



Resolutions

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Resolution 1A: Forward Through Collective Bargaining – Preamble

1. “Forward Through Collective Bargaining” is the theme of the 5th UNI Europa Conference. It is grounded in UNI Europa’s belief that collective bargaining is at the very core of democratic societies and social progress. Collective bargaining is about the ability of workers to shape their own working lives collectively and have a real say in their workplaces. This is a precondition for allowing workers and their families to live in dignity – with decent pay and working conditions, employment security, good career prospects and freedom from fear of being left behind.
2. Raising the walls between our countries is not a solution for overcoming the key challenges in Europe. Nor do the walls stop, but rather they encourage companies to try to play off workers in one country against those in others. Where companies act across borders, trade unions must do so too and collective bargaining is the way forward.
3. UNI Europa’s mission is to reinforce the collective bargaining power of our affiliates, especially at sectoral level. It is about what UNI Europa, as the collective of affiliates, can do together to support unions to tackle factors from outside their respective country that impact collective bargaining. Our aim is to build a transnational environment that strengthens and promotes collective bargaining.
4. To this end, the three chapters of this Resolution “Forward Through Collective Bargaining” focus on three aspects:
 5. • Establishing organising capacity that mobilises the active involvement of workers in collective bargaining and enables trade unions to negotiate successfully; one that seeks fully unionised services sectors where every worker is covered by a collective agreement (Resolution 1B – Organising).
 6. • Fighting for an EU legal and political framework that is conducive for the ability of our affiliates to bargain collectively at national level; one that stops the negative impact of EU legislation and the European Single Market in its current form (Resolution 1C – EU Law and Policies).
 7. • Demanding an active commitment by multinational companies to champion and engage in collective bargaining at all levels wherever they operate, one where they are social partners for trade unions and urge other companies to do the same (Resolution 1D – Multinational Companies).
8. Of particular importance are collective bargaining strategies that mobilise women – the major portion of the workforce in the services sector – as well as young workers, professionals and managers. Agreements must address and overcome the precariousness that these workers face in the world of work. We need to improve their working conditions and their representation in collective bargaining structures.
9. The Covid-19 crisis has highlighted the central role that the services sector plays today. Not only do they represent 65% of the workforce and GDP in Europe, but services workers are essential to keep the economy and society going. Covid-19 has shown, too, that companies, sectors and countries with strong trade unions and collective bargaining can cope better and are more resilient to crises.

10. The digital revolution brings about dramatic and continuous change to the world of work, and to the services sector in particular. With collective bargaining, the social partners have a tried-and-tested method to manage this transformation. Acting together, they have the most direct knowledge on what is changing and thus are in the best position to act with the required speed and continuity.
11. Collective bargaining is a public good. It is a key element of democracy, making society fairer and combatting inequality. It gives workers and employers, as those most concerned, the possibility to self-regulate. Collective bargaining is lived democracy in a central part of every worker's life: the workplace. The autonomy it brings provides checks and balances in a company and in politics. It is an antidote to populism and a source of peace.
12. UNI Europa calls upon employers, governments, the European Union and civil society to join us in putting collective bargaining back at the centre of finding solutions for the world of work so that people come first.
13. **Forward Through Collective Bargaining!**

Resolution 1B: Forward Through Collective Bargaining – Organising

1. UNI Europa will intensify its organising efforts over the next four years and work even more closely across all sectors to support and empower affiliates. This means building strong unions and strategically targeting companies which are very influential in determining pay and conditions, as well as setting work practices, in each sector of each country. Our organising efforts will focus on defending, expanding and (re)building sectoral bargaining, strengthening unions and fighting for a more democratic, just and equal Europe through our organised power. UNI Europa's organising activities are integrated with those of UNI Global.
2. Affiliates of UNI Europa have different experiences and have varying degrees of institutional power in their national sectors. Some have well-developed collective bargaining systems in which agreements are respected by employers, while others are trying hard to impose themselves in an environment hostile to workers' rights to organise and bargain collectively. The world of work is changing rapidly and the sectors in which we organise are often at the forefront of this change. Yet one thing remains unchanged: trade unions are the best means society has to combat income inequality while ensuring sustainable and prosperous economies. But to perform this crucial function, trade unions need to be strong and well-organised. The institutional power and industrial muscle that affiliates possess are not incidental but the direct result of past struggles and victories. Nor are they static, so we must be ready at all times to reassert ourselves and renew our structures and approaches to face new challenges.
3. **Organising has top priority**

4. Historically, Europe has been considered a stronghold of democratic values with social dialogue, strong sectoral collective bargaining, high levels of bargaining coverage, and strong union membership. Yet all of these have been under attack, not least through anti-worker and anti-union austerity policies, that existed before the 2008 financial crisis and intensified after it. This has resulted in declining union density and a reduction in sectoral bargaining and collective bargaining coverage. Wages have stagnated and the share of wages in output has been decreasing for years, while living costs continue to rise and income inequality has risen. Democratic spaces are shrinking, and radical right forces threaten Europe. Concluding that austerity policy is not the appropriate reaction to economic crises, we demand that Europe turns its back on such measures when rebuilding the economy once the coronavirus crisis has been overcome. In addition, UNI Europa has become active in recent years in countries that lack a history of strong and independent trade unions, while we continue to grow in new and emerging sectors of economies across Europe. These challenges have to be faced down by strengthening our trade unions, thereby enabling us to conduct sectoral-level collective bargaining from a stronger position. In order to create the necessary leverage for this, it is essential that trade unions are present in all workplaces to listen to the concerns of all workers and empower them to raise their voices.
5. At the same time as the challenges are developing in Europe there are cautious signs of optimism for the possibility of ambitious, emboldened forms of social movements to emerge. The growth of movements seeking social justice, climate action and a fairer future for all across Europe, presents opportunities for mutual reinforcement and cooperation. Turning to the workplace, we will continue to develop EWCs, Global Framework Agreements and Trade Union Alliances to mobilise their potential to organise workers and continue to use them as

part of a strategy towards employers, to create a favourable climate to defend, expand and (re)build sectoral collective bargaining throughout Europe. Significant victories have been achieved over the last four years in developing union capacity, growing membership and activist bases as well as establishing national sectoral agreements where they have never existed before. Now is the time to push harder and build on these successes.

6. The actions that UNI Europa will take to extend organising capacity and support collective bargaining can be broadly divided into two categories. The aim of these actions is not only to strengthen national trade union structures but also to strengthen UNI Europa to become the voice of all EU service workers.
7.
 - transversal work that applies across Europe.
8.
 - geographically concentrated organising projects with affiliates in particular countries and co-ordinated via our regional organising structures.

