

**PROJECT:** THE RIGHT TO THE CITY AND THE AMBIVALENCE OF TOURISM: A COMPARATIVE APPROACH TO MEDIA DISCOURSES AND SOCIAL MOVEMENTS' DISSENT IN VENICE, AMSTERDAM AND BARCELONA

**PUBLIC REFERENCE INTERVIEW CODE:** BAR02

**MONTH/YEAR:** JANUARY 2020

**DURATION:** 1 HOUR 12 MINUTES

**LANGUAGE:** SPANISH

**TRANSLATION:** DR ALEXANDER ARAYA LÓPEZ

**SELF-REPORTED GENDER OF THE HUMAN PARTICIPANT:** FEMALE

**AGE OF THE HUMAN PARTICIPANT:** 40-49 YEARS OLD

**COLLECTIVE:** LAS KELLYS (BARCELONA)

**INTERVIEWER:** DR ALEXANDER ARAYA LÓPEZ

**DISCIPLINE:** SOCIOLOGY

**PAGES:** 15

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THIS INTERVIEW FOLLOWED THE ETHICS GUIDELINES FOR RESEARCHERS AND A WRITTEN CONSENT FORM WAS SIGNED BY THE HUMAN PARTICIPANT, AFTER DISCUSSING THE OBJECTIVES, SCOPE AND POTENTIAL RISKS AND HARMS ASSOCIATED TO THE INVOLVEMENT IN THE STUDY. THE ETHICS COMMITTEE AT CA' FOSCARI, UNIVERSITY OF VENICE APPROVED THE ETHICS GUIDELINES FOR THE «RIGHTS UP» PROJECT ON JULY 2<sup>ND</sup>, 2018.

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**HOW TO USE THIS TRANSCRIPT?** THE FOLLOWING TRANSCRIPT IS A NON-LITERAL TRANSLATION FROM SPANISH TO ENGLISH. CONTEXTUAL INFORMATION, WHEN DEEMED NECESSARY BY THE RESEARCHER, HAS BEEN INCLUDED IN SQUARED BRACKETS. SOME DATA HAS BEEN REMOVED DUE TO POTENTIAL HARM TO THE HUMAN PARTICIPANT OR DUE TO PRIVACY CONCERNS. ACCESS TO THE ORIGINAL TRANSCRIPT IN SPANISH COULD BE OBTAINED ON A CASE BY CASES BASIS. THE ORIGINAL AUDIO FILE WILL NOT BE SHARED. THE NAMES OF PUBLIC SPACES, BUSINESSES, POLITICIANS OR INSTITUTIONS MENTIONED BY THE INTERVIEWEE HAVE BEEN INCLUDED, WHEN THIS INFORMATION IS CONSIDERED “SAFE” ACCORDING TO THE PRINCIPLE OF “NO HARM” APROPOS THE HUMAN PARTICIPANT.

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**Interviewer:** Ok, my first question is: Have you lived enough time in Barcelona to perceive a “before” and “after” of what we call “mass tourism”?

**Subject BAR02:** Yes.

**Interviewer:** Ok. Could you tell me, what have you seen?

**Subject BAR02:** Well, I came here in [19]99. Of course, I came here without papers... without anything... But a year and a half later, more or less, I got the documentation, and the papers were in order... and then I started working in the food industry... But, this was in a coffee shop... I started in a coffee shop... and of course, working in a coffee shop is also hard... It's overwhelming... and after I was there for a year in the coffee shop, there was too much work

to do... I thought that by changing jobs, maybe something would be different... So, I found me a job that supposedly was in cleaning a hotel, during the construction works... [IN SPANISH: "OBRAS"] The hotel [REDACTED DUE TO PRIVACY CONCERNS] that is located in [REDACTED DUE TO PRIVACY CONCERNS]. This hotel started in 2001 or 2002, more or less. So, I started with the work there... And, when I started with the regular work, because the hotel was going to be inaugurated... I worked for one month or two during the construction works... And then I shifted to... once it was inaugurated... Once it was inaugurated, I started working as a hotel housekeeper [IN SPANISH: "CAMARERA DE PISO"], and of course, I had no idea what it meant to be a hotel housekeeper... I didn't know... You could make a bed in your home, but it's not the same that working for a hotel... [YOU HAVE] To make more beds, and the details, and all that stuff... Well, it was totally different... When they asked me to clean a room, I didn't know how to start with that... There was too much... There was trash... And I didn't know where to start... I would only see a messy room, and I didn't know what to do... How to clean... No one is born with knowledge... You always have to learn... Well, the woman in charge taught me... How to clean a room... And once I started to clean the rooms by myself, yes... It's a five-star hotel... Where there is a lot of work to do, a lot of details... It has to be ultra, ultra, ultra-perfect, everything... Because tourists pay for this service... Then... I started working there... Sure, the worktime was 8 hours, but in reality, I would work more hours, because I didn't know... I was ignorant about everything related to labor rights... about the workers... I didn't know, I didn't have a clue... I didn't know what I deserved... and what not... And well, I would stay until late, cleaning, finishing the rooms, even when I finished at seven... And I was not used to have breakfast... Because I used to have breakfast at eleven, at a bar... And there, I would go without having breakfast... I would wake up, take a shower and go to work... Of course, when it was the time to eat something, I would not eat anything... I wouldn't even go down to eat... For me, everything was new, and I had to start from zero... To clean the rooms, to keep the rhythm, to manage the time... At that time, they used to give you 45 minutes per room... And it would have been perfect to keep it that way... like at that time, but now... It has changed, completely... The work, for me, because I was a beginner, it was very hard... It was 11 rooms in 8 hours... So, for me it was really hard... And in the end, after a year and a half, or some 15 months... I left that place... But I left because a friend told me: "No, they are paying you less there, you have to come somewhere else". And she took me to work in an ETT [IN SPANISH: "EMPRESA DE TRABAJO TEMPORAL" - SHORT-TERM EMPLOYMENT]. I started there in the ETT. The next day they call me to go to work, to start immediately in a hotel near Glòries, well... It was three stars... And because it was a three-star hotel, it was a little bit easier... The cleaning is the same, but it's a little bit easier to do... And well, I liked it... Ok, well 15 rooms in 8 hours, it was going very well, and besides that, they would give the meals, and everything else... It seemed perfect... And then... But the ETT, what they do, is that they pay you per hours... I mean, at that time, they started to pay me 7,75 [EURO] per hour, I believe... in a three-star hotel... And I said: "Well, it's going really good"... I said: "I like working like this"... And of course, I did the math, well if it is 22 days of work and not 24, this is this much in 8 hours... 7 [EURO] and something per hour... It was almost 8 [EURO]... It's looking really good... I started like that... All the time the hotels are full... I couldn't say that there is a low season... and that tourism... From the moment I have more... [WHEN] I started to have more knowledge about the hotels being full and tourism comes... Well, I notice that the hotel is always full, each time it is full, be it winter or summer, it is always full, there are congresses, fairs... There is everything, always... And well, I started working like this, and... When... All this time I started with the ETT, I left that hotel and they took me to work in the hotel [REDACTED DUE TO PRIVACY CONCERNS]. I worked there for a year, and they wanted me to be part of the regular staff... But, little by little, I noticed that the work, they were making

