



4TH UNI WORLD INDABA
CAPE TOWN
SOUTH AFRICA
7-10 DECEMBER 2014

RESOLUTIONS

Adopted by the 4th World Congress of UNI Global Union
Cape Town, South Africa, 7-10 December 2014



Contents

Introduction	3
Executive Summary	6
Resolution No. 1: Including you to win union growth.....	9
Resolution No. 2: Fight for fair play and good working conditions at sporting and other international events.....	16
Resolution No. 3: UNI Global Union affiliation fees 2015-2018	17
Resolution No. 4: Review the future financing of affiliation fees	21
Resolution No. 5: Including you in taking back our economies.....	22
Resolution No. 6: Working people need a raise in pay and purchasing power – all over the world!	38
Resolution No. 7: Sustainable finance services	40
Resolution No. 8: Fight for a global tax pact	41
Resolution No. 9: Fighting for global trade that works for communities	43
Resolution No. 10: Public service broadcasting: a cornerstone for an inclusive and democratic global media	45
Resolution No. 11: Peace	47
Resolution No. 12: Peace between Israel and Palestine.....	49
Resolution No. 13: Including you in a new world of work	52
Resolution No. 14: Raising standards in call centres	70
Resolution No. 15: The trade union movement steps up for climate change.....	73

Introduction

This report contains the key policy decisions taken by the 4th UNI Global Union World Congress, which met in Cape Town, South Africa, from 7 to 10 December 2014, under the theme: “Including You! Ubuntu!”

As a result of the work of the Resolutions Committee, 15 motions were referred to and adopted by the Congress, from the original 18 motions. Two original motions concerning Israel and Palestine were later withdrawn and replaced by a composite motion, and others covering topics related to trade and to the new world of work were combined into two other composite motions.

A practical, transparent and participatory way, which has characterised our Nagasaki and Cape Town Congresses, has been found for dealing with the motions, and this should also be the case in the future:

The World Executive Board identifies key themes and has the opportunity to debate and submit in advance key motions, which are then sent to all affiliates. This enables an intense exchange with affiliates to ensure that we have progressive, action-oriented resolutions on key labour issues of the day.

The election of a Resolutions Committee one year in advance of the Congress, with representation from all regions and sectors, provides a strong democratic foundation.

The convening of the Resolutions Committee prior to the Congress is also key to ironing out language issues and to building an engaged consensus.

The Cape Town Congress Resolutions Committee was composed as follows:

Chair:	Benson Okwaro	
Secretary:	Christy Hoffman	
UNI Africa		
Ndèye Founé Niang	SNTPT	Senegal
Patricia Nyman	SACCAWU	South Africa
Benson Okwaro	COWU	Kenya
UNI Americas		
Héctor Daer	FATSA	Argentina
Denise Peters-Britton	BIGWU/Women’s Committee	Trinidad & Tobago
Mario Raia	CONTRAF-CUT	Brazil
Jim Sauber	NALC	USA
UNI Asia & Pacific		
Ian Blandthorn	SDA	Australia
Maxine Gay	First Union	New Zealand
Akira Kurihara	JPGU	Japan
Milind Nadkarni	AIBBEF	India

UNI Europa

Ben Richards	Area I/UNITE THE UNION	United Kingdom
Arvid Ahrin	Area II/NFU	Sweden
Mario Ongaro	Area III/FISAC-CGIL	Italy
Ferre Wyckmans	Area IV/LBC-NVK	Belgium
Wolfgang Greif	Area V/GPA-dip	Austria
Gyula Berta	Area VI/PSZ	Hungary
Dmitry Dozorin	Area VII/CWU	Russia
Mette Kindberg	UNI Europa MC/HK	Denmark

UNI Care Global Union

Frédéric Favraud	FEC-FO	France
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UNI Commerce Global Union

Stuart Applebaum	UFCW/RWDSU	USA
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UNI Finance Global Union

Pia Desmet	SETCa-FGTB	Belgium
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UNI Gaming Global Union

Pilar Rato	CC.OO Servicios	Spain
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UNI Graphical & Packaging Global Union

Joaquina Torrejon	FSC CC.OO	Spain
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UNI Hair & Beauty Global Union

François Laurent	CSC BIE	Belgium
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UNI ICTS Global Union

Franca Salis Madinier	CFDT-Cadres	France
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UNI MEI Global Union

Heinrich Bleicher-Nagelsmann	Ver.di	Germany
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UNI Post & Logistics Global Union

Christer Rydh	SEKO	Sweden
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UNI Professionals & Managers

Oriette Zonta	SIBANPO	Costa Rica
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UNI Property Services Global Union

Jaana Ylitalo	PAM	Finland
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UNI Women

Denise McGuire	PROSPECT	United Kingdom
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Breaking Through, which began life at the 3rd UNI Global Union World Congress in Nagasaki 2010 will continue to be the road map UNI will follow all the way through to the 5th UNI Global Union World Congress, in Liverpool in June 2018.

We count on the support of all affiliates in implementing our strategy and aim to be able to report many concrete achievements to our Liverpool Congress.



Philip J. Jennings
General Secretary
UNI Global Union



Christy Hoffman
Deputy General Secretary
UNI Global Union

Executive Summary

The following is a summary of the key points of the fifteen resolutions adopted by the 4th World Congress of UNI Global Union, in Cape Town, South Africa, 7-10 December 2014:

Breaking Through 2010-2018

Resolution 1 is called 'Including you in Union Growth'. It sets forth our *Breaking Through* Action Plan, which began life at the World Congress in Nagasaki 2010 and which will continue to be the road map UNI will follow all the way through to the World Congress in Liverpool in 2018. Workers need unions now more than ever and the weakening of unions is directly linked to rising income inequality across the globe. UNI will continue its work to prioritize union growth and therefore will continue UNI's programme to:

- 1) Organize within global companies;
- 2) Hold corporations accountable;
- 3) Lend support to affiliates' campaigns and develop our collective capacity.

UNI SCORE has been and will continue to be a key component in implementing the *Breaking Through* plans.

UNI together with its affiliated organisations will continue to sign strong and effective global agreements in order to facilitate organising.

UNI will ensure that its structures are dynamic and aligned in order to meet these goals and encourages all affiliates to contribute to the organizing fund.

Resolution 2 is also related to organizing and improving conditions - this time at sporting and other international events. In the resolution, UNI commits to oppose sporting events, such as the Qatar World Cup, which are held in countries that cannot guarantee decent labor standards and to use these events as an opportunity to actively highlight and campaign for the rights of workers. UNI urges all UNI Sectors to become involved.

Finances

Resolution 3 brings about a fee increase of 5 Swiss centimes per year in each year of the Congress period.

As set forth in the background report, this modest fee increase will ensure that UNI can maintain essential services and implement the *Breaking Through* plan. The resolution recommends that affiliates also pay 0.25 Swiss centimes member per year into the Organising Fund. In addition, it specifies that each affiliate receive UNI's financial reports on an annual basis.

Resolution 4 also relates to fees. This resolution proposes that UNI undertake an evaluation of its affiliation fee system over the coming Congress period and recommend an appropriate model to the World Executive Board within 2 years.

The Economy

Resolutions 5, 6, 7, 8, 9 and 10 concern our global economy. The fundamental message in these resolutions is that working people need economies which work for the many, not only for the few.

Resolution 5 is titled 'Including You in taking back our economies'. This resolution puts the spotlight on global inequality and the threat that this presents to our world. In the action plan, UNI demands global justice, job creation, formal work, wage-led growth and social protection for all. This will require a more active role for the state, regulation of our financial system and strengthened collective bargaining. UNI commits to reassert our core values and to fight for more equitable distribution policies and sustainable development.

At the core, the action plan reflects our belief that unions are a key political force to drive the change that the world needs. It identifies the values and the reforms necessary to create an economy that includes you.

Resolution 6 addresses our fundamental demand: The World Needs a Pay Rise. We all know the wealth of the 1% has surged and it is time for this to change. This is a rallying call that has now also been adopted by the global and international labour movement.

Resolution 7 sets forth UNI's demand for a Social Pact for Sustainable Banking, in order to create a strongly regulated, sustainable, and accountable financial services sector, where the rights of finance workers are upheld.

In **Resolution 8**, UNI commits to fight for a global tax pact. Tax cuts have played a significant part in the redistribution of wealth away from the vast majority of the population and also have caused resources available for public services to shrink. The resolution calls for proper company reporting and for effective minimum, company and financial transactions taxes. It calls for a global crackdown on tax evasion and avoidance.

Resolution 9 promotes the need for a global trading framework that puts the needs of the world's people above those of global capital. The core message of the resolution is that UNI and its affiliates will not support any so called "free trade agreement" that limits national sovereignty over regulation, forces privatisation or does not embed respect for labour rights. Investor state dispute settlement mechanisms should be rejected completely. UNI demands a moratorium on the trade agreements currently under negotiation.

And finally **Resolution 10** highlights the role public service broadcasting plays as a cornerstone for an inclusive and democratic global media and rejects the current cuts being made worldwide to public broadcasters.

Peace and Israel / Palestine

Resolution 11 calls for peace. This resolution calls for a world free of weapons of mass destruction, regulation of the arms trade and a reduction in military spending. UNI denounces the violation of women's rights in armed conflicts and supports ambitious UN post-2015 sustainability goals.

Resolution 12 concerns peace between Israel and Palestine. The resolution reflects the recommendations of the delegation from UNI's recent mission to Israel and Palestine.

In the resolution, UNI expresses the belief that the “two-state solution” is essential to achieving a lasting peaceful solution between Israel and Palestine. UNI echoes the ITUC's denouncement of the occupation of Palestine by Israel and the call for an end to the construction of illegal Israeli settlements. It supports the call for divestment from companies which finance the construction and development of the illegal settlements. UNI also asks that consumers boycott goods produced in the settlements. The resolution calls for both the Israeli and Palestinian governments to show responsible and brave leadership and commit to a peace process immediately and for as long as it takes to find peace.

The Future of Work

Resolution 13 - ‘Including you in the New World of Work’ - examines the challenges and opportunities of a new world of work as globalisation, technology-led innovation, neoliberal policies and demographic shifts have transformed jobs and labour markets.

Our action plan calls for an innovative labour movement - involved and solution oriented. Trade unions need to prepare for a more fragmented jobs landscape. Good jobs must be created or converted in order to achieve decent work for all skill levels. There must be opportunities for youth to train and progress. UNI must close the gender pay gap and eliminate discrimination of all kinds. UNI must organise professionals and managers and assure representation and protection for both mobile and migrant workers. Finally UNI must prepare for the changing nature of work in the digital age.

Resolution 14 focuses on call centres. Two-thirds of all interactions today between companies and their customers take place in call centres. Where there is no union to represent the workers, the jobs are typically highly pressurized and precarious. Outsourcing is common. Call centres are now a priority for three UNI sectors and the resolution recommends an action plan to organise call centre workers, raise standards across the globe and protect workers' against the negative effects of outsourcing.

Resolution 15 - ‘The trade union movement steps up for Climate change’- calls upon governments to reach a new climate change agreement in 2015 and for all stakeholders to reduce carbon emissions. UNI affiliates must mobilise for green jobs, campaign for state ownership and regulation of the renewable energy sector and advocate for action. A new economic model, which puts a real value on people's rights and nature is the true solution to the climate catastrophe on our horizon.

Resolution No. 1

Including you to win union growth**UNI Global Union's *Breaking Through* Action Plan, 2014-2018****Background*****Breaking Through 2014-2018***

UNI Global Union's mission is to build power for working people in UNI sectors through the growth of unions and expansion of collective bargaining to improve the working and living conditions for workers and support the equitable distribution of wealth, decent jobs for all and sustainable economic growth.

To achieve this mission, the 3rd World Congress in 2010 in Nagasaki unanimously adopted a strategic plan, "*Breaking Through* for Union Growth." We committed to organize, to build power for workers, within their industries, at their place of employment and across society. We committed to organize to secure jobs with justice. We committed to change our focus and our working methods to ensure alignment of objectives for *Breaking Through* to take root in every region, sector and interprofessional group and in each of our governing bodies.

This included the alignment of objectives with respect to the implementation of programmes with the donor organisations (Solidarity Support Organisations) which support UNI projects.

This also included the creation of the UNI Organising Fund, which has been a milestone and has been put to work to improve our organising capacity.

UNI SCORE has been and will continue to be a key component in implementing the *Breaking Through* plans.

We made this commitment in 2010 in the face of pressures to diminish our strength and efforts to shrink the political voice of unions, resulting in a smaller share for workers in the global economic pie. Between 1980 and 2010, coverage by collective bargaining agreements declined in 17 of 24 countries in the OECD. According to the ILO, collective bargaining coverage has decreased in 2/3 of countries. Even where workers are already covered by collective agreements, union membership has been under tremendous pressure in many countries in recent decades, marking the end of 'new deal' thinking, combined with a well resourced political, media and employer offensive to stunt union influence.

Since Nagasaki, the assault on workers and unions has only worsened. It remains difficult to achieve collective bargaining relationships where they do not already exist. In numerous countries many workers fear retaliation for union support and lack sufficient confidence that union representation will translate into improved working conditions. A growing number of governments are turning against unions, in both the private and public sector, as they consider them to be an impediment to competitiveness. In too many countries, the enforcement of labor

laws often ranges from lax to non-existent. Within Europe, the austerity programs required by the Troika for crisis countries are explicitly focused on restricting and sometimes circumventing collective bargaining. The financial crisis brought in its wake pressure for cuts in public expenditure and austerity policies that have cut jobs, particularly in the public sector, and aimed to weaken public sector unions and increased the pressure on women who have often been burdened with the caring responsibilities no longer provided by the state, and are thus subject to a double workload. Far from being limited to the countries targeted by the Troika, social regression is spreading throughout Europe, even in countries with a favourable economic and budgetary situation. And although there are many bright spots in specific countries, the overall lack of union density continues to be a problem that must be overcome.

Some workers, especially precarious ones, increasingly feel alienated from trade unions, believing that unions are unable to protect them or represent their interests. This is linked to widespread campaigns to weaken collective bargaining and the general and well-organised attacks upon unions in the media, which contribute towards an image in some cases that unions are unable to renew themselves.

Yet the case for unions has never been more clear. Many economists and some international organisations today recognise that the global economic crisis is a result of the increase in inequalities and more generally of the destruction of the social state by neo-liberal policies and the financialisation of the economy. These have a direct link with the weakening of collective bargaining and the decline in union density. The weakening of unions is one of the most substantial reasons for a dramatic increase in income inequality across the globe, posing the biggest threat to social stability and a sustainable economy. An increasing number of workers have been left out of any improvement in economic conditions and conditions stagnate or worsen for far too many workers in UNI sectors. It has become a world of wealth and advantage for the top 1% of the economic ladder.

UNI has transformed itself to fulfil its commitment to “*Breaking Through*”, through emphasis on union growth in all of its activities. All regions and sectors have focused on key multinationals in order to secure organising rights for workers around the globe, whatever the national practice may be. UNI has also been able to amplify the experiences of those national unions which have shifted resources to an active organising/recruitment program where collective bargaining already exists.

UNI’s work has focused on improving the environment for organising through global agreements with multinationals in order to reduce fear at the work place, and supplementing the capacity development and resources of willing unions. UNI’s aim is that single organising campaigns involving multinationals in UNI sectors serve as a catalyst for other organising in that sector or by that union. In the context of countries with high collective bargaining coverage, UNI has focused on sharing best practices among affiliates in order to improve upon recruitment and to promote recruitment/organising as a priority.

In the future, UNI’s organising work must continue to be an important part of an overall campaign to reverse union decline. UNI has proven that it can provide critical resources and capacity support for campaigns, and that global agreements help reduce the fear at the worksite and open space for organising. Our affiliated unions are eager to build power within global companies, show solidarity for one another, share their experiences and spread best practices. While we do this important work, we must also empower trade unions to meet the

needs particularly of younger workers, so that unions can organise and mobilise a new generation.

The *Breaking Through* strategy will be the key focus of UNI Global Union's work in the period 2014-2018. We must continue on this path and for it to be irreversible. We should thereby also improve upon our ability to win and further develop stronger and more effective global agreements, and make them even more effective tools for organising. We must both deepen and expand our work with affiliates to grow the capacity for organising around the world.