9. **1 Transversal actions**

10. **Strengthening collective bargaining co-ordination among affiliates**

11. **1.1** Organising workers in companies and sectors that are not unionised, especially for those with new business models like in Amazon. This can include cross-sectoral and geographically targeted organising campaigns.
12. **1.2** Facilitating a systematic exchange on collective bargaining policies, following the slogan “think global, act local”.
13. **1.3** Exchanging best practice on extending sectoral collective bargaining policies and outcomes. Develop common frameworks on cutting-edge collective bargaining issues that can serve as an orientation and inspiration for affiliates, including workplace digitalisation, gender equality, socio-ecological transformation for a Just Transition, building on our experience regarding working time, artificial intelligence, life-long learning, and self-employed workers.
14. **1.4** Exchanging on practices to retain members.
15. **1.5** Promoting strategies to represent men and women equally in trade union negotiation teams.
16. **1.6** Promoting strategies that reduce the pay gap between workers with open-ended contracts and those with short-term contracts.
17. **1.7** Sharing good practices concerning strategies, tactics, tools, etc. used to link up existing sectoral negotiations with shop floor concerns.
18. **1.8** Promoting strategies that underline that short-term contracts can only be used to necessarily replace ill workers and/or in case of sudden overloads of work.
19. **1.9** Developing a UNI Europa collective bargaining network and database to monitor where we have strong agreements and where they are lacking. The data (basic parameters such as weekly working hours, lowest pay scales, skill development measures) should at least all be translated into English.

20. **1.10** Setting a framework for coordination of collective bargaining issues (e.g. gender wage gap) which should also be reflected in relevant transnational organising plans.
21. **1.11** Supporting affiliates to organise women in low-paid sectors and prioritise the equality of all workers in collective agreements.
22. **1.12** Organising workers in sectors with a low level of organisation and in the “Green Economy” to ensure decent work and union growth.
23. **1.13** Organising workers – especially young workers – in platform work and the gig economy with the aim of improving their working conditions and providing them with a living wage.
24. **1.14** Organising highly skilled workers – including Professionals & Managers – who are a growing group on the labour market and need to be fully part of trade union work. We must ensure that they are covered by and involved in collective bargaining and that we promote solidarity among workers at all levels.
25. **1.15** Organising ethnic minority (BAME) employees, professionals and managers and prioritising the equality of all workers in collective agreements.

26. **Strengthening organising**

27. **1.16** Holding at least one organising forum each year to share best practice across Europe in the context of changing employment in UNI sectors.

28. **Multinationals**

29. **1.17** Continue to support organising campaigns in key multinationals such as Amazon, Teleperformance, Orpea and Fresenius.
30. **1.18** Continue to support organising campaigns in European multinationals throughout the whole value chain and encourage home country unions, trade union alliances and EWCs to ensure human and trade union rights are respected in all countries in which the multinational operates, as mentioned in UN guiding Principles of Business and Human Rights and the OECD Guidelines for MNE's.

31. **2 Actions targeted geographically**

32. **Northern & Western Europe (EPOC)**

33. **2.1** Work closely with affiliates to develop strategies, tactics and structures to organise unorganised workers, to defend and expand sectoral collective bargaining where it exists, and to win it where it does not.
34. **2.2** Develop innovative campaigns on European-wide issues facing workers, co-ordinated with affiliates.
35. **2.3** Continue to extend organising capacity, particularly in countries where Troika interventions have weakened them, such as Ireland, Greece, Cyprus, Spain and Portugal.
36. **2.4** Cooperate with social movements on organising campaigns where doing so makes a trade union win more likely.

37. **2.5** Facilitating peer review sessions between affiliates from countries with a long history of industrial relations on how existing mandates and legal rights at company level can be optimally used to reach out to the workforce and create leverage around issues that matter to the workers concerned.
38. **Central Europe (COZZ)**
39. **2.6** Build on the successes already achieved and continue to strengthen union density and work towards establishing sectoral collective bargaining in Central Europe by expanding the organising capacity of COZZ.
40. **2.7** Work with more of our affiliates, and actively encouraging other ETUFs and other trade unions across Central Europe to become involved in the work of COZZ.
41. **South-East Europe and Balkans (RISE)**
42. **2.8** Build on the organising underway in Romania, Albania and Serbia with the aim of creating an ambitious regional organising structure which would strengthen union power in South-East Europe and the Balkans and help to defend or rebuild sectoral collective bargaining.
43. **2.9** Continue working with Turkish affiliates to enhance their organising capacity, particularly in relation to global campaigns and Trade Union Alliances.
44. **Other**
45. **2.10** Seek more organising opportunities across Eastern-Europe and the Caucasus, expand our affiliate base and help to build unions in sectors where there are none.
46. **2.11** Continue to assist the Baltic Organising Alliance and affiliated unions to rebuild trade union power and sectoral bargaining in Baltic Region.

Resolution 1C: Forward Through Collective Bargaining – EU Law and Policies

1. Since the services sectors provide the backbone of Europe's economy, amounting to 65% of both its economic output and employment, UNI Europa can, as a representative social partner, play an important role in the policymaking process of the European Union. UNI Europa will therefore amplify the voice of 7 million members in EU policymaking and further strengthen its visibility vis-à-vis the EU institutions.
2. Collective bargaining is a key element for entrenching democracy, rendering society fairer, more inclusive and combatting inequalities. Collective bargaining when not hindered can generate a win-win framework in terms of conditions for workers, companies and society at large.
3. UNI Europa will work together in solidarity to strengthen collective bargaining and fight national and European policies that seek to weaken collective bargaining. Collective bargaining at the sectoral level is the most effective way to defend and promote workers' interests. In securing as extensive a collective bargaining coverage as possible, collective bargaining at cross-sectoral, national, sectoral, and/or company levels should be promoted when supplementing workers' rights and protections in line with national trade union approaches.

4. **1 Strengthening collective bargaining through EU policies**

5. Together we must ensure that EU laws and policies, including trade agreements, support collective bargaining within countries. EU legal instruments and policies must respect national collective bargaining structures and must not limit the autonomy of the social partners to engage in collective bargaining. UNI Europa – its affiliates, sectors and groups – commit to:
6. **1.1** Campaigning for the EU to promote strong social partners, workers' participation, collective bargaining, social dialogue at EU and national level as well as more democracy at work at all levels and across Europe.
7. **1.2** Promoting collective bargaining as a key instrument for achieving the fair distribution of added value to workers which also contributes to reducing inequality. As a trade union movement, we refuse to allow Member States to interfere with individual and collective rights. No state of emergency can be an excuse to suspend, restrict or even dismantle fundamental, workers' and trade union rights and collective agreements. It is precisely those with the weakest protective provisions that are most affected by such interventions.
8. **1.3** Removing (legal) barriers to the establishment of worker representations, especially at company level. This requires a Europe-wide right of access for trade unions to companies. In addition, the establishment of company-based worker representations must not fail because of high representativeness requirements, such as a threshold for trade union density. Employees who set up an interest representation need good legal protection against dismissal.

