www.bauakademie.at)

TÜV Akademie  
1015 Wien, Krugerstraße 16  
Tel.: 01 51407-0  
Fax: 01 51407-6005  
E-Mail: [office@tuev.or.at](mailto:office@tuev.or.at)

Internet: [www.tuev.or.at](http://www.tuev.or.at)

For a comprehensive list of education providers, please refer to:

[http://www.ams.at/b\\_info/download/wbbau.pdf](http://www.ams.at/b_info/download/wbbau.pdf) (in German).



## CHAPTER V. Cleaning working area in Austria. Recruitment conditions and requirements. Solutions. Options. Challenges.

Many people working in Austria's cleaning sector are not Austrian citizens. This sector still represents quite a heterogeneous working area, where mostly women are employed.

Exemplary occupational fields are:

- House cleaning
- Building maintenance
- Room care
- Home help
- Street cleaning
- Industrial cleaning

Employment possibilities are as varying as the occupational fields. A lot of foreign cleaners are employed by private persons / households, but there are many other fields of employment such as tourism, hotel and restaurant industry, or office cleaning. For most of these activities, no formal qualifications are required.

As the cleaning sector forms a part of the service industry - a field of growth in Austria - even unskilled workers have good employment possibilities. Neither work experience nor excellent German language skills are required. However, a basic knowledge of the German language is indispensable in order to communicate with the employer and to understand assignments.

One major issue workers have to be aware of in the cleaning sector, are problems regarding illegal employment in Austria. Some employers refuse to legally employ cleaners. This may lead to a range of problems to the point of loss of residence permit. This kind of illegal employment is frequently referred to as "modern slavery", as illegally employed people in the cleaning sector often have to work a lot for almost no salary, and cannot rely on any regulations.

Legal regulations, for work in the cleaning sector can be found in the so-called collective agreement<sup>4</sup>. This agreement regulates, for example, hourly wages for workers in the cleaning sector, ranging from €6,78 to €8,41 in 2007<sup>5</sup>. Workers are eligible for special payments. Legal holidays include 5 weeks plus 10 days of public holidays per year (see Chapter III.1.).

In order to assure one is legally employed, a confirmation regarding social security can either be requested from the employer or the social security office<sup>6</sup> since all legally employed workers need to be registered with the social security office when they enter the work contract. In addition, employers should provide workers – if not with a legal contract in writing – with a service-agreement.

The service-agreement is a written statement about the main issues related to your employment. Employers are not obliged to provide written work contracts, but they have to provide their

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4 Kollektivvertrag: <http://www.chemie-gewerbe.at/RKV/RKV2005.pdf>

5 <http://www.chemie-gewerbe.at/L%C3%B6hne2007.pdf>

6 Sozialversicherungsanstalt (for contact details, please refer to chapter VI)



workers with a service-agreement. In case your employer did not hand out such an agreement, ask for it – if necessary by means of a registered letter. If your employer refuses to give you a service-agreement, you can claim it at the labour court.

A sample agreement can be found here:

<http://www.arbeiterkammer.at/online/page.php?P=29&IP=26361&AD=0&REFP=42>.

The Austrian Chamber of Labour (Arbeiterkammer) can help you enforce your claims. For contact details, please refer to chapter VI.1.

As to the working time, the cleaning sector often requires flexibility to some extent. While privately employed cleaners frequently are free to choose and organise their own working time in accordance with the employer, people working in the field of office cleaning are mostly bound to office hours; in many cases they start very early or very late. To be precise, those workers usually work *after* (or before) regular office hours of other occupational fields and/or during weekends. The same is to be applied for the tourism and hotel industry. Thus, night- and shift-work, as well as work during weekends or public holidays, are frequent within this sector and cause specific challenges for the cleaning staff.

#### **“Who can help you: links and references”**

Arbeiterkammer (Chamber of Labour)  
Prinz Eugen Straße 20-22  
1040 Wien  
Phone. +43 (1) 50165 0  
[www.arbeiterkammer.at](http://www.arbeiterkammer.at)

#### **Employment opportunities**

AMS Österreich

Treustraße 35-43  
1200 Wien  
Phone: +43 1 33178-0  
Fax: +43 1 33178-121  
<http://www.ams.at/>

Hauptverband der österreichischen Sozialversicherungsträger

Social Security Institution  
Kudmannngasse 21

1030 Wien  
Phone: +43 1 711 32-0  
Fax: +43 1 711 32-3777

E-Mail: [posteingang.allgemein@hvb.sozvers.at](mailto:posteingang.allgemein@hvb.sozvers.at)

[www.sozialversicherung.at](http://www.sozialversicherung.at)





## Self Evaluation

After reading this chapter try to answer the following questions :

**1** If you have other than EU citizenship, can you stay in Austria on a legal basis without permission for a year ?  
yes  no

**2** Is it correct that you do not need a working contract when you start working in Austria ?  
yes  no

**3** When you start working in Austria you will have to take care of the social security yourself.  
yes  no

**4** I do not need to learn German, English is the second official language in Austria.  
yes  no

**5** You have a legal work contract and are a full time worker in the cleaning or construction sector. Do you have the right to get any paid holidays?  
yes  no

**6** Which one is correct ?

For cleaning or construction workers, there is no official regulation regarding basic conditions work and requirements.

For cleaning or construction workers, there are official regulations regarding basic conditions work and requirements.

The answers to these questions can be found in the previous pages.





## Working in Building and Construction or in Cleaning sectors in Germany





## CHAPTER II. Working migration in Germany. General legal framework.

### FACT BOX GERMANY



Capital :	Berlin, 3,4 milionów mieszkańców
Currency :	EURO (€)
Official language :	German
Population	82,3 milionów
Immigrants (numbers and sources):	6.7 millions (2007) <sup>7</sup>
Area:	357 111,91 km <sup>2</sup>
List of major cities :	Berlin, Cologne, Hamburg, Munich
Economic	(GDP) EUR 2,423 billion (2007)
Time zone	CET/CEST
Telephone code :	+49
Meter/ Liter/ Kilogramm	metr, liter Klogramm

<sup>7</sup> Ausländerzahlen 2007, Bundesamt für Migration und Flüchtlinge



## II.1 General issues

The Federal Republic of Germany is federal parliamentary democracy with a two-chamber system consisting of the Bundestag (Federal Lower House of Parliament) and the Bundesrat (Federal Upper House of Parliament).

The Bundestag or Parliament has its permanent seat in Berlin. Every four years the composition of the Bundestag is determined by a parliamentary election. The Bundestag elects the Federal Chancellor who proposes the members of the government (ministers). Furthermore the Bundestag passes laws. If the laws of the Federal Länder are affected, their representatives (the Bundesrat) must also approve them.

The Bundesrat is composed of members of the governments of the Länder. Administrative tasks in Germany are distributed between Federal Government, Federal Länder and local authorities (municipalities and local government). The main focus of the administrative work lies with the Länder and the local authorities.

## II.2 Registration procedures and residence permits

EU citizens can travel to Germany in search of work without a visa. EU citizens and family members who are citizens of a member state of the European Union will be issued with a certificate certifying the right of residency. EU citizens therefore do not have to seek permission to stay from the immigration authorities. However, they must register within an appropriate time limit with the registration authorities (e.g. at the "Einwohnermeldeamt" (registration office). But they are not entitled to German social assistance ("Arbeitslosengeld II" (Unemployment Benefit II) or social security) while searching for employment.

## II.3 Residence Rights

EU citizens are entitled to take up employment. They do not require special approval from the "Bundesagentur für Arbeit" (Federal Employment Agency). The Immigration Office can demand, however, that individuals prove that they fulfil the conditions of freedom of movement. An employee can secure this by gaining a letter of employment from their employer.

Note: As a result of recently agreed transition periods, citizens of the EU Member States Bulgaria, Estonia, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia, the Czech Republic, and Hungary **must** have a work permit. The necessary "EU work permit" must be applied for directly from the local agency responsible for employment. They are only eligible to take up employment if authorisation has been granted by the "Bundesagentur für Arbeit" (Federal Employment Agency).

For issuing EU work permits, the same conditions apply as for approving the employment of third country nationals entering Germany for the purposes of working. This means EU citizens from the new member states enjoy, however, precedence over third-country nationals. EU citizens who have continually lived in Germany for at least five years are entitled to continue living in Germany, regardless of other prerequisites governing freedom of movement. This also applies to their spouses or partners and dependent children. For children under the age of 16, however, this only applies if a legal guardian is living in Germany.



Further information on access to the labor market can be obtained from the Auswärtiges Amt (Federal Foreign Office).  
[www.auswaertiges-amt.de](http://www.auswaertiges-amt.de)

### III.4 Some general information about the German labour market

Germany has been affected by the international crisis in the property and finance markets during the second half of 2008. The economic upturn that began four years ago has now come to an abrupt end. The German economy is in recession at the end of 2008, making German companies look ahead to 2009 with pessimism. The construction sector and the raw materials industry, which are for the most part anticipating a downward trend, are especially apprehensive. The labor market is nonetheless stable, although it generally tends to react with a certain time lag. Unemployment figures are falling, but so are job vacancies, while the number of employees liable for compulsory social insurance contributions is rising slightly.

There are 43.2 million people of working age in Germany. In November 2008, 2.988 million were unemployed; 28 million were in jobs subject to compulsory social insurance. The unemployment rate stood at 7.1% (statistics from the Bundesagentur für Arbeit (Federal Employment Agency)). Three groups of people have an above-average rate of unemployment: those aged over 50 (27.4%), foreigners (15.7%) and the under-25s (9.7%).

The best employment prospects are in the following sectors: business services (especially temping agencies), education and training, health and social services and the manufacturing industry. The construction industry has announced slight job losses.

### III.5 Where are the available jobs?

Skilled workers looking for a job in Germany have a good chance of success despite the economic downturn. According to statistics from the Federal Employment Agency, the ten most sought-after occupations on the German labor market are computer experts, sales personnel, employees in the gastronomy and logistics sectors, advertising and service-sector sales staff, and office workers.

There are also many job vacancies in the craft sector, above all for electricians and fitters. Substantial demand also exists for health service staff: nurses, doctors' receptionists and masseurs are needed. Other specialists are also in demand, such as careers for the elderly, social workers and educators.



**Official sources**

Links of governmental sites & other official sources

[www.arbeitsagentur.de](http://www.arbeitsagentur.de)

[www.bmas.de](http://www.bmas.de)

[www.auswaertiges-amt.de](http://www.auswaertiges-amt.de)

[www.ba-auslandsvermittlung.de](http://www.ba-auslandsvermittlung.de)

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- "A manual for Germany" Federal Government Commissioner for Migration, Refugees and Integration, 2005
- [www.deutschland.de](http://www.deutschland.de)
- Mobility across Europe, Living and working in Germany, Federal Employment Office, June 2007
- Beschäftigungsbedingungen in der Gebäudereinigung-eine Analyse des Sozioökonomischen Panels, Hans Böckler Stiftung 2004
- Migration and Integration, Residence law and policy on migration and integration in Germany, Federal Ministry of the Interior





## CHAPTER III. Life and work in Germany. Social environment. What to do? What to be aware of ?

### III.1 Every day life (e.g. accommodation, culture and religion, transportation)

#### Cost of living

When a comparison is made of the highest living costs in the EU, Germany comes out eighth. An average three-person household paid just under EUR 57 for electricity per month at the beginning of 2006. Heating costs, based on annual consumption of 20 000 kilowatt hours, are around EUR 96 a month and petrol prices vary from a hefty EUR 1.20 to EUR 1.50 a liter.

