

# Presentation

The purpose of this good business practices guide is to briefly gather the regulations on commercial activities in our city.

Here, we are providing you with the most essential information so that you are aware of your rights and obligations.

You will find information on business hours, market discipline, cleanliness, business associations, etc.

Likewise, you'll find out about the activities that are carried out by the municipal business associations: la Agrupación del Comercio y la Industria (ACI), SINGUERLÍN COMERÇ Y FONDO COMERÇ.

Business activity makes it possible to define the city model that we would like to achieve in Santa Coloma de Gramenet. A compact city where our citizens shouldn't have to travel. A complex city, where residential and commercial aspects are treated in harmony. And finally, a cohesive city which satisfies the needs of its citizens.

Business strengthens the city, so it must promote a business network that is dynamic, attractive and answers our residents' needs.

We hope you'll find this information useful.



# Business hours

## When can I open my business?

*Policy reference Law 8/2004 of 23 September on business hours*

### **BUSINESSES IN GENERAL (GENERAL BUSINESS HOURS)**

Weekly opening days: from Monday to Saturday  
Hours: between 7 a.m. and 10 p.m., with a maximum of 12 hours a day

Open Sundays and holidays: 14 January/ 1 July/ 24 September/ 1 November/ 6, 8, 16 and 23 December only in 2007.

Required closings: all other Sundays and holidays  
Restricted opening: 24 and 31 December, maximum closing time is 8 p.m.

### **CONFECTIONER'S, BAKERIES, CHURRO VENDORS, BREAD MAKER'S, PRE-COOKED DISHES**

Weekly opening days: unlimited  
Hours: unlimited

Open Sundays and holidays: all of them  
Required closings: unlimited  
Restricted opening: unlimited

### **PRESS, FLOWERS AND PLANTS**

Weekly opening days: unlimited  
Hours: unlimited

Open Sundays and holidays: all of them  
Required closings: unlimited  
Restricted opening: unlimited

### **SALE OF FUELS**

Weekly opening days: unlimited

Hours: unlimited

Open Sundays and holidays: all of them

Required closings: unlimited

Restricted opening: unlimited

### **FOOD BUSINESSES. LESS THAN 150 M2 OF SALES FLOOR AREA**

Weekly opening days: unlimited

Hours: unlimited

Open Sundays and holidays: all of them, except those that are required closing days

Required closings: 1 January/ 1 May/ 11 September/ 25 December

Restricted opening: 24 and 31 December, maximum closing time is 8 p.m.

### **CHEMIST'S**

They are governed by the corresponding specific regulations.

### **SHOPS NEAR MERCHANT'S MARKETS THAT ARE HELD ON HOLIDAYS**

During the hours the market is held, when authorized by the City Hall.

# Closing time for public high-traffic establishments

## RESTAURANT INDUSTRY

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On the days indicated in the following table, the closing times for public establishments during 2006 will be extended **one hour longer** than the hours stipulated for Fridays, Saturdays and holiday eves.

17 February (Carnival)	10 September (Diada Nacional de Catalunya)
6, 7, 8 and 9 April (Holy Week)	23 September (local holiday eve)
3 June (local holiday eve)	31 October (Castañada)
23 June (Saint John night festival)	5, 6, 7 and 8 December
31 August, 1 and 2 September (Largest Festival of the summer)	24, 25, 26 and 31 December

Therefore, on the days indicated, the maximum closing time shall be the following:

### TYPE OF ESTABLISHMENT

### CLOSING TIME:

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#### FRIDAYS, SATURDAYS AND HOLIDAY EVES

Discotheques and dance halls	6 a.m.
Nightclubs with shows or attractions	6 a.m.
Theatre cafés, concert cafés	6 a.m.
Variety and folklore	4 a.m.
Teleclubs	4 a.m.
Flamenco tablaos	4 a.m.
Music bars and pubs	4 a.m.
Establishments and nightclubs for young people	1.30 a.m.
Bars	2.30 a.m.

# Timetable for services

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Establishment dedicated essentially to providing services are exempt from the limits established for business hours (Law 8/2004 of 23 December on business hours and Law 1/2004 of 21 December on business hours).

They are also not subject to the provisions of Law 10/1990 on Police at shows, recreational activities and public establishments (they are not listed in the catalogue approved by Spanish Decree 239/1999); and therefore, the ordinances on specific timetables such as the Ordinance of 1 July 1994 are not applicable.

## Sales

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Consists of selling at lower prices than normal in accordance with specific regulations. Sales can only be conducted under the terms established by law.