it harder and harder... Like they were pressing a rope... Again, and again, and again... Well, and there they would not give you any meals, they will only give you your payments, the salary, your holidays, and all... But each single time, they are limiting you other stuff, like they are taking your rights... And I didn't know anything about this... I accepted everything that they said to me... I would do 17 rooms in a four-star hotel, that I would say is excessive...

**Interviewer:** Seventeen in 8 hours?

**Subject BAR02:** Yes. Sure. And I would say, but I am coming from a three-star hotel doing 15 rooms, and here I end up doing 17 or 18, in a four-star hotel... Uh? Let's see. You go to each hotel, and each hotel is different, although the cleaning is the same... The details change a lot... And you have to get used to this work routine... And well, I started like this, during all this time I worked for an ETT, that they paid me per hour... That I was happy... But starting with that hotel, the [REDACTED DUE TO PRIVACY CONCERNS], that I was in the regular staff, let say so... A year later, I left, because I didn't like it, it was really hard work... And after that, I came back to an ETT... The same one in which I was before... So, the ETT places me again in a five-star hotel that is, located in Las Ramblas, [REDACTED DUE TO PRIVACY CONCERNS], and... I started working there... Well, the first days, I would say: "No, I don't like it, I want to change places". The woman in charge of the ETT, she would say... They paid me 9,50 [EURO] per hour... She would say: "No. You will see that you will get used to it, give it some time." And two days later, I was calling her to tell her to change me to another hotel... She said: "You are going to get used to it, little by little... No one has complained to me about this hotel..." I mean... And I said: "But I don't like the way they work", and she said: "Stay a little longer". The hotel was under construction... So, little by little, they were doing renovation in the hotel, because it was old... And sure, the older rooms were easier to do, maybe a carpet... Well... It was so easy... And I told the woman in charge: "I won't get used to it" and she said: "No, stay there, because you will get used to it, for sure... Look, let this week pass and if you don't like it, you call me next week, and we change the hotel. I'll send you somewhere else". A week passed, two weeks, I didn't call her again... To complain, to the woman in charge, because evidently, I liked working there... and I said that I didn't... I didn't want to change hotels anymore... From there... I stayed working at that hotel until 2012, through the ETT, when it is noticeable... Drastically... That the Labor Reform made by [PRIME MINISTER] Mariano Rajoy has... Well, that Labor Reform bankrupted all the workers... It left us unprotected... They put us in hands of the "outsourcing" [ORIGINAL WORD IN ENGLISH] companies, that are the ones that are external... The multi-service... Whatever you want to call them... And the whole regular staff of the hotels were let go... If it were 30 or 40 hotel housekeepers in the staff of a hotel, well you let go all these housekeepers... all that personnel... and they hire again externalized [IN SPANISH: "EXTERNALIZADO"] staff... But not all the 40 or 50 people that were there return, they don't come back, it comes back less... The half or a third of that personnel. So, what happens? The amount of the work increases for a female worker. The salary is lower, because it's an outsourcing company [IN SPANISH] "SUBCONTRATA", and this company at the same time what they do is to take away all your rights... I don't belong to the hotel; I simply belong to an outsourcing company that pays me, and that's it... That I would see them only once, if I ever see them, or maybe not even... This is how it works... After that, it comes... Well, in 2012, Rajoy put this in place, with the story of the so-called "crisis", that in reality we didn't see the effects of the crisis, we saw the effects of the crisis reflected in the precarity that fell upon us, because the businessman... I think he never, never had any losses... Because during all this time, tourism performed in the same way... I mean, they have come... It's impossible, each time more of them [TOURISTS] come... It is noticeable, right now, both in employment and in housing,

there is too much... Too much movement of people that are not from here... Well, it's not like they come like tourists and go away... Besides that, that they come and go, because they are tourists, others come to stay here... Because they see it... I think that, for starting a business... They see it easier than in other places in Europe... So, they come, and they put their business here... But what happens? Because they know that the salaries are low, when they hire you, they hire you for 2 or 3 hours... It's the same... "Look, I pay you this and that's it". It has grown so much, the tourism, that each time there is more people here... And the people from here, they are out... Because when you don't accept the precarious work that is available here, they are forced to migrate... The ones from here [SPAIN], they have gone away... And the ones from abroad that have been here, they have also gone away... Either they returned to their own countries or they left for other countries in Europe or America... To build a life somewhere else...

**Interviewer:** Ok. In your opinion, if you have to say which are the three problems that tourism is causing, the three more serious problems that tourism is causing in Barcelona, which are these three?

**Subject BAR02:** No. I don't understand the question.

**Interviewer:** Let's say... Of all the problems in which tourism plays a role... in Barcelona, which are the three more urgent problems to solve?