On the other hand, the prices of everyday items, such as household necessities, stationery, newspapers, etc. are rather low. In particular, food prices in Germany are substantially lower than in most other EU countries, largely on account of the large number of small retail outlets and supermarkets. Value added tax (VAT) varies between 7 per cent (books, periodicals, most groceries) and 19 per cent (other goods and services).

#### Incomes and taxation

There are a number of terms in Germany for the remuneration a person receives for working: "Entgelt", "Verdienst", "Einkommen", "Gehalt" and "Lohn". Employment contracts generally stipulate a gross income, whereby they do not always have to name a specific amount but instead may refer to a corresponding salary group in a collective bargaining agreement. Taxes and social security contributions are deducted from the gross income at source by the employer. What you actually receive, therefore, is the net income. Gross and net incomes are listed in the salary slip ("Gehaltsabrechnung").

The average gross earnings of full-time employees vary from sector to sector. For example, the average gross earnings in the 'slaughtering and meat processing' sector are the lowest, at EUR 2 106, and those in petroleum processing are the highest, at EUR 4 190. Differences remain between western and eastern Germany. There also continues to be inequality between the sexes. Women in comparable positions earn considerably less than men.

Anyone living in Germany as an employee and receiving an income has to pay taxes. Individual living conditions are taken into account in calculating taxable income. The taxation criteria are set out on the wage tax card issued by the municipality on the basis of its documentation (e.g. index of residents) for each calendar year. Single people have to dig deepest into their pockets. Anyone who is married is also the sole earner and has children gets off much more lightly. Single people who earn less than EUR 7 664 a year and married couples who earn less than EUR 15 328 a year pay no tax. Income above this level is taxed at a progressively rising tax rate. At the lower end of the progressive tax band, which begins at annual pay of EUR 7 664, a tax rate of 15% applies (= starting tax rate). The tax rate then rises, initially relatively steeply, to around 24%. As from an income of EUR 12 740 the tax rate does not increase further and even in the case of considerably higher incomes remains at 42% across the board.

The employer withholds the income tax for each wage payment and pays the tax directly to the tax office. Everyone in employment is required to make a contribution towards social security. Half of contributions are paid by the employer and half by the employee. The average social



security contribution is approximately 21% of gross wages/salary. At present the solidarity surcharge introduced in 1995 to build up the East German economy amounts to 5.5% of wage/income tax. Church members who are liable to taxation must also pay a church tax of between 8 and 9% of gross wages/salary, depending on the Federal Land they live in. State collection of tax for religious communities is a peculiarity of the German system.

At the end of the year, every taxpayer must submit a tax return to the tax office. On the website of the Federal Fiscal Authority there is a list of state offices [www.steuerliches-info-center.de](http://www.steuerliches-info-center.de) Other forms of income (savings, capital gains, etc.) must also be declared. The Federal Fiscal Authority offers online ElsterOnline, where various forms of incomes can be declared.

## Accommodation

In general, employers (except maybe in tourism) do not provide accommodation for their workers. Some construction companies with building sites far from the regular working place, however, might offer accommodation for a short period. Employees have to find their accommodation by themselves.

The German rental market is highly regulated; giving tenants a wide range of protection. Unfortunately, this also sometimes makes it difficult for landlords to get rid of tenants who cause trouble or simply don't pay their rent. For this reason, some landlords are very cautious when choosing future tenants.

Rental accommodation in Germany varies widely in price and availability. In major cities, particularly Hamburg, Munich and Cologne, rents can be expensive. It is common for up to half of salary to go towards paying rent. The type of accommodation required by many foreigners can be expensive: furnished or at least partly-furnished apartments rented at short notice and for relatively short periods. Nor is it easy to find apartments for larger families at reasonable rents.

Rent comparisons can be made in each town or section of the city with the help of a table called the *Mietspiegel*, which lists rent prices in each area. It is possible to check if a rent is appropriate for an area or if it is illegal to charge such a high rent. The *Mietspiegel* can be found at the local town hall or at the *Mieterverein* (tenant associations). If the rent is above the legal limit, seek advice from a lawyer or tenant associations to reduce it.

Flats for rent are listed in many of the newspapers. These lists often come out in the weekend issues (Saturdays). You can find these offers in the classifieds section ("Kleinanzeigen") and then look for the property section ("Immobilienteil"). This has flats to rent ("Vermietungen") and flats to buy ("Wohnangebote"). There is either a telephone number that you can call or a "Chiffre" number. In this case a letter must be sent to the newspaper quoting the "Chiffre" number. The newspaper will then forward the letter to the respective person advertising the flat. Most newspapers also have Internet websites. When looking for a flat it is often helpful to visit your local Housing Office ("Wohnungsamt"). They offer information on "Wohnungsgesellschaften", which are state-run housing associations that provide flats for rent.

A deposit ("Kautions") normally has to be paid by a tenant as a financial guarantee in case of damage to the apartment. The deposit is normally 1 or 2 months cold rent and is not permitted to be more than 3 times the net cold rent. The deposit has to be placed in a bank account with interest. The tenant receives the deposit plus interest after moving out of the apartment as long as this occurs according to the terms of the rent contract. The landlord is allowed to deduct money from the deposit to pay for any repairs to the apartment.



## Transport

In Germany there is a regional network of over 231 000 km. Around 12 044 km of that are motorways. On Germany's motorways a kilometre-based user charge is levied only on heavy goods vehicles.

From Germany there are connections by air to all regions of the world. There are also good and sometimes cheap air links between the cities and regional airports in Germany.

The railways are the most environmentally friendly form of motorised transport, way ahead of cars and planes. [www.bahn.de](http://www.bahn.de)

Most of cities offer very good network of local transport: buses, U-bahn (metro).

## Culture

Most of small towns in Germany have orchestras, museums and cinemas. In the large towns and cities there are opportunities to see interesting artists and exhibitions, theatre performances and film shows, which can be so numerous that it is difficult to make a choice.

Information about events you can find in local newspapers or through municipal tourist information offices, internet website. Many people in Germany spend their freetime in clubs. In Germany there are 600 000 registered clubs. There is also a large number of unregistered clubs. The most popular clubs are centred on sport.

A typical feature of Germany are Kneipen (pubs), some of which have small exhibitions, theatres, music cellars and revue clubs. In summer, beer gardens and wine bars are very popular.

## III.2 Employment (e.g jobs)

Anyone wishing to find out about living in Germany before moving there can find information on the country and people, politics and law, work and social insurance, and everyday issues at [www.tatsachen-ueber-deutschland.de](http://www.tatsachen-ueber-deutschland.de).

The Germany portal is also helpful when preparing for your stay:

[www.deutschland.de](http://www.deutschland.de) provides lists of links (with comments) on topics such as education, culture, sport, tourism and the economy.

In Germany there are about 43 million people of working age. According to the statistic of EURES in October 2009, 3.23 million were unemployed, while 27.55 million were in jobs subject to compulsory social insurance.

Most employees in Germany work in the service sector. The three service industries with the most employees are public and private services, commerce and business services.

Manufacturing industry is the second largest employer in Germany. The most important sectors in terms of the number of companies and employees are the manufacture of basic metals and fabricated metal products, mechanical engineering, computer equipment/electronics/precision engineering, and the food industry/tobacco production.

The largest German companies include Daimler AG, Volkswagen AG, Siemens AG, E.on AG, Deutsche Telekom AG, Deutsche Post World Net, Metro AG, BASF AG, BMW AG, ThyssenKrupp AG and RWE AG.

Detailed information you can also find on the website of EURES, the European Job Mobility Portal <http://ec.europa.eu/eures/home.jsp?lang=de>



### III. 3 Social and health care

#### Health Systems

As soon as you sign a labour contract and want to work in Germany, you must obtain health insurance as an employee. Non-working partners and children can be co-insured. Anyone who

goes to see a doctor must pay a quarterly practice charge of ten Euros. In case of acute illness or accidents, you will be given an appointment immediately or on the same day. Following the examination you will receive a prescription for the medication, for which a flat fee of five Euros per preparation is usually charged in pharmacies.

If you suddenly need a doctor in the night, on weekends or on a bank holiday, the medical emergency service can help you. Go to a hospital or phone the telephone help line (0 11 88 or 0 11 33) to be connected to the medical emergency service. They will be able to tell you which pharmacies are open.

#### ***Useful phone numbers***

Unique emergency  
number -112  
Police -110  
Ambulance - 112  
Fire brigade -112  
Consumers' Protection -  
+49 (0)30 - 2 58 00 - 0  
Social assistance - 108

### III.4 Who can help you

#### First aid

If someone is involved in an accident or is the first person on the scene of an accident, first aid ("Erste Hilfe") must be given. This person must also call the police and / or an ambulance. Should you leave the scene of an accident without giving first aid, you could be prosecuted for failing to render assistance ("unterlassene Hilfeleistung"). The German Red Cross ("Deutsches Rotes Kreuz" or "DRK" for short) offers regular first aid courses that teach you how to respond in such situations.

#### Emergency Services

If you are in urgent need of medical attention at the weekend or during the night then you can report to the "Ambulanz" or "Notaufnahme" ward (Accident and Emergency) in hospitals or call a doctor. The addresses and telephone numbers of doctors can be found in the local



newspapers under “Notdienst” or “Ärztlicher Notdienst”, or in the telephone directory.

### **Foreigner Advisory Council**

There is an “Ausländerbeirat” in every large town and city. The council represents the interests of immigrants. Information is available from your local town hall or at [www.bundesauslaenderbeirat.de](http://www.bundesauslaenderbeirat.de).

### **The integration course**

The integration course is a government-sponsored course for newcomers to Germany. These integration courses comprise a 600-hour German course and an 45 hours of orientation course, in which basic knowledge is imparted on the German legal system, culture and history. EU citizens are entitled to attend a course provided sufficient places are available. The integration courses are provided by state, this means that the government covers a large portion of the costs.

Participants at the course are required to pay a contribution in amount 1 € per hour. Those who draw unemployment benefit in accordance with Book II of the Social Security Code (unemployment benefit II) or supplementary benefit in accordance with Book XII of the Social Security Code are exempt from the payment. Or, after your arrival in Germany, you could participate in a “German for Foreigners” course at one of the many adult education centres (Volkshochschule).

The integration courses are also offered for different groups, e.g. with literacy problems, for parents, for women, for young people.

The aim of integration course is to pass the final test.

You can find the address of your nearest Volkshochschule at [www.vhs.de](http://www.vhs.de).

The final test consists of two examinations:

- the German language test for immigrants (DTZ) and
- the orientation course test.

The orientation course consists of the following topics:



- the German legal system, history and culture
- rights and obligations in Germany
- the region in which you live
- important values in German society, e.g. freedom of worship, tolerance and equal rights.

The DTZ language test can be taken at level A2 or level B1. If you pass the language test at level B1 and the orientation course test, then you have successfully passed the final examination. You will then receive the "Zertifikat Integrationskurs" (integration course certificate).

Taking the final test is free of charge.

### III.5 Other information (e.g difficulties)

#### Education system in Germany

German schooling is based on nine years of compulsory education for all children. Attendance of all government schools is free of charge. Once children are aged six, they as a rule attend primary school for four years, before going on to a variety of secondary schools: Hauptschule, Realschule, Gymnasium. More information about Germany education system is available on [www.bildungsserver.de](http://www.bildungsserver.de) This site collects useful online material for anyone interested in Germany – most of the resources are available in several languages. It provides basic information, figures, and practical advice for those interested in studying or working in Germany.