9. **1.4** Pushing for a reform of the EU budgetary rules and the European Semester. This reform must also help Member States to achieve their full employment/better employment goals, and to develop their social rights. It must also give greater flexibility to Member States to finance necessary public investment especially in health, education, and the greening of the economy. We also oppose the creation of instruments in the European Semester which link the granting of EU funds for public investment to Member States to their acceptance of neoliberal reforms (like in the “budgetary instrument for convergence and competitiveness”); on the contrary, these instruments must be linked to the respect of collective bargaining and sustainable business models.
10. **1.5** Pushing for the Commission to fully respect the terms of Articles 155/152 (European social dialogue) of the TFEU and to implement the social dialogue agreements concluded by the EU social partners; the Better Regulation agenda must be prevented from interfering with the autonomy of the social partners, while at the same time everything must be done to ensure that the “REFIT” measures do not lead to any reduction in the obligations of SMEs.
11. **1.6** Lobbying for an ambitious EU action plan that implements the European Pillar of Social Rights; this includes reinforcing collective bargaining at sectoral as well as national and company level which in turn will help to fulfil the 20 principles of the European Pillar of Social Rights.
12. **1.7** Promoting public procurement rules that support collective bargaining by setting mandatory conditions to respect workers’ rights to collective bargaining and the full implementation of collective agreements; and calling for the insertion of social clauses in public tenders.
13. **1.8** Strengthening the collaboration at the EU level to promote, develop and advance collective bargaining, including through the “European Partnership to Promote Collective Bargaining” which, in addition to trade unions, should include EU institutions, among others the European Commission and Council of Ministers formations, the European Parliament; as well as EU and national level employers’ associations. The Partnership will work for EU financial support for social partner capacity-building, in particular the ability to channel financing through EU-level social partners is a key policy priority of UNI Europa and the European trade union movement.
14. **1.9** Lobbying for a comprehensive and legally binding EU social action programme that promotes collective bargaining and focuses on shaping Europe’s digitalising services economy in the interest of service workers.
15. **1.10** Fighting against anti-union policies and legislation whether at national or EU level that attempt to roll back the rights of trade unions, workers’ representatives, and individual workers. Fighting for the principle that people doing the same work in the same place must receive the same wage and fighting against wage and social dumping, including via the circumvention of collective bargaining agreements.
16. **1.11** UNI Europa will campaign for the full ratification of ILO Convention 190 in all European countries.
17. **1.12** Pushing for EU legislation that strengthens the enforcement and implementation of the Posted Workers Directive, counteracting the current harmful trend of judgements by the Court of Justice of the EU. Wage and social dumping weaken collective bargaining agreements and enable their circumvention.

18. **1.13** Calling for EU legislation on due diligence proactively protecting human and labour rights between a company, its subsidiaries, and its chain of subcontractors throughout all operation and activities wherever located. Legislation must be developed along the lines of the OECD and the UN frameworks. Legislation must foresee the involvement of workers' representatives and trade unions in the due diligence process at all levels. EU due diligence legislation must oblige companies to ensure that their activities, within and outside the European single market, respect fundamental human and trade union rights. This must apply equally to all subsidiaries and subcontractors to obtain a level playing field for companies, to safeguard and to strengthen collective bargaining agreements.

19. **2 Strengthening services' workers through EU policies**

20. With the onset of digitalisation and the New World of Work, it is urgent to revise and revamp labour representation structures to address the new employment relationships. A renewed and enhanced role for social partners is needed to shape these framework structures through EU policies that promote good working conditions and enabling collective bargaining and worker participation at sectoral as well as at national, company and transnational at multi-company levels. UNI Europa – its affiliates, sectors and groups – commit to:
21. **2.1** Demanding that the Social Progress Protocol's provisions should be integrated into the EU Treaty as quickly as possible. In the meantime, the EU should take immediate action to ensure that the rights and principles contained in the Protocol are respected at European level and by the EU's Member States.
22. **2.2** Countering the imbalance seen in the European Single Market between EU level economic legislation on the one hand and social and labour regulation and sustainable development policies at national level in the individual countries on the other hand.
23. **2.3** Advocating for a reformed European economic governance towards an instrument that promotes collective bargaining at sectoral as well as national and company level, including by enhancing collective bargaining coverage and implementing the European Pillar of Social Rights and the Social Scoreboard. This requires the full bottom-up involvement of social partners, particularly at sector level. Fight for a comprehensive EU employment strategy, aiming for high quality and high-paid jobs, as precarious employment relationships undermine trade union achievements and structures.
24. **2.4** Ensuring fundamental labour, social and trade union rights apply to all workers, regardless of their employment status, in all forms of work and in the new world of work. This includes improved working conditions, equal pay for equal work, access to social protection and labour rights for all non-standard workers, including all freelance and single-unit self-employed workers, and in particular for workers in the platform economy. UNI Europa will lobby for general and mandatory access to social security, offering freelancers and self-employed workers better social protection.
25. **2.5** Calling for an EU legislation for a standard employment relationship in the age of digitalisation. Key elements are decent and transparent pay and working conditions as well as the right to collective bargaining and to be represented by a trade union. Competition rules must not interfere with collective bargaining. This involves pushing for the Commission's initiative on improving working conditions of platform workers to cover all workers, including self-employed workers and workers with precarious contracts.

26. **2.6** Fighting for the recognition of an employment relationship between self-employed and company, in which the burden of proof lies with the employer, whether traditional company structure or platform structure.
27. **2.7** Campaigning for the freedom of association of all workers in all forms of work and the right of unions to collectively bargain for these workers. We demand that EU legislation and interpretation of these laws that are used to block workers from exercising their fundamental rights are rectified. This includes challenging the scope of application of EU competition law and its interpretation at national level so that all workers, including single-unit self-employed workers can fully exercise their rights to freedom of association and collective bargaining as acknowledged by ILO conventions. Moreover, UNI Europa will lobby for the full application of the principles enshrined in the European Pillar of Social Rights, protecting and extending labour and industrial relations rights to freelancers and the self-employed.
28. **2.8** Fighting against the spread of bogus self-employment. This includes promoting a new approach at EU level to fight the mis-categorisation of workers, based on recent jurisprudence aiming to limit bogus-self-employment, as well as ensuring that supportive legislation is enforced and controlled. This fight also involves supporting affiliates who campaign and mobilise on the reclassification of such workers.
29. **2.9** Lobbying for EU legislation that improves the internal market for services by fostering quality jobs in quality services while ensuring a level playing field for all market players guaranteeing workers' rights, regardless of whether companies operate within the traditional economy or the e-economy, including the proposal on a Digital Services Act.
30. **2.10** Fighting for a comprehensive regulatory and policy framework for updating skills and qualifications of all workers on a continuous basis against the background of rapid digital change, and contributing to bridging the gap between those able to keep up with the current transitions and those left behind in the digital transformation of our companies. This framework should foster an effective social dialogue framework that respects collective bargaining.
31. **2.11** Lobbying for a comprehensive regulatory and policy framework for updating skills and qualifications of all workers on a continuous basis against the background of rapid digital change. This includes an enforceable right for lifelong learning (e.g. a right to occupational orientation, the acquisition of basic skills, catch-up education and retraining, the maintaining of skills through in-house CVET) and paid training leave as well as an obligation for the European Social Fund to support the employability of workers in cases of restructuring. Such a framework should put social partners at the core of the process, supported by other stakeholders, such as public authorities and training institutions. Foreign qualifications should be recognised.
32. **2.12** Lobbying for a substantial legal improvement of the EWC Directive.