To hold sales, you do not need authorization or any communication from Authorities; nevertheless, you must comply with the established regulations which basically state the following:

Terms for holding sales

1. Legally authorized seasons:
  - a. Winter season: includes the days on the business calendar for the establishment between 7 January and 6 March, inclusive.
  - b. Summer season: includes the days on the business calendar for the establishment between 1 July and 31 August, inclusive.
2. Price discounts must be shown alongside the normal price.
3. The products on sale must have been on sale before the sales season.

Businesses located in the municipality of Santa Coloma de Gramenet have permission to open on the following holiday in 2007:

14 January  
1 July  
24 September  
1 November  
6, 8, 16 and 23 December

# Tax Calendar

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In accordance with the Resolution of 19 December 2006, passed by the Designated Deputy Mayor of Internal Resources, Economic and Commercial Promotion, the fiscal calendar is published for 2007 for which the voluntary collection period is as follows:

## **MOTOR VEHICLE TAX**

Collection period: from 2 March to 2 May 2007

(exclusively for direct debits)

4th collection period: 2 December 2007  
(exclusively for direct debits)

## **PROPERTY TAX**

1st collection period: from 3 May to 3 July 2007

2nd collection period: 30 September 2007  
(exclusively for direct debits)

## **MUNICIPAL CEMETERY FEE**

Collection period: from 1 October to 28 December 2007. These public taxes and fees may be paid in cash.

## **METROPOLITAN ASSESSMENT**

Collection period: from 3 May to 3 July 2007

With a standardized notice: at any Caixa Catalunya, Caixa d'Estalvis i Pensions de Barcelona "La Caixa", Caixa Laietana, Caixa Sabadell, Caixa Terrassa or Caixa Penedès office.  
Without a notice: at any Caixa Catalunya office

## **BUSINESS TAX**

Collection period: from 2 October to 4 December 2007

## **COMMERCIAL RUBBISH FEE**

Collection period: from 2 October to 4 December 2007

Once the payment period has passed, all debts shall be collected through legal means, and fees, late interest and any costs that may be generated will be charged. Public posting of the corresponding tax registers will begin fifteen days before the voluntary collection period begins, and will continue for one month. Claims and corrections against the corresponding registers will only be admitted during the period in which they are publicly posted.

## **CONGESTION LEVY**

Points of sale with a fixed facility (kiosks, churro vendors, etc.) and 24 hour vehicle accesses  
Collection period: from 2 March to 2 May 2007  
Permit fee for exterior elements (night lights, signboards, chairs, etc)

1st collection period: from 2 March to 2 May 2007

2nd collection period: 30 September 2007  
(exclusively for direct debits)

## **MARKET VENDOR PERMIT FEE**

1st collection period: from 2 March to 2 May 2007

2nd collection period: 2 June 2007  
(exclusively for direct debits)

3rd collection period: 30 September 2007

# Market discipline

Market discipline regulations consist of verifying, investigating and monitoring the suitability of products and services. The objective is to ensure that the supply and demand balance and market regulations are respected as well as to defend consumers' and users' rights and interests. Consumer inspection is responsible for monitoring compliance with current regulations.

## General aspects

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- All establishments must write up a cleaning and disinfection plan which is suitable for their activities or the intensity of the service provided.
- Periodically, the establishment must be subject to disinfection and deratization.
- The establishment must present an optimal level of cleanliness and attempt to maintain the appropriate and necessary conservation.
- Outdoor accesses must be built to impede the entrance of animals, insects and rodents.
- The entry or presence of animals is not permitted (except for guide dogs).
- No activity or service may be begun or conducted without obtaining a business license.
- Official claim sheets from the Government of the Generalitat de Catalonia and a well-visible sign notifying consumers of them must be on site.
- An updated price list must be displayed and in an area that is visible to consumers. The products displayed must have a sign with the selling price (PVP) including Value Added
- Tax (VAT) marked on it.
- Only products labelled with all required information and in an official language of Catalonia may be put up for sale.
- A receipt must be provided at least in Catalan, indicating the owner of the establishment, the NIF (fiscal identification number), the price, VAT and the date.
- Business hours must comply with current regulations and displayed on a well-visible sign on the outside.