<http://www.justlanded.com/english/Germany/Germany-Guide/Education> on this site there is also useful information on the German education system.

Website of the Federal Ministry of Education and Research [www.bmbf.de](http://www.bmbf.de)

Public school holidays are available at: [www.holidays-info.com](http://www.holidays-info.com)

#### Telephone Help Lines

If you are in urgent need of help or advice and are in a troubled state you can ring special telephone help lines day and night. The advice and help is free of charge, anonymous and confidential.

Telefonseelsorge 0800 - 111 0 111 oder 0800 - 111 0 222

You can also use the Internet:

[www.telefonseelsorge.de](http://www.telefonseelsorge.de)

#### Smoking rules

In Germany there is the ban on smoking in public places, including bars and restaurants. While it is up to the individual states in Germany to pass specific non-smoking laws the federal government has also done its part to reduce the number of places in which smoking is permitted through legislation. (One interesting part of the federal regulations is the ban on allowing minors to smoke in public. It is also against the law to sell tobacco products to minors. Cigarette machines in public areas have been fitted with a device that requires a user to insert either a German drivers license or a bank card in a slot before cigarettes can be purchased).



Bavaria state is the toughest. It is not allowed to smoke indoors at any bar or restaurant there. In all states, even Bavaria, it is allowed to smoke outdoors; on terraces in beer gardens and sometimes even in tents. And in all states except Bavaria the proprietor can permit smoking in a separate room that is well sealed off from the main room

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- [www.deutschland.de](http://www.deutschland.de)
- Mobility across Europe, Living and working in Germany, Federal Employment Office, June 2007



## CHAPTER IV. Construction working area in Germany. Recruitment conditions and requirements. Solutions. Options. Challenges.

The construction industry is one of the most important sectors of the German economy. Despite the difficult position of the industry at present, well over half of all investments are still made in this sector and approximately 2 million people are employed in the construction industry proper and finishing trades.

The sector is important economically and politically because it has close links with a number of other sectors upstream and downstream. In 2009 the construction sector and the raw materials industry, which are for the most part anticipating a downward trend, are especially apprehensive.

### IV.1 How to find enterprises

#### Job Offers and “Situations Wanted”. Ads in Newspapers and on the Internet

Job offers are posted in the classified sections of daily newspapers (often on Wednesdays and in weekend issues), in weekly newspapers, monthly magazines (city magazines) and specialised trade magazines and journals. For a fee, you can also place a “situation wanted” advertisement (“Stellengesuch”) in the jobs section.

There are a number of Internet sites with current job offers. Job seekers can register on these sites, stating their qualifications and work experience.

[www.aktuelle-jobs.de](http://www.aktuelle-jobs.de)  
[www.Bau.de](http://www.Bau.de)  
[www.Handwerker.Stellen.de](http://www.Handwerker.Stellen.de)  
<http://www.jobanova.de>  
[www.arbeitsagentur.de](http://www.arbeitsagentur.de)  
<http://jobboerse.arbeitsagentur.de/>

You can also find enterprises in the **phonebook**. Search under “**Gelbe Seiten**”.

Contact the **labour office**. The “**Agentur für Arbeit**” provides a service for employees and employers. Its local job centres:

- allocate jobs and apprenticeship placements,
- advise employers and job-seekers
- help to improve chances of gaining employment,





- allocate further training and general training in the workplace.

Advice on employment and career opportunities are offered to all, irrespective of whether contributions have been paid by the individual.

## IV.2 Works and qualification required

If you intend working as a low skilled worker (“Bauhelfer”) you need no formal job training. Please make sure that you have at least some basic knowledge of German otherwise you won't be able to communicate with your colleagues at work. It would also be helpful if you can show experiences in building site preparation, demolition, crane and lift working, securing building sites, masonry or paving.

To begin employment, work permits called “Arbeitsgenehmigung” or “Arbeitserlaubnis” are needed. EU citizens require a special work permit.

Every employee also requires a tax card and a social security number. Tax cards are issued by the city or regional authorities where the individual is registered. The social security number is issued by the pension insurance companies. When an employee first enters employment, the employer generally registers the employee. A social security number and identity card is then awarded to the employee. Questions should be directed to your employer, your health insurance company or your state insurance institution

## IV.3 Working conditions

### Employment contracts

An employment contract may be entered into orally or in writing. The written form is advisable in order to have proof available in the event of any legal disputes. The contract contains the name and address of the employer and the employee and information on the commencement and, where appropriate, the fixed term of the employment, the trial period and the duration of the trial period, the place of employment, the nature of the activity involved, the amount of pay and agreed working hours, the length of annual leave and the periods of notice for termination of employment.

### Working time

Weekly working hours is currently 39 hours by the collective wage agreement. However, in everyday working life the situation is sometimes quite different and depends on the weather. Approximately 85% of the employees are working in good weather well over 39 hours, in bad it is around 80%. Total is for one third of the employees the highest occurring weekly hours in good as in bad weather 41 to 50 hours per week. That is obviously the usual normal working time.

Annual leave amounts to between four and six weeks depending on the sector and companies. If you are ill, you should go to the doctor and obtain a certificate stating that you are unfit to work. Your employer must have received this certificate no later than on the third day of your illness.

### Remuneration

Income earned is set by collective wage agreements or by individual agreements. Employers frequently pay remuneration exceeding the agreed pay scale to sought after skilled workers. In Germany there is no general minimum wage, as exists in other EU countries. Minimum standards for working conditions (particularly wages and paid leave) exist only in individual sectors. These minimum standards currently apply e.g. to the building trade and building



cleaners. Minimum wage in construction area is currently from 9,63 € per hour to 11,61 € per hour.

A problem is the black market. If you work as an illegal employee the situation is completely different. You are working under worse conditions and receive lower payments and have no access to the national social/unemployment assurance system social security.

Salaries are normally transferred into the employee's current account in the middle of the month or at the end of the month. Wages tax, solidarity surcharge and, where appropriate, church tax, and also employees' shares of contributions for social security insurance (healthcare and pensions insurance) and unemployment insurance are deducted from the agreed gross pay and transferred directly by the employer to the agencies responsible.

### IV.3 How to apply for a job

Written applications usually consist of a covering letter, a CV with a photograph, and copies of references, certificates and proof of work experience. The covering letter is the first component of the application, and the most important. It should not be longer than one side of A4, and must be formulated in an interesting way.

The CV, in table form, should comprise no more than two pages, should be structured in reverse chronological order, and should provide information on your personal and professional background information. Give a short description of your professional experience, as well as any particular achievements and successes. Refer to your language skills, and the level they are at. The application photo (about 4x6 cm in size) should be up to date.

You can apply electronically via an online form on most companies' websites. Otherwise, you should only ever submit your application by E-mail if this is explicitly requested in the job description. If no suitable jobs are announced, you can send a company your documents anyway (speculative application). Many personnel departments will often turn to these speculative applications before advertising the job or contacting employment agencies.

For tips on applications, go to:

[www.bewerbung-tipps.com](http://www.bewerbung-tipps.com)  
[www.jova-nova.de](http://www.jova-nova.de)  
[www.bewerbungsdschungel.de](http://www.bewerbungsdschungel.de)

### IV.4 How to introduce oneself for a job

**Do not be late!** Germans are a punctual people and tardiness for an interview will not be a good start. Interviews are typically formal and straightforward. It will begin with an introduction, handshake and may be a few minutes of casual conversation to start with, but quickly the formal interview will start.

Respond to questions openly, honestly and courteously. **Don't interrupt!** You may be asked a few more personal questions than expected. Legally, an employer can only ask questions



relevant to the position being interviewed for. If asked whether you're pregnant, you have grounds for complaint.

Keep in mind that the most common way to address people is with the formal "Sie". This is used in public and at work. Even if neighbours or colleagues have known each other for a long time they often still use the polite form of the word "You" or "Sie". The informal "You" is "Du". This is used among close friends and close colleagues and with children until around the age of 16. Schoolchildren and students also use the informal "Du". The general rule of thumb is that the older person can offer to use the informal "Du" instead of "Sie". At work the higher ranked member of staff may offer to use the "Du" form.

### **Important**

If you become unemployed, you will receive help and information from the local Employment Agency ("Agentur für Arbeit") or job centre. The job centre will advise and support you in looking for new employment. You should register yourself as unemployed at the local employment agency or job centre as soon as you are informed of your dismissal. Otherwise you could have your benefits cut.

### Bibliography:

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- [www.deutschland.de](http://www.deutschland.de)
- Mobility across Europe, Living and working in Germany, Federal Employment Office, June 2007



## CHAPTER 5. Cleaning working area in Germany. Recruitment conditions and requirements. Solutions. Options. Challenges.

In the cleaning area 92% of the cleaning staff are women, 54% are 47 years and older. The foreigner share amounts at least to approx. 34%. 13% of the cleaners are organized in a trade union.

### V.1 How to find enterprises

- Newspapers & Magazines: Job offers are posted in the classified sections of daily newspapers (often on Wednesdays and Weekend issues). For less senior positions, look at local newspapers.
- Recruitment agencies: Private recruitment agencies are listed in the telephone book and yellow pages under *Arbeitsvermittlung*. A number of them specialize in recruiting for temporary positions, such as Manpower and Adecco, which can sometimes be a useful step towards a full-time job.
- You can also find enterprises in the phonebook. Search under “Gelbe Seiten”.
- Contact the labour office.

There are a number of Internet sites with current job offers. Job seekers can register on these sites, stating their qualifications and work experience.

[www.aktuelle-jobs.de](http://www.aktuelle-jobs.de)  
[Bundesinnungsverband des Gebäudereiniger-Handwerks](http://Bundesinnungsverband_des_Gebäudereiniger-Handwerks)  
[DIHK](http://DIHK)  
[HandwerkerStellen.de](http://HandwerkerStellen.de)  
[RWTextilservice](http://RWTextilservice)  
[Textination](http://Textination)  
[www.arbeitsagentur.de](http://www.arbeitsagentur.de)

### V.2 Works and qualification required

There are a lot of employment possibilities in the cleaning sector such as industrial cleaning, street cleaning or house cleaning. You may be employed in hospitals, restaurants, offices or private households. If you intend to work in this area no formal qualifications are required. Job-related language skills are more important as in the building sector; there are a lot of written instructions, labels, and sometimes even short protocols to be filled out.



To begin employment, work permits called “Arbeitsgenehmigung” or “Arbeitserlaubnis” are needed. EU citizens require a special work permit.

Every employee also requires a tax card and a social security number. Tax cards are issued by the city or regional authorities where the individual is registered. The social security number is issued by the pension insurance companies. When an employee first enters employment, the employer generally registers the employee. A social security number and identity card is then awarded to the employee. Questions should be directed to your employer, your health insurance company or your state insurance institution.

## V.3 Working conditions

### Employment contracts

See chapter IV

### Working time and remuneration

The clean-up crews work in average 19 hours a week (required for 23 hours in the week) and their gross income brings in average 1.000 € in the month, whereby the working time and income strongly vary. Presumably, only 35% to 40% of the private economically active cleaning pay presumably get correctly rate contractual. Men have considerably better jobs conditions than women. Minimum wage is currently from 6,58 € (Eastern Germany) to 8,15 € (Western Germany).

