

Breakback project – Final conference 18/11/2021 - Florence

Tackling new frontiers of unionization in Spain: The case of “Your union response now”

UAB Universitat Autònoma
de Barcelona

Quit Centre d'Estudis Sociològics
sobre la Vida Quotidiana
i el Treball

Alejandro Godino

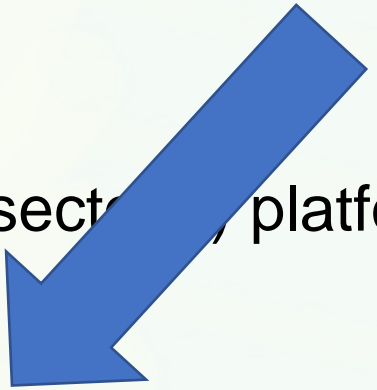
Union responses tackling platform work

Mainly distinguishing between:

- Bottom-Up initiatives:
 - Professional unions organizing specific occupational profiles
 - Example: “Riders x Derechos” (Riders for Rights)
- Top-Bottom initiatives:
 - General trade unions organizing and servicing to (inter-sectoral) platform workers
 - Example: “TRSY!” (Your Union Response Now!) - UGT

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TRSY! - UGT



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- Recovering employment relations (instead of business relations).
- Applying adequate legal frameworks:
 - (Company or sectoral) Collective agreements

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Strategy of the union following this:

- Evaluation of algorithmic management of (delivery) work.
- Collective organization and action.
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TRSY!

The spearhead of the collective action of the union to regulate platform work.

TRSY! - UGT

TRSY! consists basically of a website provided by UGT (second largest union at national level) targeted to **platform workers**.

UGT logo does not appear anywhere on the website.

- Intentional in order to attract people generally reluctant of unions action.



TRSY! provides several **services**:

- MailBox for initial questions on (bogus) self-employed rights.
 - Maximum deadline of 24 hours to provide clear information.
 - Provision of labour legislation basic information.
- Legal and Collective Bargaining coverage of out-of-employment-relations.
- Ultimately, collective coordination of these hard-to-unionised workers.

TRSY! - UGT



User trends:

- More than 2000 queries attended before the impact of the pandemic.
- Contacts increased exponentially in 2020 with the outbreak of the Covid 19 pandemic (Dufresne and Leterme, 2021).

User profile:

- Platform workers (main target): 58% of these queries.
- Surprisingly, 42% of the consultations came from workers in rural areas
 - This profile of workers has grown due to the so-called "empty Spain"
 - Generally, with difficulties to access union representatives.

TRSY! - UGT



Impact on affiliations:

- Low (+/- 57), but expecting results in long-term.
- Affiliation is not the main index internally to evaluate its impact.

Impact in other issues:

- Open channel to contact the union
- Tens of favourable legal sentences.
- National regulation establishing mandatory employment relation to delivery platform workers.

TRSY! - UGT



TRSY! has provided:

1. Union coverage to out-of-employment-relation workers
2. Legal representation in judicial claims.
3. Institutional regulation of delivery platform workers (Law 9/2021).
4. Firsts collective bargaining processes at company level (e.g., JustEat)
5. TRSY! functioning currently as the “**digital section**” of the union.

**Grazie
Gracias
Thank you**

Questions

- How did the service start?
- How have it progressed?
- How did the service help to build new forms of representation and/or protection and collective action for workers difficult to unionize?