**Subject BAR02:** Because of tourism... Well, the gentrification... The economic issue... and the labor issue... For me, these are the important ones... Because tourism works according to... A tourist comes and pays you a sum for a hotel and... well, this money should be better distributed... both between the businessman and the working class, because they are the ones pulling forward... the tourism...

**Interviewer:** And in terms of activism, how was Las Kellys created?

**Subject BAR02:** Las Kellys were created... Well, from the [LABOR] Reform in 2012, many hotel housekeepers noticed that everything has totally changed, that they went from being staff to the outsourcing... or a work with an 'end task' [IN SPANISH: "TRABAJO DE FIN DE OBRA"] that you don't even know when you are going to finish... with a precarious salary, and besides that, that your health... It has been affected... So, in 2014, hotel housekeepers from different places started to get in touch via Facebook, the social networks... When they get in touch, little by little, they add other people... And they notice that the problem of one person is the same of the other ones... Each one of them noticed that all of them had the same problem, in reality... It was the health, the excessive work... and that salaries were low... Because they were earning a misery... Then, this time passed, and in early 2016... Well, I didn't know anything, I kept working... I was out in 2012, in 2013 I spent the whole time here in unemployment payments, without finding a job... I was searching, but I didn't find any... They wanted me to work in a five-star hotel, the same hotel [REDACTED DUE TO PRIVACY CONCERNS] working there, 8 or 6 hours, but I earned 530 euro, so I said: "No". No, because... How am I going to work 6 or 5 hours earning 530 euro, if some time ago I was earning about 900 euro, when the Euro was recently established...? So, I said... And they were paying me less, even that... That's why I left... Uh... So, from 2016, it was coordinated here in Barcelona, a group of hotel housekeepers got together, via Facebook, because they were already uniting in Benidorm, in Lanzarote... in Madrid... And Barcelona was missing... And a friend of mine, that lived with me, in the apartment that I was renting... She worked in another

hotel, she told me: “Listen, Las Kellys has been created, they say there is an association, Las Kellys, that they want to be organized, to claim their rights...” I didn’t have any idea about how it worked, well... At that time, I... When 2013 was ending, the unemployment... In 2014 I went to London... Allegedly, I went there because I didn’t find anything here... I went to London and I stayed there almost 8 months... But what happens there? There they asked me for at least 75% of English, and besides that, they asked me for my documentation... That at the beginning you don’t have it, they give it to you after two or three weeks, I don’t remember... But, sure, everything is super expensive... The cost of life is also more expensive... And then, I’m there the whole 8 months, and I came back here, because I said: “If I’m going to earn the same. There [LONDON], there I had to get up really early, I would wake up at 2 a.m. and at 9 or 10 [A.M.] I was coming home to sleep, and then I would eat something, or do something, and at 4 or 4:30 [P.M.] I was coming out of home, going to work again... until 9:30 at night...” I almost didn’t have a life there... I was going from work to home and from home to work, but most of the time I was in the bus... In the public transport, because it’s such a big city... I had to go from one side of the city to the other... And besides that, I also worked some time at a University campus... That... It was outside of London... So, they used to pick us up an hour in advance, because the campus was an hour away from the city, and that hour from 8 to 9 [A.M.], we spent it commuting, and at 5 [P.M.] they brought us back... And of course, I had a job in the late afternoon, so I was desperate because I had to start work at 6:30 [P.M.]. It was chaotic. And I used to tell myself: “Where did I end up?” I spent some time there... In October, I had holidays, because it was the time for holidays, and well, I said, “I’m going to Barcelona...” Because here, I was renting an apartment, and I was not able to give it up... Because my things were here, and I didn’t know how long I was going to stay there [LONDON], because I was trying things out... And, because I noticed that the money that I was earning was being spent in the bus and the food and the room, because I was paying 500 pounds for a room for myself... Well, the money that was left, I had to send it here to pay for the apartment... It was... Well... The numbers were not matching... The expenses... So, when I came here for a week... As soon as I come back... In October, I came back, and I noticed when I was back there: “But what am I doing here?” I started working again. I went to work and... Yes, but even if I was working 7 or 8 hours, it was not enough money...

**Interviewer:** Here, in Barcelona?

**Subject BAR02:** No, there [LONDON]. Well, if there, they are going to pay me 500 or 600 euro, and with the currency exchange, there everything is more expensive, even if you earn more... The money stays right there... And also, the money that I’m making there... I’m paying my room here... The apartment... I was paying an apartment, 650 euro. I said: “I’m going back”. I told the girl that was living here in my apartment, I told her: “Look, I’m going to leave your phone number”, because I had another number there... “And I’m going to leave your number and start sending some curriculums here in Spain, so I can come back to Barcelona... because here [LONDON], I don’t want to stay here”. So, I came... I covered some replacements that I have already committed to do, and the fixed job that I had there, the work contract and I don’t know what... I told them that I was leaving... I told them 15 days in advance, and I told them: “Look, I’m leaving... This date and until that date I will work for you...” And it was just like that... And precisely, my friend wrote me, and she said: “They called you for a job, for a hotel, I don’t know, two or three starts, that is here in the center...” and I told her, “Well, tell them that until this date... Until this date... I’ll be there”. Because, of course, I had to cover the holidays... the replacements there, and I could not say: “Look, I’m leaving right now”.

**Interviewer:** Sure, sure.

**Subject BAR02:** So, the 15 days passed and the next day, I came back. I left my bank card with a friend, I left her everything, because I trusted her, so that she will take the money out, when they pay me... She could make a withdrawal and send it here... Ok, all that went fine... When I come back, luckily, that job... That I said luckily, they were waiting for me... When I started to work, after a week of being here, it was working for an outsourcing company at a hotel... I began to be externalized [IN SPANISH: "EXTERNALIZADA"]... Before, I didn't want to work... But, in the end, I didn't have a solution, other than to accept that job... Because I said: "Well, if I am going to work the same, more or less... and I don't sleep well there [LONDON] and I'm not fine, I'm always sick, because of the cold, and the excessive humidity..." I didn't like it... And well, when I came back, I went to work at that place... Eh... They hired me for five hours, doing 13 or 14 rooms in a three-star hotel, but...