Please note that in most cases your work will take place outside the usual working hours (early morning, late evening, and weekend). Annual leave amounts to between four and six weeks depending on the sector and companies. If you are ill, you should go to the doctor and obtain a certificate stating that you are unfit to work. Your employer must have received this certificate no later than on the third day of your illness

## V.4 How to apply for a job

Germany is quite a bureaucratic country; this also tends to be true for the job application process. You may be required to provide more than a CV (curriculum vitae/résumé) and cover letter common to applications in many countries (referred to in German as a *Kurzbewerbung*). In most cases, you also need to include the following:

copies of school and university diplomas or leaving certificates (if possible translated)  
proof of any professional training or further training courses references from previous employers  
passport photo placed in upper right corner of the CV  
Unless applying for a position that does not require German, you should always submit your cover letter and CV in German. Get a friend or a professional to help you with your written application.

Wait a week or two after sending an application, then call to check it has been received.

### Checklist

1. Register at the registration office in your municipality, and be issued a wage tax card.
2. Open a current account at a bank, and inform your employer of your sort code and account number.
3. Inform the local energy supplier and water supplier that you have moved in. If you ask nicely, your landlord can also do this for you.
4. Register your motor vehicle with the responsible office.



5. If you require a telephone landline and/or an Internet connection, contact Deutsche Telekom or a different phone provider.
6. If you have children, find out in plenty of time about registering for local nurseries and/or schools.
7. Fees are paid for the provision of television and radio programmes in Germany. You can register online or using forms from the GEZ (central licence fee collection agency), which you can find in almost all banks.

Bibliography:

- "A manual for Germany" Federal Government Commissioner for Migration, Refugees and Integration, 2005
- [www.deutschland.de](http://www.deutschland.de)
- Mobility across Europe, Living and working in Germany, Federal Employment Office, June 2007



## Self Evaluation

**After reading this chapter try to answer the following questions :**

- 1. Do all EU citizens need a work permit in order to work in Germany ?**  
yes                       no
- 2. only citizens of the EU Member States Bulgaria, Estonia, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia, the Czech Republic, and Hungary must have a work permit**  
yes                       no
- 3. Where you can find a job offers?**  
a. newspapers     b. post office     c. labour office
- 4. Does each employee need a tax card and social security number?**  
yes                       no
- 5. Which institution issues a tax card?**  
a. ministry     b. pension insurance company     c. regional authority or city
- 6. Cleaning staff is mostly represented by:**  
a. women     b. men
- 7. In which sector most of employees are employed?**  
a. service sector     b. manufacturing sector
- 8. How many hours lasts integration course including orientation course?**  
a. 600     b. 445     c. 645

*answers: 1.c, 2 a, c, 3. a, 4. c, 5a, 6 a, 7c.*





## Working in Building and Construction or in Cleaning sectors in France





## CHAPTER II. Working migration in France

General legal framework. Specific regulations for construction and cleaning occupational sectors.

### FACT BOX FRANCE



Capital:	Paris
Currency:	EURO
Official language:	French
Population:	64 351 (thousands) INSEE
Immigrants:	3 104 (thousands)
Area:	675 417 km <sup>2</sup>
List of major cities:	Paris, Lyon, Marseille, Toulouse
PIB	1 950 085 (million) € (INSEE 2008)
Time zone:	GMT
Telephone code:	+ 33
Measurement units:	meter, liter, kilogram, grade





## II.1 General Issues

France is a parliamentary republic. The French Constitution enshrines the separation of executive, legislative and judicial powers. The Executive is run by the President of the Republic and the Government.

The Government acts under the authority of the Prime Minister, who is appointed by the President of the Republic. It determines and pursues the country's policies. The Executive implements laws and pursues national policy. The Parliament embodies the Legislature and consists of two assemblies: the National Assembly and the Senate. It is responsible for drafting and adopting laws. It also controls the executive power.

The Judiciary applies the law to settle disputes between individuals or between individuals and the State. The independence of the judiciary is paramount as this ensures impartiality. Lastly, the Constitution also defines the way in which local authorities are organised. It sets out the respective powers of the State and local institutions.

## II.2 Local authorities

France is divided in 26 *Regions*, 22 in France and 4 overseas territories. Each region is administered by a regional préfet (prefect), who represents the authority of the State, and by a Regional Council, elected by universal suffrage, whose president holds executive power.

The Regional Council prepares and approves the regional plan. It determines the medium-term of economic development, social and cultural objectives of the area. The area can grant certain direct or indirect aids the companies contributing to regional development and employment. It can also intervene to help the companies in difficulty. The area works out programs and actions as regards professional training and training.

Each *department* (95 departments in France) is administered by a departmental prefect, who represents the authority of the State, and by a General Council, elected by universal suffrage, whose president has executive power. Since the law of July 22, 1983, department organise the whole of the social services, except for some remaining to the State. In the medical field, the department is particularly responsible for the health protection for family and childhood. Other fields of competence : roads equipment, education, culture. The department can allot direct aids to economic development, and minimum income for unemployed persons.

Each municipality is administered by a mayor, his deputies and the municipal council. They are all elected by universal suffrage.

### **General sources**

<http://ec.europa.eu> information to work in Europe

[www.insee.fr](http://www.insee.fr) French national statistics

[www.pole-emploi.fr](http://www.pole-emploi.fr) National Agency for Employment

[www.service-public.fr](http://www.service-public.fr) French Administration information

[www.ofii.fr](http://www.ofii.fr) French Office for Integration

[www.diplomatie.gouv.fr](http://www.diplomatie.gouv.fr) French Foreign Office



## II.3 Workers coming from European countries

1 Some foreigners benefit free access to work in France because of their nationality, and are not subjected to authorization of preliminary work to carry on a paid activity. Thus, individuals coming from countries belonging to the European Economic space benefit freedom of circulation (Germany, Austria, Belgium, Cyprus, Denmark, Spain, Finland, Greece, Ireland, Iceland, Italy, Liechtenstein, Luxembourg, Malta, Norway, Netherlands, Portugal, the United Kingdom, Sweden) and are exempted of authorization for work. Natives from Switzerland, Monaco, Andorra, and San Marin. are also exempted

2 France has decided to open completely, since July 1, 2008, the access to the job market for employees, issued from the 8 countries that have entered the European Union on May 1, 2004 and under the application of the transitory mode provided for them in the Treaties of Accession. The States concerned are Estonia, Latvia, Lithuania, Hungary, Poland, the Czech Republic, Slovenia and Slovakia (Cyprus and Malta profited from the free access to work when entering the Union). The transitory mode applied to the exercise of a paid community activity is still pending on for Bulgarian and Romanian workers. Turkish must produce an authorization of work but take precedence over the other no amenable workers member of European Union, from Norway or Iceland.

**In this context**, employers are not held any more to request an authorization of work for nationals from these countries. They can consequently engage the latter without needing to check towards the prefectures if they have an authorization for work or a residence permit nor to discharge the royalties due to the national agency for the reception from abroad and migrations (ANAEM - which becomes in 2009, the French Office of immigration and integration - OFII) with the title of the recruiting of foreign workers.

Employers will have to continue, obviously, to respect the other formalities related to the recruitment of any employee and in particular to carry out the preliminary declaration when recruiting. They also will have to make sure that the person they plan to recruit fulfil the conditions required for running a regular occupation. Employing foreigners without title of work constitutes a form of illegal work repressed by law. This offence is punished, mainly through a fine of 15.000 € and an imprisonment which can go up to 5 years.

As European citizen you can justify of their nationality and their identity by the presentation of their *passport* or their valid *identity card*.

## II.4 Temporary posting of workers in France

Companies whose head office is located outside of France may post their employees temporarily in France. In this case they must comply with several requirements and apply certain provisions laid down by the French Code du travail (labour laws) with regard to employees, particularly in terms of salary, working time and working conditions. The transnational posting of workers, in the meaning of the Code du travail (articles L.1261-1 to L.1263-2 and R.1261-1 to R.1264-3), applies in scenarios where an employer, usually based outside of France, gives a specific assignment to its employees that has to be carried out in France, with the intention that, once the assignment has been completed, the employees will resume their work within their home company.

The rules for the “transnational posting of workers” thus apply to employers based outside of France who have some work to do in France in the following four contexts:

➤ Provision of services: “services” are understood to be activities of a commercial, industrial or agricultural nature, by craftsmen or the professions, provided under a contract drawn up between a service provider and a beneficiary in return for a price agreed between them. All subcontracting operations apply in particular (construction sector for example).



- Intra-company mobility: for example, provision of staff for non-profitable purposes between subsidiaries of the same company or departments within the same company, for carrying out an assignment or for a training period for example.
- Provision of employees for temporary work: a temporary employment agency usually set up abroad may post employees to a user company in France.
- Work on their own behalf: for example, a company set up abroad that owns plantations in France temporarily posts its employees for tree felling.  
Before providing the service, the employer must send a pre-secondment declaration to the "direction départementale du travail" (local work directorate) located where the service will be provided (or the first place of business if the service will be provided in several places) in French, by recorded delivery, fax or email.

**Private interim agencies**

[www.emploi.manpower.fr](http://www.emploi.manpower.fr)

[www.triangle.fr](http://www.triangle.fr)

<http://emploi.trovit.fr>

[www.adeco.fr](http://www.adeco.fr)

***Official sources***

**Links of governmental sites & other  
official sources**

ministries for employment, migrant, health,

[www.diplomatie.gouv.fr](http://www.diplomatie.gouv.fr)

[www.immigration.gouv.fr](http://www.immigration.gouv.fr)

[www.travail-solidarite.gouv.fr](http://www.travail-solidarite.gouv.fr)

[www.interieur.gouv.fr](http://www.interieur.gouv.fr)

[www.emploi.gouv.fr](http://www.emploi.gouv.fr)

[www.sante-sports.gouv.fr](http://www.sante-sports.gouv.fr)

[www.ofpra.gouv.fr](http://www.ofpra.gouv.fr)

specific organisations for migrant

[www.ofii.fr](http://www.ofii.fr)

[www.lacse.fr](http://www.lacse.fr)



## CHAPTER III. Life and work in France. Social environment. What to do? What to be aware of ?

### III.1 Every day life (e.g. accommodation, culture and religion, transportation)

The cost of living will depend on the city you are living in. But the difference is particularly sensitive between Paris and the other cities in France and between North and South.

The five most important cities are: Paris (2 193 030 inhabitants), Marseille (852 395), Lyon (472 330), Toulouse (439 453), Nice (348 721), Montpellier (253 712). INSEE 2009

**Cost of living in France** (this average can change from one city to another and depending quality of products)

#### Food costs

Sugar (1kg) 1,6 € Potatoes (1kg) 1,4 € Coca Cola (1,5l) 1,3 € Bread 0,80 €.

Food budget is about 250 €/ month for one person.

At the restaurant or café: coffee 2€, beer 4€, cooked dish 12 €

Cinema 6,5 €, news paper (1,2 €).

Transport by metro (in biggest cities): 1,6 € ticket , 11,6 € for ten tickets.  
By train depending the distance for example Nimes Montpellier (50km) you have to pay 9€.

The cost for petrol (depending geopolitical context) about 1,30 €/l

#### **Taxes:**

Income tax is calculated according to the number of shares (married couple without child = 2 shares, unmarried = 1 share) and per section according to the bracket:

- up to 5852 € = 0
- from 5 852 to 11 673 : 5,50%
- from 11 673 to 25 926 : 14,00%
- from 25 926 to 69 505 : 30,00%

Dwelling tax depends on the place of residence (region and city) and the size housing.