INCLUDING YOU TO WIN UNION GROWTH UNI GLOBAL UNION'S *BREAKING THROUGH* ACTION PLAN, 2014-2018

The 4th UNI World Congress, convened from 7 to 10 December 2014 in Cape Town, South Africa, pledges the following actions within the next Congress period to meet the challenge of winning union growth:

Organising within Global Companies

1. To build union strength within the corporations operating across UNI sectors, UNI together with its affiliated organisations will continue to sign strong and effective global agreements in order to facilitate organising. They will be aimed at securing the right to organise through the elimination of fear at the workplace, supporting the organising process through access and other means, and a commitment to collective bargaining. UNI will only reach agreements that are enforceable through a mediation and/or arbitration process, and where it is not yet the case, improve existing agreements or end them where necessary and possible.
2. In order to develop union strength within global companies and to set the stage for a global agreement, UNI sectors will continue to develop and support strong trade union alliances across companies. These will aim to share organising and bargaining strategies, to support organising campaigns within the company and to lead the effort to achieve a global agreement if one does not exist. The unions in the company, particularly in the home country, unionist worker representatives at company level, regional councils, and trade union alliances will have a critical role within these Alliances. This will ensure the effective participation and engagement of affiliates within the process of negotiating, implementing, and further developing a global agreement. Affiliates' ownership of the process and the delivery of global agreements will ensure that the agreements make a real difference for workers around the world.
3. The work to win global agreements should initially be through dialogue with the company. However, in some cases deep research and pressure from various sources will be required. UNI will build the technical capacity to meet this challenge. A plan can thus be pursued which builds long term relationships with socially responsible investors and supports their active engagement in order to guarantee that more companies respect the human rights of workers to organise and bargain.
4. UNI will allocate sufficient resources to win our campaigns for global agreements. Where necessary, resources from SCORE and the Organising Fund will assist the sector and the region in this area.
5. The global agreements must be enforced and actively implemented in all countries in which the companies operate. UNI's organising resources will be prioritised for this purpose. UNI will also explore opportunities for the ILO to develop an enforcement role.

Holding corporations accountable

6. UNI will continue its active role as a global voice for corporate accountability. It will continue to play a visible and leading role to strengthen and make use of the global tools available to enforce the human rights of workers to organise and bargain collectively. In addition to legal and collective bargaining regulations, these include the OECD Guidelines for MNCs, the ILO Tripartite Declaration on Multinational Enterprises and the UN Guiding Principles for Business and Human Rights, where UNI will continue to support the campaign for national action plans to implement the Guiding Principles. UNI's overall goal is to achieve effective and binding normative frameworks for global companies and their supply chains.
7. Together with the ITUC, we will reinforce our work at the G20, IMF, World Bank and in regional economic organisations to ensure respect for ILO core labour standards, the right to organise and the right to negotiate, as well as other fundamental international labor and social standards (particularly the other ILO conventions).
8. The Bangladesh Accord for Fire and Building Safety, is binding for more than 100 global brands and retailers. This historical Accord is the result of hard work by all the trade union signatories and witness signatories from non-governmental organisations (NGOs). This Accord transforms the role and responsibility of UNI within the supply chain. UNI will continue to play a central role in the enforcement and implementation of the Accord with the aim to broaden its scope and create a new model for supply chain responsibility. Intense cooperation will be necessary between all the trade union signatories and those from the NGOs in order to play this role.
9. Other events, such as the Soccer World Cup and Olympic Games, present opportunities for UNI to assert its influence and raise its voice about the responsibility of global companies in their value and supply chains. UNI will continue to take these opportunities to assert the rights of workers within UNI sectors and will support or lead campaigns to ensure that these events take place in an environment of justice and fair treatment for workers.
10. UNI and its Regions, through bodies such as the Liaison Councils, will build deeper links with other civil society organisations to impress upon them the importance of unions as part of economic stability and justice and as a "social good".

Support for organising campaigns and capacity development

11. UNI will support the development of organising strength among affiliates in order that unions in our sectors are able to win recognition for collective bargaining purposes. This sort of support will range from organiser training to active support for the planning and implementation of campaigns and resources for organisers. Global companies are the priority for this support, but campaign support must be targeted towards broader sectoral goals.
12. In order to maximize the impact of UNI's contribution, we will aim to support campaigns across an entire industry or sector in specific countries. UNI should especially be prepared to add strategic support when political or legal changes occur which encourage or enable union growth.

13. UNI commits to grow a global pool of organisers with the skills and experience to contribute to campaigns. In order to do this, UNI may invite its affiliates to temporarily assign organisers to campaigns in other countries in order to share skills and help to develop others. UNI will also work with the ITUC and Global Unions to coordinate training opportunities for organisers at the local, regional and global level.
14. UNI will promote opportunities for its affiliates to exchange organising and recruitment experiences in order to develop and promote best practices in organising, recruitment and union restructuring, through close collaboration with affiliates. In particular, effective and systematic recruitment is a key part of union growth in those countries where workers are already covered by a bargaining agreement. UNI will develop materials and exchanges among affiliates to promote good practices in this area, and in particular will focus on the experiences of growth linked to collective bargaining.
15. UNI will review the examples of some countries, in Europe and Latin America in particular, where union density and collective bargaining coverage have increased or remained stable in order to promote the sharing of good practices between trade unions.
16. UNI will especially support campaigns which involve women and young workers, who represent a large and increasing number of workers in UNI sectors. UNI will work with affiliates, including developing organising campaigns to combat the global trend towards the flexibilisation of the labour market and the increase in precarious work, which disproportionately affects women and younger workers as well as interim workers, workers on limited hours, the unemployed and prevents their participation in union activities. UNI will also encourage affiliates to do the patient, careful work required, to develop strong policies for the recruitment, training and promotion of young union officers.
17. UNI will work with affiliates to adapt its demands and strategies to meet the needs of these workers, including developing specific communications strategies and practices, along with approaches to contractual, regulatory and working conditions, which can help improve the position of women, precarious and younger workers and in particular alter negative perceptions of unions amongst some younger workers.
18. Professionals and managers will also be the focus of UNI campaigns, as they are growing in number but may not identify themselves as members of trade unions, or as trade unionists.

A dynamic, inclusive and aligned UNI structure

19. All parts of the UNI structure, global, regional, sectoral and interprofessional groups, will work in alignment in order to meet these goals. Each sector's strategic plan will include direct support and resources for campaigns to organise the employees of global companies.
20. Meetings and conferences will be oriented towards action and all meetings will consider union growth among global companies. Case studies of success will be highlighted and innovative campaigns will be shared across unions. We will aim to learn from each other and support each other's work.

21. UNI will encourage affiliates and their leaders to increasingly coordinate work within global companies through global alliances, with the genuine political will to move towards practical implementation and concrete engagement.
22. UNI will continue to improve its communication capacity. It will increase UNI's visibility through strong communications to the public and to the affiliates, including through social media and through the press. This includes working with affiliates to respond to the smear campaign against trade unions and the role unions play, through an alternative information campaign aimed at demolishing clichés and reaffirming the need for trade unions – not only for the benefit of workers and society, but also for a healthy economy in terms of the quality of services and products.
23. Every region, sector and interprofessional group will adopt a strategic plan with a focus on union growth. These plans will be discussed and developed across all levels of the organisation and will reflect key priorities for the coming year with a plan and resources to achieve them. Alongside this process, consultation will take place with relevant UNI affiliates when setting clear priorities and objectives.
24. UNI will continue to build its Strategic Campaigning Organising Research and Education (SCORE) department as a resource to support campaigns for all sectors and regions and to lead UNI's organising capacity development work.
25. Affiliates will be urged to continue to support the Organising Fund, and UNI will direct SSO contributions towards organising efforts.
26. UNI will coordinate with the CGU and ITUC and TUAC where possible to achieve synergies and share resources to support organising and campaigning.

Strengthening Collective Bargaining

27. Collective bargaining constitutes the main instrument of influence for trade unions in society. It is collective bargaining that gives unions legitimacy and support from workers. Trade unions are seriously threatened by the current policies of social dumping and the internal devaluation of states, based on the dismantling and the containment of collective bargaining under the pretext of competitiveness. This model is incoherent on a macroeconomic basis, since the simultaneous increase of exports in all countries is inherently impossible. UNI opposes these policies of lowering salaries and will encourage its affiliates to strengthen the coordination of national wage negotiations.

Resolution No. 2

Fight for fair play and good working conditions at sporting and other international events

1. The preparations for the Football World Cup 2022 reveal that the glittering world of Qatar is built by men and women who are forced to work and live in inhuman conditions. The building industry of Qatar depends on a system of the hiring of migrant workers especially from Nepal and India. The working conditions of this migrant labour force are devastating. Reports from the construction sites say that the workers are often held under conditions of forced labour. Due to the abominable working conditions many migrant workers even die on the construction sites. According to an estimate by ITUC the death toll of world cup workers amounts to 4.000.
2. These scandalising conditions are not a singular problem of this specific event in Qatar, but are characteristic for many other major sport events in countries round the world, like the Olympic Games and the Football World Cup. All too often complaints about fundamental rights as well as labour rights and working conditions come along with the placing of major sports events.
3. This Congress resolves that UNI will:
 - Oppose any sporting event being held in a country that cannot guarantee decent labour standards for workers including the Qatar Football World Cup 2022.
 - Take the Football World Cup 2022 as well as other major sport events in general as an opportunity to use the public interest and the union publicity to address scandalising conditions behind such events.
 - In particular highlight in such cases the issue of fundamental rights as well as working conditions and discrimination in the host countries.
 - Force screening exercises of host countries of concern with regard to working conditions and discrimination and pressure the enforcement of decent working conditions and anti-discrimination legislation and practice there.
 - Put pressure on organising institutions and associations responsible for major sport events (like Olympic Committee, FIFA etc.) and their sponsorship to acknowledge the compliance of fundamental and civil rights as well as proper labour conditions in law and practice as prior criterion when placing these events.
 - Forge a strategic alliance with global union federations and non-governmental organizations involved in the Playfair campaign in order to combat these scandalous conditions effectively.
 - Encourage all UNI Sectors to become actively involved in campaigns for the rights of workers involved in the staging of such events.

Resolution No. 3**UNI Global Union Affiliation Fees 2015-2018**

The 4th UNI World Congress, convened from 7 to 10 December 2014 in Cape Town, South Africa, decides as follows:

- a) That the affiliation fees to be paid per member per year shall be fixed as CHF 2.20 per year from 1.1.2015, 2.25 from 1.1.2016, 2.30 from 2017, 2.35 from 1.1.2018.
- b) That affiliates be recommended to pay into the Organising Fund 0.25 per member per year.
- c) That affiliates will receive UNI's financial reports and budgets on an annual basis.

Background**Introduction**

UNI Global Union's *Breaking Through* Strategic Plan, adopted by delegates at the Nagasaki World Congress in 2010, has completely transformed the work of our organisation. It has led to many breakthroughs and significant progress in achieving our agreed strategic objectives with respect to global companies, and organising and capacity development. We have made progress on all fronts – and this in one of the most difficult and challenging environments that unions have had to face. We are fully aware of the deterioration of conditions in so many nations; from the austerity of Europe to the anti-union fanaticism, from the USA to South Korea, all of us are facing strong headwinds.

Multiple crises – economic, financial, social and in employment – have resulted in labour markets scarred by insecurity and attempts to turn back the progress made in previous generations. We are involved in fights everywhere and all of the time. Yet we can hold our heads high at UNI Global Union. We aim to win, whatever the political and economic weather. The Accord on Fire and Building Safety in the Bangladesh garment sector shows how we have fought and won. We now have more than 150 brands signed up but this brings new responsibilities and new pressures on us to service and staff the implementation of the Accord.

Working in alignment, each UNI sector global union, regional organisation and inter-professional group has established targets with a strong focus on organising. Resources from the UNI Organising Fund are being used to assist efforts to organise in global companies and support organising initiatives of affiliates. This work is bringing tangible results and bringing new energy to unions who are part of the *Breaking Through* surge.

UNI has now signed 50 global agreements with multinationals, and set up numerous trade union alliances through which affiliates work together to organize and obtain bargaining rights for the workers of these companies. The creation of company-specific alliances, which of course requires secretariat resources, has given a new vitality to union co-operation.

The organising forums in all regions have demonstrated the need to invest in more organising capacity globally and regionally. By winning in multinationals and obtaining a seat at the table in the G20, the FSB and other global institutions, we are ensuring that our voice is heard in this savage global economy.

In addition to UNI's detailed work in its sectors, we have initiated many new areas of work, which have required additional resources:

- We have achieved visibility in media like never in the past, through working with media professionals. We launched a new website in October 2013.
- We have developed work on capital strategies, through focused work with the Socially Responsible Investors. Our advice and opinions are sought and we can influence shareholder opinions. We need to further enhance our capacity.
- UNI is active in the CSR world and in the forefront of using the tools, such as the OECD Guidelines, which help bring global companies to heel. Significant procedural breakthroughs have been won.
- We have built a new ability to assist with organising capacity development, by hiring skilled trainers with an organising background.
- We have evolved our Sector Global Unions to adapt to new employment horizons. We have created UNI ICTS and extended UNI Post to Post & Logistics. UNI Graphical is now playing a lead role in Packaging. We have transformed Social Insurance into UNICARE and developed our work in UNI MEI, from which UNI Sport PRO has emerged as the voice for 150,000 professional athletes. UNI Property Services has deepened its presence in Cleaning and Security. UNI Finance is innovating to build a new presence, from the USA to Japan. UNI Commerce has globalised its work in the giant commerce companies and supply chains. Our work with agency employers and gaming has developed.
- We have built new infrastructure. We have a new presence in MENA. We have purchased a new Brussels Office, opened an office in Johannesburg, re-structured our operations in the Americas to Montevideo, and maintained proximity with affiliates in UNI Apro, with our presence in India, Indonesia, Korea, Malaysia, Nepal, Singapore and Tokyo.
- We have also driven new initiatives in many countries to build *Breaking Through* initiatives in India, Indonesia, Vietnam, Cambodia, the Middle East, Zimbabwe, Mexico, Colombia, the Caribbean and Central and Eastern Europe.
- We have re-launched our work for Professionals and Managers.
- We have taken a giant step to improve our governance, with the adoption of the 40% gender balance target for all our decision-making bodies.
- In a global economy that demands Global Union action, our drive is to stay on the front foot to challenge economic orthodoxy, challenge the major multinationals and demonstrate the relevance and credibility of our work and that we are "value for money."

While increasing work in all of these areas, UNI sectors have maintained a regular schedule of meetings and activities.

Our Regions are also breaking through. For example:

- UNI Americas has a new home in Montevideo and is breaking through on all fronts and particularly in Colombia. The high level participation in its 3rd Regional Conference in December 2012 was testimony to the importance held by affiliates for UNI America's successful implementation of its breaking through strategic plan.

- UNI APRO has organising campaigns in every sector, and is determined to inject a social dimension into its regional economic institution, ASEAN. The 6 sector conferences in August 2013 in Bangkok also gathered record participation and succeeded in building breaking through sector plans for the period 2013-2017.
- UNI Europa has raised its profile as a voice for service workers within the EU. We have a new breaking through strategic plan to lift our profile, influence EU institutions, challenge austerity and grow unions to the Rome 2016 Conference.
- UNI Africa is the lead Global Union in Africa, with an active presence in North, South, East and West, and a new facility in Johannesburg and in Tunis. The successful implementation of UNI Africa's strategic plan was strongly welcomed by UNI Africa's 3rd Regional Conference in September 2013.

All of this has been accomplished within the constraints of a decline in UNI income, no increase in staff over the past four years, declining sectoral budgets and no increases for Regional expenditures since 2010.

In order to maintain this level of activity and become more even effective in this work, our objective, against all the odds, is to improve upon UNI's capacity to service members in critical ways. We aim to further develop our capital strategies and research capacities. We aim to add to our organizing training capacity for SCORE, especially in the Regions. We aim to build bigger and bolder organising campaigns.

The resources made available through the Organising Fund help to meet this ambition. However it is simply not possible to meet the rising expectations from UNI or for UNI to fulfil its potential on a global stage without additional income and staff in our core budget.

Since 2010, UNI fees have increased by 0.05 CHF each year. The current fee is 2.15 per member per year. The recommendation is to continue the practice of an increase of 0.05 CHF each year. This will result in an increase of 2.3% in 2015 and a smaller percentage in each succeeding year.

This modest fee increase will allow UNI to meet its ambitions and its responsibilities as an employer. This triple approach will enable UNI Global Union to continue its high velocity work programme during the period 2015-2018 in the sectors, regions and interprofessional groups. A gradual, low percentage fee increase will bring the continuity required.

Projection of UNI income

As predicted, UNI income from fees dropped as a result of the fee harmonization adopted at the 2010 Congress, together with declining membership affiliation. It is worth recalling that in Nagasaki we introduced a uniform rate. For many affiliates this meant a fee reduction. Income from fees in 2013 is the same as it was in 2010.

It is impossible to project future UNI income without taking into account membership trends across UNI affiliates. The numbers affiliated to UNI have dropped from an average of 9.1 million members during the 2007- 2009 period to 8.5 million in 2012-2013. In 2013 the numbers affiliated to UNI remained relatively stable after a fairly steady decline since 2007, which is a positive development.

However, affiliations continue to fall within UNI Europa, and certain UNI sectors have been hard hit by liberalisation and/or restructuring. This is expected to continue in the future and so UNI must be prepared to compensate for these losses through affiliating unions in growing sectors, and improving its focus on attracting new affiliates in growing economies. If affiliations do not remain stable, a fee increase may only offset a decline in membership but not provide new revenues.

Projection of UNI costs

In order to maintain existing staffing levels and services in Nyon, it is estimated that we will need an additional 1% in income per year to cover increases in salaries, social costs and essential needs in Nyon. This projection is based on the experience of the past 4 years, during which period social costs have increased, on average, 2% per year and total salaries have increased by about 1% per year (based on the same level of staff as 2010).

While UNI has been frugal with salary increases, average Swiss pay increases are typically 1-1.5% per year and UNI has been consistent with this trend. We also must remain competitive in order to attract the best staff, especially for the sectoral positions, as the candidates are typically leaving good jobs elsewhere.