**Interviewer:** Three-star.

**Subject BAR02:** Yes, three-star, but it turns out that this hotel... The owner, he does not only have the hotel, the building where I work... But he also has tourist rentals, a whole building... First floor, second floor, third floor... Eight floors, I believe... Well, all those apartments were for rent, but when they gave me the sheet with the tasks... They would not give me rooms only at the hotel... They would give me half of the rooms at the hotel and the other half, I would have to find it myself... [IN SPANISH: "BUSCARME LA VIDA"] So, I would go out to the street, right there near Via Laietana, somewhere around there... I would go pushing... I would pass the church... The Cathedral of the Saint Mary of the Sea [IN SPANISH: "VIRGEN DEL MAR"], or what do I know... I would cross all that, to enter some small streets, where the building was, to clean the tourist rentals [IN SPANISH: "PISOS TURÍSTICOS"]... Besides that, I would carry a big, wheeled car, and very long, loaded with clothing, sheets, bed covers, pillows, everything... bags... liquids! I would carry all that, so that I could clean... Of course, the time that I spent going from the hotel to that place, they didn't pay me that... It was all included in the five hours. And in that five hours, I would have to come and go... But... It was not easy... Because if it's an apartment, you have to clean two or three rooms, besides that you have to make six or seven beds, depending on how many beds there are... Clean the kitchen... Well, a lot of stuff, that I couldn't see myself... But well, it was very hard... But well... Wanted it or not, I had to keep working there... It was the only thing I found at that moment... And after two years, almost two years... The hotel... The regular staff were only a few hotel housekeepers... And the two of them that were fixed, they were fighting against the outsourcing... I didn't have any idea about it yet... I was working for a company, but I didn't know it was an outsourcing company, what they were doing to me... The reason why my salary was low... I mean, for me, it was all new and I had no clue... If I think about it now, I will say: "Oh, man, right now, not even joking I would accept working with an outsourcing..." Well, this happened, that the girls were in conflict with the hotel, because they didn't want to be subcontracted... And the outsourcing company where I was working, it was called [REDACTED DUE TO PRIVACY CONCERNS], it went bankrupt a year ago... This company was going to keep all the personnel, it ends there... The hotel fires the regular staff. Because the two of them that were fixed as hotel housekeepers... Because... Besides that, there were [AT THE HOTEL] three cleaning girls in the kitchen and for other areas, restaurant, and all that... The backgrounds... Well, the hotel decides to fire them, when I was working there for almost a year and a half... One day, the governess [IN SPANISH: "GOBERNANTA"] called me, that she also belongs to the outsourcing company, and she says: "[REDACTED DUE TO PRIVACY CONCERNS], could you come tomorrow to work at the hotel at 6 a.m.?"

I said to myself: “How strange!”, because normally I would start at 10 a.m., and they tell me to get there at 6 a.m. Well, I’ll go. If I start early, I’ll finish early, for sure... I go there, at 6 a.m., and it was not only me... There were two other girls from the outsourcing company, and they told us: “Look, what has happened is that the hotel has fired all the fixed girls, here of the hotel, and now... Now, they have taken [REDACTED DUE TO PRIVACY CONCERNS], and they want us to provide the personnel.” But I didn’t know anything about that. And I said... Sure, the girls were there... It was the first day, and they came to work the same, and they started to do anything... Because we were stealing their jobs... Do you understand? And well, we were normal, doing the stuff... And they were doing theirs, but of course, the hotel wanted them out... And this day passed, and the next day, we come back to work, but this time not at 6 a.m., they said come at 7 a.m., and... I come at 7 a.m., but it was low season, it was December, it was... Well, cold... And they said: “Because the occupation is a bit low”... The tourist rentals were not full, but the hotel was full... But there were more hotel housekeepers, so they said: “If you want, you can take care here, of the restaurant... The reception area, all that... what the fixed girls used to do here... You are going to be always in three... You are going to be always three and the worktime will be 8 hours”. It was a lie. They would make us work 5 hours, but sure, I had the 5 hours in my contract... but, because I said that I was not finishing [ON TIME], they said: “Well, we increase you an additional hour.” They gave us 6 hours. And all of us the same. One would enter at 5 [A.M.]... at 6 [A.M.] and leaves at 1 [P.M.]... I would enter at 7 [A.M.] and leave at 1 [P.M.], no? If it is 6 [HOURS]... Well, then the other girls leave at noon... So, we all make the same worktime, but the work is the same... We have to clean the kitchen, deeply... When I come, I have to help the girl that is in the kitchen... In the background... To clean all the grease of the kitchen hoods, and then the floor, that is white... But it is black after all what is left from the kitchen... You have to clean it with the steam cleaner... You have to pass the anti-grease... Well, it was really hard work... So, I accepted it, and I started working... Well, at 8 or 9 in the morning... They said, at 9 in the morning, you come out and clean the reception area... the restaurants... you have to scrub, cleaning, lifting tables... chairs... shaking the things for bread that are there... Well, cleaning everything... And sure, I have to clean downstairs, and the area of breakfast upstairs, because people were still having breakfast... So, they said... I told them... “But I’m not finishing...” And for that, they gave me 6 hours... They gave me 6 hours to do the same [WORK] that the girls used to do in 8 hours... At that point, they were exploiting us... And besides that, the salary was lower than the one the girls that were fixed at the hotel used to have... I stayed there a year, and the owner... Not the owner, the director, the chief of the kitchen... That the floor was black... He didn’t like any marks from the mop... Even if you squeeze it hard, sometimes you can see the scratches of the wet mop... So, I used to squeeze it really hard, but you could still see them, a little... So, he would check from every angle, to see if there was any mark on the floor... And the governess...