#### **Finding Accommodation**

In general, employers (except sometimes in tourism sector) do not provide accommodation for their workers. You must find by yourself, but some associations can help you ( see III 4)

Hotel prices are from 30 € to 90 €/ night.

In summer camping is 10 to 20 € / night (and it's possible to rent mobile home)  
To rent an apartment you have to pay 300 € to 600 €/month (depending the city, Paris is about





18,4 €/ m<sup>2</sup> in others cities from 10 to 15 €/ m<sup>2</sup> ). You can contact private agencies, use the local news papers, etc. But it is more and more difficult to rent in cities particularly in the South of France.

To find housing and an employment at the same time concerns achievement!

The hearths and residences of young workers can repair you. Conceived as temporary lodging, they can accommodate you several months waiting for an autonomous housing. From 18 to 25 years (but certain hearths accept the people from 16 years at 29 years), they receive the young workers, but also the unemployed, the trainees...

There exist also hearths for older migrant workers. Admission is possible if the person is alone, in regular situation and with a professional activity and low incomes. You must justify: - a part identity, - the chart of social security, - a certificate of employment, -the residence permit and the valid work card for the people of foreign origin, - pay slips of the last worked months.

<http://www.service-public.fr>

References :

INSEE [www.insee.fr](http://www.insee.fr),

Science Po

<http://www.sciences-po.fr/portail/fr-fr/international/preparer-votre-arrivee-a-sciences-po/cout-de-la-vie-et-infos-pratiques.html>

EURES

<http://www.ufjt.org>  
[www.unafo.org](http://www.unafo.org)  
[www.adoma.fr/](http://www.adoma.fr/)

<http://ec.europa.eu/eures/main.jsp?countryId=FR&acro=lw&lang=fr&parentId=0&catId=0&regionIdForAdvisor=&regionIdForSE=%&regionString=FR5|FR52:>



### III.2 Employment (e.g jobs)

#### **Minimum salary in France** (changing every year)

In June 2009, minimum gross pay was 8,82 €/ h , net pay is 6,93 €/h (SMIC) (inter-professional minimum guaranteed ) it's 1 051 € for each month net pay for 35 h /week. In France 3,4 millions of persons live with SMIC.

For further information see

<http://www.travail-solidarite.gouv.fr/informations-pratiques,89/fiches-pratiques,91/remuneration,113/le-smic,1027.html>

#### **Where to find a job**

To find a job you can contact <http://www.pole-emploi.fr> – The National Agency for Employment, or private Interim Agencies such as: [www.manpower.fr](http://www.manpower.fr), [www.adecco.fr](http://www.adecco.fr), [www.adia.fr](http://www.adia.fr).

### III. 3 Social and health care

#### **Social security**

The right to social protection is derived because of common life: it is equipped with French nationality or not, any person who resides in a regular way in France and pay contribution with the Social Security is entitled to social protection. In this way it is very important to have a legal work and to be declared by employer. As a national of the European Union, you profit from an equal treatment with the French. You can thus reach the Social Security. Nevertheless, the duration of the stay has an influence on the type of social coverage:

- if you are in France as a temporary resident (less than 3 months), only emergency treatments and the hospitalizations will be covered by the French Social Security;
- if you reside in a permanent way in France, the whole of your care and treatments will be dealt with.

Any person affiliated to the general scheme of the Social Security is entitled to refunding of the medical care for him and direct family (children, wife).

The cover universal disease (CMU) proposes a basic health insurance for all (and in particular the people who do not answer the criteria) opening rights and benefits to the Social security and a complementary cover health for the people whose incomes are weakest. The cover universal disease (CMU) ensures people with weakest income who do not profit social protection in a mandatory plan.

The people not having a regular residence in France can claim with medical assistance of State. The social services, associations and non-profit making companies approved by the prefect and the health care institutions can bring their assistance for the realization of the necessary steps to affiliation. As of the application, the person is affiliated without delay to the general scheme by intermediary of the CMU.

#### **Education**

In France, nursery school accomodates the children from 3 to 6 years and even sometimes, as of 2 years age.

Education is obligatory in Fance. It belongs to the parents, and more largely to the people responsible for child subjected to compulsory education from six to sixteen years completed, to choose instruction will be exempted in a public education or private establishment or at home.



If your newborn does not speak French it can be registered in a class of initiation (CNIL) before finding itself full-time in ordinary class. Be careful, these CNIL do not exist everywhere. If there is no CNIL, it will be registered in the class corresponding to its age group and the educative team will then undertake to set up a device to help it as well as possible.

Links about education :

<http://www.education.gouv.fr/pid4/de-la-maternelle-au-baccalaureat.html>

<http://www.ac-nancy-metz.fr/ia57/jussy/decouvrir/scolarité.htm>

[http://www3.ac-clermont.fr/casnav/casnav2/NAEF/syst\\_educ\\_francais/francais.pdf](http://www3.ac-clermont.fr/casnav/casnav2/NAEF/syst_educ_francais/francais.pdf)

All information (in French) with:  
<http://www.ameli.fr/>.

### Medical Health care

If you are sick and your doctor filled an opinion of sick leave in three shutters (you profit from a rate of refunding of 70% for consultation). You must address them under two days with your Case of Health Insurance to your employer (or in your ASSEDIC Centre, if you are unemployed). The Health Insurance is in right to control your period of illness scheme. If you are paid, your employer will have to quickly communicate a certificate of wages to your Case Health Insurance. It is the official document which will allow the payment of the daily allowances if you meet the conditions of opening rights to it.

#### **Useful phone numbers**

Unique emergency number -112  
Police - 17  
Ambulance -15  
Fire brigade - 18  
Consumers' Protection -  
...  
Child telephone - 116  
Social assistance - 115

### III.4 Who can help you (e.g narrative + sources)

To find information about your rights, if you need some help to solve social problem "Centre Social d'Action Sociale" in any town and non profit organisations:

GISTI [www.gisti.org](http://www.gisti.org)

CIMADE [www.cimade.org](http://www.cimade.org).

ASTI [www.fasti.org](http://www.fasti.org)

ADOMA [www.adoma.fr/](http://www.adoma.fr/)

Solidarity News [www.actualitesolidarite.com/aides/etrangers.htm](http://www.actualitesolidarite.com/aides/etrangers.htm)



### III.5 Other information (e.g difficulties)

#### Difficulties

The most important difficulty faced is related to the knowledge of the language; the majority of the employers wish to work with people speaking a minimum French to integrate them in a team and to understand the instructions. In addition all information concerning the daily life is given in French, in the same way the majority of official Internet sites also. Migrant workers are frequently employed in seasonal activity (construction, agriculture) in small and medium enterprise.

People with other culture, religion and origin are often discriminated however the French law fights this attitude.

You can contact, in any case, some organisations see above CIMADE, GISTI, ASTI.

How to learn French language ?

See information on :

[www.qualitefle.fr](http://www.qualitefle.fr)

[www.app.tm.fr](http://www.app.tm.fr)

[www.fle.fr](http://www.fle.fr)



## CHAPTER IV. Construction working area in France. Recruitment conditions and requirements. Solutions. Options. Challenges.

### IV.1 The organization of the profession

By “building and construction” two different sectors are concerned. On one hand, new housing construction dimension or restoration (part of craft industry) and on the other hand activity of public works (construction of roads, bridges, dams, airports etc) often implemented by big groups (Bouigues, Vinci etc.).

### IV.2 Market evolution

In 2009 the reduction in housing for new individual construction is approximately 17,5% and of multifamily apartments approximately 31%. Maintenance activity or installation remains stable. In the building industry the restoration sector constitutes a market niche, and it generally concerns compared to the nine, customers with standard of living rather higher, and among them middle age is also higher, even report on markets like air-conditioning or personal safety. It should be noted that the craft industry suffers less than the building sector considered as a whole that is facing a decrease of its activity. French Federation of Building estimate about 70 000 number of employments to be created this year particularly masons, tile-layers, plumbers.

However many small enterprises are in difficulties. The revival programs set up by the French government must avoid a longer reduction. In the same time big size companies are recruiting, forecasting the recovery of activity and because of the ageing of majority of their staff. The forecasts for recruitment are estimated around 70.000/year.

In public works area the fall of activity is approximately 10% but this has mainly impact on temporary recruitment (- 30%) and permanent workmen (- 0,7%). Only 6% of the companies state to have difficulties due to an insufficiency of workforce against 31% in 2008.

### IV.3 Works and qualification required

The question of recruitment and integration of young people is priority for the Profession. The Building industry is confronted, like other sectors, with a lack of qualification in a certain number of trades, misses increased because of the necessary renewal of the generations. In addition, even if each year the number of young people who start training in the Building industry should be sufficient to answer employment offers, too many of them do not achieve the training program.

For working in the construction or the restoration of houses you do not necessarily need a diploma, the knowledge of the trade is sufficient. However to work in team and to facilitate the understanding of instructions you are supposed to know a minimum of technical vocabulary.



### **Illegally employment**

In the building sector, particularly in small or individual enterprise, illegal work goes well. For a few years, in Paris and other regions, “markets” of clandestine workmen have increased. Construction is particularly touched by “underground economy”. The very serious recession which touched the markets of real estate and of construction supported practices of unfair competition and inequality of treatment. The pressure on the prices (dumping) makes execution conditions worse and worse, , causes subcontracting in cascade and supports call to workforce underpaid and often clandestine, and the lack of qualification of craftsmen and companies.

Behind the single term “black market”, there are in fact three ways of practising dissimulated work.

- Not declared employees. The employees work without never being declared in Urssaf, do not pay for their retirement or for their vacation and are not insured either in the event of an accident.
- Hours dissimulated. They represented 418 rectifications for 14 millions euros last year. They are declared employees but some hours are not declared mostly overtime hours.
- The dissimulated activity. The most difficult to quantify, it consists in not registering the company with the repertory of the trades or the trade register.

It is very important to be declared legally by the employer in case of accident or disease. Controls are increasingly numerous.

### **Remuneration**

The wages are determined by the professional branches and trade unions and they are revalorized each year according to the trend of prices. It also depends on the area (Paris and other regions). The indeed paid wages must be calculated according to schedule practised in the company and increased with extra (overtime, premiums, etc.). No wages can be lower than the SMIC.

A building worker start with minimum wage closed to the SMIC (inter-professional minimum guaranteed) but he can profit from complementary premiums specific to this sector of activity.

With first qualification level (CAP) workers start with around 1.340 € gross salary per month for 35 h/ week worked and reach 1.940 € (with biggest coefficient).

In the building sector it is common to work more hours than 35 h and to take into account a lower activity in winter season.

Be careful according to the size of the companies and the nature of the building site it is also possible that workman is paid not at the working time but to the task achieved, generally that is a sign of not declared work by the employer!!!

### **How to apply for a job**

You can contact the National Agency for Employment (Pole Employ) in each town which sticks the employment offers according to the activity sectors. You can also use the services of private interim agencies which is a good way of showing his competences and of being able to reach a more durable employment.

In addition you can look for employment offers in local news papers, contact directly employers for introduction of yourself in small enterprises.