33. **3 Collective bargaining and free trade agreements**

34. **3.1** Ensuring that when negotiating free trade agreements – collective agreements, including tripartite and/or generalised (erga omnes) agreements – must explicitly not be deemed subject to a free trade agreement and cannot be interpreted as breaching an investor's allegedly legitimate expectations.

35. **3.2** Pushing for free trade agreements not to hinder the ability of procuring entities to enforce obligations to comply with collective agreements in the procurement of tenders.
36. **3.3** Lobbying for a progressive trade and investment policy, with the obligation to include enforceable labour, social and ecological provisions, which respect the EU's ecological footprint. UNI Europa will also lobby for trade and investment agreements to fully respect and promote the principles of EU legislation that improve the internal market for services by fostering quality jobs in quality services while ensuring a level playing field for all market players guaranteeing individual and collective workers' rights, regardless of whether companies operate within the traditional economy or the e-economy. At the same time, public services, including procurement, must be excluded from the scope of free trade agreements.

Resolution 1D: Forward Through Collective Bargaining – Multinational Companies

1. Multinational companies (MNCs) organise business activities independently of national boundaries. They do not feel limited by national traditions and obligations. Often, when engaging outside their home country in particular, they pursue anti-union policies and undermine sectoral collective bargaining.
2. Service unions will take on multinational companies to respect our collective rights and engage in sectoral collective bargaining through national employers' associations. UNI Europa works towards an overarching transnational framework for industrial relations for each multinational company and for sub-groups of companies. This does not replace national level industrial relations but provides links to it. UNI Europa's activities on multinational companies are part of an integrated worldwide approach towards MNCs. They allow service unions to confront MNCs on an equal footing and to rebalance industrial relations so that workers get a fair deal.
3. To tackle challenges such as the digital transformation or corporate greed we need strong workers' participation on company, industry and national level and strong trade union coordination to strengthen bargaining power towards MNC employers; therefore UNI Europa and its affiliates' close collaboration through Trade Union Alliances and European Works Councils is essential.

4. **1 Trade Union Alliances**

5. MNCs set up modifiable global value chains, whereas trade unions are mainly built on national collective bargaining competences. Therefore, services unions must establish countervailing power at transnational level by pooling their resources and coordinating their actions towards multinational companies. Trade Union Alliances (TUA) allow trade unions comprehensive strategies as well as rapid response. These strategies are not only relevant for trade union work within MNCs but can also enrich sectoral and cross sectoral UNI Europa policies. UNI Europa – its affiliates and sectors – commit to:
 6. **1.1** Further supporting affiliates and UNI Global Union in establishing and developing effective and well-functioning Trade Union Alliances (TUA) in the top multinational companies in order to promote workers' interests. Affiliates involved in TUA's should share information and support each other in building strong alliances. UNI Europa should, when needed, support the TUA's with regional trade union alliances.
 7. **1.2** Building and maintaining trade union alliances that cover the major MNCs in each sector, either for the major companies individually or for sub-groups of these jointly.
 8. **1.3** Continuing sectoral activities and further developing cross-sectoral activities, including the Amazon campaign, with the objectives of growing trade union strength in multinational companies, in close cooperation with our trade union alliances and networks as well as European Works Councils and other European-level workers' representative structures.
 9. **1.4** Working closely with affiliates and UNI Global Union to target key multinational companies and develop Trade Union Alliances. Through the alliances we can map the presence of multinational companies in different countries.

Alliances create valuable industry-wide - and cross-sectoral - networks and enable coordination of common requirements towards employers. Alliances are invaluable tools in the work of multinational companies and are especially important in supporting newly established unions. Furthermore, communication amongst unions within a TUA is key. A strengthened dialogue amongst the members of a TUA will provide the alliance with wider networks and capacity to support newly established unions.

10. **1.5** Further strengthening the visibility of achievements by Trade Union Alliances. UNI Europa and the affiliates in the TUAs should increase external communication and campaign to create better knowledge of TUAs. UNI Europa should also communicate results and successes in the TUAs.
11. **1.6** Pushing for comprehensive due diligence processes within MNCs that proactively protect human and labour rights between a company, its subsidiaries and chain of subcontractors throughout all operations and activities wherever located. In this, UNI Global Union, workers' representatives and trade unions must play a prominent role at all levels with an ability to shape outcomes.
12. **1.7** Exploring the use of transnational company agreements between trade unions and employers regarding the pay and conditions of employment of workers, as well as rights and responsibilities of trade unions, employers and workers representatives. Our activities are framed by the Resolution on transnational company agreements adopted by the 4th UNI Europa Conference.
13. **1.8** Combatting union busting by taking legal action as well as through more media campaigns and cross-border (solidarity) activities within an MNC.
14. **1.9** Implementing clauses in global framework agreements to reduce MNCs' carbon footprint throughout their supply chain.
15. **1.10** Supporting the negotiation of domestic abuse and violence policies in companies, including within MNCs through UNI MNC and TCA strategies. As a part of the physical and mental well-being of workers, domestic violence is still stigmatised. Companies must establish policies and procedures to support their employees who may be the victims of domestic abuse.

16. **2 European works councils**

17. European Works Councils (EWCs) are vital to achieving democracy at work – at local, national and transnational level. UNI Europa recognises their significance and dedicates itself to building trade union power within and through EWCs. UNI Europa – its affiliates and sectors – commit to:
18. **2.1** Strengthening the link of EWCs in UNI sectors to the trade union movement on national and European level. The goal is that every SNB/EWC is coordinated by a trade unionist from the UNI sectors and/or a competent affiliate.
19. **2.2** Using trade union power and legal means to ensure that the rules are complied with. The enforcement of existing EWC rights is vital. A cross-sectoral exchange of good practices in this field is essential for further developing our trade union tools.