**Interviewer:** The floor of the lobby, or...?

**Subject BAR02:** Everywhere. The restaurant, the entrance... All... Windows... I did everything... So, I told the governess: “But I’m cleaning it...” and she said: “Well, get a bucket, one of those that mop wringers that does it itself...” It’s a lie, it doesn’t squeeze by itself, I still have to squeeze it... But it comes out with more water... And she said, “Ok, let’s change the mop”, and that was another alternative... A mop made of cotton, so they could be squeezed better, because the other ones, she said no... And fine, we were testing all the time... And come on... The floor, they say it ended up with a mark... and come on... You have to squeeze it harder... Well, and the repetitive movements, in the end... After some time, you end up paying a price... What happened? Almost two years since I started working there... I ended up

sick... Well, I had pain in my hands, but I didn't know what the problem was... It never hurt me before, so I kept working... They changed the governess, and the governess... She was a new one, she would say: "Hi [REDACTED DUE TO PRIVACY CONCERNS], how are you?" "Hi, fine" and well... It was after a week, that my hands started to hurt... and I guessed I could tell her... "Look, my hands are hurting"... I was sweeping... after that, I was mopping... squeezing really well because it was a huge hall, the restaurant, downstairs... and then the section upstairs... and then the reception area, and well... a lot of stuff... And I told her: "My hands are hurting" and whatever... And she said: "Oh, well, you might need to go to the doctor, because it should not hurt you... You have to take sick leave." [IN SPANISH: "LA BAJA"]. I said, yes... Well, I didn't think it was so serious... Another week passed and... it was a Thursday... and they put me to work 9 days, and I accepted them, so they could give the three days of rest, or the four days... And they said: "Well, so we can give you the weekend off..." And I said: "Ok, well, if they are going to give me the weekend off... I just have to work two or three days more and that's it". But that Thursday, I come home, and I'm fine... up until the afternoon, and about 7:30 or 8 in the afternoon... It was in October, maybe, or the end of September... October... They told me... I have pain in my hands, each time stronger... I was not doing anything at home, and somehow, I had heavy hands... And well, I could not take it anymore... I even cried because of the pain, at home... And my partner said: "But are you going to work like this?". And I said: "Who can I tell about this?". Because the hotel telephone, they kept it on a little table at the office, where the governess is... But the governess leaves at 5 in the afternoon, too... So, nobody touches that phone until the next day, at 8 a.m., when she arrives... And I said: "Ok, well, who can I inform about this, that I'm bad, and I can't go to work? I had to get better! So, I started taking paracetamol, ibuprofen... I take two and two... And then at 10 in the night, I took them again... And then, the pain was so strong that it was not only the hands anymore, but it was everything... I couldn't touch... This [SHE LIFTS A CUP OF TEA], for me, it was too much... I wasn't able... Besides that, it hurt... Well, my partner said that I didn't have to go to work... But I started to take pills, so I could go to work the next day... I didn't sleep until 2 a.m. or 3 a.m., and I had to wake up at 6 a.m., so... I woke up, all dizzy, like a zombie... Because of the pills... Well, it seems I'm fine... I got up and went to work... I got there with such a face... And my coworker said: "What happened to you?" "My hands are hurting, and I don't know why"... At that time, I was starting to know about Las Kellys... and so, they said... "You'll have to go home", "You shouldn't have come...", said my coworker... and I was: "Sure, but who do you want me to talk about this, because the phone of the governess is here... Who do I tell that I'm not going to work?" I felt responsible for the work I had to do... I would say: "Look, my health is first..." But I was dumb... Because I preferred to go to work sick... And when I got there, my coworker said: "Wait, when the supervisor comes, we tell her, so you can go back home..." Well, I was not able to clean, so my coworker helped me with the broom, because I was not able to grab it, or anything... So, she helped me to clean... And, more or less, what I could do... I didn't want to argue about this... I wasn't in the mood for anything, because with the pain I had, it was too much for me... The supervisor... Well, my coworker told the supervisor what was happening to me... as soon as she arrived... and she, instead of calling the outsourcing company, she called the governess... And the governess says: "Well, now that she is there, she could finish her work, and once she is done, then she could go to the doctor"... Well, so they come and tell me, she told me that... "If I were you, I would go home"... "No, no... I don't want to argue". I didn't want anything... I wasn't in the mood for anything... "I'll finish the work and I'll go... I'll finish, in any way I can, and I'll go..." When I finished, on time, I went downstairs to change my clothes and I asked the supervisor to give me the form to go to the insurance [IN SPANISH: "LA MUTUA"]... And they gave me the insurance form and I went directly... One that is here close to [REDACTED DUE TO PRIVACY CONCERNS], it was the closest one



to me... The physician, when I got there... He said: "What is wrong with you?" I said: "My arms are hurting... And I don't know why... Since yesterday... I have had pain before, but it's not like... I didn't give it any importance... Until I saw me unable to work..." And he said: "But you have to tell me which arm is really hurting". "Both of them hurt". "Which one hurts more, do you have something broken?" "I didn't break anything, but it hurts a lot... I work doing this... and that...". I explained him. Nothing. He did not care. He said: "Ok, well, we're going to make some x-rays". So, he made the x-ray of my right shoulder, and he said that there was nothing... He took a piece of paper and told me: "Go to your family doctor, because this is not work-related". And that is how most of the insurance companies wash their hands, lately... And I went to emergencies, because with my family doctor... I had an appointment... Indeed, I had made an appointment about two or three weeks before... And it was a matter of days, a week, or something like that... And when I went to the emergency services... I told them what was happening to me, and they said: "Well, if you don't feel fine, you should not go to work. We are going to give you sick leave. But it's a weekend. Two days. And you come back Monday to see your family doctor, so he can give you the sick leave... He will confirm it and all that..." And I said, well... And I go home with a lot of pills... They gave me a paper with a lot of pills to take... Never in my life... I have taken anything more than omeprazole to protect the stomach... And he told me that I had to take all that... There was a pill that was not doing me any good... There was another pill that worked... But it was not having any effect anymore... My arms were not working... They hurt, and I could not do anything... I was not able to eat, and well... I took the sick leave... Because the insurance company turned its back... And one week later, the insurance company calls me and asks me about what I have, and I was: "Look, I don't know, they are going to do an electromyography, the family doctor... But I don't know when... They will call me first". "Look, we are going to do this test ourselves, to know what you have". So, it was... So, you can recover quickly and come back to work soon... I mean, allegedly, they said that they were not an NGO.