#### **Building working area links and information source**

only in French language) French Federation for Construction:

[www.ffbatiment.fr](http://www.ffbatiment.fr)

Building activity sector portal: [www.metiers-btp.fr](http://www.metiers-btp.fr)

Small enterprise network: [www.capeb.fr](http://www.capeb.fr)





## CHAPTER V. Cleaning working area in France. Recruitment conditions and requirements. Solutions. Options. Challenges.

### V.1 The organization of the profession

The professional branches of cleaning and associated services gather various, dynamic and perennial structures:

- The Federation of the Companies of Cleanliness and Associated Services (FEP) is employers' association representative of the sector; it only has the capacity to be expressed in the name of all.
  - Seven employers' federations (six in area) constitute the network of the FEP.
  - The "FAF Propreté" is the approved collecting joint company (OPCA) entitled by the public authorities to receive and manage the funds of professional training of the companies of cleanliness.
  - The INHNI is the training company of the sector of cleanliness and the associated services.
  - The FARE implements the development policy of the use of the professional branches.

Business in constant evolution (+ 106%) about 10 billion € and employees raises some (+ 55%) 300 000 for 17 000 enterprises.

The sector of industrial cleaning is primarily made up of small companies 11 844 from 0 to 9 paid but the companies of more than 500 paid (1%) carry out 47% of the turnover whereas those of less than 10 paid (78% of the companies) carry out only 18% of them.

Paris area concentrates more than one third of the activity. The remainder of the turnover of the profession is distributed mainly between two poles: Provence-Alpes-Cote d'Azur (PACA) and the Rhone-Alpes.

Most of employees are mainly low qualified and 74% work part-time. The prevalence of this type of work contract within the profession is justified by the fact that cleaning is not made during the company staff working but when employees and customers are absent. In addition, the phenomenon "multi employer" is rather important there.

The working places are generally located on different sites what requires local travelling on irregular hours what explains that a car and driving licence are often needed.

A characteristic of the sector is assignment of an agent at a market and not a company. The employees are transferred from company which loses the market towards company which obtains the new market. Competition is very strong between the small companies to obtain the contracts.





## V.2 Market evolution

The externalisation of the cleaning of buildings should continue to progress insofar as half of this work is still carried out in-house. The cleaning of offices and premises is most of the time completely external. Sectors like the associated health, industry or services are sectors of growth for cleaning companies.

The majority of companies offers new services and always tries to improve products and material in order to answer better the demand and to be more effective (robots, high pressure material etc). Among the new services and activities offered we can find: management of rooms and facilities, handling and removals in-house, filing, provisioning and simple breakdown services. At the same time the search for qualified professionals is getting larger and the criteria for recruitment more precise.

## V.3 Works and qualification required

The difficulties of recruitment result from a bad image, wages not very attractive and working hours. Cleaning technicians are recruited at local level, near the work places because of the shifted schedules.

The various activities of cleaning are generally:

- traditional cleaning: offices, hypermarket, buildings, industries
- specialized cleaning: health (hospitals), transport (bus, train), hotel trade and restaurant, nuclear power.

Many companies seek professional and qualified window cleaners.

The first level of recruitment corresponds to "agent of cleanliness" (or agent of maintenance) what implies execution of simple maintenance work by respecting instructions (time, methods, products etc). Quality necessary are: a good presentation, punctuality, autonomy, rigour and a minimum of literacy.

The second level is "qualified agent of cleanliness" and third is "foreman". Then you are "middle manager" and "manager".

The classification of employment has been built starting from four criteria: autonomy, initiative, technicality, responsibility. For each level of employment; stress is laid on "aptitude of service" which is established as a general characteristic for the job.

**Agents of cleanliness** (first level of recruitment) are classified according to three levels:

Level 1 - he carries out work service, simple and repetitive tasks, easy to carry out. The electrical material is simple to use. He works under control.

Level 2 - he must be able to read and include/understand written instructions, he can transmit information. He carries out same work as level 1. He opens and closes the work site alone. He takes care of the renewal of consumable and the products.

Level 3 - he takes initiatives, locates difficulties and transmits them to its chief. He controls specific methods and tools. He opens and closes the work site alone. He takes care of the renewal of consumable and the products.



## V.4 Working time

Work contracts are generally part time (20 to 30 hours/week). Agents work generally very early in the morning and evening; however some sites are open in day (hypermarket, industries etc).

## V.5 Remuneration

The starting wages correspond at "minimum salary" in France.

See <http://www.travail-solidarite.gouv.fr/informations-pratiques,89/fiches-pratiques,91/remuneration,113/le-smic,1027.html>

Cleaning agent start with about 1 321 € gross salary for 35 h/week.

## V.6 How to apply for a job

You can contact the National Agency for Employment (Pole Emploi) in each town which sticks the employment offers according to the activity sectors. You can also use the services of private interim agencies.

In addition you can look for employment offers in local news papers, contact employers for introduction of yourself with your CV, send personal letter explaining what you already did and techniques that you control. In this case use of the professional vocabulary is essential.

Always try to obtain appointment to explain your motivation, your qualities and your experiments in cleaning activity. Show that you can do the work according to time schedule, suggest making a test.

For each work contract there exists one test period which is the maximum two months for agent. At the end of this period the contract can take effect except it is broken by the employer or the employee.

### **Cleaning working area links**

Fédération of cleaning enterprises : [www.proprete-services-associes.com](http://www.proprete-services-associes.com)

FAF propreté : [www.faf-proprete.fr](http://www.faf-proprete.fr)

Works Information : [www.itineraire-proprete.com](http://www.itineraire-proprete.com)

Fond d'Action pour la Réinsertion et l'Emploi : [www.fare.asso.fr](http://www.fare.asso.fr)

Organisme de formation des métiers de la propreté : [www.inhni.com](http://www.inhni.com)

European Federation of Cleaning Industries : : [www.feni.be](http://www.feni.be)



## Self Evaluation

**After reading this chapter try to answer the following questions :**

**1 If you come from another European country do you need particular residence permit to work in France?**

1.1 yes       1.2 no       1.3 yes if I stay more than 3 month

**2 Which is the legal duration of work per week in France?**

2.1 35 h       2.2 40 h       2.3 45 h

**3 If you reside in France with a declared work, can you profit from the social security?**

3.1 only if I work every day       3.2 no       3.3 yes

**4 It is important to be declared by its employer :**

4.1 to be paid       4.2 in case of accident or of disease       4.3 to work more quickly

**5 The cleaning sector is rather represented by :**

5.1 small companies       5.2 large companies       5.3 there are as many large as small companies

**6 The cleaning sector proposes :**

6.1 full-time contracts       6.2 part-time contracts       6.3 according to the season

**7 In cleaning sector the first level of recruitment is :**

7.1 qualified agent of cleanliness       7.2 agent of cleanliness       7.3 foreman

Answers : 12,21,33,42,51,62,72

## Working in Building and Construction or in Cleaning sectors in Sweden





## CHAPTER II. Working migration in Sweden.

General legal framework. Specific regulations for construction and cleaning occupational sectors.

### FACT BOX SWEDEN



Capital:	Stockholm
Currency:	SEK
Official language:	Swedish
Population:	9,5 million
Immigrants (2007):	1.2 million of Sweden's residents are foreign-born; 17.3% of all Swedes are either born abroad or have two parents born abroad <a href="http://www.state.gov">http://www.state.gov</a>
Area:	174,000 sq mi (450,000 km <sup>2</sup> )
List of major cities:	Stockholm, Malmö, Göteborg
Economic:	GDP (2008 est., purchasing power parity): \$358.4 billion GDP (2008 est., official exchange rate): \$512.9 billion
Time zone:	GMT
Telephone code:	+ 46
Measurement units:	meter, liter, kilogram, grade Celsius





## II.1 General Issues

There are several ways for immigrants to get support in their strive to enter the Swedish labor market.

The very first thing most immigrants enter is SFI, Swedish for immigrants, where they not only is to learn Swedish language, but also get information about Swedish labor market, Swedish society, school- and education system, healthcare, trade unions etc.

Other institutions working in this field is the social services office, that not only deal with social welfare but also in supporting individuals in building networks, discussions about education and suitable work etc.

The National Employment Office also deal with these issues in supporting immigrants getting closer to the labor market, using among other things vocational training, practical training on site, training in how to apply for jobs, validating knowledge and educations from their origin country.

The Swedish Integration Board is another institution dealing with issues in helping immigrants into Swedish society, mostly funding different projects aiming at helping immigrants to enter the labour market, and when doing so, being as prepared as could be.

Factors for immigrants finding jobs “easy” are, besides of language, depending on from which country they come, what social conclusion they lived in, the more similar to Swedish conditions the easier, education level and the possibilities of validation as close as possible to Swedish conditions.

Another thing to take into account is whether the immigrant has an existing network in Sweden, relatives who have jobs etc. Then there is within all of the organisations special educated coaches, counsellors, personal advisers and other personnel that work with immigrants with the aim of making the immigrant self supportive.

## II.2 Registration procedure and residence permits

Register your address with your local tax office. You can find their address in the phone book under “Lokala skattemyndigheter” (local tax authorities).

You will eventually be given a “personnummer” (personal identity number) comprising your date of birth plus four control digits. If you are staying in Sweden for less than one year you will be given a “samordningsnummer” (coordination number). Your personal identity number/coordination number will be used in various contexts in your contacts with various authorities such as Försäkringskassan (the Swedish Social Insurance Administration), but most importantly when you apply for the document “Rätt till uppehåll som EU-medborgare” (right of residence as an EU citizen). You can obtain the document from the Migrationsverk (the Swedish Migration Board). If you are sure that your stay in Sweden will last for at least one year you can apply for an “uppehållstillstånd” (residence permit) from the Swedish Migration Board.

When you have arrived in Sweden you must contact the following authorities:

- your local tax office for address registration and a personal identity number.
- the Swedish Social Insurance Administration to clarify your social insurance status
- the Swedish Migration Board to obtain a residence permit

As an EU citizen you will have other national and municipal services at your full disposal, e.g. Arbetsförmedlingen (the Swedish Employment Service).





Please ensure that you have the following documents with you when you come to Sweden:

- passport
- CV (preferably translated into Swedish)
- documents to substantiate your marital status

EU/EEA citizens can freely reside in Sweden for up to three months and may start working prior to registration with the Swedish Migration Board. Work permits are not required. Those wishing to stay longer than three months in Sweden must apply to register their right of residence.

### I.3 How many work in the sector although over-qualified for the job?

There is no official statistic available for this question, but after interviewing officials from the National Unemployment Office it is quite clear that this is an existing phenomenon.

Since immigrants with higher education level often learn Swedish faster than those with lower education or no formal education at all, they also have better access to the labour market. This group of immigrants get jobs easier than the group with lower education level, but often jobs that don't match their education level.

Jobs in the restaurant- and cleaning sector are common among immigrants and often immigrants who are over-qualified. One of the problems is that it takes time to get their education certificates validated. After they have their certificates validated they have to undertake more studies, often several years, if they want to stay in their original profession.

In the cleaning sector the total employment rate was 50 602 people in 2007 (Statistics Sweden) and 25% were immigrants (9 890 people).

Jobs in the building sector, when referring to more qualified jobs, i.e. carpenters, plumbers, electricians, where you need a trade certificate, is more difficult for immigrants to get without undertake three years of trade education and after that a minimum of 1 650 work hours under supervision of a supervisor.

In the building sector the total employment rate was 178 780 people in 2007 (Statistics Sweden) and only 3% were immigrants (5 254 people). We can't make any conclusions of these figures about whether employed immigrants in these sectors are overqualified or not.

What we do know is that it is more difficult to get a job in the building sector without the right qualifications and experiences as mentioned above, whereas the cleaning sector is more achievable for immigrants due to lower education demands.