20. **2.3** Organising a structure to improve trade union activities within EWCs/SNBs, to support trade union coordinators and explore how EWCs can relate to trade union organising plans.
21. **2.4** Facilitating and further developing the coordination between affiliates regarding EWCs. Setting up a SNB/EWC/SE database with key information (e.g. agreement, trade union coordinators) is a crucial basis for this, but also helps to gain a better overview of trade union strength.
22. **2.5** Expanding the tools and offers for EWC bodies and members. Through projects and qualification programmes, EWC members shall be able to exchange on their strategies on a cross-sectoral level on specific topics (such as restructuring and the digital transformation).
23. **2.6** Setting up a process – within the sectors as well as together with the affiliates’ EWC experts and with EWC members – to develop service-specific subjects for information and consultation. This will enhance EWC Agreements in the services industries, expanding the list of subjects of information and consultation specifically for service companies as well as enhancing the effectiveness of EWC meetings.
24. **2.7** Increasing and allocating resources to address the above-mentioned commitments and strengthen our EWC strategy, including the possible implementation of arrangements to charge multinational companies for the services of union experts to EWCs.
25. **2.8** Working closely with the other ETUFs and the ETUC on EWC and MNC matters, especially to strengthen the EU legal framework (revision of the EWC Directive based on the 10 demands in the ETUC position paper of 2017) and nominate a dedicated person, from within the UNI Europa secretariat, to carry out this responsibility.
26. **2.9** Work for a substantial legal improvement of the EWC Directive, especially regarding sanctions and broadening the subjects of information and consultation to improve the legal basis for the services sectors as well as regarding restructuring and outsourcing.
27. **2.10** Work to ensure that EU legislation must never undermine information, consultation, and participation rights. This requires that the concept of employees and employers be further developed in the rules governing co-determination at European level and in the individual EU Member States.
28. **2.11** Strengthening the information, consultation, and participation rights for workers across Europe, and continuing to fight for the involvement and rights of UK representatives to EWCs and SEs irrespective of the outcome of Brexit.
29. **2.12** Coordinating and collaborating on joint monitoring activities on digital processes and bilateral commissions on automation in order to expand information and consultation rights and to anticipate change and new skills needs within companies and the sector at large.
30. **2.13** Using additional EU channels of influence, including EU Merger Regulation, to strengthen the voice of workers towards MNCs to protect employment and environmental interests.

Resolution 2: Cutting-edge issues in collective bargaining

1. A digitalising and globalising services industry is changing the world of work with ever accelerating speed. With collective bargaining in our sectors we have an evolved tool for meeting the resulting challenges, based on the cutting-edge thinking and practice of UNI Europa affiliates at national level and our sectors Europe-wide. Moreover, UNI Europa is using lobbying and political campaigns to push for public policies and legislation that put workers centre stage.
2. This resolution sets out a forward-looking political platform for common frameworks on collective bargaining demands relating to four key issues: digitalisation and artificial intelligence, company restructuring, self-employed workers as well as skills and lifelong learning.
3. Considering that wages and working conditions are foremost determined by different national legal and institutional settings, UNI Europa policies need to be adapted to the specificities of each country. Collective bargaining is fundamentally a matter for national unions. With this resolution, UNI Europa, with its affiliates working together in solidarity, endeavours to strengthen the ability of its trade unions to achieve fair wages and working conditions for all workers through collective bargaining.

4. **1 Artificial intelligence and digitalisation**

5. UNI Europa recognises the innovative and beneficial potential of Artificial Intelligence (AI) and other new technologies that are transforming our global economy. Scientific and technological progress must always improve people's lives, their wages and working conditions, and – at this critical moment in human history – combat climate change. UNI Europa is committed to participating in the dialogue about AI and working for a just transition that serves the needs of workers in all jobs and sectors. A just transition should provide solutions for those workers that are threatened by job losses due to the implementation of AI systems. UNI Europa is committed to supporting its affiliates to identify and promote ways to keep services workers in employment, e.g. through upskilling initiatives.
6. New technologies create opportunities as well as challenges. In the case of AI, the challenges relate to the quality and quantity of work, skills and training, ethics, equality, health and safety and the environmental impact. In terms of opportunities, AI has the potential to improve working conditions, boost customer satisfaction, create new jobs and help people – e.g. workers and their representatives – to better connect and communicate across borders. Furthermore, the question of the link between AI and democracy needs also to be clarified, as demonstrated by recent scandals (Cambridge Analytica, etc.). Democratic decision-making is based on collective discussions among citizens. It cannot be short-circuited by automated AI-based decisions.
7. Without social dialogue, we cannot build the best strategy to make the most of AI. The essential instruments for workers' participation in the future are raising awareness through strengthened information and consultation rights and collective bargaining, especially at sectoral level. As social partners, European trade unions and employer organisations have an essential role to play in resolving complex questions regarding employment, training, the nature of work, inequality, and social protection systems.

8. It is critical to deal with opportunities and challenges associated with AI, in particular as regards topics pertaining to fair and just transition, to data collection and management, and skills and training (cf. section 4). While results of negotiations will differ depending on the context of each country, sector, or company, this motion sets forward clear demands to make AI support services workers in their jobs.
9. UNI Europa – its affiliates, sectors and groups – set out to assist our members in the services sector as they enter the new world of work in the coming years, as well as raise awareness about the opportunities and challenges presented by AI.
10. **Ensuring fair and just transition into the age of AI**
11. Social partners, and in particular trade unions, have a key role to play during the next few years as the labour market of the future takes shape. The services workers will fight for a fair and just transition towards a society in which AI systems benefit everyone, where no one is left behind, and where the skills and competencies of individual workers are respected, valued and their adaptation to new realities facilitated when and where necessary. AI should be meaningful and useful for as many people as possible, improving their living and working conditions, for example by protecting health, promoting personal development and social cohesion. Trade unions will proactively shape this vision, and we must begin by addressing AI issues in collective bargaining now. UNI Europa – its affiliates, sectors and groups – commit to working towards worker and union participation in all aspects of a fair and just transition:
12. **1.1** Trade unions and employee representatives must be involved in the design, development, and deployment of AI systems in organisations before final decisions are made. They should also be fully integrated in the monitoring, evaluation, and adaptation phases of AI systems implementation, mainstreaming a worker’s perspective throughout the process. Given the speed of AI-related change, information and consultation must become a more intensive, established, and consistent practice in companies and sectors.
13. **1.2** Social partners must promote awareness about the challenges and opportunities of new technologies and the utmost importance of collective bargaining in handling them. Social partners should also create effective arenas for discussions about AI and ethics. The social partners must promote and facilitate the access and active participation of women to jobs associated with AI and to their development.
14. **1.3** Worker and union participation must take place at the company, sectoral, regional, national, and transnational level.
15. **1.4** Working towards finding the balance between sectors that will lose jobs and those where employment will be created. This should be seen in light of the probable fragmentation and polarisation of jobs, separating those that can easily be replaced by AI – this is seen more and more at mid-skill level, and those still requiring significant human input and creativity. Furthermore, UNI Europa will set out to foster the balance in society overall, where the benefits of technology are reinvested in workers, education, health care, wellbeing, and other aspects of the common good.
16. **1.5** The efforts to find ways of distributing work equally and allow for improved work-life balance for everyone is imperative and must be reinforced. Fair and just transition is also closely linked to debates around new models for working time, such as a reduced full-time week of four days of work and one day of paid training, or any other collective reduction of working time without loss of salary. The question these models seek to answer is how we can reorganise the remaining work after automation and AI have taken over most of the repetitive and mundane tasks, while at the same time ensuring every worker is able to live a decent life. The transition issue also arises with regard to the

energy consumption and ecological footprint of the technical facilities upon which AI is based.