# Specific aspects for food establishments

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- The entire establishment, utensils, machinery and uniforms must be well-cleaned and maintained.
- The employee, cook and the work area must include a sink which is mechanically or cellularly, but not manually activated.
- Rubbish bins must have an opening system that is not manual.
- Freezers and refrigerators must have properly calibrated thermometers.
- Products must be arranged in an orderly manner, without mixing certain foods with others.
- For self-service, the public must use gloves when handling food.
- All products displayed must include the selling price on a sign which may not be placed in the food product.
- Scales shall be visible to the public.
- All products shall be labelled at least in an official language of Catalonia.
- All products for sale must include an expiration or preferred consumption date, and must be withdrawn immediately after this date passes.
- Staff must hold a license that indicates their training in food handling.
- Staff who handles food must show an optimal level of personal hygiene. The activity may not be carried out when ill or with open wounds.
- Clean clothing which is exclusively used for food handling must be used.
- Rigorous hygienic habits must be maintained: no eating, drinking, smoking or chewing gum.

# Specific aspects for restaurant establishments (bars and restaurants)

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- Vegetables that are eaten raw must be cleaned with food disinfectants. Great care shall be taken and only the dosis indicated by the manufacturer shall be applied.
- Mayonnaise can not be made with eggs, but rather with specific ovo products.
- All non-packaged food must be protected by glass panes and therefore unprotected products may not be displayed even on the bar.
- The storage area and wine cellar must be clean and well-maintained.
- Food products for sale must include all the hygienic and corresponding preservation guarantees, and must never be mixed with cleaning or disinfectant products.
- The ground is not an authorized surface to sell or store food or products whether directly or indirectly.
- Cleaning utensils must be stored in an isolated area, separate from the food and clean products.

# Cleanliness

Cooperation from retailers, business owners and professionals in the city is fundamental to avoiding and preventing our streets from becoming dirty. We would like to remind you that:

- You must clean the pavement located in front of your business.
- You are required to keep the storefront and the display area glass clean.
- In the event building improvements are carried out, all remains must be separated and discarded; debris must be placed in debris bags, and plastic and wooden signs or metal structures must be taken to a rubbish collection site. Under no circumstance may the rubbish bins be used.
- Rubbish shall always be placed inside the rubbish bins.
- You must apply the necessary measures to prevent the street from becoming dirty due to your business activities; if it becomes dirty, you must clean and withdraw all waste.
- Owners of bars, cafés, pavement bars and kiosks are required to keep the facilities as well as the public area affected by them clean.
- Posting signs on storefronts and public property is prohibited.
- Vehicles must be parked in such a way that there is a distance of 50 centimetres between the vehicle and the rubbish bin.
- Parking in front of waste bins is also prohibited.

Establishments that generate commercial waste must apply for municipal rubbish collection (a commercial rubbish collection fee is charged) or must pay an authorized waste management service.

# Rubbish collection services for retailers and businesses

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## PAPER

Collection service at the establishment in the evenings from Monday to Saturday. To request the service, you only need to call the City Hall Municipal Services. For small amounts that do not saturate the service, the (blue) paper and cardboard containers in the street may be used.

## GLASS

In the (green) glass containers in the street.

Bars and restaurants may request collection at their establishment. You only need to call the City Hall Municipal Services.

## ORGANIC MATERIALS

Fruit shops, supermarkets, restaurants, bars, school canteens and other food businesses must have a bucket (a water-tight container with a lid for organic waste) which will be collected in the evenings from Monday to Saturday. To request the service and the container, you only need to call the City Hall Municipal Services.

## PACKAGING

Small, plastic or metal light packaging may be placed in the yellow containers located in the street.

## MISC. WASTE

Remains (also called banal waste or remaining fraction) shall be placed in the traditional dark grey containers.

## DEBRIS AND SOIL

They must be removed through a private debris bag service. To place a bag in the street, you must follow these steps:

- Request a municipal works permit
- Buy the bag at an ironmonger's, a petrol station or a construction materials warehouse.
- Place it where it does not disturb anyone.
- Once the work schedule finalizes, the bag must be covered. It must be used in such a way that the content does not fall on the ground. Once full, it must be immediately covered. Debris may never overflow.
- Leave the street surface area perfectly clean.
- Call the bag company so they collect it (the telephone number is written on the bag).

# Most common sanctions on businesses and industries due to failure to comply with the cleanliness regulations

REGULATION	AMOUNT
Not adopting the necessary measures to avoid dirtying the public areas, not cleaning it or not removing waste caused by the activity. Article 15.1	300 euros
Placing any kind of product in the street Articles 9.11 and 25.1.c	125 euros
Not keeping the facilities or urban area subjected to the activity adequately clean. Article 41.2	125 euros
Posting signs on storefronts and public property. Article 44.3	60 euros
Depositing debris, dead animals, contaminant, corrosive and hazardous materials (paint, fluorescent lights, used batteries, used oil, car batteries, and medicines) voluminous waste (appliances, furniture, mattresses, spring mattresses, doors) or industrial residue in public areas. Article 65.1	145 euros
Placing waste in the wrong bin. Article 67	300 euros
Placing rubbish outside the bins. Article 75.1	300 euros
Parking in front of the bins. Article 80.1	175 euros
Abandoning voluminous waste on public roads. Article 100.4	250 euros

In the event of a second offence, the sanctions will increase considerably.

