



2021
BUILDING
SOLIDARITY





Within ten very diverse sectors, the unions that make UNI cover a wide spectrum of jobs and industries. Our members clean and secure buildings, airports and hospitals. They deliver the mail and make banking possible. They are grocery store cashiers and warehouse workers. They provide care and answer calls. They programme games and apps. They produce packaging for food and other necessities. They are film and TV directors, writers and technicians. They are professional athletes. Some work in casinos or in car sales.

Whatever the sector, and despite the challenges brought by the pandemic, in 2021 UNI continued to win rights and expand collective bargaining with innovative organizing campaigns. Together, we took on the rapid rise of invasive surveillance and remote work. We fought for better protections and pay for essential workers.

We worked with our affiliates to expand into new sectors of the economy, while making progress in industries where unions have traditionally been strong. I'm particularly excited about the rapid evolution of UNI's digital organizing capacity and our ability to train thousands of worker activists despite the impossibility of physical meetings.

While there are many challenges to come, we know that the only road forward is together. We know that in a time of growing nationalism, we must show solidarity. And in a time where more workers want unions and collective bargaining, we must organize.

This report offers only a few highlights from the year and barely touches upon the work taken on by each sector and group. Nevertheless, I hope that it gives you the flavour of UNI's very productive 2021.

A handwritten signature in black ink that reads 'Christy Hoffman'. The signature is fluid and cursive, with a large 'C' and 'H'.

Christy Hoffman
General Secretary of
UNI Global Union

Amazon Werne
Wir streiken!



IMPACT ON A GLOBAL SCALE



69 organizing campaigns
IN 45 COUNTRIES.



4,500+ WORKERS AND UNIONISTS
trained in innovative organizing strategies.



Global alliances strengthened within
20+ MULTINATIONAL COMPANIES.



20 GROUNDBREAKING
research reports and guidelines.



20 MILLION WORKERS REPRESENTED.

ORGANIZING AND WINNING

Growing our movement's size and power is necessary to improve the lives of working people. Through UNI's innovative organizing programme, we support the development and sharing of best organizing practices and promote a culture that prioritizes union growth everywhere. Through global solidarity, we have backed successful campaigns against hostile employers and built capacity for unions with the ambition to grow. In 2021, UNI:

Supported 69 organizing campaigns in 45 countries through training, staffing, strategic planning, and more. UNI stood with:

- ✓ Colombian security union Sintrabrinks in its efforts to **grow membership in an extremely difficult environment** with an aggressively anti-union employer.
- ✓ **H&M workers** in Turkey who won the first collective bargaining agreement in that country's fast fashion sector.
- ✓ **Care workers in Poland** who organized nine new nursing homes, transforming the country's long-term care industry.
- ✓ DHL workers in Africa by growing our union alliance there to cover 26 countries and helping to **win a new collective agreement** in Nigeria.
- ✓ Graphical branches of Fellesforbundet Norway who added membership in a historically hard to organize sector—and **won a collective bargaining agreement**.



Trained 4,500 unionists from every corner of the globe in innovative campaigning and organizing strategies.

Developed a simple and inexpensive online joining system along with Romanian affiliate SITT, which **allows workers to join unions using their mobile phones**. It is currently used in 12 countries on four continents, and growing in 2022.

Organized nearly 30 online and hybrid workshops for women and youth. Through these programs, we helped

empower more than 300 union leaders and activists in 22 countries.

Built global alliances of newly **organizing tech & gaming workers**, among many others.

DEMANDING SAFETY AND HEALTH AT WORK

The pandemic proved that having union protections can literally be a matter of life and death for workers. That is why UNI focused on safety and health at work throughout our sectors. In 2021, UNI:

United unions for a global campaign to **stop the growing trend of violence and abuse** against commerce workers. UNI pushed for governments to ratify **ILO Convention 190**, aimed at ending gender-based violence and harassment in the world of work.

Organized across every continent to push the ILO to declare that health and safety is a fundamental right for all workers.

Pushed for world class **Covid-19 protections for athletes and players** during the Tokyo Olympics.

Advocated for **industry specific pandemic safety measures**—in every UNI sector.

SHAPING THE NEW WORLD OF WORK

UNI fights for a new world of work in which workers shape the impacts of technology through bargaining—so that these tools improve jobs, rather than erode standards. In 2021, UNI:

Released a **guide for workers, unions and policymakers** on Amazon's intrusive and all-encompassing worker surveillance systems.

Developed key principles to advance **remote workers' rights**—the first global guidelines for unions negotiating terms around this growing trend.

Organized **against extreme work-from-home surveillance throughout Teleperformance's global operations**, including in Colombia, Albania and the Philippines.

Adopted **strategies to keep e-commerce, automation and digitalization from dragging down standards** for all commerce workers in the Asia & Pacific region.

With UNI Europa, stood up for workers' rights within the EU Digital Services Act (DSA) Package.

Signed an agreement committing European insurance employers to the **responsible use of AI** in the workplace.

GROWING SOLIDARITY

UNI brings workers' voices together around the globe to demand better work. In 2021, we:

Mobilized cleaners and security guards all over the world for the **largest-ever International Justice Day**—demanding employers #RespectProtectPayUs.

Kicked off a global campaign to end long-hours culture in TV and film, supporting North American affiliate IATSE's negotiations for over **60,000 entertainment workers in the U.S.**

Launched an international drive **to win justice** for Metro union members in Pakistan.

Marched in solidarity with the Italian General Confederation of Labour (CGIL), condemning the far-right attack against them.

Held **successful regional conferences in Africa and Europe** as well as our **global conference in the Post & Logistics sector**, bringing together **85 unions in 60 countries** who represent over two million post and logistics workers.

STRENGTHENING DEMOCRACY

Democracy is under threat and autocratic governments are on the rise everywhere. UNI stood with workers around the world to defend and strengthen democracy and human rights. In 2021, UNI:

Used relationships with multinational banks to push for **divestment from companies linked to the military regime in Myanmar.**

Supported UNI Americas' Mil Minutos campaign **memorializing the 1,000 Colombian social leaders** assassinated since 2016 and pushing for an end to political violence in Colombia.

Stood up against political repression and attacks on labour leaders in the Philippines.

Backed the Chilean labour movement's efforts to change the constitution, leading Chile towards enshrining workers' rights.



“In the face of the pandemic, the rise of right-wing nationalism, and the concentration of wealth into the hands of a few, we came together to fight back against these global threats and put forward global solutions. **We put our values of solidarity, democracy and worker power into action.**”

—Ruben Cortina, World President of UNI Global Union



ENFORCING CORPORATE ACCOUNTABILITY

Wherever they are, businesses have a responsibility to respect the rights of their workers. To hold them accountable in 2021, UNI:

Negotiated the new **International Accord for Health and Safety in the Textile and Garment Industry**, already signed by over 150 brands, to secure safe garment factories in Bangladesh and beyond.

Organized a coalition of more than **100 investors** with more than **US\$3.5T in assets** under management to engage with the largest long-term care providers in the world for quality jobs and quality care.

Coordinated 70 trade unions and civil society organizations in 20 countries for the **#MakeAmazonPay** Black Friday day of action.



UNI Global Union brings together workers in the service economy from over **150 different countries** to win better jobs and better lives.

Representing over **20 million members in 10 economic sectors**, UNI helps workers build power by growing unions through organizing, protecting and expanding collective bargaining, and holding corporations and governments accountable to workers.