17. **Ensuring the workers' say in data collection and management**

18. The challenges regarding data collection and management have ethical, practical, and legal dimensions. The design and implementation of AI systems must respect the privacy rights of all concerned persons, especially the employees involved in the development and use of the systems. UNI Europa – its affiliates, sectors and groups – commit to advocating for social partner negotiations, in particular through collective bargaining regarding data collection and management:

19. **1.6** Data management must comply with existing legislation and regulation, including the General Data Protection Regulation (GDPR). Management must be held accountable and be audited with regard to any data management that includes personal data. It must be ensured that the data is only used for specified purposes. Although accountability is a GDPR requirement, companies are currently not obliged to be audited regarding their management of workers' data.

20. **1.7** Workers have a right to know and to influence how and where their data is stored and used. This includes the right to know and influence when and where data is moved and who has access to it.

21. **1.8** Decisions made by algorithms can lead to less democratic workplaces when they are based solely on existing (i.e. for the most part discriminatory) decision making principles and if they are not followed up with adequate supervision based on ethical and human rights considerations. This is all the more true if the algorithms, themselves, are not regularly checked and improved by human intervention. Transparency in how decisions are made is crucial, and workers should have the right to appeal against algorithmic decisions. Employers must ensure that the data used by algorithms is unbiased e.g. with regard to age, gender, ethnicity, and political standing. Negotiations should centre on the open, fit-for-purpose and fair introduction, application and governance of algorithmic management tools, and the need for regular and transparent reviews by the social partners.

22. **1.9** No one should be subject to automated decisions and algorithmic reputation scores that result in a legal or burdensome impact on the individual. Collective agreements should set out:

- Specific definitions of what falls under the term “automated decision” in the GDP.
- Clarification that human decision-making takes precedence in the world of work.
- That AI systems are to be designed in such a way that employees' room to take action and decisions are extended and not reduced.
- That AI systems should be developed in tandem with a strong and reliable set of human verifications and a (collectively negotiated) quality assurance framework.
- The right to workers' information and consultation should be the guiding principle.

23. **1.10** Workers have the right to privacy and a private life in the workplace. Monitoring and tracking policies need to be clearly justified, discussed, and evaluated on a case-by-case basis, by workers and trade unions. This must be linked to the right of every worker to disconnect.

24. **1.11** When planning to introduce AI in their company, the companies must provide the means to the workers to get advice by AI experts of their choice.

25. **1.12** Social partners have to cooperate to identify training needs, and design new education pathways and AI literacy should complement technical reskilling. As trade unions, we must ensure that the costs of this work and of business-related training and education pathways are allocated fairly. Burdening individual workers with these costs must be avoided. Collective bargaining is the best tool to address AI, robotics, and digitalisation concerns. This could include, for instance, clauses related to surveillance, behavioural profiling, geo-tracking, human verification in processes using AI, and the overlap between human and AI territories of responsibility. Using collective bargaining in this way should ensure that worker participation, protections, and acceptance of organisational responsibility for potential harm inflicted by AI systems can be adapted to each sector and business. Company agreements on the issues of digital job quality are already in place in many companies. Negotiating for workers' involvement in AI at the workplace to introduce beneficial changes:
- Ensuring that education institutions and companies provide training in quality digital technology skills.
 - Making it clear that employability must be promoted through upskilling and reskilling schemes, and that corporate investment in formal, informal, and life-long learning is essential.
 - Demanding that employers finance the training and the time needed for employee training, including training in the workplace and during working hours, thus establishing a right to training.
 - Demanding that AI provide an opportunity for workers to apply their skills and competencies to the fullest, while at the same time, allow for them to remain in control of the production process.
 - Ensuring that those involved in the development and marketing of AI (researchers, engineers, designers, and others) act in accordance with ethical and social responsibility criteria.
 - Pressuring businesses to invest resources in ethical and legal challenges. Responsible Artificial Intelligence is extremely interdisciplinary and complex and thus expensive. Therefore, it is important that businesses start with ethical and legal issues. History has taught us that it is not possible to separate tools from possible use (or rather possibly abuse).

26. **2 Company restructuring**

27. New digital and communications technologies facilitate companies to introduce agile multi-functional working across the entire business; to acquire digital businesses to leverage their talent and digital capabilities (M&A); to build new digital businesses outside the existing one to leverage core skills; to build digital hubs within existing organisations; and to digitalise the supply chains and radically rethink processes.
28. Irrespective of the health of a company, company and market restructuring are a 'continuous' process, amounting to a 'permanent state of restructuring'. Restructuring does not only occur within the company but along supply chains, across borders and above all beyond traditional sectoral boundaries.

29. In numerous sectors of the economy, platform companies have disrupted traditional business models and, in some cases, even replaced them. In our sectors, it can be observed that multinational companies are undergoing the process of platformisation, involving the launch of internal platforms to allocate and manage its core workforce.
30. New jobs are emerging up- and downstream in the services supply chain, often with worse conditions and lower pay. Workers end up working in these newly created jobs in the services supply chain without access to union representation and/or collective bargaining rights.
31. Due to staff reductions and permanent restructuring, workers suffer increased stress as well as worse occupational health and safety outcomes.

32. **Ensuring the workers' say in restructuring processes**

33. Trade unions require more pro-active approaches in order to meet the challenge of permanent restructuring. This involves fighting to save workers' jobs, preserve their rights and expand the rights of those workers who find themselves in new companies. The best tool for this, is collective bargaining, especially at sector level.
34. Solidarity is key. Company restructuring disproportionately affects older workers, women and those on precarious and atypical contracts. Trade unions have the essential role of enabling solidarity between workers within the same company. Trade unions should co-operate when these restructuring processes transcend sectoral boundaries. UNI Europa will inspire a spirit of international solidarity among its affiliate members. UNI Europa – its affiliates, sectors and groups – commit to:
35. **2.1** Building trade union alliances and networks with the goal of establishing new coherent and coordinated collective agreements along the supply chains and thus establishing a spirit of solidarity and exchange of knowledge among affiliates. EWCs as well as national workers representatives need to be fully informed, consulted and involved by employers. Their specific knowledge through the respective workers representation procedures is valuable for collective bargaining strategies.
36. **2.2** Facilitating the exchange of knowledge on expanding the scope of existing collective agreements, on renewing old ways of bargaining collectively and on establishing new collective agreements fit for the challenges of the new decade.
37. **2.3** Facilitating organising, collective bargaining and strike strategies, in the context of restructuring, through among other things exchanges of knowledge and practices, and thus reaching out to unorganised workers on atypical contracts, and to move into sectors not permanently covered by one union or a sectoral collective agreement.
38. **2.4** Engaging in strategic corporate research to identify how unions can put pressure on financialisedⁱ and digitalised companies.
39. **2.5** Supporting a proper relocation process across borders by involving workers throughout the process to ensure knowledge transfer and avoid stress.