Resource constraints also require that UNI continuously reviews its operations to ensure that maximum resources are allocated towards the achievement of its goals.

The increase as proposed will be sufficient for UNI to meet its responsibilities as an employer. It will also allow for a slight increase in the allocations to Regions and sectors, where these are necessary to maintain or expand activity. (It is important to note that budgets for almost all sectors have declined since 2010. Allocations to the Regions have increased only to the extent that this has been supported by a change in the exchange rate.) Finally, combined with shifts in resources and increased affiliation, the increase may afford UNI the opportunity to improve upon its existing capacity.

Conclusion

A modest fee increase allows for UNI income to rise in order to maintain existing services, small increases to the Regions and sectors and some small amount for program improvements. Coupled with improved affiliations and resource shifts within UNI, we will be able to expand capacity in important ways and meet the challenges of today's global economy.

Resolution No. 4

Review the future financing of affiliation fees

1. With the aim of adopting appropriate and updated rules for the setting of affiliation fees, an evaluation of the current system will be carried out.
2. Taking into consideration membership developments, different forms of membership (full time/part time/unemployed), the varying financial strengths of affiliated organisations (worldwide), exchange rate systems, as well as the organisation's work and expenditure priorities, a working group convened by the World Executive Board will within the next two years develop a model on appropriate determination of affiliation fees, to be decided by the World Executive Board.

Resolution No. 5

Including you in taking back our economies

Background

Introduction

We live in an unequal and exclusive world, and it is getting worse. In 2010, the top 0.5% of the global population had a 36% share of global wealth, whilst the bottom 70% of the global population had a 4.2% share of global wealth. Workers around the world are being pressured to accept less and less: pressured by their employers, their governments, and by a global economic system built around profits and preservation of privilege for the few. We are also living in an over-armed world plagued by war and conflict. 1.7 trillion dollars are being spent on armament each year.

Inclusive growth: including you

What would a global economy that includes you look like? An economic system geared around the welfare of the many, not the few, in which the aim is no longer profit for the top one per cent, but for security, dignity, justice, equality, cohesion and fairness for the majority of people. It is an economy that recognises, for women and men, the right to a permanent, secure, full-time job, which has decent and safe working conditions, and guarantees a living wage.

There are still too many people in the world who are working to survive. Millions of UNI Global Union's members are struggling to make ends meet. A toxic cocktail of spiralling costs of essential goods and services, declining purchasing power and weakened collective bargaining has hit workers hard, particularly in the service sector. We must fight for a living wage for workers around the world to guarantee them the dignity and justice they deserve.

The dynamism of the world economy depends on the policies that boost domestic demand; this means a fairer distribution of income, fiscal policies that promote growth, and public investment. Wage increases in line with productivity and inflation create a stimulus for sustainable economic growth by increasing households' purchasing power. For over a decade before the crisis, wage cuts left most countries with negative domestic demand effects and an era of growing inequality in wealth creation and of debt-based consumption. This led to an eventual contraction in the global economy together with a proliferation of capital markets and a speculative bubble in financial markets fuelled by profit seeking capital. A world-wide race to the bottom in the wage share leads to a decline in global GDP. The austerity and wage moderation being implemented in many countries, especially in Europe, is not conducive to growth and will only bring further stagnation. It is only by building a sustainable global economy, based upon rising wages, equality and inclusivity, that the global economy will rise out of stagnation.

Including you in the economy means including you in the growth it enjoys and fighting for a different form of wealth distribution. For many decades growth translated into real gains for

average working people, but over the past 30 years this trend has reversed itself, creating the inequality and instability from which we now suffer. Distributive justice, in the form of redistribution from the top to the bottom, must form the bedrock of our new economy to improve working peoples' lives around the world.

Growing apart

We have seen impressive steps to eradicate poverty in many parts of the world yet inequality is increasing. It has reached levels that threaten the human security of workers and families worldwide. The United Nations defines human security within seven areas: economic, food, health, environmental, personal, community and political. The current political and economic system denies many workers the basic rights necessary for this security. Many workers do not enjoy an assured basic income or publically financed safety net; physical and economic access to basic food, including through adequate purchasing power; a guarantee of minimum protection from diseases and unhealthy lifestyles; protection from the environmental catastrophes and effects of global warming that disproportionately affect the poor and migrant populations; protection from the increasing crime that ravages communities blighted by poverty; protection from the disintegration of communities and traditional relationships because of the dislocating effects of the global economy and the shifting labour market; and the political security which can alleviate or combat inequality. When an army, government or non-state actor threatens human security, the international community is morally and politically obliged to act. Policymakers all over the world have a critical responsibility to make the economic system support, not undermine, human security. When the economic system itself threatens human security, little happens. UNI Global Union and the rest of the global trade union movement must act on the failings of the international community, protect workers and their families around the world, and create a new economy that includes you.

The financial crisis

We must remember that the global financial crisis was fuelled by this global inequality, created by a decrease and depreciation of the incomes of workers, who were expected to maintain their standards of living by borrowing. This led to unsustainable levels of borrowing a massive accumulation of capital that sought investments that could no longer be found in the normal economy and ultimately to a global financial bubble. When it burst, consumer demand plummeted, business could no longer rely on easy credit from banks, and the global economy spiralled into recession. Many of the advances women had made in the past few decades were reversed. The world's gross product fell for the first time since the Second World War in 2009, hitting the global poor the hardest. Global financial instability over the past five years has been at its highest since 1945.

Global inequality, one of the key causes of the crisis, has continued to rise. Rather than injecting money into the faltering global economy, many countries have implemented 'austerity programs' and cuts to state spending, or have 'tapered off' quantitative easing, a valuable means of increasing cash liquidity. Whilst workers are being strangled by these austerity measures, tax avoidance, tax fraud and tax flight is still commonplace, and bonuses are still handed out to the heads of banks that have been bailed out with public money. The world will only recover from this crisis if it enjoys a more sustainable, equitable and inclusive global

economy, and governments around the world act to protect workers suffering disproportionately.

The jobs' challenge

Demographic and environmental changes are transforming our global society, yet our economic system is unable to provide for even the current population. The ILO estimates that 600 million jobs over the next decade are necessary to bring unemployment down to pre-crisis levels and accommodate for those entering the labour force. Furthermore, the ILO estimates that 150-200 million people will be permanently displaced in the next forty years because of rising sea levels, heavier floods and more intense droughts. Without systemic change, our economy and ecology is not going to be able to cope with the growing demands of its inhabitants.

Power shift and an increase in insecurity in the global economy

The global economy, in the wake of the financial crisis, is now characterised by three economic trends. The first is groundbreaking: the shift and rebalancing of economic power to the global South. By 2020, according to the UN Development Program, the combined economic output of three leading developing countries—Brazil, China and India—will surpass the aggregate production of Canada, France, Germany, Italy, the United Kingdom, and the United States. Much of this expansion is being driven by new trade and technology partnerships within the South itself. The service sector is expanding at a phenomenal rate in the South, opening up new opportunities for UNI Global Union and its affiliates. The era in which Europe and North America dictated economic norms and policies to the south is at an end. Although the rewards of this rebalancing are not yet tangible for the majority of workers in the global South, the economic stature of the South is growing.

The second threatens the opportunities, welfare and security of working people around the world: the slowing growth or stagnation of economies and industries on every continent. Workers around the world are losing their jobs, and are being denied the justice and dignity they deserve. Service sector workers, and women, are some of those feeling the worst effects of the financial crisis and the reckless responses of many governments around the world to the recession. UNI Global Union and its affiliates reject the return to boom and bust economics. We must take back our economy and end this cycle of injustice.

The third is possibly the most alarming in the context of slowed growth: rapidly increasing global inequality and the widening gap between rich and poor. The wealthy elite have used the crisis as an opportunity to tilt the global economy and labour market in their favour. The casualisation of labour, insecurity of jobs, growth of the informal economy and outsourcing by companies are becoming new economic norms.

Women and young people are those being left behind by advances in living conditions in the global south, and are those most exposed to the brutal consequences of the global financial crisis. Women absorbed a disproportionate proportion of the loss of full-time employment between 2007-2010 and, since then, long-term unemployment amongst women has remained stubbornly high. Locked into low paying jobs and plagued by persistent wage discrimination, women are some of the most vulnerable workers in the world. Part-time work, performed

essentially by women, is on the increase and creates job insecurity. Women's rights have to be at the heart of a new economy that includes you. Similarly, the international labour movement must act to prevent future generations facing a lifetime of precarious work, unemployment and insecurity if the international labour movement does not act. The service sector is the sector best placed to accommodate this dynamic but struggling generation, and UNI Global Union and its affiliates have a duty to ensure that those that manage to enter the sector are rewarded with decent and stable work. We must include women and the young in the economic recovery and the fight against a return to the status quo.

A fourth trend is the reinforcement of the neoliberal project. Neoliberal policies have created many imbalances and triggered a cascade of financial crises, in particular the global financial crisis of 2008. Although these are established facts, governments today seek to address the crisis by introducing more neoliberalism, imposing austerity policies that weaken the unions, increase inequality, and create the risk of long-term economic stagnation. The need for a more offensive trade unionism, based on growing the membership and developing a narrative and a strategy that are ambitious, clear and credible, has never been stronger.

South Africa is a microcosm of this new economic era. It is the hub of a regional African economy that is emerging along with the global South to become one of the hubs of global trade. However, with 47% of South Africans in poverty and 25% unemployed, it is one of the most unequal countries in the world, and has been unable to deliver the levels of growth necessary to ensure employment for its citizens. Sustainable growth has been elusive because the economy is dominated by large firms and the returns from economic growth rarely reach those apart from the educated, skilled and well-connected. The informal sector and unemployed have been largely excluded from South Africa's economic development, dampening domestic consumption and the economy's potential. We must work together to include all people, workers, and families in its growth, and towards a bright new future for the country, the region and the world. After twenty years of political freedom in South Africa we stand here united to call for an inclusive global economy that delivers real economic freedom.

War and armament

Resources desperately needed for development and inclusive growth are being ploughed into military and arms' expenditure. Profits from the arms' trade continue to increase.

Every day wars and conflicts destroy human lives, deepen poverty and cause immense suffering to millions. Among the victims are vulnerable civilians, the elderly as well as women and children who in some regions are used as weapons of war. Immeasurable human and material value is being destroyed and put into armaments.

Nor should we forget the sword of Damocles hanging over our world in the form of nuclear weapons; humanity can destroy itself within a split second.

The global picture

Income inequality is the main threat to worker's lives around the world. The decline or lack of collective bargaining power has been identified by almost every economic report on economic inequality as a key cause of this.

UNI Africa

Africa is increasingly identified by economists as the next economic powerhouse within the global economy. The principal issue delaying Africa's bright economic future is inequality. Denying working people their share of growth denies the economy the domestic consumption needed to create a sustainable economy.

Growth in sub-Saharan Africa will surge to 6.1% in 2014, compared to a global average of 4%. Although a new middle class is emerging in much of Africa, and the percentage of Africans living on less than \$1.25 per day has fallen from 58% to 48.5% since 1996, this growth is still unequal. The informal economy still dwarves the formal, and foreign investment in infrastructure and natural resources continues to produce little gains for the average citizen. The main driver of growth in Africa will be the slowing but still robust growth of South Africa and other middle-income countries such as Nigeria, Ghana and Kenya. This growth must include the millions of Africans that have so far been left behind by the continent's economic success.

High unemployment and a rising cost of living are aggravating the social tensions and political turmoil in a period of transition for the Middle East. Growth in the region has been far from inclusive, creating a discontented underclass left out of prosperity enjoyed by the elite. Divided by political, religious and social allegiances, the trade union movement needs strengthening so it can have an active role in the future of the region. UNI Global Union and its affiliates have a duty to support and assist the regional labour movement in fighting inequality and ensuring that the political and social transformations occurring across the region result in a favourable outcome for working people, and that they are included in the process.

In 2013, the UNI Africa Conference in Nairobi put in place the framework for the adoption of a comprehensive *Breaking Through* plan, outlining a strategy until 2017 for fighting for an Africa that includes you. This will now be developed by the newly elected UNI Africa Executive Committee.

UNI Asia & Pacific

In Asia, China has rocketed into the twenty-first century with double-digit growth but without independent or democratic trade unions, or political reform. As Chinese growth begins to slow, many East Asian states, such as Japan, Korea, Taiwan and the Philippines, have experienced slowed growth and in some cases stagnation. Asia is entering a new political and economic era, in which social unrest and political conservatism can no longer be excused by staggering economic success. India's failure to reform, invest in infrastructure, or address its striking economic inequalities has heralded a growing crisis in investment and domestic consumption, leading to dangerous levels of unemployment in its industrial and commercial heartlands. The Japanese economy seems to be overcoming its lingering stagnation through measures introduced by Prime Minister Abe to eliminate deflation. But some of these steps, such as the review of an eight hour work day, could produce a "winner takes all" situation that only benefits the rich. Australia weathered the tough economic storm impressively. Public debt is low, the trade union movement remains powerful, and it has now experienced over 25 years of sustained growth. However, the economy is now looking unstable. A natural resource boom to feed the previously roaring Chinese economy has hollowed out its industrial base, driven up exchange rates, and made all other exports uncompetitive, just as demand for natural resources from China has begun to slow.

Twenty years of economic success in the Asia and the Pacific region must translate into real gains for working people. The billions of people that were the engine behind decades of growth must be included in the social and economic development the region has enjoyed.

In Bangladesh, UNI Global Union has created a union-led framework for reforming a broken system that was built around exporting cheap goods at the expense of workers' safety and welfare. There is still much work to be done, but the Accord has begun to stop the race to the bottom, and is creating a new system that improves safety in the workplace and includes workers in the growth and gains that were only previously experienced by the manufacturers and foreign retailers. The trade union movement must ensure continued prioritisation of organising efforts in the workplaces and that the unions can build capacity and negotiate collectively on the local level.

The UNI Apro Conference in Manilla in 2011 and the six sector conference in Bangkok in 2013 adopted a *Breaking Through* plan for the region.

UNI Europa

Europe is in the midst of an existential crisis. The economic policy of the European economy has produced growing imbalances between the centre of the Eurozone and its periphery. This imbalance has been created by the incapacity of Member States to create a genuine political and economic integration able to go beyond mere monetary and financial integration. The European economy is crawling into a new era of stagnation, deflation, unemployment and social unrest. Precarious work, zero-hour contracts and part-time employment, if any employment at all, are the new norm for many working people across the continent.

Britain's underwhelming recovery is built upon a new property bubble based in the south of England. Across Southern Europe and the Iberian Peninsula, workers are disproportionately absorbing the effects of the financial crisis, as governments are coerced into making draconian cuts to public services and deregulating their economies. Many Eastern European economies are being rapidly restructured to become low-cost hosts for multinational companies in search of cheap labour and compliant governments closer to their European markets. Countries on the southern and eastern periphery of the European Union have become laboratories for new austerity policies which involve head-on attacks against salaries, social security, collective bargaining, public services and health care systems. This is being done with unprecedented fierceness, the likes of which has never been seen since the beginning of the European project. Meanwhile, Europe has witnessed the growth and, in some cases, the revival of the far-right and fascism.

Europe strongly needs leadership from the labour movement. It must provide a credible alternative to the austerity and inequality that is plaguing the recovery; Europe must build a new political-economic model, which creates genuine prosperity that includes the struggling many, not the privileged few. With this in mind, the EGB has gone onto the offensive with a wide ranging ten-year investment and economic stimulation programme for growth and jobs, aiming to produce 2 per cent of EU GDP per year, in order to move away from the destructive austerity policy.

Therefore, UNI Europa supports the existing initiatives, promoted by trade unions and economists, that are aimed at radically reducing the scope of the Fiscal Compact. In fact, the

Fiscal Compact binds States to balance their budgets and, to this purpose, they would be forced to adopt economic policies that would condemn many of them to the irreversible worsening of the economic crisis and to mass impoverishment.

The 2011 UNI Europa Conference in Toulouse adopted a comprehensive *Breaking Through* plan for the region.

UNI Americas

The economies of South America and the Caribbean grew by 3.1% last year and Latin American growth has exceeded European levels for the past eight years. According to the World Bank, the percentage of Latin Americans living in poverty fell from 44% in 2003, to 30% in 2009, while the middle class expanded from 103 million to 152 million. However, Latin America remains the most economically unequal region in the world; the working class are largely excluded from the continent's good fortunes, exploited and taken for granted as an economic asset.

The situation in the USA is not much better. Of OECD countries, only Turkey, Mexico and Chile have higher income inequality than the USA, as measured by the Gini coefficient. In the past 35 years, median income for the bottom 90% of wage earners has declined, while income for the top 1% has increased by 160%. The labor share of GDP has been reduced to a record low. Grassroots movements, such as the Occupy Movement, have emerged in response to the immorality of this inequality. The recovery from the financial crisis has been undermined because of the inequality that plagues the US economy. Stagnant wage levels, long-term unemployment and an increased cost of living are reducing domestic consumption and strangling working America.

The 2012 UNI Americas Conference in Montevideo adopted a comprehensive *Breaking Through* plan for the region.