#### Official sources

#### Links of governmental sites & other official sources

<http://www.ekonomi.konsumentverket.se/> (National Board for Consumer Policies )

<http://www.sweden.gov.se/sb/d/11160/a/115467> Swedish government

[www.do.se/t/Page\\_613.aspx](http://www.do.se/t/Page_613.aspx)

[www.sweden.se](http://www.sweden.se)



[www.eures.com](http://www.eures.com)  
[www.migrationsverket.se](http://www.migrationsverket.se) ( Immigration office)  
[www.amv.se](http://www.amv.se) (Labour office)  
Statistics Sweden (SCB, Statistiska centralbyrån)  
2007-2009  
[www.scb.se](http://www.scb.se)  
The Swedish Integration Board (Integrationsverket)  
2006  
[www.migrationsverket.se](http://www.migrationsverket.se)

## CHAPTER III. Life and work in Sweden. Social environment. What to do? What to be aware of ?

### III.1 Every day life (e.g. accommodation, culture and religion, transportation)

In general, employers do not provide accommodation for their workers. Some construction companies with building sites far from the regular working place, however, might offer accommodation. Employees have to find their accommodation by themselves.

#### Cost of living

The living costs of a person living alone, excluding housing costs, are around SEK 6900(around EUR 690) [per month], according to calculations made by the Institut för privatekonomi (Institute for Private Economy). This covers costs for food, clothing, hygiene, healthcare, sports, car, leisure activities, local travel, insurance, electricity, telephone, etc.

#### Transport costs

Bus and train cost depends where in Sweden you live, but everywhere you can pay a monthly card for the bus or the train. The prices vary from 300 SEK (30 euro) to 1500SEK (150 euro) depending on the region and how far you shall travel.

If you have a car, the cost for petrol are around 13 SEK (1,30 euro) / litre and then you have parking cost , insurance and tax.



## Food costs

If you are eating all your meal at home the average of the cost for food are 1900 SEK (190 euro) per month. Of course you have to look at the prices of the food and cook all the food at home.

We estimate that you need a minimum of SEK 7130 (710 euro) per month to live in Sweden according to the following budget:

Accommodation ( a small room , flat)	2400
Food and eating out	2000
Clothes, ,insurance ,other costs	1770
Telephone/newspaper	390
Local travel	400
Medical care/hygiene	170
<b>Total</b>	<b>7130</b>

## Renting

The chances of finding apartments for rent vary greatly from region to region. In general, availability is significantly lower in urban areas, especially in large cities, while prices there are significantly above the Swedish average.

To find an apartment for rent you can advertise in the local/regional newspaper or, where they exist, contact municipal housing agencies. Alternatively, you can contact private housing companies. You can find these in the phone book under "Bostadsföretag", or search on the internet on the Gula Sidor (yellow pages [www.gulasidorna.se](http://www.gulasidorna.se)), and you can find different agencies for flats and houses.

## Buying

If you want to buy your own home, you should look for suitable properties in the local/regional newspapers or contact an estate agent. You can also contact private housing companies. HSB (a housing cooperative) and Riksbyggen (the Cooperative Housing Association) are two of the leading nationwide housing companies which you will find in the phone book. You will also find lists of apartments and houses for sale on the Internet.

Bostadsrätt (tenant ownership rights)

This form of housing is a cross between renting and owning your home.



There are three main types of residential accommodation in Sweden: own homes, cooperative housing and tenant-owner housing. Co-operative and tenant-owner housing are usually in the

form of apartments, but occasionally also detached or semi-detached homes. Most tenant-owner housing is owned by public housing companies. Acquiring co-operative housing entails membership in an economic association which requires a financial investment. Prices for co-operative housing and own homes vary a great deal from region to region. Prices and rents also differ according to location, size and standard.

Local and national newspapers often contain adverts about houses and apartments for sale and rent (check out the Swedish-language site [www.onlinenewspapers.com/sweden.htm](http://www.onlinenewspapers.com/sweden.htm)).

Municipalities have information about local flats for rent on their websites – often in English. Search for [www.cityname.se](http://www.cityname.se), e.g. [www.stockholm.se](http://www.stockholm.se). See also [www.bovision.se](http://www.bovision.se) (in German and English) and [www.hemnet.se](http://www.hemnet.se) (in several languages).

Addresses for local tax offices,  
see [www.skatteverket.se](http://www.skatteverket.se).

### Taxes in Sweden

In Sweden, physical persons pay taxes to the State and local tax to the municipality where the person in question is living.

The tax is part's tax deduct from, part's indirect taxes in the form of vat on products and services.

Links about taxes in Sweden

<http://www.skatteverket.se/>  
<http://sv.wikipedia.org/wiki/Skatteverket>

## III.2 Employment (e.g jobs)

### Minimum salary Income and taxes

Within the public sector, central government employees earn on average SEK 21 700 (around EUR 2 170), county employees SEK 21 200 (around EUR 2 120) and municipal employees SEK 17 400 (around EUR 1 740) [per month]. Then you pay tax on this around 33 %.

#### Tax deduction examples:

People working more than 6 months in Sweden are subject to normal tax regulations. Tax deducted includes social insurance contributions and, in contrast to a number of other countries, this applies whether the employee is married or single or has children or not. The tax on income from employment comprises municipal tax (which varies between municipalities, being on average 33%) and state tax. State tax is only deducted on the part of the income that exceeds SEK 340,900 per annum. The rate is 20% up to SEK 507,100 per annum, and 25 % for anything above this sum (financial year 2008).



## Where to find a job

To find a job you can contact <http://www.Amv.se> - The National Agency for Employment, or private Interim Agencies such as – [www.jobsverige.se](http://www.jobsverige.se) , [www.manpower.se](http://www.manpower.se), [www.stepstone.se](http://www.stepstone.se), [www.jobsafari.se](http://www.jobsafari.se)

## III. 3 Social and health care

### School system in Sweden

Children aged 1–5 years old are guaranteed a place in a public kindergarten (Swedish: *förskola* or, colloquially, *dagis*). Between the ages of 6 and 16, children attend compulsory comprehensive school. After completing the 9th grade, about 90% of the students continue with a three-year upper secondary school (*gymnasium*), which can lead to both a job qualification or entrance eligibility to university. The school system is largely financed by taxes.

Links about the Swedish school system

Education in Sweden

[http://en.wikipedia.org/wiki/Education\\_in\\_Sweden](http://en.wikipedia.org/wiki/Education_in_Sweden)

<http://skolnet.skolverket.se/polopoly/utbsys-eng/>

<http://www.skolverket.se/sb/d/368>

A web site run by the Swedish National Agency for Education containing a virtual career guidance tool and a special section for guidance practitioners:

[www.utbildningsinfo.se](http://www.utbildningsinfo.se)

Youth skills Sweden

<http://www.yss.se/start>

### Health system, rights

To be covered by or to be eligible for social benefits through the Social Insurance Office you must as a rule either be resident in Sweden or working here. Examples of residence-based benefits are child allowance, housing allowance and an allowance for medical expenses. If you work in Sweden you are insured for employment-based benefits which include sickness benefits and rehabilitation compensation.

### Medical health care

Patient fees for consulting a physician working within the national health scheme usually vary from SEK 120 (12 euro) to SEK 300 (30 euro). In some counties medical health care for children is free. When you buy a prescribed medicine you are given a discount. Further discounts are given to those who exceed the yearly cost limit.

### Sick leave

No wages or sickness benefits are paid for the two first days you report sick. The employer pays for the first 2 weeks of sick leave. You may be eligible for sickness benefits if you have been sick for more than two weeks and no longer receive sick pay from your employer. As a rule, both sick pay and sickness benefits amount to 80% of salary (up to a certain limit), and are liable to income tax. In most cases a doctor's certificate is required for more than 7 days of sick leave.

#### Useful phone numbers

Unique emergency number - 112

Police - 112

Ambulance - 112

Fire brigade - 112

Consumers' Protection – 0771-423300

Child telephone – 116 111

Social assistance -



### **Dental care**

Dental care is free up to and including 19 years of age. After this you have to pay part or the entire cost of dental care yourself. The regulations applying to Swedish dental care have been reformed as of July 1st 2008, and information about these changes is available at [www.fk.se](http://www.fk.se).

People from other countries should make sure that they fully understand their situation regarding social insurance. Please note that unemployment benefits are not covered by the Swedish social insurance scheme. More information in other languages is available at [www.fk.se/sprak](http://www.fk.se/sprak).



### III.4 Who can help you (e.g narrative + sources)

The employment office has in commissions to ensure that job seekers and employers reach each other. That job seeker will get the aid they need to quickly find a job and that the employer will get sufficient skilled job seekers.

In Sweden we have a lot of Work agencies and they can also help you to find a job.

SFI, Swedish for immigrants, there can you learn the Swedish language, and also get information about Swedish labour market, Swedish society, school- and education system, healthcare, trade unions etc.

Contacts are very important – many people get a job through contacts, lot of people find jobs by talking to their friends and acquaintances. Tell people you know that you are looking for a job.

Other institutions working in this field is the social services office, that not only deal with social welfare but also in supporting individuals in building networks, discussions about education and suitable work etc.

In Sweden every person has a right of access to the countryside known as “allemansrätten” (the right of public access). This entitles you to cross other people’s land (if it is not cultivated) or water, to fish along the coast, to stay in a tent for one night out of sight of other buildings and to pick berries, mushrooms and non-protected wild flowers. However, you are not allowed to discard litter in the countryside, to hunt, to fish in lakes without permission, to disturb animals or birds, to touch bird eggs or young, to touch anything growing on cultivated land or to light fires where the fire could spread or on exposed rock.

If you wish to stay in a tent for more than one night in the same place you must ask the landowner for permission.

#### **Immigrant organisations**

Immigrant organization is an organisation in a country that aims to linking together persons from one or several other countries. And to help the immigrants.

Links to association for immigrants

<http://www.immi.se/>

### III.5 Other information (e.g difficulties)

#### **Account of difficulties migrant workers had to face**

Please note that nearly all the job descriptions at [www.arbetsformedlingen.se](http://www.arbetsformedlingen.se) and the other sites mentioned above are in Swedish. Most employers point out that at least a basic knowledge of the language is required. The reason most frequently given is that employees must be able to follow safety instructions at work as well as communicating with the employer, colleagues and customers.

#### **Young people**

Minors may enter into contracts of employment in spite of the fact that they have not reached the age of majority. However, there are certain restrictions on the employment of minors. People below the age of 16 are not allowed to work by law. The same applies to people above the age of 16 who have not completed 9-years of compulsory education. A minor who is aged 13 or above



may do some occasional work, provided that the work is not harmful to his or her health, development or education.

There are special national labour market programs to promote the employment of young people over the age of 18. These programmes are administered by municipalities in close cooperation with local employment offices.

### **Women**

There are no employment provisions applicable solely to women. Under the Swedish Parental Leave Act of 1995 (föräldraledighetslagen) the same parental leave rules apply to both women and men.

A woman who has a physically demanding job, which she is unable to perform due to pregnancy, may ask to be reassigned. If that is not possible, or if there are risks in the working environment, she may be entitled to pregnancy cash benefit from 60 days prior to the calculated due date.

A mother is also always entitled to parental leave in connection with the birth of a child. This leave may commence up to seven weeks before the calculated due date and end up to seven weeks after the birth. Female workers are also entitled to breastfeeding leave.