40. **3 Workers in non-standard employment relationships and the self-employed**

41. The rights and livelihoods of all workers in the European services sectors will depend on the capacity of their trade union movement to successfully tackle the challenges.

This includes the increase of new forms of work organisation and employment relationships, new types of jobs, and new ways of labour outsourcing and exploitation, not least through digital platform and crowd work.

42. Freelance work based on different atypical or non-standard employment statuses including bogus or dependent single-unit self-employment as well as self-employment tied to a single company has existed in several services sectors for decades. However, in recent years most services' sectors have witnessed a significant rise in the externalisation of business risks to individual workers through so-called 'new', 'atypical' or 'non-standard' forms of working.

43. The status of these workers is often unclear, many even find themselves forced into the category of independent service provider. This has huge impacts on workers' rights to adequate wages/remuneration, access to social security, training and skill development, coverage by social and employment legislation as well as health and safety. Furthermore, in Europe, rights to freedom of association and collective bargaining as enshrined in the ILO conventions are not guaranteed in practice to many self-employed workers and employees in non-standard employment.

44. In many services' sectors, there is a widespread misclassification of workers, including platform workers or workers in the gig economy, as independent contractors with huge rates of bogus self-employment. Social partners and public authorities need to urgently stop bogus self-employment in all its forms.

45. **Ensure workers' social and fundamental rights for all workers in all forms of work**

46. UNI Europa will fight for a strong future-looking trade union movement able to change existing economic and labour market policies and to strengthen collective bargaining. In particular, we champion the inclusion of those currently excluded from rights and protections and who do not benefit from equal treatment: women, young people in precarious employment, the self-employed and platform workers. UNI Europa – its affiliates, sectors and groups – commit to:

47. **3.1** Welcoming and supporting capacity building and facilitating exchanges of best practices of UNI Europa affiliates to organise freelancers, single-unit self-employed and platform workers and to collectively bargain on their behalf.

48. **4 Skills and lifelong learning**

49. There is chronic under-investment in preparing Europe's service workers for the future when jobs are constantly changing. Skills needs in the fourth industrial revolution involve not just IT technical skills, but also cognitive, personal, social, and interdisciplinary skills. To keep track of the challenges of digitalisation on skillsets, to bolster job security and to boost labour market mobility and worker employability, all workers, in all forms of work, must have the right and access to training and competence development on a regular basis without loss of pay. Training needs to be guaranteed to all workers regardless of the size of their company, sector, educational level, task requirements, and geographical location. This includes flagging the need for more funding for both initial and continuous vocational and professional education and training.

50. The services sectors and workers need a holistic approach where continuous training and lifelong learning are incremental and integrated into everyday working life. At the same time, we need to avoid company specific, non-transferable skills and qualifications. Human skills and competencies like problem-solving and creativity should be promoted as they are in demand, transferable and cannot be replaced by artificial intelligence.

Companies need to have a process by which skills acquired in the workplace are identified, documented, and accredited as such, so that they can be utilised effectively and support the empowerment of workers.

51. Comprehensive and systematic skills development needs to take place in working life. Workplace learning is crucial to allow every employee to manage the ever-changing demands on their skillset and match the skill requirements of the company.
52. Social partners must be involved in establishing the skills and training required to transition to a fair workplace of the future. Trade unions have a wealth of unparalleled experience in identifying training and workforce needs. Technological changes, new interactions of humans and machines, and evolving skill sets will only produce increased productivity and generate job satisfaction if both employers and trade unions are involved.
53. **Ensure all workers' access to life-long learning**
54. The principal task of social partners is to shape work itself as they are the closest to the workplace. Workers and trade unions in particular are in a unique position to address workers' skill needs and learning methods. Through collective bargaining agreements on adaptation processes and reskilling programmes at company, sectoral and national level future skill needs can be evaluated and tackled. UNI Europa – its affiliates, sectors and groups – commit to:
 55. **4.1** Ensuring that systems for training and professional development are established with a clear role for social partners, especially trade unions, including strengthening and promoting that unions have a structural role in the joint management of the training process, including identifying future skills needs.
 56. **4.2** Revamping and broadening active labour market policies to include all workers in all forms of work.
 57. **4.3** Ensuring that all companies take responsibility in training, re-training, and upskilling through extended programmes designed to equip workers with competences for both current and future jobs.
 58. **4.4** Promoting training for workers of all categories and ages on a broad set of interdisciplinary skills including new technologies and working methods in order to ensure worker employability in an agile labour market and prevent workers being excluded because of an alleged inability to adapt. Furthermore, they will push for the establishment of measures for the formal recognition and certification of informally acquired skills and qualifications are put in place.
 59. **4.5** Pushing companies to set out a long-term strategic plan on how upskilling and reskilling implemented throughout their entire value chain. It is unacceptable that companies only invest on technology. Unions must be involved through collective bargaining and social dialogue.
 60. **4.6** Ensuring adequate availability and accessibility of relevant courses and the funding of lifelong learning.

Resolution 3: Upholding and strengthening democracy

1. Whilst Europe is full of diverse cultures and we share common values, including respect for human rights, liberty and equality, and our societies are governed by democratic principles. National and EU rules and regulations help cement and protect these common fundamental values. Despite its imperfections, Europe is still one of the best places in the world to live and work. Trade unions have been at the forefront in the many stages of struggle for political, economic and social democratisation and will continue to be in the future. We need to uphold what has been won and fight for further improvements. However, societal change and neoliberal policies such as austerity and inequality, in combination with citizens feeling increasingly disempowered and disenfranchised in a changing world, have led people to look for answers outside the democratic sphere. The far right and other reactionary, anti-democratic forces thrive on such powerful emotional currents and exploit them to cater to their own agenda. There is an urgent need for fair, social and economic policies that deliver a more encompassing Europe with opportunities, jobs and welfare protections for all while preventing and reducing inequalities, hate, discrimination and division. The Covid-19 outbreak has accentuated the need to better address these societal weaknesses: the ability to contain the post-peak coronavirus will be largely dependent on Europe's ability to care for its most vulnerable groups, including precarious workers and migrants, in an inclusive and universal manner.