Trade Agreements

These struggling regions have been placed into competition by a myriad of global, inter-regional and bilateral trade and investment agreements. Forged to reduce the regulation, financial barriers and protection of workers, these agreements are focused almost entirely on the accumulation of capital by the elites involved. The investment provisions, in particular, deny the sovereignty of nations to regulate their economies for the sake of protecting the profits of multinationals.

A new form of trade agreement christened "Economic Partnership Agreement" is currently being foisted on Africa whereby global capitalists would be allowed unrestricted access of non-tariffed goods onto the African markets. This would, indeed, further aggravate the already Africa's precarious industrial base which would in effect stall her industrial and economic development to the benefit of the multinationals.

Our challenge

Trade unions are one of the key active political forces needed to create a more balanced and stable economy for people and society around the world. We know the challenges and have

the answers. We must fight to put them into practice. We must move with the momentum of the emerging global south, support the progressive movements that are emerging across the globe in the wake of the financial crisis, and help create a new economic system built around inclusion, equality, justice, solidarity, dignity and fairness. Governments around the world have failed to lead the people out of the financial crisis. The trade union movement has a unique opportunity to take the political initiative and push for a new economic order than includes workers, includes the poor, includes the young, includes women, and includes you.

Our international labour movement is an essential stakeholder in the global governance system and must not be excluded from decisions that have an impact on the working and living conditions of the members we represent. That is why, together with other global union federations, we must do more than simply denounce injustices. We must promote internal debate and put our viewpoints forward so that we can influence global governance, participate in change, and thus ensure that trade unionism becomes the paramount tool in defence of workers' rights throughout the world.

The Final Statement of the ITUC's May Congress, stresses the need to build relationships with governments that can help trade unions influence policy and pursue our objectives through legislation. UNI Global will also adopt this approach, in order to have a concrete impact on the functioning of economies, particularly with respect to income redistribution.

In doing this, we recognise that trade unions play an important political role in representing the fundamental interests and rights of working people.

ACTION PLAN ON INCLUDING YOU IN TAKING BACK OUR ECONOMIES

The 4th UNI World Congress, convened from 7 to 10 December 2014 in Cape Town, South Africa, pledges the following actions:

Equality and justice in the global south

Global justice for a global workforce

1. UNI Global Union and its affiliates will promote independent trade unionism, justice and equality within the emerging market economies. The global trade union movement has a unique opportunity to influence and shape the economic, social and political future of increasingly important emerging economies. Service industries are set to expand massively, giving UNI and its affiliates a key role to play. States such as Brazil, China, Ghana, India, Indonesia and Nigeria are witnessing the growth of a new global middle class connected intimately with the global economy and a marked decline in poverty. These nations are, or soon will be, the new frontline for the global trade union movement. UNI Global Union will campaign to:
 - a) Ensure that the global South is involved in the economic decision-making of global organisations such as the G20 and international financial institutions (IFIs). To this end UNI Global Union will support the developing countries of the South for an overhaul of the WTO Agreements and the fundamental, inclusive transformation of the world trade economic system as a whole and the Bretton Woods institutions:
 - i. Developing countries must pursue industrial policies which allow them to add value to their natural resources. Trade policies must support the goal of rapid industrialization and economic restructuring;
 - ii. Developing countries should only enter into international trade agreements which allow them to develop their manufacturing sectors and that we must reject free-market policy prescripts in international trade and development as they undermine the capacity of our countries to develop and be self-reliant and self-sustainable;
 - iii. Trans National Corporations should be engaged on their socio-economic activities, participation and contributions (Corporate Social Investment) so that they complement the goals of eliminating poverty, inequality and unemployment, and their compliance with their obligations as stakeholders must be monitored.
 - b) Promote the proper and systematic distribution of the wealth generated by growth to the workers that spur the economy, recognising that collective bargaining coverage is the best mechanism to achieve this;
 - c) Organise and support independent and democratic trade unions, including labour organisations as a first step toward building trade unions;
 - d) Champion the importance of workers' rights and equal rights within any human rights framework;
 - e) Ensure that the growing service sector in the global south provides decent, good and sustainable work for women and men.

Values

Solidarity, dignity, equality, community, justice, opportunity and security for all.

2. UNI Global Union and its affiliates will reassert the core values and principles of the trade union movement, and challenge the 'new norm' forged by certain political parties. Values create political and social norms, however, there are some policies that have successfully subverted many of the founding principles of the labour movement. As a result, inequality and insecurity have been established as the 'new norm' in the global economy. UNI Global Union will campaign to:
 - a) Promote the core values of solidarity, dignity, equality, community, justice, opportunity and security;
 - b) Publicise our ideas and beliefs more effectively to challenge neoliberal principles and promote freedom through increased equality and solidarity;
 - c) Promote democracy, and the idea of 'the many versus the few', as the principal counterweight to the globalisation of capital.

Job creation

Fight unemployment by creating decent employment.

3. UNI Global Union and its affiliates will campaign for jobs and job creation that respects the rights and needs of workers and gives them the respect, dignity, social security, role in society and income they deserve. The ILO estimates that 600 million jobs over the next decade are necessary to bring unemployment down to pre-crisis levels and accommodate for those entering the labour force. This can be achieved through an agenda built to:
 - a) Promote the value of work through wage increases in line with productivity to prevent the further indebtedness of working people, in line with campaigns such as the ILO Decent Work Agenda. Equal remuneration for work of equal value must prevail, without discrimination between women and men, in all types of employment;
 - b) Lead sustainable growth through job creation and full employment, for both women and men, through public and private investment;
 - c) Invest in public employment programmes and their innovation to increase aggregate demand for labour to complement job creation in the private sector and to provide services that support those with family responsibilities in combining work and home life;
 - d) Promote social and labour rights, including making the principles of the ILO Decent Work Agenda binding in free trade agreements and export processing zones;
 - e) Support the ILO Global Jobs Pact, 2009, as a response to the crisis and a new development model which pushes income-led growth;
 - f) Work through international governmental initiatives, such as the ILO's Declaration on Fundamental Principles and Rights at Work, to promote decent work.

- g) Reaffirm the conviction that the main lever of job creation resides in supportive macroeconomic policies that promote domestic demand and productive investment, and not in wage moderation and the flexibilisation of labour markets.

Formal work

Everyone deserves a formal, safe and secure job.

- 4. UNI Global Union and its affiliates will seek to reverse the deregulation of the labour market and the informalisation of labour. Economic development should naturally lead to the disappearance of informal work. For young people, paid informal work is often a gateway to the labour market, yet regional ILO statistics show that transitioning into formal jobs is no longer the norm with only 31.7% of young people now working for companies in the formal sector. UNI Global Union will campaign to:
 - a) Establish productive, high quality employment and ensure that regular, secure jobs are available for all;
 - b) Reverse the informalisation of many service sector jobs in developed economies, and challenge the widespread informality of the service sector in developing countries;
 - c) Call for appropriate legal and collectively agreed framework to end the informalisation of labour;
 - d) Protect the migrant workforce created by demographic, environmental and income trends;
 - e) Reduce precarious and vulnerable work positions. Outsourcing and offshoring must not lead to precariousness and vulnerability. Collective agreements are fundamental tools to prevent this.
 - f) Ensure that policies aimed at getting workers out of the informal sector take gender and youth concerns into account. Ensure that dialogue and negotiation between young workers and transnational corporations be strengthened in order to establish a fairer balance of power to enable the creation of more decent jobs.

The role of the state

Fight privatisation, fight liberalisation, support the state.

- 5. UNI Global Union and its affiliates demand a more active role for the state and the proper use of active labour market policies to create a fairer and more inclusive global economy. UNI Global Union will campaign to:
 - a) Increase public spending to promote growth. This includes a halt to austerity measures and cuts in public spending, and promoting domestic consumption to remove trade imbalances in the world economy;
 - b) Invest in infrastructure and public works projects to create decent jobs and have a long-term impact on growth and wealth distribution;
 - c) Invest in education, healthcare, justice, public services and adopt equality legislation to build more equal societies;

- d) Reverse trade liberalisation, specifically through the elimination of Export Process Zones and Free Trade Zones, and the prevention of further free trade agreements which undermine equality, workers' rights and the ability of states to regulate their economies and labour markets;
- e) Increase government power over foreign investment by imposing conditions and government obligations on foreign investors. Controls must also be set on capital flows, especially for developing economies, as rapid capital market liberalisation is often followed by a banking crisis;
- f) Promote collective bargaining and/or minimum wage legislation to institutionalise wage equality and provide an effective income floor that delivers a living wage for both formal and informal workers.
- g) Promote a flexible fiscal policy that evolves in line with the economic cycle and is not based on a rigid and permanent budget discipline or the respect of arbitrary deficit levels.

Wage-led growth

Wage growth means sustainable growth

6. UNI Global Union and its affiliates will fight for wage increases in line with productivity and inflation, and a wage-led global recovery. Sustainable growth is based upon increasing household purchasing power. Growth without real rises in wages will further indebt workers and the global economy, and will lead to the economic instability that created the current financial crisis. Wages must be subject to negotiation between unions and employers and employer organisations, not dictated by the competitive market forces which undermine growth. UNI Global Union and its affiliates will campaign for:
 - a) Strengthened collective bargaining, labour legislation and international labour standards to enable workers to demand a fair share of economic output.
 - b) An increased wage share of the wealth produced;
 - c) Wage development must guarantee decent living wages and be linked to labour productivity and inflation to ensure sustainable growth;
 - d) Industrial policies to eradicate the gender pay gap;
 - e) An end to 'zero-hour contracts' and the increasing uncertainty of temporary and precarious employment;
 - f) Awareness of the unsustainable effects of labour cost advantage and the "race to the bottom" in wages;
 - g) Ending wage dumping and a growth model that is exclusively export-driven;
 - h) Adequate limitations on bonuses for CEOs and the heads of companies;
 - i) Investment into a qualified and innovative workforce to strengthen the competitiveness of companies and regions.

Social protection

Give workers around the world the security and freedom to pursue their dreams without fear.

7. UNI Global Union and its affiliates will promote social protection for workers to ensure a decent standard of living and guarantee their rights. People and worker's contribution to

society should be recognised through increased social protection, and government has a duty to help workers adapt to global economic changes. Specifically, UNI Global Union and its affiliates will:

- a) Campaign for social protection as a form of stimulus, including giving housing assistance for low and middle-income families and cash transfers or allowances for the poor, which will increase consumption and spending;
- b) Support the ILO Global Jobs Pact's commitment to the extension of social security;
- c) Demand social protection for all workers in the form of unemployment insurance, social security/benefits and other public goods;
- d) Commit to the development of the 'care economy', including the expansion of public pension and health systems which in turn raises the share of consumption in GDP and additionally to facilitate the equal participation in the labour market of women and men;
- e) Work against discrimination and for the inclusion of a mainstreaming equality perspective promoting equal rights and opportunities on the labour market
- f) Pressure governments and companies to provide training, re-training, education and lifelong learning for workers, especially young workers and women seeking access to decent work.

Financial regulation and reform

Stop the immorality, share the wealth.

8. UNI Global Union and its affiliates will campaign for a well-run and sustainable banking system that can support the real economy, social welfare and job creation within and outside the banking sector. The recent financial crisis clearly demonstrated that the 'Real Banking' function, the financial intermediation between economic actors, has been pushed aside by speculative investment banking to the detriment of society, economy, customers and employees. Without proper regulation, checks-and-balances and reform, the global economy will continue to be fragile and working peoples' lives will continue to be vulnerable. UNI Global Union will fight to:
 - a) Classify banks according to 'real banking', and prevent their dependence on speculative investment banking. This requires limitations on speculative investment, a risk surcharge for investment banks, and risk bonuses for commercial banks;
 - b) Promote the ring-fencing of speculative investment banking to insulate its other functions and responsibilities from the high risks;
 - c) Establish an effective financial transactions tax (FTT) as a levy on financial transactions which would stabilise the industry, dampen speculative transactions, and make the economy less vulnerable to 'panics';
 - d) Limit the representation of investment bankers on the board of commercial and universal banks;
 - e) Promote strategies for effective bank crisis management;
 - f) Provide quality 'sales & advice' to customers, with transparent product prices and ratings for complexity and risk, to rebuild trust and create a customer-orientated finance sector;

- g) Protect whistle-blowers for greater transparency and involve employees in the supervision process;
- h) Create a global transparency standard demanding country-by-country reporting by multinationals;
- i) Subject credit rating agencies to regulatory and supervisory oversight, ensure their independence, and prohibit them from providing consultancy services;
- j) Reduce job losses amongst employees in the financial sector;
- k) Pressure the G20 to meet their commitment to tackle tax havens through the Global Forum on Tax Transparency, follow up on G20 mandate to the OECD to develop new recommendations on aggressive tax planning by multinational enterprises (MNEs), ratify the OECD Multilateral Convention on Mutual Administrative Assistance in Tax Matters, and set a roadmap for automatic exchange of information;
- l) Promote a fair regulation of all financial services providers, including promoting strict regulation of the shadow banking sector, to create a level playing field of competition and sound management of systemic risk.

Collective bargaining and labour rights

Every worker should have the right to join a union and be protected by their union.

9. UNI Global Union and its affiliates will continue to expand and strengthen collective bargaining and labour rights. Aside from its main purpose – to guarantee minimum rights and conditions for all workers - collective bargaining is a key instrument in stabilising the economy and society, and including workers in the management and regulation of the economy. Bargaining and enshrined labour rights ensure that growth is sustainable, pairing economic success with distributive justice. UNI Global Union will campaign to:
 - a) Rebalance property owners' rights, including enterprises, with human and labour rights. Prioritising asset owners' rights over individual and workers' rights contributed to the excessive deregulation of the financial sector. A different form of governance which connects a company's economic performance to its social and environmental performance is possible. UNI and its affiliates will act to promote a genuine form of corporate social responsibility which reconciles the three dimensions, without which there can be no sustainable development;
 - b) Strengthen global labour standards to prevent workers from being placed in international competition without labour market protection;
 - c) Guarantee and extend participatory rights and opportunities for workers in plants and companies;
 - d) Organise informal, precarious and migrant workers and secure their rights;
 - e) Use existing Global Framework Agreements (GFAs) with multinationals to help affiliates organise new groups of workers and seek to establish new GFAs where affiliates are active;
 - f) Give legal force to GFAs in order to encourage the application and extension of fundamental rights and the establishment of global works councils, and promote alliances between unions at the global level;
 - g) Promote the rights to organise and bargain collectively within the World Bank, IMF, WTO, OECD, G20 and other international organisations;

- h) Support the ILO's international labour standards and ensuring the ratification and implementation of the ILO Core Conventions;
- i) Defend the autonomy of negotiation between the social partners.

Distribution policies

Redistribute wealth to give the global economy the stability it needs.

10. UNI Global Union and its affiliates support distribution policies which produce more equitable national and global economies, ensuring that people and workers personally benefit from any recovery from the financial crisis. It is conservatively estimated that the amount of financial assets held offshore ranges between \$21 and \$32 trillion. Between 2001 and 2010, \$3.9 trillion was lost to federal tax evasion in the US alone. These are alarming statistics that must be addressed if we are to create an equitable and stable global economy. The affiliates have already sent strong messages to governments about the need for collective agreements and decent minimum wages to safeguard minimum rights for workers and a more equal distribution of wealth; we must do the same internationally. UNI Global Union is committed to:
- a) A global living wage, in all countries, for all working people;
 - b) Progressive tax and benefit systems based on wealth and geared around employment and fair income distribution, that reverse the decline of top marginal income taxes and end the erosion of tax bases;
 - c) Stringent measures and tighter controls to counter widespread tax avoidance;
 - d) Generating significant government revenue as a means of reducing inequality, particularly through the financing of quality public services and counter-cyclical fiscal policies;
 - e) Working with the Global Alliance for Tax Justice to address issues such as offshore tax havens and private banking, to target multinational known to avoid taxes, and to create public registers of beneficial ownership.
 - f) An increase in the taxation of capital, both in terms of income generated (e.g. capital gains) and assets accumulated over time (wealth tax).
 - g) Campaign for a tax on cross border currency trade and speculation to address the negative impacts on working people as a result of currency selloffs.

Sustainable development

Growth only becomes economic success when it is sustainable.

11. UNI Global Union and its affiliates support the sustainable development of states and economies, to create stable and fair societies. UNI Global Union will:
- a) Promote democratisation as the principal instrument of development, as good governance and state intervention needs a strong democratic framework.
 - b) Work to secure the political space for developing states to implement a bottom-up policy approach instead of the top-down approach imposed by the World Bank and IMF;

- c) Fight the corruption which misallocates resources, undermines stable growth and threatens democracy;
- d) Press governments to maintain and intensify their commitment to achieving the UN's Millennium Development Goals (MDGs) by 2015, particularly the eradication of poverty through education, decent work, international taxation commitments and predictable aid respectful of democratic development choices.

Disarmament for development

Support the global campaign for peace and disarmament

12. UNI Global Union and its affiliates believe that a just society requires peace. Wars must be ended, nuclear weapons must be abolished and a comprehensive disarmament process must be put into place. UNI Global Union will therefore:
- a) Support the global campaign for disarmament for development and a plan for disarmament and conversion, starting with a 5-year plan for the annual reduction of global armament expenditure by 10%;
 - b) Promote the need to establish a UN conversion fund;
 - c) Recognise that affiliates have members working in defence manufacturing who will expect their unions to represent their interests. All calls for disarmament must therefore take into account the need for equivalent alternative employment for members in these industries.