**Interviewer:** Oh. Ok...

**Subject BAR02:** So, after ten days of sick leave... Well, before that, they were already calling, asking me when I was going back to work... "I can't work. I can't work because I don't feel capable. I can't move my hands. They are not working... I can't even eat". Besides that,... I felt... Do you know what happens? Once something like this happens to you, and this has never happened to you, you feel this depression [IN SPANISH: "BAJÓN"], of... "What is happening?"... Of feeling like a disabled person, unable to do anything... At home, I was like... Unable to do anything... And well, I felt depressed... And sure... I told the physician that... Well, I cried while I was at the physician... I said: "What is happening to me?" And he said, "Look, what is happening is this... You remain calm. And rest. And take the sick leave, because your arms... You might have some inflammation in your arms... We have to wait for the electromyography to see what the tests reveal... in the results". I told this to the company, and she said: "No. Look, we are not a company... that works with personnel, that is functional..." and she told me clearly that they were not an NGO. I mean, they could not keep us while in sick leave... if they were paying. And she told me that. I remember it, vividly. And she said, "As soon as it passes... Look, we are going to have a..." And I told her: "Look, I can't go to work, how could I go to work like this, I can't, I don't feel capable... My arms hurt, my hands hurt, everything hurts". And... Besides that,... They were pressing me to come back to work, and I could not go to work, I felt bad... I cried... And then, she said: "Come for a meeting, that we are going to have..." Well, I went to the company for the meeting, and it was not a meeting... It was to make me sign a paper, and I, stupid, signed it... And they said: "It's that, we could not hire you anymore, we are going to end the contract, because the occupation

has gone down”. And there... The occupation went down when I was already sick... If I were not, then no... And I said, it’s nothing... And before October 10<sup>th</sup>, they fired me... October 16<sup>th</sup>... Las Kellys became an association, here in Barcelona, but the groups from other places came here... from Madrid, Lanzarote, Benidorm, all the places... They came here to Barcelona for the... the... for the...

**Interviewer:** Inauguration.

**Subject BAR02:** Yes. For the inauguration of the association. Well... I was there, but in sick leave. I got there, but I had to go to the insurance company. Because they sent me to the insurance company. Look, I got there for a little while, and then I said: “Well, I have to go, because I have an appointment at the insurance office”. Well, I went to the insurance company and... Also, to do the electrocardiogram... Nothing comes out in the electrocardiogram... They sent me to take x-rays, but now the physician from the social security... And there, the x-rays also show nothing... And I still complain, I still have pain, and without doing anything... A month passed, two months... and I was the same... So, the physician sent me for a resonance... All of it, from here, from the cervical... When they do the resonance... He tells me that I have cervical arthritis, I have arthritis in the arms, I have arthritis in the hands, in the elbows... Well, I have arthritis of the hip... All this comes out... And with these results, I went to the traumatologist... The traumatologist tells me that I have this... What’s is the name? Cysts, could it be? No, that I have a herniated disc...

**Interviewer:** Ok.

**Subject BAR02:** So, I got really scared. But how can I have a hernia? And now? What do you do with a hernia? And sure, besides that I had depression, I was also scared. Do they need to do a surgery? What are they going to do to me? And I told him: What do you do in these cases? When people have a herniated disc? And he says: “No...”. First, he says I have a hernia, then he says I don’t have a hernia... “Who told you that?” “Doctor, you told me! You told me I have that!” “No, I didn’t tell you that...” Well, I have neck pain, I have all that... in all the joints... And the family doctor asks me: “What is your work?” “I’m a hotel housekeeper”. “The repetitive movements caused all this.” And this is since 2016... That I have this... There, I discovered everything that was coming... I had to wait six or seven months for a resonance, because social security works that way... Slower, each time... Because of the budget cuts... So, this was my first... My first... Well, my first experience with... Well, the result of the exploitation, outsourcing... Of not having any rights... And besides that, I was being paid shit...

**Interviewer:** Now, talking about Las Kellys as movement, the protest in the public space, to keep demonstrating outside the hotels... Does this work as a protest?

**Subject BAR02:** Yes. The hotelier cares a lot about the image of the hotels. So, what we do is to demonstrate, as you have witnessed one time... And I don’t know if you have seen it in the social networks too. We protest this way because we want to end the externalization [IN SPANISH: “EXTERNALIZACIÓN”], the “outsourcing” [ORIGINAL WORD IN ENGLISH]... The collective of hotel housekeepers, well, here in Catalonia, we formed a labor union... [IN SPANISH: “SINDICATO”]. As a result of... Well, I’ll tell you from the beginning... Las Kellys were born in 2016, in October 2016, it was created as a national association, state level... As a result of this, we had a conflict here in Barcelona... I’m talking about Barcelona because I live here... We had a conflict with the hotel... The Hotel Hilton