### **Marriage**

In order to marry in Sweden you must be at least 18 years old, unmarried or divorced and not a close relative of the person you are to marry. The wedding may be religious or civil. A document certifying that there are no obstacles to the marriage is also required.

In Sweden an unmarried couple can live together in a "samboförhållande" (cohabitation), which in many ways is similar to a marriage. A special law, sambolagen (the Cohabitation Act), governs these relationships in respect of children and common goods in the event that the relationship should come to an end.

This Act also applies to similar homosexual relationships. In Sweden homosexual couples can register their partnership. In law such a partnership is, in principle, equivalent to a marriage, with a few exceptions.

### **Other things to keep in mind**

Please bear in mind that the lifestyle, customs, educational methods and standards of other countries can be very different from those you are used to at home and you may feel disadvantaged if you do not speak the language. The laws governing personal and business relationships, trade unions, road use, personal freedom, domestic travel, buying and selling, etc., may be quite different from what you are used to.

It's not allowed to smoke in public places in Sweden as restaurants, pubs, cafes, hospital and almost every employer have smoking ban.

All municipalities in Sweden have public libraries with trained librarians. It costs nothing to borrow books.

For example, it is typical in Sweden for workplaces to have "flat organizations", designed to have as few decision-making levels as possible. Another thing worth noting is the reform of the Swedish "du" form of personal address. In the vast majority of cases people address each other as "du" (the familiar form of "you"), which also has an influence on management/staff relations.





**Popular sports** include football (soccer), handball, ice-hockey, tennis, skiing and golf.

**Average temperatures**

	JANUARY	JULY
Malmö	+31.6°F (-0.2°C)	62.2°F (+16.8°C)
Stockholm	+27.0°F (-2.8°C)	63.0°F (+17.2°C)
Kiruna	+3.2°F (-16.0°C)	55.0°F (+12.8°C)

**Daylight**

	JANUARY 1	JULY 1
Malmö	7 hours	17 hours
Stockholm	6 hours	18 hours
Kiruna	0 hours	24 hours

If you are invited for dinner with a Swedish family today, there is little etiquette to breach. Just remember to say thank you — *tack!* Swedes do it all the time. It's like the English "please" and "thank you" rolled into one:

"Could you pass the salt, please?" (*Kan du skicka saltet, tack?*)

"Here you are." (*Varsågod.*)

"Thank you!" (*Tack!*)



## CHAPTER IV. Construction working area in Sweden. Recruitment conditions and requirements. Solutions. Options. Challenges.

### IV.1 Difficulties and solutions related to work environment

Jobs in the building sector, when referring to more qualified jobs, i.e. carpenters, plumbers, electricians, where you need a trade certificate, is more difficult for immigrants to get without undertake three years of trade education and after that a minimum of 1 650 work hours under supervision of a supervisor. So the percent that works in this sector are very low only 3%.

In a house factory (more like an industry) you don't need any education but you need language skills because you need to understand rules, regulations, security regulations.

The problems are that it's very difficult to get a job in the building sector because of the education system and the language skills. Sweden have immigrants that can work in the sector but not have the certifications so they are working in the "black market" and this is a problem because of the low salary and they are taking the work from the people with education/ certification.

In the house factory there are no problems, but they have to fit in and have to be able to work in a team but this is the same for everyone.

You should not have any problems in your social context there must have been some adaption to Swedish society. You must be able to work in teams, but also independently.

#### Solutions

*Prova-på platser* – "Try out-jobs" – is a labor market measure that came about on the initiative of the Confederation of Swedish Enterprise in talks with the government. Thereafter other central organizations on the labor market have backed the initiative, which is now run by the National Labor Market Board. The aim is to enable persons with no or little experience of the Swedish labor market to get a chance to show their competence in a workplace. Some of the groups which are in focus right now are persons recently registered at employment centers and newly arrived immigrants. The "try out-jobs" may be maintained in parallel with municipal introduction programs and are available in both the private and public sector, as well as in non-profit organizations.

There seems to be a general perception among policymakers that immigrants to Sweden are best taught the ability to speak, read and write the Swedish language in classrooms financed by public funds. Knowledge of institutions, laws and customs guiding life in Sweden can also be taught in such ways. Nonetheless, there is also a general perception that although considerable amounts of resources have been put into such programmes, they have not always been successful. Alternatives are to learn specific Swedish skills at a work-place and there are also public programmes aiming to ease this. Education that are more specialised for the building sector that includes language training and the validation must be easier.

### IV.2 Difficulties and solutions related to social environment

Cannot see any difficulties here – because of the high demands on language skills and education. And a reason is also that this is a world with almost only men and they don't have some problems that the women and the cleaning sector have.



And according to the people we interview they can not see any difficulties. They feel that they have the knowledge about the society and have good relationships at work and in the home environment.

### IV.3 Difficulties and solutions related to technical vocabulary

In the special jobs like carpenters, plumbers, electricians you need education and good language skills. On a building factory you can get a job without an education and with limited knowledge in the native language. In construction, raising houses – you have to have better knowledge in language, and also be better educated.

#### **Solutions**

To have an easier way to validate educations. Have shorter education for work in the building actory.

[www.si.se](http://www.si.se) — The Swedish Institute: learning Swedish outside of Sweden  
[www.sprakradet.se](http://www.sprakradet.se) — The Language Council of Sweden  
[studera.nu](http://studera.nu) — The official website for applying to higher education in Sweden, managed by The Swedish National Agency for Higher Education

[http://www.yrkesutbildningar.se/bygg\\_anlaeggning\\_fastighet\\_153\\_.html](http://www.yrkesutbildningar.se/bygg_anlaeggning_fastighet_153_.html) - Educations for the building sector.



## CHAPTER V. Cleaning working area in Sweden. Recruitment conditions and requirements. Solutions. Options. Challenges.

### V.1 Difficulties and solutions related to work environment

It depends where you work in the cleaning sector how the situation look likes. You need to have good language skills in some cleaning work, for example in the cleaning sector at the hospitals – to be able to talk and communicate with patients and relatives and so on, but you don't need to have any education for the work.

At the hospital they have special courses about how to clean when there is risk for contagion, how to handle regulations etc. So every new employed get a course about this and again then you need to have the language skills.

In the private sector they generally insist that the cleaning should take place outside of the usual working hours ,early morning and late afternoon/early evening, often leading to their activities being carried out alone. And there is no need for education or language skills.

Some of the women do not have the possibility to make a professional career, because of lack of networks, the lack of counsellors and the working schedule. Their educational and professional experiences are often not known to, or recognized by their Swedish employer. The group who has an academic degree and working experience from their original countries feel very much dissatisfaction with their jobs, and get ill because of that. The influence on health is more marked for immigrant women than for immigrant men.

The private cleaning sector can see some problems with that a lot of women work in the cleaning sector and they have responsibility for the children so there is sometimes problem with being at work on time, they stay at home when the children are ill, even if their husbands are unemployed. Even the lack of a driver's license is a problem in the cleaning sector for immigrants, especially women.

#### **Solutions**

If it's possible, the working time for the private sector should be different, so the workers can have more social contacts at work but also to increase activities in the free time. There have to be changes of the attitudes of families to women's role.

Information about education and validation of existing education must be more spread.

### V.2 Difficulties and solutions related to social environment

With the working schedule in the private cleaning sector they have many problems to be a real citizen and to be involved in the society. They don't have the opportunity to participate in activities, they are not learning the language or they forget the language if they have learn a little because they are using the mother language in the family. They are not enjoying the work because they feeling lonely or over qualified.They have problems with the family/children and have no friends because of the working schedule. Also the transport to the work can cause problems because of the working time, early mornings and late evenings.



A lot of cleaners have low confidence and self-esteem, anger and hopelessness, fear of change- they want to do changing but are afraid and some times they don't have the knowledge about how they can do it.

All this factors together influence the health and the sick leaves are increasing in this area.

### **Solutions**

Change the working schedule in the private sector. Try to change that the women are working alone. When we interview the cleaning sector in the hospital they don't have the same problems and that's because they work in teams, have working schedules that fits the transport system and child care . They have social contacts and are increasing their language skills.

## **V.3 Difficulties and solutions related to technical vocabulary**

If you are cleaning in an office there is no problem with the language because you don't need to talk to people, you will do the cleaning when the office is closed. About the technical vocabulary you get a little introduction for your cleaning area, in "body language" or in English / Swedish.

### **Solutions**

There is a need for a shorter special education in for vocabulary for the cleaning sector. The private sector could cooperate with the hospital with the education.

### **What factors/barriers could explain why immigrants don't find jobs?**

- discrimination by employers
- lack of experience seen as relevant
- insufficient knowledge of the system and the culture
- poor access to informal networks
- native language difficulties

The kinds of barriers fall into several categories:

1. structural (prior work and learning experience; the operation of guidance and training services; state policy, including the provision and funding of guidance services and public transport; the attitudes and practices of employers; discrimination; racism; ageism against both young and old; sexism);
2. Situational (little work experience, poor mental and/or physical health, physical disability, learning disability, attitudes of families to women's role, low or non-existent qualifications, qualifications that are not recognised, low literacy and/or innumeracy, financial difficulties, availability of illegal or non-formal work, few positive role models, little family support, unrealistic family expectations, difficult family situations, lack of information about education, guidance or the labour market, poor knowledge of the language, uncertain legal status, legal status that prevents access to training);
3. Dispositional (low confidence and self-esteem, acceptance of negative stereotypes about themselves, anger and hopelessness, fear of change) Old immigrants have a different situation in a new country than do younger immigrants, e.g. in terms of mobility, flexibility, experience and need of health care.

## **V.4 A final word of wisdom**

Thus, integration seems to point to a society, where individuals are not segregated from each other but in contact with each other, where individuals are not forced to give up their first language and culture but are allowed and also in practice able to keep these, while at the same



Time being in active contact with the majority population. An integrated society might thus be defined as a society where it is possible for individuals in all groups of society to both have access to and be actively engaged in all public and private activities and services. It is probably also a society that is characterized by openness, tolerance and participation of all groups in as many activities as possible and where phenomena like discrimination, racism and xenophobia are unusual and not accepted.

[www.jobsinstockholm.com](http://www.jobsinstockholm.com) — Jobs in Stockholm  
[www.thelocal.se](http://www.thelocal.se) — The Local – local search engine for job  
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[www.bizbook.se/](http://www.bizbook.se/) - searching of entrepreneurs and companies  
[www.gulasidorna.eniro.se/](http://www.gulasidorna.eniro.se/) - search engine for work, companies, municipality, health care etc.



## Self Evaluation

### After reading this chapter try to answer the following questions :

**1 If you come from another European country do you need particular residence permit to work in Sweden ?**

A / yes       B / no       C / yes if I stay more than 3 month

**2 Were can you learn the Swedish language ?**

A/ SFI       B / SIF       C/ SBI

**3 If you reside in Sweden with a declared work, can you profit from the social security?**

A / only if I work every day       B / no       C / yes

**4 What webadress have the labour office?**

A / www.sma.se       B / [www.amv.se](http://www.amv.se)       C / www.Vma.se

**5 When do you start to pay taxes in Sweden ?**

A / after 3 months      B / after 6 months      C / after one year

**6 What are important when you seek for a job in a building factory ?**

A / Language skills       B / Education       C / the age

**7 In the cleaning sector you can find work in ?**

A / Small and large companies       B / Small companies       C / Large companies

Answers: C, A, C, B, B, A, A







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