Strategic alliances

Develop strategic alliances with consumers, the media and other key stakeholders

13. UNI Global Union believes that strategic campaigns should include all stakeholders and individuals that can influence change. Alliances must be forged around issues, companies and targets, and coordinated effectively. However, the particular role of trade unions in shaping the labour market must not be undermined. UNI Global Union will therefore:
- a) Continue to pursue a coherent, modern and powerful media strategy that engages consumers, business and people around the world;
 - b) Pursue strategies that utilise the influence of consumers as well as workers to influence companies and issues;
 - c) Ensure that all necessary stakeholders are involved in any campaign through thorough research and planning;
 - d) UNI Global Union will form bonds and coalitions with progressive community-based and non-governmental organisations to steer and influence the global agenda for a better and peaceful world and help boost UNI campaigns.

Resolution No. 6

Working people need a raise in pay and purchasing power – all over the world!

1. Over the past decades, there has been a massive increase in inequality with respect to income and wealth. Labour's share in national income has declined in most countries around the world, while that of profits has grown sharply.
2. The wealth of the top one percent has surged. For decades, top employers and the leaders of their organisations, of governments and of international institutions claimed that this enrichment is a good thing that promotes growth through new investment and jobs. Consequently, pay moderation was demanded of the unions.
3. Now it is becoming clear to all: rising profits lead to more wealth and have for the most part not been invested but instead channelled into the finance business. Meanwhile, masses of working people do not have sufficient purchasing power.
4. Now even the chiefs of world organisations such as the International Monetary Fund (IMF) and World Bank say that inequality gives rise to many dangers. Also the International Labour Organisation (ILO) points out that regular increases in minimum wages and minimum salaries do have a positive effect on world economic trends. On the contrary, the concentration of wealth goes hand in hand with the decrease in real salaries and it forces economies into a scenario of recession and deflation, thus strengthening the vicious circle of growing unemployment.
5. Given this situation, the 4th World Congress of UNI Global Union says:
Working people need a raise in pay and purchasing power – all over the world!
6. Right now, after the deep crisis, when a fragile recovery of the world economy is appearing, the opportunity for strong wage and salary increases must be seized. Whilst recognising that collective bargaining is the best and most important method to raise living standards, UNI believes that:
 - The wage losses incurred during the financial crisis must basically be recovered.
 - Wages must be increased year by year in line with productivity growth and above the prevailing inflation rate at the time of negotiations with forward projections on the standards of living.
 - The increases for low-wage earners must be disproportionately high, e.g., through base or minimum wage rates.
 - Binding national minimum wages must be introduced or adjusted in order to provide a living wage for all. That should be done through legislation or, with effective implementation actions, through collective bargaining.

- All legally binding wage rates must be enforced effectively.
 - The gender pay gap must be addressed through the use of legal instruments, equal pay campaigning, audits and other initiatives, in addition to collective bargaining.
7. The different wage and salary increases cannot be decided at the world level; that continues to be the task of the respective national UNI affiliates. The 4th UNI Global Union Congress therefore demands:
- In future, wages and salaries must be increased regularly and substantially.
 - The trade unions in each country will formulate, demand and negotiate the specific wage and salary increases.
 - UNI Global Union affiliated organisations will keep each other informed, co-ordinate their strategies, and in solidarity support the conduct of negotiations through targeted actions.
 - UNI Global Union affiliated organisations will support UNI's Equal Pay Campaign.
8. As regards an appropriate minimum wage, trade unions should begin to discuss a common objective at the world level.

Resolution No. 7

Sustainable finance services

1. UNI Global Union believes in a well-run and sustainable banking system supporting the real economy, including its social dimension, and providing job creation and security within and outside the banking sector. Banks have a crucial role to play by providing a service to society - not the other way around - through relying on traditional measures of capital strength and liquidity, taking long-term, self-sustaining and resilient decisions, or what we call “Real Banking”.
2. UNI Global Union believes that the stakeholders involved in the sector should work together to build a Social Pact for Sustainable Banking calling on banks to focus on their primary role, which is to serve the real economy and the communities in which they are based.
3. The Pact shall include:
 - a) **Sustainability:** A sustainable framework should be built to avoid systemic risk and ensure that the finance industry can support the real economy in the long-term. The regulatory environment should enhance the modernisation of the sector as well as the reliability and better reputation of financial actors. Top managers’ pay, being a major cause of the crisis with its highest levels generating excessive risk taking, should be limited in the fixed part and built on quality and long-term objectives as for the variable part.
 - b) **Financial Advice:** By providing quality training to its employees and quality advice to its customers, companies improve the level of confidence in the finance sector and create positive value for society. It is also part of their Corporate Social Responsibility to provide financial advice and support to the people and entities that are suffering from the crisis.
 - c) **Better Jobs:** The UNI Global Job Loss Survey reported the serious health risks being faced by employees in the finance sector. Employees need to be able to do their jobs without fear and sales pressure. Companies need to take the lead and create quality jobs for the finance sector and society at large.
 - d) **Participation:** finance employees have a strategic role by providing quality advice, financial education and early warnings. With the aim to recognize this role, employees’ reps should be entitled to supervise company’s decisions within appropriate democratic and participative procedures.

Resolution No. 8**Fight for a global tax pact**

1. Over the past two decades, transnational companies and rich elites have appropriated enormous flows of income and wealth, depriving the vast majority of the population of the resources that might have been available to meet their needs. The share of wages in national income has fallen markedly in nearly all countries. This has also been matched by a drop in the share of investment into the real economy. Ever larger shares of corporate and private wealth have gone into financial products, in turn generating increasing speculation on financial markets.
2. Internationally orchestrated cuts in taxes on profits, high incomes and wealth have played a major part in the redistribution of income and wealth. Alone the EU countries lose an estimated € 1,000 billion annually as a result of tax dumping and tax flight. As a consequence, reversing the current flow and redistributing a substantial proportion of financial wealth to the majority of the population is not only a matter of justice. It has also become vital to ensure that societies can continue to function. It would also ensure that very considerable amounts of money would shift from financial speculation into economically and socially useful fields.
3. In order to achieve this, the Congress resolves that UNI and its affiliates will advocate for a global tax pact that includes the following key points:
 - a) **Basis for company taxation.** The basis for company taxation should be established uniformly in order to minimise the scope for tax avoidance. Specially-created vehicles, such as trusts or patent boxes, should be prohibited and efforts should be directed at combating tax avoidance methods, such as transfer pricing or holding company arrangements only created for this purpose.
 - b) **Wealth tax, inheritance tax, one-off wealth levy.** Taxes with a strong redistributive effect – such as those on high profits, large holdings of wealth and inheritances, taxes on unearned income from capital and very high personal incomes – need to be raised substantially.
 - c) **Minimum tax rates.** Profits should be taxed at a minimum 30 per cent rate. In the case of inheritance and wealth tax, minimum rates and maximum exemption thresholds should be defined, and progressive rates of tax established. High maximum rates of tax for high incomes should be set.
 - d) **Tax evasion and avoidance.** The scope for tax evasion and avoidance must be blocked. The use of subsidiaries in secrecy jurisdictions must be curbed. Companies must report on total employee numbers, revenue, profits and taxes paid country-by-country. Automatic exchange of information should be established between the tax authorities and asset managers for both individuals and companies. Ownership in the case of trusts, foundations and other vehicles for tax evasion should be disclosed to the tax authorities and to the public. Beneficial ownership should be publicly disclosed.

- e) **Responsible investment policy on tax.** Pension funds, government investment vehicles and responsible investors should integrate fair and appropriate tax payments and management of tax risks into responsible investment policies and practices.
- f) **Financial transactions tax.** An effective financial transactions tax (of, for example, 0.1%) should be levied on all financial transactions, including foreign exchange, shares and bonds, as well as related transactions in derivatives. Congress welcomes the decision of 11 EU Governments to launch such a tax in 2015. Other EU Governments should be encouraged to join this initiative.
- g) **Tax should be progressive,** that is to say higher incomes must be taxed more heavily. The tax system needs to be made more progressive so as to limit the burden on those in the lower or middle income bracket.

Resolution No. 9**Fighting for global trade that works for communities**

1. The World Trade Organisation has failed to deliver a global trading framework that puts the needs of the world's people above those of global capital. Instead many of the world's leading economies have used their dominant economic positions to impose bi-lateral trade agreements on partner countries that have done nothing to support decent work or sustainable development.
2. Trade unions have supported economic and human exchanges between nations with the expectation that such exchanges lead to a better distribution of global wealth between and within countries, and to macroeconomic and financial stability. Clearly the hyper-globalisation that has marked the last few decades has achieved the exact opposite.
3. The European and international trade union movement has long argued that the main response to this situation should be the creation of global social and environmental standards. It is time that we recognise that this response has become largely insufficient to restore the extremely harmful effects of neo-liberalisation on workers and citizens in general. Even the ILO experts now accept that the social clauses that were inserted into the free trade agreements negotiated over the last two decades have not proved effective and that their primary aim was to get the trade unions to accept neo-liberalisation rather than to change the course of events.
4. We are now entering a new era of trade with a push for significant regional and multi-country trade agreements outside of the auspices of the WTO. Negotiations are underway on the Trade in Services Agreement, the Trans Pacific Partnership and the US-EU Transatlantic Trade and Investment Partnership. All of these proposed agreements continue to reflect a failed neo-liberal economic ideology based on deregulation, liberalisation and privatisation. UNI completely rejects this approach and demands a new global debate on a fair trading framework that safeguard democratic standards, public interest and the scope for social policy that puts people first.
5. Whilst most previous free trade agreements have overwhelmingly focused on reducing tariff barriers the current negotiations have so-called non-tariff barriers, not least regulations of services in their sights as a key focus. All too often labour as well as consumer and environmental protection legislation is concerned. Therefore UNI must step up its involvement in the debate around trade and play a leading role within the global trade union movement in arguing for an alternative and transparent trade policy.
6. We must examine which instruments should be left in the hands of States in order to protect their national markets from the turmoil created by globalisation. A balance must be struck between globalisation and the legitimate right of States and national trade unions to protect their national economies from what has become unbridled global competition. National or regional regulations remain indispensable because the hope of seeing globalisation being brought under the control of supranational regulations is

nothing more than an illusion, or at best an objective which will not be attained for many decades to come.

7. States are legitimately entitled, under conditions that need to be defined, to reintroduce limits to the free movement of capital, goods and companies. Trade unions must address these issues from a progressive angle: they must seek a compromise between economic openness and multilateralism on the one hand, and the protection of national social models on the other.
8. This congress resolves that UNI will:
 - Campaign against any FTA that does not include binding labour, union and social rights and that boost social and wage dumping.
 - Oppose any FTA that does not guarantee the compliance of contractors with at least all ILO Core Labour Standards and other essential ILO Conventions.
 - Campaign against any FTAs that do not protect a country's ability to organise public services, social policy and labour law in the best interests of its people.
 - Reject the inclusion of Public Services, public procurement and concessions in FTA's.
 - Reject the inclusion of any form of Investor State Dispute Settlement mechanisms in FTAs that put the interest of corporations above those of workers and the general public.
 - Reject the creation of "regulatory cooperation councils" that bypass the parliamentary process for the discussion of laws and regulations, thereby creating a stronger channel of influence for employer lobby groups.
 - Lead the debate within the global trade union movement and wider society to develop our vision of a framework for fair global trade that works for all, not just the 1%.
 - Work within the global trade union movement to clarify and assert a strategy in the face of globalisation which recreates the right balance between the rights of workers and citizens and trade rights, and gives States or unions of States an effective power to defend their citizens and their rights.
 - Demand a moratorium on free trade and investment agreements currently under negotiation (TTIP, TPP, TISA, CETA) given that these are based upon a liberal and deregulatory vision that is biased in favour of the financial interests of multinationals and so as to allow time for a full and democratic debate. In addition, it is irresponsible to enter into bilateral negotiations with a powerful trading power such as the USA before they have signed and ratified the 8 fundamental ILO Conventions

Resolution No. 10

Public service broadcasting: a cornerstone for an inclusive and democratic global media

1. This Congress recognises the value of Public Service Broadcasting in shaping public opinion and contributing to the political decision-making process in a democratic society. To fulfil its role a public service broadcaster needs to be properly funded and to be independent of government and other vested interests. The programmes made by public service broadcasters should be broadcast on television, radio and the internet and be available on all platforms to all citizens free of charge and without the imposition of any technical constraints (such as hard and software encryption). It is vital that public service broadcasters everywhere continue to have the capacity to make their own programmes using their own facilities and also to directly employ workers in high quality jobs to make those programmes. This should apply equally to low and high-skilled employees.
2. As part of its function of keeping citizens informed public service broadcasting needs to produce independent impartial news. It plays a key role in helping to educate the public. However it also has an indispensable role in producing high quality entertainment, sport, and programmes of cultural value which reflect the language and aspirations of society back to itself. The public service broadcaster must be equipped with the technical and financial resources necessary in order to offer high quality programming and to ensure that their ability to compete with commercial broadcasters is not undermined.
3. Public service broadcasting values are under attack across the globe. In Europe the BBC (British Broadcasting Corporation) has faced an income freeze which has led to thousands of job losses. In Hungary, the fact that the public service broadcaster relies on funds directly voted on by the Parliament, has brought it under the direct influence of the ruling party which means senior figures are replaced whenever the government changes. This has led to very unbalanced reporting of the news. In Spain, the government has closed the regional public broadcaster of Valencia last year and other regional broadcasters are facing the same threat now. The most serious attack is in Greece where the state has closed down ERT in 2013 and instead is running a government information service which masquerades as a public service broadcaster. The workers at ERT, including POSPERT and the journalists' unions, have continued to run a service but no longer have access to all the transmitters on the mainland so have to broadcast mainly via the internet. In Asia-Pacific, the National Union of Media Workers in South Korea has been battling for several years for the editorial independence of the public service broadcaster and against legislative initiatives that threaten media pluralism. In Japan, the government plans to change the licence fee policy and threaten the financial sustainability of NHK. Its public service mission and its contribution to democracy and the diversity of programming is called into question by politicians. In the Americas, the sustainability of public broadcasters is challenged in several countries and media workers are threatened: in Brazil, workers at EBC have faced repeatedly discrimination for standing up to defend public service broadcasting values.

4. However, change is possible. For example, UNI affiliates in Argentina were key in achieving legislative change, bringing about the Audio Visual Media Law, which strengthens public service broadcasting.
5. Together, media and entertainment unions in UNI campaign for recognition of public service broadcasting as a cornerstone for a democratic global media.
6. This Congress calls on UNI Global Union and its affiliates to stand with its media, entertainment & arts sector in the fight for sustainable and independent public service broadcasting and to commit to working with and supporting sister unions and affiliates across the world to support and strengthen public service broadcasting in their country.
7. It calls upon governments and political parties everywhere to recognise the value to a democratic society of having a readily available and open broadcaster which reports without fear or favour.
8. This Congress also sends out a message of solidarity to the workers in Greece and across the world who are fighting to preserve public service broadcasting.

Resolution No. 11

Peace

1. Despite a small fall in real terms between 2012 and 2013, global military spending has increased by 50% over the past ten years, exceeding \$ 1747 billion in 2013, according to SIPRI (Stockholm International Peace Research Institute). In fact, 23 countries doubled their military spending in real terms between 2004 and 2013. These resources must be redirected from preparing for war towards sustainable development and promoting peace.
2. The 4th UNI World Congress:
 - 2.1 Commits to a world free of weapons of mass destruction, which pose a grave and present threat to humanity. The building of nuclear weapons must be banned by a Nuclear Weapons Convention and all existing nuclear arms destroyed.
 - 2.2 Commits to a world in which the United Nations is capable of preventing conflicts within and between countries. Where there is an imminent threat to peace, priority must be given to collective action based on a UN mandate.
 - 2.3 Supports the objective of a peaceful world free from fear, where social justice prevails based on the universal recognition of human rights. Peace and democracy are based on the full application of international law, and the rejection of "double standards" based on national or geopolitical interest.
 - 2.4 Recognises that climate change poses one of the single greatest long term threat to peace as resulting national disasters will lead to mass migration, resource shortages and other severe conditions which will provoke war and conflict. We must take urgent action now to prevent the inevitable conflict and destruction of the earth which will result from unabated global warming.
3. The Congress therefore calls upon all governments to:
 - 3.1 Substantially reduce military spending and transfer these resources to meet pressing social needs and to promote inclusive growth and development.
 - 3.2 Support effective international regulation of the production and trading of arms, including a complete ban on land mines and cluster bombs, the non-proliferation of all armaments including nuclear weapons; and in particular the elimination of all weapons of mass destruction. Governments should advocate for these ambitious goals at the 2015 UN Conference to review the Nuclear Non-Proliferation Treaty.
 - 3.3 Denounce the violations of women's rights in armed conflicts, ensure that the aggressors be brought to justice and to devote resources to help and protect women and children who are used as weapons of war.