Diagonal Mar. We began the conflict with this hotel because, the hotel had... externalized... They had a group of hotel housekeepers... Well, they were... They are about 20 or something like that... But 9 or 10 of them decided to take the first step... And said, well, we... Well, they started to protest and said that it was not legal [THE OUTSOURCING]... and they looked for help and they came to us, and I was starting to take part in this... to know... What they own me, in terms of rights... That a worker has to be... Well... The hotel, as a result of this, fired... When they join the association Las Kellys, to be part of Las Kellys, in order to fight for their rights, the hotel fired some of them, that were there... They fired them, because they were from Las Kellys and because they were demanding rights... One or two of them were fired, the others remained there... But of course, they are under pressure, because we are also pressuring from outside... And so, the hotel could not fire all the staff... So, what do they do? They take two and fire them... So, the conflict becomes even more severe... So, now this takes us to a lawyer, for the legal issue... That a year later... This is in 2016, end of 2016 and until 2018, in September... I mean, we have spent all this time in conflict... With a trial and all that... And the declarations of each part... Well, we had practically won... Almost... So, the hotel, what they did... I told you that they take care of their image... What they didn't want was to go to trial, in case that the ruling was against them, so... They could be forced to rehire the housekeepers that were fired... And those that were externalized, to include them in the regular staff... So, that was a bomb for him, it was not in his benefit... What does he do? He says... We reached an agreement... The lawyer says: "Well... It is about the hotel housekeepers, if they say that they are going to internalize the external hotel housekeepers, and those who were fired are going to be rehired... Then that's fine... We keep it as it is..." We reached the agreement, and the housekeepers were included as part of the regular staff, those women fired were rehired... That's how it was done... And with all their rights... They, with the Hospitality Agreement [IN SPANISH: "CONVENIO DE HOSTELERÍA"], not with the outsourcing company anymore... But this benefits not only the ten hotel housekeepers that made the denounce, but all the staff that were externalized... Do you understand me? These ten fought for all the others, that not yet... Because there are, even now, some of us that we don't know what we deserve in terms of rights, as workers... And, as soon as these hotel housekeepers went back to the regular staff, we went back to the labor union... At that very moment, we said: "We have to do something more to protect them". As an association, this could not take us to many places... And the doors are not open to us, as an association... So, we said, if we constitute a labor union, even when it is harder... and demands more responsibility... Then, we reach... We said: "Let's constitute a labor union... and the first session, we could have it at the Hilton Diagonal Mar..." So, all these hotel housekeepers that were involved in the conflict, they joined the labor union... There, we had the first session of the labor union, with the delegate and everything... All is fine, so far... There, when the girls came back, there was a lot of harassment, there was too much pressure, that they were cracking the whip... [IN SPANISH: "METIENDO CAÑA"]... They were trying to do... Whatever... When the labor union was in, after they were rehired and all this, it completely changed the roles... Now they are practically fine... If before, they used to do 30 rooms, now they do not do 30 [ROOMS]... Because there is also an issue of excessive workload... That that is another problem that we need to resolve... So, right now, they are, quotation marks [IN SPANISH: "ENTRE COMILLAS"] quite well... Because, they have their salary of 8 hours... They go down to eat, because before, while they were in the conflict, they were discriminated... I mean, they would do anything against them, so that they would throw in the towel... Or so they would leave... or so they would sign the paper with the outsourcing company... Because they crack the whip [IN SPANISH: "METEN CAÑA"] when you are inside... It's a pressure and pressure... They make it look so nice... That, in one of these occasions, if you are not smart, you fall and sign... And once you signed... Then, forget it... They can do with you whatever they want... They

sweep you away, and you are there... At the mercy of the businessman... Because the outsourcing company, it's just a signed paper... The outsourcing...

**Interviewer:** You have mentioned the social networks... Facebook, Twitter... You have... You promoted this demonstration on Saturday... How important is to engage in activism in the social networks?

**Subject BAR02:** Eh. The social networks are very important... More than anything now that everything works at the level... How can I tell you? Digital... If before, when they started, it worked out... They got to know each other, and ended up forming an association... It's been... It's all marked by the digital networks... To reach a lot of people that they don't know... or... One, they might not know Las Kellys, and other, that they do not know their rights as workers too... Because the important thing is... That... They come out to the streets, and fight, because... Nothing comes for free... I tell it to you like this... Because before I used to think that the government would give you everything for free, because it wanted to... I never... I didn't like activism... I was not into politics... And I would not see myself... I don't know... But when I met Las Kellys, I became aware of a lot of things... Of my ignorance... In which I was trapped... So, I started, little by little, going forward... Well, all of us started like that... Because we have been unexperienced, we didn't know anything... We have been exploited. They did to us whatever they wanted... Until there was someone... that noticed that we could fight for the rights, that we could reclaim these rights that we have lost... little by... during all this time... So, social networks are useful to reach all these people... all these collectives... Because it's not only us, but there are also many collectives... Nowadays, there are a lot... If I start counting... I would not finish naming them... The collectives, that are fighting against all this precarity... They started with the hotel housekeepers, with the outsourcing... And now it is all the sectors, all of them are externalized...

**Interviewer:** How is your relationship with the newspapers, do you feel that Spanish press, the television, radio... Do they represent the conflict of the hotel housekeepers in a good way?

**Subject BAR02:** We try to be in good terms with everyone... We are not from the left or the right, we are an autonomous collective... That only fights for our rights... Independently of religion, of your manner... your political party... Whatever you have... We have only one objective, that is the precarity, and to fight to... reclaim labor rights... And that's it... We want to end the outsourcing... We want to end with everything that means precarity...

**Interviewer:** But, the media, do they represent the conflict in a good way? Do you feel that your voices are heard?

**Subject BAR02:** Yes, yes. Yes.

**Interviewer:** Are the media interested?

**Subject BAR02:** Well... I think that the big, big media... Saying it like that... It does not suit them... It does not suit them... Because if they are from the right... and the government, in the right... It doesn't care... The right-wing government took us where we are now... And I'm not saying that it's only the right, because the left too... I don't see left or right, because also the PSOE [SPANISH SOCIALIST WORKERS' PARTY] has done a lot of things... He started with the Labor Reform... [JOSÉ LUIS RODRÍGUEZ] Zapatero... and later Rajoy ended it all...

**Interviewer:** There is a lot of discussion about solutions for tourism. People that say that we need a maximum number of tourists, others that say that there is the need to invest in luxury tourism, others say that it is necessary to create new spaces for tourism in different parts of the city... Do you feel that any of these solutions would change the conditions of the hotel housekeepers? Or is the same, a wealthy tourist [IN SPANISH, “TURISTA DE LUJO”] or a normal one?

