

# UNI GLOBAL UNION: MILLIONS OF SERVICE WORKERS RISING TOGETHER



#UNIRisingTogether



**UNI Global Union builds union power to improve workers' lives everywhere. As the global union federation for service workers with affiliates in 150 countries, we use our combined strength to expand collective bargaining, advance social and economic justice, hold corporations accountable and transform an unfair global economy.**

Together, we demand that all work has dignity and that all workers have a union.

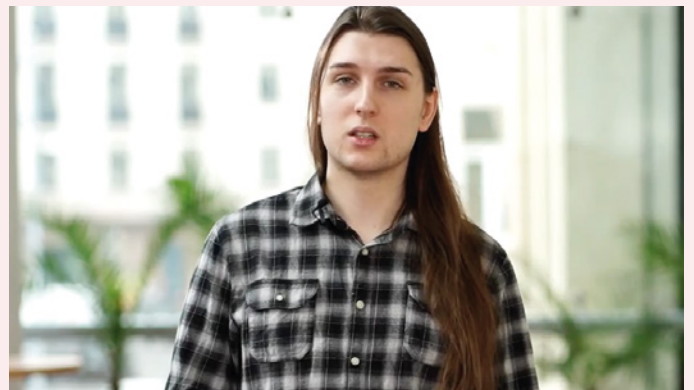
We do this by securing the right to freedom of association, growing union capacity, supporting organizing campaigns and producing innovative research and thought leadership. Our resources help unions win on the ground, in the halls of power and on the global stage.

# WHERE UNI AFFILIATES ARE BUILDING WORKER POWER



**“The global agreement is a game changer regarding access to remote workers. Before it was very hard to reach them, but now we should be able to let everyone know there is a union, the benefits of a union and how they can join.”**

**Marcin Zubinskiu**  
Teleperformance Poland employee



**“The DHL Alliance has given us the tools to improve workers’ lives and working conditions, as well as to build union strength through international solidarity.”**

**Ntokana Ncumisa**  
Worker, DHL, South Africa



**“The support of UNI’s Colombian organizing centre has been vital in organizing more workers in Sintrasass at Clínica de la Mujer. Its resources and experience have been fundamental in helping us grow in affiliations and getting Quironsalud to the negotiating table.”**

**Deisy Gómez**

Care worker and Sintrasass Bogotá Branch General Secretary, Colombia



**“Coming out of the pandemic, we knew how valuable our work was, but we were not treated like the essential workers we are. UNI’s training and support helped us develop our voice and create a winning strategy. We found strength in this solidarity, and togetherness in our campaign to improve our jobs, our conditions and our lives.”**

**Basanti Maharjan**

Care worker and President of Health Volunteer Organization of Nepal (HEVON/CHW)



**“With training and support from UNI, we are defending sectoral bargaining from employers who want to erode our conditions and rollback our rights.”**

**Heidi Lehtikoinen**

Executive Director at PAM, Finland



**“Forming a union in the United States is hard, but the global agreement created a level playfield for my co-workers at Zara. We were able to organize without intimidation, and we were able to make our voices heard and improve our conditions by standing together.”**

**Robin Gill**

Zara worker, UFCW shop steward, United States

- Through our 11 sectors, four cross-sector groups and four regions, UNI Global Union represents over 20 million service workers. Our affiliates' members include: bank tellers, call centre employees, care workers, cashiers, casino workers, cleaners, IT specialists, postal employees, printers, professional athletes, screenwriters, security officers, warehouse workers and many, many more.
- We have signed over 50 global agreements and protocols covering more than 14 million workers. These pacts secure fundamental rights such as the right to organize, gender equality and safe jobs. Our breakthrough 2022 agreement with Teleperformance alone strengthens the rights of 410,000 workers in over 90 countries.
- Our 20 global alliances bring together workers throughout multinational corporations' operations to share best practices and strengthen international solidarity.
- Our organizing fund and organizing centres - located in Europe, Colombia and soon in Asia - have 140 organizing campaigns involving more than 70 different employers in over 80 different countries. We are helping Amazon workers, tech employees, long-term carers, customer support agents, food retail workers and printers win the protections of collective bargaining.
- UNI has bolstered the skills and capabilities of thousands of union leaders worldwide with trainings in organizing, research, campaign strategy and communications.
- Through our capital strategies team, we engage annually with hundreds of investors, with nearly US\$70 trillion in assets under management, about their responsibilities to improve human rights due diligence at investee companies.
- Along with IndustriALL Global Union, we are the architects of the International Accord for Health and Safety in the Textile and Garment Industry, which has saved countless lives in the garment industry in Bangladesh. The Accord, which expanded into Pakistan in 2023, aims to cover more than 500 factories producing for more than 100 Accord signatory companies throughout the Sindh and Punjab provinces.



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organizing work*