- 3.4 Support UN post-2015 Sustainability Goals which include targets for full employment, decent work and a social protection floor, including universal, free, quality, education and access to affordable healthcare, food, water, sanitation, and energy security. Peace and disarmament must become a UN post-2015 Sustainability Goal.
- 3.5 Support an ambitious global agreement in 2015 to reverse climate change.
4. The Congress resolves that at regional and world level UNI Global Union will:
 - 4.1 Support and defend trade unionists confronted with violence, and offer practical and political support to affiliates working in conflict situations for peace, reconciliation and the building of democracy. In particular, UNI will actively support the ongoing peace process in Colombia and in other areas of war or crisis.
 - 4.2 Promote trade union action to improve tolerance and understanding between nations and cultures, and encourage affiliates to coordinate with social and peace movements which share the concerns and values of the trade union movement.
 - 4.3 Mobilise its affiliates to support climate justice.
 - 4.4 Consider participation in the International Peace Bureau.

Resolution No. 12

Peace between Israel and Palestine

Nelson Mandela said: *'We know too well that our freedom is incomplete without the freedom of the Palestinians.'*

1. UNI Global Union and its affiliates will work to support peace between Israel and Palestine to end this long standing conflict, which for too long has forced both populations to live in conditions of fear and many to despair at the unacceptable status quo. We welcome the 2014 UNI global Union mission to Palestine and Israel and request that their engagement continue in the next Congress period.
2. The Palestinian-Israeli conflict is nearly a century old, and the just resolution of this conflict must be central to our understanding of the situation that exists now. The current stalemate is based on decades of wars, violence, rejection and mistrust. Overcoming all of these will be required to resolve this conflict, with justice, security and legitimacy for all sides.
3. Israeli has illegally occupied Palestinian lands since 1967 and the expansion of Israel's settlement activity in illegally occupied Palestinian lands shows no sign of reversing. Tensions have been aggravated by the Israeli policy to build homes and businesses on occupied land at an alarming pace, creating "facts on the ground" which operate to put a viable two-state solution beyond reach. According to the UN (OCHA) over 600,000 Israelis now live in the Occupied Palestinian Territories, (including East Jerusalem), in "settlements" which deprive the Palestinians of their land, and divide Palestinian communities. Israeli settlements control 40% of the West Bank, and another 18% of the land is closed for Israeli military purposes. Palestinians are allowed to live in defined areas which are largely divided from one another. As this annexation of Palestinian land continues, there are fewer and fewer options for a contiguous Palestinian state. The settlements and the businesses established in them are illegal under international law.
4. Israel annexed East Jerusalem in 1967 and declared it part of Israel, an illegal act according to the UN. Almost 300,000 Palestinians living in East Jerusalem are considered "residents" without the rights of Israeli citizens, allowed only to vote in Jerusalem municipal elections. They face insurmountable obstacles to buy or build homes and open businesses there and face daily pressure to move to the West Bank with the consequences that the Israeli presence in East Jerusalem continues to expand.
5. Every country has the right to defend recognized borders and the lives and well-being of its population and, to this end, the Israeli government initially constructed a barrier - in some places a wall, in other places, a fence - to defend its citizens against acts of terror. The wall now often acts as a mechanism to extend the Israeli border into the Occupied Territories. Travel and contact is extremely difficult between Palestinian communities owing to the walls and check points, where Palestinians often wait for hours to cross borders between East Jerusalem and the West Bank. East Jerusalem itself is divided by the wall, which has torn apart families and communities.

6. As described in detail in a recent ILO report¹, Palestinians are now mired in an economic and social crisis of stagnant growth and high unemployment with poverty and feed dependency rife. It is, according to the ILO, increasingly obvious that the restrictions arising out of the continuing occupation and expanding settlement activity are effectively blocking the Palestinian economy from progress. The destruction of Palestinian homes and the annexation of land have produced a generation of young Palestinians without work and no hope for better prospects in the immediate future.
7. Gaza and Israel have been at war four times during the past 8 years, with Palestinians bearing the overwhelming cost in lives and property. The recent war between Gaza and Israel caused hardships for the civilian populations on both sides of the border and a horrific loss of life in Gaza: 1500 civilians killed, including 500 children and 250 women. The Palestinians believe that the large number of civilian deaths reflects a collective punishment of the Gaza population. Twenty thousand (20,000) housing units were destroyed during the war, adding to a pre-existing shortage of 71,000. There is a humanitarian crisis there of enormous proportions.
8. While Israeli defenses were able to almost entirely prevent Israeli civilian deaths in the recent war with Gaza, the thousands of rocket and mortar attacks from Gaza into Israel created an intolerable level of insecurity. The construction of tunnels deep into Israel for purposes of violence has also produced tremendous fear within the Israeli population.
9. Reconstruction and relief for Gaza must be an international priority and responsibility. The underlying causes of the conflict must be resolved, which includes the Israeli blockade of Gaza.
10. Decades of violence and conflict have produced deep mutual distrust at every level of both populations. Against this backdrop, there is evidence of humanity, friendship, professional respect and collegiality where contacts are permitted to exist.
11. It must become a political imperative for the international community to become engaged and support a peace process to bring about an end to the occupation, to safeguard the human rights of the Palestinians and Israelis, while allowing for a secure border for Israel free from acts of terror.
12. The settlements have been a focus of these calls for action, because they are an obstacle to peace. In this regard, 17 EU countries have issued warnings to businesses against doing business or investing in the settlements. Leading pension funds, such as, the Norwegian NBIM and Dutch PGGM have divested from companies providing assistance to the settlements on grounds that they violate the human rights of the Palestinians. In 2010, UNI called upon "its affiliates to urge employers to stop doing business with companies who profits from the settlements, that are all illegal."
13. UNI is committed to building free and independent trade unions across the MENA Region and to that end all sectors have supported organizing activity across the region in recent years, in particular following the Arab Spring. We welcomed the recent launch of the Arab Trade Union Confederation.

¹ ILO Report of the Director-General, The situation of workers of the occupied Arab territories, 2013.

Therefore, UNI agrees as follows:

14. The UNI World Congress reiterates its commitment to the establishment of a fair, lasting and complete peace between Israel and Palestine consistent with UN Resolutions 242 and 338.
15. Congress believes that the «two states solution» is essential to achieving a lasting, peaceful solution between Israel and Palestine. Congress calls for universal recognition of Israel's right to exist, in conditions of security, next to an independent, and viable Palestinian state within internationally recognised and agreed upon borders.
16. In this context, UNI endorses the statement adopted by the ITUC Berlin Congress, which states:
 "We denounce the occupation of Palestine by Israel, and will mobilise for a just and sustainable peace between Israel and Palestine, in accordance with the legitimacy of international law and in particular Resolutions 242 and 338 of the UN Security Council.
 We call for:
 An end to the construction of illegal Israeli settlements and removal of existing settlements; Israel's withdrawal from all Palestinian lands, in line with the 4th of June 1967 borders; and the dismantling of the illegal separation wall.
 These demands will support equity, justice and the achievement of a comprehensive peace confirming the right of the Palestinian people to self-determination and the establishment of a free and independent Palestinian state with East Jerusalem as its capital."
17. Further, UNI and its affiliates commit to support actions which impede the expansion of illegal settlements, and restrict their access to financial support for growth and construction, such as divestment from companies which finance the construction and development of the illegal settlements. We also call upon all employers to refrain from providing services to, or doing business with, the illegal settlements and for consumers to boycott goods produced in the settlements.
18. UNI and its affiliates call for both the Israeli and Palestinian governments to show responsible and brave leadership and commit to a peace process immediately and for as long as it takes. It is critical that a meaningful, timetabled, continuous peace process begins now. We specifically call upon Israeli Prime Minister Netanyahu to heed the call for peace and abandon plans to expand the settlements and annex more Palestinian land. We ask that all elements of the political communities of both Palestine and Israel commit publicly to the peace process and to avoid any actions which could precipitate a return to armed conflict.
19. As part of its program of work across the MENA Region, UNI will convene meetings of its affiliates within both Histadrut and PGFTU in order to foster increased dialogue, cooperation and trust.

Resolution No. 13

Including you in a new world of work

Introduction

We have no option but to prepare workers and unions for the challenges and opportunities of a new world of work. Globalisation, technology-led innovation, neoliberal policies and demographic shifts are rapidly and fundamentally transforming jobs and labour markets. Both as individual unions and as a global movement with common cause we must be ready for a new world of work. We must be ready to innovate and be smart in the way we fight for workers' fair share, and we must be ready to push through as world-shapers to secure a sustainable economy and a better future for society. UNI Global Union and its affiliates are uniquely positioned to do this as we are present in the services and knowledge intensive sectors of the economy – and our sectors and groups are at the forefront in providing what are considered will be the jobs of tomorrow. As individual unions and as a global movement that strives for the same objectives, we must be prepared for the new world of work, while remaining committed to our values.

This will require innovation in job creation and strong unions to counter fragmentation and disempowerment of the workforce. A task that is all the more urgent as the financial crash has created a fundamental crisis of confidence in the prevailing economic model. A lack of trust in businesses and politicians to come up with credible solutions has created the need and opened up a space for a new approach, and thus also for a stronger union movement. UNI Global Union affiliates have a responsibility to develop new ways to collaborate in the interests of a more global and mobile workforce.

For change to happen the new world of work requires a new economic model that is free from only the drive for profit and its consequences. We need a robust institutional architecture for labour based on a stable framework of laws and regulations that protect and professionally enable workers. Moreover we need a space for democracy and participation at the workplace and for collective bargaining across companies, industries and sectors as protection against the increasing fragmentation and insecurity on the labour market. We are talking about a new way to achieve a positive balance of power between labour and capital in a world of work that is sustainable for all participants.

In building our *Breaking Through* plan for 2014-2018, UNI Global Union and our affiliates aim to grow union density to win a leading union presence in the new world of work and in those movements that will transform our economies for the common good.

Prospects for the future world of work

Predicting the future is an imprecise science but we have to try to identify the important and predominating factors that are already shaping the labour market. It is clear that there are major shifts taking place in: the geographic distribution of economic power; labour supply and demographics; the balance of different industries and business models; protection of labour rights; and the pace and nature of globalisation. In general, forecasts point to a continuation of

many of the trends we already see, leading to a more complex and inter-connected labour market.

Some key trends influencing the future world of work which unions should consider are:

- **Financial uncertainty:** The fragility of financial markets and global economic conditions continues.
- **Demographics:** There are significant differences in demographic trends between and within continents and countries.
- **Urbanisation:** 70% of the world's population will live in urban areas by 2050.
- **Environment:** The growing impact of climate change and the need to meet carbon reduction targets will create more high-skilled green jobs such as those in retrofitting and clean energy.
- **Consumption:** Global consumption is a key to future economic growth.
- **Flexibility:** The continuing guise of “flexibility”, used by employers to introduce casualisation and contract work, will increasingly leave vulnerable workers income-poor and insecure.
- **Polarisation:** In high-income countries job growth will increasingly be largely confined to the two ends of the occupation and pay scales, which will contribute to worsening economic inequality.
- **Vulnerability:** Growing numbers will work in unprotected arrangements such as self-employment. This coupled with climate change induced natural disasters will leave more and more people living on the edge.
- **Opportunity:** Technological advances and demands for a greener economy will continue to produce new opportunities and policy gaps. UNI Global Union is well positioned within key growth areas.
- **Global value chains:** (GVCs), involving different stages in production, have become a dominant feature of the world economy, involving countries at all levels of development, from the poorest to the most advanced. This provides both threats and opportunities for workers.
- **The digital revolution.** Digital technology is playing an increasingly important role and now affects all sectors of the traditional economy, including the arrangement of workers' lives – both inside and outside of working time.
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Demographic and sectoral outlook for jobs of tomorrow

Across regions of the world the number of people of prime working age – those who are 25 to 59 years old – is at an all-time high. In high-income countries the working age population, currently totals 608 million people. It is expected to peak in 2013 and decline to 533 million people in 2050 and 504 million in 2100. In low-income countries the number of people of working age is 2.6 billion people and is set to continue rising, reaching 3.7 billion in 2050 and 4.1 billion in 2100.

These population trends point to the urgency of supporting employment creation in developing countries. According to current trends, Europe will see a labour gap of 8.3 million by 2030 and other large economies such as Russia, Canada, South Korea and China will also have more people at retirement age than are entering the workforce. This is likely to fuel the migration of workers to fill jobs in low wage sectors such as care. By contrast Brazil, Mexico and Indonesia

are countries which may benefit from demographic trends through a surge in productivity and growth as more workers join the labour pool (though this depends critically on job growth).

Key areas for job growth are predicted to be **care, green investment, the digital economy, media and entertainment, and business services**. However, geographic and skills mismatches challenge the ability to match available workers to jobs.

In terms of UNI's interprofessional groups, the challenges facing young people represent a major crisis for all regions of the world and global economic and social progress and stability in aggregate. At the same time women have been particularly hard-hit by the global financial crisis and gains made prior to the crisis in terms of sectoral segregation and vulnerable employment for example have in many cases stalled or reversed. Professionals and managers have better prospects in some respects but face increasing challenges in terms of work-life balance and potential isolation in a more mobile world of work.

UNI Global Union is present in growing services and knowledge intensive sectors where the jobs of tomorrow are set to be focused. This places UNI Global Union and its affiliates at the core of this future world of work, with the opportunity to have serious influence in the labour market.

Making it a new 'Golden Age' for trade unions

UNI Global Union considers that we are entering a new era for trade unions. Far from unions being less relevant, the demands of the 21st century – highlighted in the themes above – call for a reinvigoration of union values, our energy, experience and organising capacity coupled with innovations in building platforms for common cause. Rather than unions adapting as if the world of work is shaped by irresistible forces, UNI Global Union believes that its affiliates can – and must – be in the lead in setting, not accepting, the world agenda. This is about nothing less than changing the rules of the game in the labour market, which presupposes that trade unions build their strength through prioritising and investing in membership growth.

The need and opportunity for this is more pressing because after the financial crash there remains a deep crisis of trust in the current economic model. These gaps in trust and credible answers from the mainstream create space for a new values system and with it the reinvigoration of the union movement. Unions must seize the space to be champions of arguments about economic efficiency, not just fairness

In order to change the rules of the game, the new world of work requires a new model for the economy that is freed from the pursuit of pure profit and its consequences. Within this new model we need a strong institutional architecture for labour. This must incorporate both legislative and regulatory frameworks to protect and empower workers; space for workplace democracy and collective bargaining across organisations, industries and sectors as protection from increasing fragmentation in the labour market, and as the route to a positive balance of power and fair outcomes between labour and capital.

Unions therefore need to combine continued activity around core business with a bolder systemic role. Together this will require action in four domains:

- **Securing better pay and conditions at work:** Pushing back strenuously against the growing income gap which undermines social cohesion and leads to income, wealth and power being concentrated in the hands of a few. The gender pay gap must be closed.
- **Influencing employers to reshape business structures and rules:** There is a palpable disconnect between business values and 'real' value that accounts for the social and environmental as well as the economic. Key to this notion of 'real' value is creating good jobs, i.e. those which pay a living wage and embed workplace democracy.
- **Making the case that what is good for the unions is good for society:** to recognise macro-economic arguments that the real driver of economic health is decent wages.
- **Being part of a movement advocating for systemic change:** Build credibility for the case that unions must be at the table for re-designing an alternative economic system for the long-run good of people and the planet.

ACTION PLAN ON INCLUDING YOU IN A NEW WORLD OF WORK

The 4th UNI World Congress pledges actions towards the following objectives:

An energised union movement

Unions are resilient and powerful by being bold, by getting involved and by being solutions-focused

1. The future world of work is set to increase the complexity of the labour market. As contracts become impermanent, workers become more mobile, the economy becomes increasingly digital, and jobs become more polarised, trade unions need to prepare for a more fragmentary jobs landscape in their core approaches. Unions need to be in the lead with others on effecting an economic transformation. UNI Global Union and its affiliates will:
 - a) Coordinate to build a movement that is on the front-foot and solutions-focused with unions setting the agenda for work and labour market priorities.
 - b) Prepare to flex and refresh methods and approaches to union work – be prepared to be innovative, and take on new activities to meet the demands of the future world of work.
 - c) Promote a vision of a society where progress is measured not by the extraction of pure profit but by long-term sustainable activity and wellbeing; measures that represent progress for members and make the union movement relevant to workers.
 - d) Organise to build a strong and inclusive labour movement with strategies to ensure decent wages and better conditions for all workers, in line with “Including You in Union Growth”.
 - e) Strive at all levels for greater influence on establishing working conditions so as to secure the right to decent work for all, meaning the right to a job that brings esteem and respect, where working conditions can be influenced even by independent contractors, the right to organising work so that it promotes a person’s health and potential. The right to pay in line with performance and sufficient to live in dignity. Develop participatory union activities to bring greater democracy and involvement such as the decent work initiative, which puts work organisation and quality onto the agenda and involves employees, so that they are consulted as experts on how to establish their working conditions and they can then reflect these changes in pay and company policy.
 - f) Anticipate the skills and training needs required in the face of the digital revolution. This revolution does not involve a massive creation of jobs but on the contrary requires particular skill sets and threatens low skilled jobs in the services sector.
 - g) Train workers to adapt to changes and new requirements and technological developments.
 - h) Protect workers from the effects of a new round of wage dumping; UNI should propose a charter of good conduct setting out the rights and obligations of each party (employers and workers).