**Subject BAR02:** Well... [LONG PAUSE] What can I say? A wealthy tourist or a normal one? Well, if the money is going to be well distributed... between the workers and the businessman... Then, welcome. If it's a wealthy tourist. But also, if only the businessman is going to profit from it, we don't get any benefit from a wealthy tourist or a normal tourist.

**Interviewer:** Sure. I did a media analysis and I've seen what the media said about the current situation of tourism... In many cases, they have said that the hotel sector has suffered a lot because the presence of Airbnb, and that the hotel sector must be protected. Do you feel, from your perspective as workers in the hotel sector, that this sector has been debilitated in the last years? Or do you feel, that...

**Subject BAR02:** It could be, yes... Yes. But also, do you know what happens? Airbnb, who put that? I mean, it all is like a conspiracy... It is the same businessmen... It is the elite... [IN SPANISH: “LOS DE ARRIBA”]. It is the governments, that put the laws... And this Airbnb came, from one moment to the next... And I would not say that it didn't cause losses for the hotel sector... To the hotel sector... Because when you come, via Airbnb... It's not like coming to a hotel... And a lot of people, what they do, is to use this medium... to come here... And there is a lot of money, a lot of money...

**Interviewer:** There is a strong discourse in the media that says that tourism is good for the city because it creates employment, but you are very critical of the conditions in which this employment is being created... and...

**Subject BAR02:** Yes. It creates employment, but precarious employment. Let's see... We are not against tourism, because tourism provides our food... But with tourism... There is a lot of people who work in tourism... So, we want them to create employment, but employment with rights... Employment that is worth something... Not precarious employment... Not employment that only benefits the businessmen... The hoteliers... That only they would see the profits... And we... They keep us all the month with the bare minimum... We don't want... I mean... For us, tourism is very important... We are not against tourism... But to create... That the balance reaches everyone...

**Interviewer:** Is there any collaboration between Las Kellys and other groups at the national level... or international?

**Subject BAR02:** Many. Yes.

**Interviewer:** And the experience of...

**Subject BAR02:** Indeed, at the European level... Well, in the month... In October, we went... No, in November, we went to the European Parliament... And because we know some people... We know collectives outside... From Germany... We know people in Italy... In the

United Kingdom... So... And in France... So, we decided to take... To create a Kelly directive... For the European Parliament... to end the outsourcing... Because sure, the main problem here for Las Kellys, it is the outsourcing... If we end the outsourcing, we end the problem from the root... And from there, it is small things... that we would have to recover, little by little...

**Interviewer:** The issue of the excessive work... or...

**Subject BAR02:** Sure.

**Interviewer:** The health...

**Subject BAR02:** The health, the retirement... Early retirement, because we see ourselves at 67 years old still working as hotel housekeepers... And if right now, we are sick... Imagine how are we going to get to that age... I don't see myself working on this at 50 [YEARS OLD]. If I'm already bad... And, well... We took the Kelly Law [IN SPANISH: "LEY KELLY"], that is our Kelly Law against the outsourcing, that states that the proper activity of a business... should not be externalized... The activity of the hotel is to sell rooms, the main activity, and therefore the hotel housekeepers must be part of the regular staff... The hotel has to recognized them as staff... And they should not outsource them... Because when you outsource, you are evading all your responsibilities... And he is profiting from it, because he washes his hands of all responsibility that he would have regarding the workers... Because if one falls, and gets sick leave... That is something that happened to [REDACTED DUE TO PRIVACY CONCERNS]... The girl fell down, she gets sick leave... Sick leave... She gets fired... Because he doesn't want any responsibility... The outsourcing company is there only to take your rights away... Not to respect them... And we took this to the European Parliament... and well, we created a working group... for the... for the vigilance and to stay in touch... To see what they can do... And we are going to go back... Because this is not going to be solved with just going there and saying it, and that's it... You have to be there... You have to keep in contact... You have to keep pressuring them... Because our subject is political, and we need to change it from the institutions... From the laws... And we want the derogation of the Labor Reform... This would not only benefit us, but it would benefit the whole working class...

**Interviewer:** I have two last questions... The first one is, various activists say that they... There are two versions... Some of them feel empowered, because they fight back... and other feels that they don't have enough power, because you are fighting a...

**Subject BAR02:** It's a fight David against Goliath...

**Interviewer:** What is your position, or the position of Las Kellys? Do you feel that your activism empowers you, or to the contrary you feel weak because you fight... against Goliath?

**Subject BAR02:** It empower us. I would not be here if I were not part of Las Kellys. I wouldn't feel strong to keep the fight... As I told you, I never... I never had any interest in this world of politics, or labor unions... I would never see myself... never in my life... imagined me like this...

**Interviewer:** How... ?

**Subject BAR02:** But right now, no, we are not afraid... We want to reclaim our rights... I believe we are right, and we don't want anything else...

**Interviewer:** For a resident of Barcelona, there is a lot of questions about the role of tourism in the city... that it is changing the city... What do you think is the future of Barcelona?

**Subject BAR02:** I could not tell you that... It depends on politics and on those that are in the government too... and the autonomous governments...

**Interviewer:** Thanks. A last question quickly, this is question that I don't ask to other activists, but for Las Kellys I think it is important to ask, do you think that part of your struggle is a fight against sexism, and against racism? Against considering women as...?

**Subject BAR02:** Well, for us, we don't... Yes, I think, yes... Well, the big majority of the workers, we are women, and I consider myself feminist... and well, I think the hotelier has seen the female workers... as a sector... We could say, that they are women... vulnerable... And he has taken advantage of that situation... Because the big majority, we are... There are women who are single mothers, some are divorced with familial responsibilities, some of them are not from here, they are from abroad... There are some from here, but most of them are from abroad... Because we are migrants... And I think that yes, as you said, there is quite a lot of discrimination...

**Interviewer:** Ok. Thank you.

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**FUNDING:** This project has received funding from the European Union's Horizon 2020 research and innovation programme under the Marie Skłodowska-Curie grant agreement No. 792489.