# Business associations

Traditionally, Santa Coloma de Gramenet businesses have been committed to their surroundings and have joined in on the development of our citizens' lifestyles. Associations have been used to achieve this.

Santa Coloma businesses have a long-standing business association tradition and thus the Agrupación del Comercio y la Industria de Santa Coloma de Gramenet (ACI), the municipal business association has become a benchmark entity throughout Catalonia.

Currently, you may only affront the different commercial distribution challenges through associations: the improvement of establishment images, the modernization of the commercial offer and its adaptation to residents' needs.

Due to this, joining an association is a good way to understand and appreciate our city.

In Catalonia, the business associations channel modernization and improvement efforts for their establishments as well as their surroundings through **Commercial Invigoration Plans**. They have the technical and financial support from the Government (City Hall and Generalitat) and simply program diverse actions (promotion and animation, communication and publicity, customer and retailer services, support and technical and legal consultation, etc.) which, for four years have been carried out in different commercial areas in our country.

Currently, there are 3 Commercial Invigoration Plans in Santa Coloma de Gramenet in place which are executed in each one of the commercial poles of the city and are lead by 3 different business associations:

- The **Singuerlín Commercial Invigoration Plan**, lead by the business association Singuerlín Comerç.
- The **Fondo Commercial Invigoration Plan**, lead by the business association Fondo Comerç.
- The **Centre Commercial Invigoration Plan**, lead by the business association Centre Comerç.

The Commercial Invigoration Plans are carried out with the help of the ACI, as it is the business association which is implemented throughout the city. For this reason, joining any of the three neighbourhood associations and participating in the respective Commercial Invigoration Plans involves joining an association and benefiting from the support and shared services offered by the ACI.

## Advantages for associated businesses

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- Training: Free seminars and courses on sales techniques, displays, office tools, computers, etc.
  - Discount programmes
  - Agreements with service companies (Gramepark, Telefónica, Vodafone, RACC, Solred, BP, etc.)
  - Occupational risk prevention services
  - Access to labour market
  - Interns
  - Agreements with the following bodies:
    - Barcelona Hospitality Guild
    - Barcelona Builders' Guild
  - Individual technical consultation service
  - Legal consultation service
  - Service and defence for association members
  - Subsidy programmes: free processing
  - Loan and finance line programme
  - Business management programmes
  - Personalized diagnostics
  - Promotional offer catalogue
  - Business promotional campaigns
  - Etc.
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JOINING IS EASY

**You only need to call 93 385 79 04**

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# Questions

## Frequently asked questions

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### WHERE CAN I FIND MORE DETAILED INFORMATION ON THE MUNICIPAL BUSINESS REGULATIONS?

Santa Coloma de Gramenet City Hall Web Page  
<http://www.grame.net/principal/lajuntament/serveis/promocio-economica-i-comerc/normativa-comercial.html>

### WHERE CAN GET INFORMATION ON PROCESSING A BUSINESS PERMIT?

Citizen Information Office (OIAC)  
Santa Coloma de Gramenet City Hall  
Plaça de la Vila, 1  
Santa Coloma de Gramenet  
93 462 40 40

The OIAC timetable is as follows:

Public Hours:

September - June: from 8.30 a.m. to 5.30 p.m.  
Monday to Thursday . from 8.30 a.m. to 2.30 p.m. on Fridays.

July: from 8.30 a.m. to 2.30 p.m. from Monday to Friday.

August: from 8.30 a.m. to 1.30 p.m. from Monday to Friday

### WHERE CAN GET INFORMATION ON CONSUMER AND MARKET DISCIPLINE REGULATIONS?

Municipal Consumer Information Office (OMIC)  
Santa Coloma de Gramenet City Hall  
Plaça de la Vila, 1  
Santa Coloma de Gramenet

### WHERE CAN I ASK FOR MORE INFORMATION ON THE COMMERCIAL INVIGORATION PLANS AND THE BUSINESS ASSOCIATIONS THAT EXIST IN SANTA COLOMA DE GRAMENET?

Agrupación del Comercio y la Industria (ACI)  
Coordination  
C/ Sant Carles, 14  
Santa Coloma de Gramenet  
933857904

Grameimpuls, SA  
Technical business promotion services  
Carrer Rafael Casanovas, 40  
Santa Coloma de Gramenet  
686416314