- i) Establish a few simple rules would send out a strong signal to workers and their representatives that it is possible to attenuate the fear associated with the unstoppable changes that lie ahead.
- j) Impose a worldwide governance system for the Internet with other global organisations.

Quality jobs – a new deal for workers

Jobs are converted or created so there is decent work for all workers at all skill levels

2. UNI Global Union and its affiliates will work to put the issue of good jobs at the top of the political agenda. This is about creating new jobs and converting existing jobs which might otherwise be defined as 'poor'. UNI believes that good and sustainable jobs can only be created in a situation of strong trade unions and extensive collective bargaining coverage. Good jobs offer: a decent wage; fair conditions; equality of treatment between age groups and genders; a right to life-long training and progression opportunities, as well as workplace democracy and work-life balance. The right to a full-time job must be guaranteed, and where this is not the case, full-time equivalent social rights as well as a decent income must be granted to each individual. This includes the following actions:
 - a) Act to support urgent public and private investment in good, sustainable jobs to achieve social, economic and environmental outcomes of value to society.
 - b) Ensure that schemes investing public resources to support jobs stipulate conditions for good-quality jobs and then work to ensure these are met.
 - c) Campaign for living wages for everyone in all sectors, supply chains and geographical locations.
 - d) Campaign for greater job security to tackle the rise in precarious employment and ensure adequate welfare support and collective bargaining solutions to positively address workers' increasing movement in and out of work, and unemployment, across their lives. Workers from all industries who are recruited by temporary work agencies should enjoy the same rights and standards as direct employees.
 - e) Work to ensure the rights and possibilities for participation in establishing working conditions in the workplace, within companies and sectors.
 - f) Work with governments to support implementation of active labour market policies to assist unemployed workers into good jobs.
 - g) Work with governments and employers to develop training and apprenticeships.
 - h) Place the importance of life-long learning at the heart of advocating for a new deal for workers.
 - i) Campaign for work life balance to win change which addresses the increasing collision between work and non-work time.

Action focus for young workers

Opportunities for young people to work, train and progress are hard-wired in the economy

3. UNI Global Union and its affiliates will fight for the future of young people and those entering the jobs market. A whole generation of young people are suffering from some of the worst effects of the current financial crisis. The International Labour Organisation's report on Global Employment Trends 2014 shows that youth unemployment continues to increase. In 2013, 74.5 million people between the ages of 15 and 24 were without

work – almost one million more than in the previous year. This represents a youth unemployment rate of 13.1 %, more than double the general unemployment rate of 6%.

It is therefore necessary and strategically important for UNI and its affiliates to wage a permanent battle to promote decent work for young people and build, at the local and international levels, a broad movement of young workers able to develop policies that will allow them to gain access to the labour market and participate in the trade union movement, debating and fighting for public policies that combat precarious work among young people throughout the world.

UNI Global Union will work to:

- a) Advocate that young people have access to quality jobs, training and employment opportunities.
- b) Engage with social partners and particular companies to establish commitments on apprenticeships and quality paid internships.
- c) Promote the G20 Youth Jobs Pact.
- d) Focus on professional development, job creation and progression.
- e) Push for all young people to be guaranteed an education, training and a job, as well as social security.
- f) Actively promote provision of apprenticeships, quality paid internships, training and development from companies and governments for young people that maximises opportunities for employment but also encourages their natural creativity.
- g) Improve communication channels through new media to engage more young workers in the trade union movement.
- h) Ensure a greater voice for young workers in the union movement by organising more young people and integrating them into union structures. This includes in education and training programmes, and through support for stronger youth committees at global, regional, national and local levels, and also through promoting young people into leadership roles within their unions.
- j) Fight against the low pay offered to young workers and against informal work, domestic work and long working hours, which make it difficult for young workers to attend educational courses and achieve professional qualifications.
- k) Demand that governments strengthen education, which is both a fundamental right and a decisive factor in national development, well-being, productivity, income and employment.
- l) Demand a global youth guarantee which sets in place structures and funds enabling young people who are unemployed for whatever reason (loss of job, finishing studies and so forth):
 - a good apprenticeship position
 - a good and regular paid job
 - at their request access to free further training that allows them to improve their qualifications, or
 - at their request, affordable access to a free university or college placeSuch a scheme would be financed by solidarity based financing instruments and be delivered through a fund to which all companies shall be required to contribute.

Action focus for equality*Discrimination is designed out of the labour market and wider economy*

4. A key objective of UNI Global Union and affiliates is to promote equality and fairness for all, including actively opposing prejudice and discrimination on grounds of gender, ethnic origin, religion, class, marital status, sexual orientation, gender identity, age, disability, caring responsibilities; and to pursue equal pay for work of equal value. UNI Global Union and affiliates will:
 - a) Find ways to increase the vigilance with which discrimination is tackled in society, in workplaces and across industries, sectors and national boundaries, using new media to aide information flows, bring poor practice to light and build worker and union networks, campaigns and direct action to secure gender equality in particular.
 - b) Use laws, collective agreements and international standards and innovate on mechanisms for holding employers and governments accountable, including, at an international level, monitoring through Global Framework Agreements, and international conventions. Carry out a stock-taking exercise on the global framework agreements in order to evaluate how to contribute to greater equality.
 - c) Ensure that women's participation in the workforce is seen as a path to economic recovery, and ensure that jobs which increase women's participation in the workforce and industries which are female dominated, are decent jobs, particularly with regard to the service and care industries.
 - d) Work to include more women in the labour force and act against the segregation of women into low status and precarious jobs.
 - e) Develop core messages about equal opportunities in both the formal and informal sectors.
 - f) Promote work life management to governments and employers so that all workers can combine family life with work life.
 - g) Adopt a zero tolerance of the gender pay gap; among other things, in addition to the use of legal instruments and collective bargaining, using equal pay audits and campaigning to eliminate it.
 - h) Participate in governmental and regional discussions and processes to champion and improve the legal standing of women in society and the workplace.
 - i) Promote collective bargaining to improve women's access to work and ability to return to work with the same recognition as male workers, without their jobs becoming further casualised and informal.
 - j) Organise more women into the labour movement and integrate them into union structures and negotiations through provision of education and training to secure promotions and leadership roles within their unions.
 - k) Fight all violence against women including psychological, physical and sexual harassment.
 - l) Support affiliates to tackle the ongoing problems of exclusion and victimisation experienced by lesbian, gay, bisexual and transgender (LGBT) workers, including bullying and harassment, caused by persisting homophobia and prejudice, at work and in society.

Action focus for professionals and managers

Opportunities that are growing in the new world of work for P&Ms are maximised

5. The number of professionals and managers is growing significantly while our economies become still more complex. The EU 2020 strategy has set the target that at least 40% of a generation shall complete a third level education by 2020. P&Ms may often not identify themselves with traditional trade union activities and many employers would oppose their right to organize. UNI Global Union and affiliates will:
- a) Support the development of adequate structures and best practice for recruiting P&Ms across all UNI sectors, regions and groups.
 - b) Defend and uphold the right of P&Ms to organize in Global Framework Agreements and to be actively involved in information, consultation and co-decision.
 - c) Strengthen lobbying activities and build a strong case for collective action across P&M networks that resonate with groups of high-skilled workers e.g. the EU and ASEAN.
 - d) Negotiate strong work life management policies.
 - e) Support P&Ms in combating the effects of work intensification and the obligation to be on call at all times, which is a source of stress and burn-out and is associated with a neoliberal culture of competition and the use of new information technologies, and act to defend their right to be unavailable.
 - f) With regard to work organisation, UNI will fight to bring about a change in relations between workers from a competition to a cooperation-based model.
 - g) Enhance the international protection of whistle-blowers.
 - h) Strengthen the UNI Passport scheme to help migrant P&Ms.
 - i) Within the concept of collective action, adopt personal approaches and services by unions to members that can respond to the differentiated needs of professionals and managers as they face a more mobile and irregular future.
 - j) Explore communication channels through new media, by means of innovative action and face-to-face contacts, to engage more P&M workers in the labour movement and ensure a greater voice in the union movement at global, regional, national and local levels.
 - k) Strengthen cooperation with other global union federations in order to promote an exchange of views between the unions on the unionisation of P&Ms and how to make better use of financial and material resources.

A mobile workforce

Workers are assured representation and protection across boundaries of role, sector and place

6. UNI Global Union and its affiliates will build mechanisms for collaboration in the interests of “following” workers and levelling the playing field. This responds to the trend in outsourcing within and across borders, to career paths which are becoming more varied and to a greater atomisation of labour. This means actions to:
- a) Extend international standards and trans-national responses for worker protection in a more mobile world, e.g. through international standards of the ILO and the EU’s European Qualifications Framework.

- b) Build on the success of UNI's *Breaking Through Strategy* with more global agreements with multinational companies to address the rights of workers across the globe.
- c) Fight against distortions of competition and discrimination by guaranteeing the principle of equal pay for equal work at the same workplace in all labour mobility situations.
- d) Share information across union networks locally, nationally and internationally to build up a picture of where mobile workers are geographically and sectorally located.
- e) Develop innovations in union communications with members, as workers face a more mobile future, e.g. on-line support systems and communication through new media channels.

Action focus for migration

Ensure respect and dignity for migrant workers

7. Ninety percent of the world's 232 million migrants leave home in search of work. That is why workers' rights are so central to migration. The lives of migrant workers are often constant struggles for respect and human dignity. Freedom from fear and access to basic human and citizenship rights is often difficult or impossible to obtain. UNI Global Union calls for actions to:
 - a) Recognise the contributions of migrants to all forms of development (social, economic, cultural).
 - b) Ensure equal treatment of migrant and local workers, including equal working conditions and access to social protection.
 - c) Provide that all work is performed under an appropriate legal framework where the rights of workers can be protected and where workers have access to justice.
 - d) Ensure that the right of migrant workers to form or join trade unions and to bargain collectively is provided for by law and respected in practice.
 - e) Counter xenophobia.
 - f) Ratify and implement the ILO Conventions 97 and 143 along with Convention 189 on Decent Work for Domestic Workers, the United Nations Convention on the Protection of the Rights of All Migrant Workers and Members Of Their Families (including Refugee rights), and all other human rights conventions, including the Convention on the Elimination of All Forms of Discrimination against Women.
 - g) Support the leading role of the ILO in the development of a system of coherent global governance of migration.

Action focus for environmental action

Protect the environment and our welfare from reckless capitalism

8. The global trade union movement has committed to reducing carbon emissions and addressing the environmental problems which destabilise the global economy and disrupt the labour market. In anticipation of this, UNI Global Union will:

- a) Support a 'just transition' towards a low carbon economy through decent work combined with low-carbon sustainable development.
- b) Promote infrastructural projects that provide jobs in order to reduce emissions of greenhouse gases.
- c) Publicise the link between environmental problems and migration, creating a vulnerable and transient workforce;
- d) Through involvement in ITUC/ETUC, UNI commits to participate in a tripartite approach to tackling environmental damage with government and the private sector.

Action focus for the digital age

Protect and enforce rights which address the changing nature of work in the digital age.

9. The changing world of work is characterised by the rapid development of digital networks. Working with computers, smart phones and the internet have now become the norm in modern employment. These changes are causing an upheaval in work organisation. The international trade union movement must anticipate the changes digital technology will create. UNI Global Union will:
- a) Campaign to ensure digital jobs and good jobs.
 - b) Develop strategies to ensure training and development is provided to workers whose jobs change as a result of these rapid developments.
 - c) Work with affiliates to address the serious problems that 'permanently on-call' digital jobs create.
 - d) Work with affiliates to address the increasing control of workers' personal lives, including the monitoring of online activity.
 - e) Develop strategies to ensure that workers do not bear the cost of technological advancement, for example, the purchasing of technology becoming a job requirement.

Appendix 1 – The future world of work by sector

The table below gives headlines on the future world of work sector by sector.

UNI Sector	Trends in the future world of work from primary and secondary research
<p>Care</p>	<p>The care sector represents a major growth area as the population ages in high-income countries. The care sector is essential to our communities and is expanding quickly across the world. As the population ages in high-income countries, and as women increasingly participate in the paid workforce worldwide, care workers will be the key to the health and well-being of our elderly, and the education, care and safety of our young. However, low pay and poor conditions already characterise large parts of the care sector. As governments privatize services and cut budgets, and as for-profit multinational corporations play an increasing role in service delivery, workers are under pressure and rapid changes are apparent. Atomised workplaces, voucher systems, low safety levels, precarious hours, contract insecurity, and a lack of recognition for care work are major concerns. Over time the risks associated with making profit in the sector are progressively being shouldered by the workforce.</p>
<p>Cleaning & Security</p>	<p>Property Services Sector, comprised of both cleaning and private security, is growing in importance and size as outsourcing continues and businesses and governments rely on the private sector to fill these needs. Jobs in this sector are largely low-paid and precarious (temporary and part-time) work is a growing problem. Turnover is high and in many countries, workers are not paid according to country minimums related to wage levels, hours of work, days off and required social benefits. The industry itself will continue to consolidate. Large multinationals and large domestic companies have a huge impact on this industry. In both parts of this industry, companies are increasingly focused on a broader range of services, “total solutions” in the security field and overall facility maintenance which includes cleaning. Property Services companies typically have small profit-margins and are intensely competitive with each other.</p>
<p>Commerce</p>	<p>E-tailing (online shopping) continues to be the most disruptive trend in the industry impacting consumer behaviour, retail employment and capital investment. Nevertheless, retailers continue to pursue a dual strategy of expanding their online retailing and reinventing their traditional brick and mortar stores. As a result, employment in traditional retail sector jobs will remain stable with an expected increase in new forms of retail work related to e-tailing. The hyper-competitive nature of retailing continues to force evolution in the sector and the trend of moving from local, regional and national retailers to global brands will accelerate. Retailers acting at the global level will now set the rules of the game for employment in the industry. As retailers compete on the world stage and without a global mechanism to check their behaviour, pressure will increase to shift to precarious, temporary and poorly paid work.</p>

	Some retailers will seek a high road employment strategy as a means of competitive advantage and differentiation but without concerted external pressure they will remain in the minority.
Finance	<p>Following the financial crisis, the sector is going through major changes, with a decreasing work force in developed countries and a major growth potential in emerging and developing countries, where many jobs have been relocated.</p> <p>Large banks are cutting jobs to reduce costs and remain competitive, while trying to improve their public image through better sales and advice practices for customers. Some banks have also re-focused their activities towards traditional real banking services rather than investment banking for speculation. As a result of these changes, employees are expected to increase their skill levels to provide quality services to customers, increase productivity and comply with new regulatory requirements. There will be a demand for well-educated workers and pay for skilled jobs will increase, while the number of lower-paid jobs will remain significant in emerging countries where support functions have been relocated (IT services, call centres, etc.) with more automated services. Income inequalities are a major challenge. Jobs that remain in the lower end of the labour market are likely to be precarious, with low wages, and fewer benefits.</p>
Gaming	<p>A rise in on-line gambling offers growth potential, with associated job opportunities for skilled workers in technology, although this may be balanced by less traditional forms of employment as systems become automated and venues rationalised.</p> <p>Most trade unions working in this sector are finding a reduction in the number of jobs, the quality of those jobs and the social protections offered to workers in Gaming.</p>
Graphical & Packaging	The production of packaging continues to increase at around 5% per annum; however online publishing and linked technological developments will continue to cause job losses across the sector.
Hair & Beauty	Where there is growth in demand for personal services, mainly in high income countries, opportunities can be expected to remain fairly constant, but the sector faces a low-wage problem.
ICTS	<p>A key sector offering job possibilities for a skilled workforce globally. Skills shortages may prevent effective matching of supply and demand but this also represents an opportunity if training and life-long learning approaches can be developed to effectively respond to the sector's dynamic nature.</p> <p>Technological change is seen as an advantage in this sector, facilitating the creation of new, higher paid jobs. The demand for skills in the IT sector will be high which will require existing jobs to alter and develop. There is concern that jobs in this sector will be insecure. Rapidly changing technology means that jobs are being displaced in the traditional Telecoms sector. Fierce competition and the drive to reduce costs is leading to an increase in outsourcing and offshoring of jobs and a trend towards precarious and temporary work particularly in less skilled areas such as customer service and 'back-office' positions.</p>

Media, Entertainment & Arts	<p>The sector is expected to continue as the media and entertainment industry globalises and opportunities grow in the digital online environment.</p> <p>Employment will grow among creators and the high-skilled workforce. Demand for and production of content for global exploitation are likely to increase as multinational companies expand their global reach and seek to capitalise on the opportunities of the online environment. The need for professional, high-quality creative content for an ever increasing number of programmes and distribution platforms is expected to increase job opportunities and levels of remuneration for creators and high-skilled workers.</p> <p>Investment in skills development will become a key challenge for the sustainability of employment and pressure on workers in terms of multi-skilling will intensify. The level of freelance work including self-employment is likely to increase even more across all segments of the industry and thus reinforce the insecure and casual nature of the labour market. Contractual arrangements will further diversify.</p>
Post & Logistics	<p>Technological advances with automation and online communications mean global pressure on jobs and wages.</p> <p>The trend in the postal sector is towards 'privatisation, staff restricting measures, productivity improvements and staff reductions.' High numbers of job losses are expected in this sector and a shift from full-time to part-time employment in the workforce. There will also be a change in the types of job opportunities in this sector as automated services take over jobs at the lower end of the labour market, and specialisation increases at the higher end to meet new technological demands.</p>
Sport	<p>Increasing commercialization combined with archaic and monopolistic governance structures creates potential for corruption, abuse and precarious work situations for many of the rapidly growing number of athletes making their living from sport.</p>
Temporary & Agency	<p>Temp and agency work is expanding across occupations, skill areas, industries and across the world's geography. This follows the trend to more casualisation in employment and contingency working.</p>

Appendix 2 – The Future World of Work by Group

Group	Trends in the future world of work from primary and secondary research
<p>Equal Opportunities</p>	<p>Most of the 50 per cent of global workforce in vulnerable employment are women.² Women have been disproportionately affected by the global downturn. This poses a deepening of an ongoing challenge for the international labour market and economies more generally. However, as female participation in the workforce grows this could add pressure for equal pay and conditions and better work-life balance. Pressure for more flexibility in the labour market, with lighter touch regulation and legislation poses are issues to be tackled. Women continue to be under-represented in P&M sector.</p> <p>Women are still more likely to be unemployed than men around the world. That's one of the conclusions of the ILO's Global Employment Trends for Women 2012. And the report also found that, while the numbers vary from region to region, the steady progress being made by women in the workplace slowed, stopped or reversed as a result of the global economic crisis.³</p> <p>Women face higher unemployment rates than men globally, with no improvements likely in the coming years. The gender gap in employment-to-population ratios inched down before the crisis, but remained high at 24.5 points. The reduction was particularly strong in Latin America and the Caribbean, Africa, the Middle East and in advanced economies. In 2012, the share of women in vulnerable employment, (contributing family workers plus own account workers), was 50 per cent and that of men was 48 per cent. But there were much larger gaps in North Africa (24 percentage points), and in the Middle East and Sub-Saharan Africa (15 points). The sectoral segregation measure shows that women are more limited in their choice of employment across sectors. Sectoral segregation increased over time with women moving out of agriculture in developing economies and out of industry and into services in developed economies. There is some evidence of a decline in sectoral segregation in the 1990s but a stalling of this convergence in the last decade.⁴</p>
<p>Professionals & Managers</p>	<p>STEM (science, technology, engineering and maths) related jobs and career opportunities are growing for the highly skilled. The skills mismatch poses a challenge and opportunity with the prospect of governments struggling to keep up in educational provision. Time pressures and work-life balance remain major issues for P&Ms. High demand for P&Ms gives them a strong position, but their work patterns can make them isolated or 'orphaned' in a more individualised labour market.</p>

² ITUC http://congress2014.ituc-csi.org/IMG/pdf/union_growth_en.pdf

³ ITUC <http://congress2014.ituc-csi.org/reversal-of-gains-in-women-s>

⁴ ILO http://ilo.org/global/about-the-ilo/newsroom/news/WCMS_195445/lang--en/index.htm

	<p>Attention must be paid to particular groups of employees that are growing in number but may not identify themselves as trade union members. Such a group is professionals and managers. Employers will often do their best to prevent P&Ms from joining the trade unions.</p> <p>The global competition will increase the competitiveness and the workforce will gradually become better educated or specialized. For instance, the EU has adopted the target that at least 40% of future generations should complete a third level education by 2020. Trade unions must be attractive to future generations of P&M workers.</p>
Youth	<p>Youth unemployment poses a major challenge globally. The share of youth who are unemployed is remarkably similar across different regions of the world. Young people face higher costs of living, greater financial pressures in education, and being trapped in employment with few career prospects. Counter-posing these trends are opportunities where young people can obtain valued skills in STEM subjects and are willing to be mobile in their approach.</p> <p>73.4 million young people – 12.6 % – are expected to be out of work in 2013, an increase of 3.5 million between 2007 and 2013.</p> <p>Behind this worsening figure is also a proliferation of temporary jobs and growing youth discouragement in advanced economies; with poor quality, informal, subsistence jobs in developing countries. School-to-work transition surveys of developing countries show that youth are far more likely to land low quality jobs in the informal economy than jobs paying decent wages and offering benefits. Access to education and training remains a major stumbling block. In some developing countries up to 66% of young people can't go to school and can't get work so end up either unemployed or end up in poor quality, irregular work. In advanced economies little progress has been made in tackling youth employment since the global crisis. In 2012 youth unemployment in advanced economies is highest in 20 years. In these economies 33% of young people are unemployed for at least 6 months and when they get one it is increasingly likely to be temporary or part time. Skills mismatch is part of it hitting those at the bottom of the educational rankings. But the other side is over-education so well-qualified youth are taking jobs they are overqualified for so further crowding out of opportunities for the low skilled. In developed economies over half of young people between 15-29 are inactive mainly because they are in school.⁵</p>

⁵ ILO <http://ilo.org/global/research/global-reports/global-employment-trends/youth/2013/lang--en/index.htm>

Appendix 3 – The Future World of Work by Region

Region	Trends in the future world of work from primary and secondary research
OECD	<p>The majority of countries in OECD have significant levels of unemployment or disguised unemployment in the form of insecure/precarious work and in-work poverty. A few OECD countries will continue to do better (the Nordics, Austria, Germany), but they will be in the minority.</p> <p>Many developed economies within the OECD are trying to compete with emerging economies, fuelling a race to the bottom in terms of wages, quality of jobs and social security provision. Aging populations see an increase in retirement age and young workers frequently do not see opportunities in the labour market.</p>
Asia/Pacific	<p>The bulk of the increase in global unemployment is in the East Asia and South Asia regions, which together represents more than 45% of additional jobs seekers (ILO). In this region the majority of the workforce will be informal – ILO estimates informality rates will reach up to 90% of total employment. This presents a barrier to the continued reduction of poverty which this region has been strongest in achieving up to this point.</p> <p>Educational attainment is improving in this region improving young peoples' opportunities as they enter the labour market. However, whilst there may be greater opportunities, there will also be growing challenges. The size of the labour force will shrink meaning workers will have to provide for themselves and for the elderly.</p> <p>FDI has been a huge force in this region which has led to the perception that what the MNCs want has been paramount. Trade unions are seen as important in some countries (e.g. Japan) to protect workers' rights, but density has been declining. In others trade unions are being replaced by NGOs which are now lobbying for recognition by the ILO.</p>
Africa	<p>Africa has been a focus of FDI which is fuelling growth and infrastructure development across the continent. Whilst MNCs are creating employment there is a concern about the quality of that employment. On a regional level, job creation is not universally the case: the Middle East and North Africa have the highest unemployment rate globally, according to the TUAC.</p> <p>In areas of this region experiencing job growth, the quality of those jobs is of concern. They are often precarious, informal, and poorly paid: intermediaries take a cut of wages and many live far below what could be considered a decent living standard. Inequality is also vast across the continent with some pay ratios reaching 1000x between lowest and highest paid.</p> <p>South Africa has a strong legislative framework which seeks to protect workers' rights. But according to one affiliate the legislation is becoming 'like a tiger with no teeth'. Many other African states have no legislative framework at all.</p>

N America	<p>There is a noticeable deterioration in the quality of the labour market across North America yet at the same time, unionisation is declining and unions are finding it very difficult to organise. Jobs are increasingly precarious and inequality is rising.</p> <p>One affiliate pointed to Reagan's deregulation of the movement of capital, leading to the exit of the manufacturing industry. This decimated industrial unions, which lost huge numbers of members as well as a national force to drive wage shares.</p>
S America and the Caribbean	<p>Experiences across this region are diverse. Some countries, especially in Latin America, are experiencing high levels of unemployment, precarity and anti-union sentiments from the government and private sector. Others, such as Brazil, have seen substantial growth, job growth and job opportunities, although with increasing inequality.</p> <p>The South American model seems to be avoiding the race to the bottom – the region is now in its tenth year of growth. But there is a concern that some South and Central American countries are beginning to adopt neo-liberal ideas which are harming workers. There is a suggestion that a 'tropical model' needs to be developed and defended as a viable alternative to the mainstream ideas of the day, as one affiliate said.</p>
Europe (North, South, Eastern)	<p>Within the European continent there are different experiences. In all Eurozone crisis countries (Greece, Italy, Spain), unemployment rates remain high and there has been a disappearance of collective bargaining because of the structural reforms that have taken place. In both Germanic and Nordic states, work is becoming more precarious but decent public services and strong trade unions are mitigating the impact of the financial crisis. In the UK work is becoming more insecure, transient and poorly paid.</p> <p>Uncertainty seems to be a common theme across the region – contracts are shifting from permanent to fixed-term and part time, wages are often low and the new jobs that have been created are mainly low-paid. Youth unemployment is high across Europe and entry into the labour market is becoming a challenge.</p> <p>The role of trade unions varies considerably across Europe from the tripartite model in the Nordic states to a more combative role in the UK. Union coverage is dropping across the region. In some states, laws have been passed that prevent negotiation and collective bargaining (e.g. Belgium); whilst in others employers are getting around the law and avoiding collective bargaining agreements (e.g. Germany).</p> <p>The nature of work in Europe, with workers having several different jobs over the course of their working life, has implications for both education and skills training. Many trade unions across the EU are observing the need for life-long learning, although as of yet, few states/employers have met this demand.</p>

Resolution No. 14

Raising standards in call centers

The call center industry

1. Some two-thirds of all interactions today between companies and their customers take place in call centers, via a group of skilled workers who provide this essential person-to-person contact. These workers serve the technology and financial industries, retail, travel, telecommunications, and every other sector in which customers need assistance and advice.
2. Call center workers make up about 3 percent of the United States' workforce, 1-2 percent in Europe, and numbers are rapidly increasing in Asia, Latin America, and Africa. The most popular destinations for outsourced call centers today are India and the Philippines, with 439,000 and 876,000 workers respectively.
3. In the typical call center, work is repetitive and highly pressurized. Employees are required to follow a scripted dialog and have little control over their schedules or break times. Managers monitor individual employees remotely, and feed employees continuous information on how their call handling times and sales compare to their co-workers. Workers are under constant supervision, a problem that led to UNI's 'Kill the secret monitoring' campaign.
4. If employees fail to meet targets, they are often threatened with dismissal or a pay cut. These conditions have contributed to high levels of employee stress, anxiety, and burnout in call centers. In fact, the work of a call center agent is seen as one of the ten most stressful jobs in the global economy. A further problem has been created by the disruption of management's authority, which happens when the ordering customer interferes with the supervision and evaluation of employees or imposes sanctions.
5. Most call center workers are well-educated, and almost a quarter of call centers primarily recruit workers with university degrees. Wages, however, are generally below the national average, and promotional opportunities are often scarce.
6. These challenges are compounded by the prevalence of outsourcing and off-shoring in the industry, as corporations that transfer job functions to subcontractors exert additional downward pressure on wages and working conditions nationally and globally. The increased use of precarious contracts and temporary employment agencies adds to the challenge.

The union difference

7. Unions play an important role in raising standards and improving working conditions in call centers nationally and internationally. As in any other sector, freedom of association

and collective bargaining are the main instruments to deliver the union advantage and give call center workers a voice on the job.

8. Average pay in organized call centers tends to be higher than in non-union centers. However, unionization also provides other important benefits, as unionized call centers tend to invest more in training, place limits on the use of performance monitoring, and have a lower attrition rate. Furthermore, organized call centers have negotiated rules for sales quotas and incentive pay. However, a decent fixed wage should be the rule in every country.
9. While national conditions and the extent to which call center workers are represented by unions vary from country to country, the use of precarious contracts and subcontracting creates additional difficulties for unions seeking to organize.
10. However, in many other countries new methods are needed to successfully organize call center workers. This is especially the case in countries that host large numbers of outsourcing companies, as these companies muddle the traditional direct relationship between employees and their employer.
11. Whatever the national circumstances, the importance of organizing and bargaining cannot be overstated. In fact, only through organizing workers, bargaining collective agreements, and coordinating national and international solidarity can unions raise standards nationally and globally and ensure that call center workers can enjoy decent work and a decent life.
12. UNI Global Union and its affiliates have long worked to improved standards in call centers: we have coordinated Call Center Action Month for more than ten years to raise awareness around different issues and themes; we have developed a Call Center Charter that outlines best practices in call centers; and we have supported organizing efforts in call centers around the world.
13. However, UNI believes it is time for more, and has put organizing call centers on the top of our agenda. Traditionally a telecom matter, call centers are now incorporated into the action plans of not only UNI ICTS but also UNI Finance and UNI TAW (Temporary and Agency Workers). We are committed to Breaking Through in call centers in 2014 and beyond, and call on our affiliates to join us in our global actions.

Recommendations

14. To Break Through and raise standards for call center workers globally, UNI recommends the following actions:
 - a) Build workers' power and organize call center workers into unions at the local, regional, national and global levels in order to gain union recognition and collective bargaining rights.
 - b) Engage key multinational call center companies and their clients with a view to building union alliances and worker networks, as well as negotiating organizing rights and Global Framework Agreements.

- c) Protect workers' jobs against the negative effects of outsourcing and social dumping through collective bargaining language, legislation and through raising standards globally.
- d) Ensure that call center workers employed by temporary work agencies have the same rights and standards as direct employees.
- e) Increase call center organizing and bargaining skills through training sessions, workshops and UNI Organizers' Forums.
- f) Initiate and/or support organizing campaigns in key countries and regions such as the Philippines and North Africa.
- g) Empower young workers and women to play key roles in all actions.
- h) Build information exchange and best practices among affiliates, as well as to consolidate existing research into call center organizing.
- i) Engage companies and decision-makers with a view to establishing minimum standards in the call center industry, drawing upon UNI's Call Center Charter and other sources.
- j) Encourage companies with call centres to focus on training and career opportunities for call centre employees
- k) Create a network for call center employees, it being understood that networking can only produce results if union representatives from the sourcing companies are also brought into the network at the same time.
- l) Continue the practice of annual actions organized by UNI with strong support from all the unions involved, such as the call center action month campaign.

Resolution No. 15

The trade union movement steps up for climate change

1. Science is unequivocal

According to the latest IPCC report, the planet is warming up at an unprecedented pace. The atmosphere and oceans are warming, the snow and ice covers are shrinking, sea levels are rising and the frequency of extreme weather events is increasing. Without action, we will face a temperature increase of 4 degrees or more this century.

2. The poorest people are paying the high price

The ones who are the least responsible for climate change, the poorest people, are also the most vulnerable to the impacts of climate change. Climate catastrophes such as cyclones, tsunamis, floods or drought, are hurting working people and destroying local communities and jobs. Social protection floors are greatly needed to enhance resilience.

3. Time is running out

We have a small window of opportunity to act. The world must cut global emissions by 50% compared to 1990 levels to give us a chance of limiting temperature increases to no more than 2 degrees.

4. Therefore, UNI Global Union and its affiliates will:

- a) **Call on all governments to seal a new legally binding climate agreement by 2015 at the UNFCCC summit in Paris.** All industrialised countries must set substantive and ambitious goals in these agreements and commit to reducing their emissions as compared with 1990 levels by at least 40% by 2030, and further substantial reductions by 2050 in order to achieve the goal of zero emissions by 2100 as proposed by the Intergovernmental Panel on Climate Change (IPCC). The major emitters among the emerging countries must also have binding reduction targets. In addition, long-term funding (at least 110 billion USD a year) must be secured for mitigation and adaptation in developing countries.
- b) **Call on all stakeholders, including employers, governments and ourselves, to reduce carbon emissions in our workplaces and sectors** and invest in industrial transformation, green infrastructure, public transport, building retrofits, bio manufacturing, sustainable agriculture, renewable energies, energy savings & efficiency, providing universal access to breakthrough technologies that will make our industries and jobs sustainable. This will require considerable government funding and investment, and means that we must fight for governments to end austerity policies.

- c) **Mobilise trade unions and organize workers** in 'green' jobs to ensure decent work and union growth. Workers have the power and capital to leverage the transition towards a low-carbon society through collective bargaining, shifting pension funds from speculative investment to real economy and engaging with governments and employers to plan for industrial transformation and just transition.
- d) **Give greater consideration** to research that encourages the application economic models that take into account physical and environmental constraints.
- e) **Campaign and advocate** for the enhanced state and public ownership and regulation of the renewable energy sector. UNI affiliates must engage the employers/companies to realign production processes and business practice towards an environmentally friendly and sustainable path.
- f) **Campaign for a requirement** that companies disclose carbon emissions reduction strategies in their annual reports and that government endorse comprehensive green job creation programmes which do not cause any job loss. UNI Global Union will adopt and feature in the One Million Climate Jobs Campaign.
- g) **Affiliates should establish, strengthen and capacitate workplace Health & Safety Committees** to identify and respond to Climate Change related matters at the workplaces.
- h) **Develop a model policy** and assign staff to coordinate Climate Change issues and campaigns

The solutions to the financial and climate crisis are the same - a new economic model, which puts a real value on people's rights and nature. In a context of growing inequality, unemployment and social unrest across the world, leadership has never been more needed to show that an alternative economic model can provide dignity for all within our planet's capacity.