2. **1 Trade unions rights are human rights**

3. Freedom of association and collective bargaining are “*foundational rights precisely because they are essential to human dignity, economic empowerment, sustainable development and democracy. They are the gateway to all other rights; without them, all other human and civil rights are in jeopardy*”ⁱⁱ. Some of the negative consequences of globalisation have been a growing concentration of corporate power and complex global supply chains, which have fragmented workplaces, decentralised employer responsibilities and disenfranchised workers from their trade union and labour rights. Although European countries are required under international law to respect and promote workers' rights, the strength/power of multinational corporations means this is not always the case. Growing attempts to undermine collective agreements and union busting are a result of this development, with trade union protests and strike actions increasingly faced with escalating repression.

4. Throughout Europe, the need for businesses to take responsibility is gaining support. While corporate social responsibility has benefited companies' public images, it seems to have had little measurable impact on promoting labour rights. Although corporate social responsibility initiatives can bring about positive change, they can never replace legally binding enforcement of trade union and human rights. UNI Europa will offer solutions that are grounded in the recognition of human rights. UNI Europa – its sectors, groups, and affiliates – commit to:

5. **1.1** Continuing to improve the work of the EU as a community for peace, democracy and fundamental human and labour rights in the interest of services workers.

6. **1.2** Defending and promoting European values of democracy, including the principle that trade union rights are human rights, as a basis for our strategies and work.

7. **1.3** Ensuring that trade union and human rights can be exercised in the workplace as a prerequisite for workers to enjoy a broad range of other rights, including economic, social, cultural, civil, and political rights.

8. **1.4** Ensuring that workers and trade unionists can enjoy their right to engage in protests and strike action, without fear of repression and prosecutions.

9. **2 The trade union response to authoritarianism**

10. The number of Europeans voting for radical right parties has surged during the last twenty years, partly as a result of growing social inequality and an increase in precarious employment. After the spread of democracy at the end of the 20th century, authoritarianism is now reversing democracy around the globe, including in Europe. Modern authoritarians rely on repression, intimidation and corruption to consolidate their power. Traditional tactics include attacks on the free press, blaming dissent on foreigners, scapegoating minorities and vulnerable groups, weakening checks on power, and generally trying to reduce politics to a question of us versus them. Authoritarianism, homophobia, misogyny and xenophobia are closely linked to anti-trade unionism and bring about devastating consequences for democracy at work, workers' interests, and democracy in its entirety. Taking these evolutions into account, UNI Europa – its sectors, groups, and affiliates – commit to:

11. **2.1** Supporting democratic measures including petitions, boycotts, strikes and other non-violent methods to counter authoritarianism.

12. **2.2** Being at the forefront of the fight for human rights such as minority rights, and trade union rights.

13. **2.3** Formulating a multifaceted common trade union strategy to combat authoritarian tendencies, including the exchange of best practices on measures to tackle exclusionary practices and to foster inclusive practices.

14. **2.4** Developing participatory cultures in workplaces and in trade unions to address workers' desire for empowerment and a sense of ownership and belonging.

15. **2.5** Encouraging policies in collective bargaining that promote and facilitate diversity, inclusivity and equality, including anti-hate policies at national and EU level, and through social dialogue at all levels.

16. **2.6** Standing in solidarity with trade unions in countries that suffer huge democratic backsliding.

17. **3 Inclusion of migrants and refugees**

18. EU and national migration policies are often selective and repressive. Discrimination against migrants and exploitation of migrants is a persisting reality in the European labour market. In some countries, labour law creates a complex hierarchy of workers, making trade union organising more difficult. Despite the continuing influx of refugees, the EU and its Member States have not taken the responsibility expected of them and have signed an agreement with Turkey, which is anything but a champion of human rights, to keep refugees outside the EU's borders.

There are still serious shortcomings in informing migrants about basic human rights, immigration services and access to training. Legal and general information and advice should be provided to migrants and refugees. To this end, UNI Europa encourages its member organisations' initiatives to fight the exploitation of migrants and to support their integration into the labour market. UNI Europa – its affiliates, sectors and groups – commit to:

19. **3.1** Including workers' rights for all workers, whether migrant, refugee or workers without residence status, for example through support for language courses or upskilling measures to aid the recognition of skills, with a view to ensuring equal treatment and preventing abuse.
20. **3.2** Encouraging affiliates who develop a policy to admit workers without residence status to the trade union, including organising and recruiting people without residence status.
21. **3.3** Promoting measures to integrate migrants and refugees into the European labour markets to ensure social cohesion and equality.
22. **3.4** Encouraging affiliates who provide information and advice to migrants and refugees to avoid exploitation regardless of their status and trade union membership.
23. **3.5** Raising and mobilising awareness of the rights of migrant workers regardless of their residence status, because the protection of their rights is an essential part of trade union work. This includes the promotion of human rights, equality and labour standards for all workers, as well as the fight against racism and xenophobia.

24. **4 Putting a stop to racism and discrimination**

25. George Floyd's death and the Black Lives Matter movement have highlighted the profound effect systemic racism has on society, not only in America but also in Europe. The global protests, the removal of monuments and much-needed policy changes may be grabbing headlines.

But if we are to effect real change, a heightened focus on everyday experiences is vital – and that includes what is happening in the workplace. We have long known the benefits diversity offers but unions and companies can now no longer put off the hard work that goes into building and maintaining an actively anti-racist work culture. Being anti-racist means moving beyond the quietly "not racist" defence and instead embracing and articulating decidedly anti-racist views and beliefs. Silence is complicity. Racism yields racial inequities and disparities in every sector of private and public life, including in employment. Companies, organisations, unions and workplaces cannot strive to be antiracist without action. It is normal for unions and companies to question whether they are doing "the right thing" when it comes to addressing issues of race and racism in the workplace. Yet, to eradicate systemic racism, it is important for unions and companies to empower employees and provide them with resources for having productive conversations about race. Grounding these conversations in evidence and good intentions is better than not talking about race at all. Therefore, UNI Europa – its affiliates, sectors, and groups – commit to:

26. **4.1** Standing up against racism in all its forms as an attack on democratic values.
27. **4.2** Fighting racist discrimination, harassment and violence in and around the workplace.
28. **4.3** Promoting practical tools and skill-based frameworks to help unions start conversations about race, diversity, equity, and inclusion in the workplace.

29. **4.4** Encouraging companies, unions, and employee representatives to use their position to openly speak against and change racist ideas, beliefs and policies in any setting where they exist – especially in the workplace.
30. **4.5** Promoting initiatives to improve pay, working conditions and the right to collective bargaining in sectors and occupations where ethnic minorities are highly represented.
31. **4.6** Facilitating best practices on how to improve labour market participation and integration of ethnic minorities across all sectors and rankings of positions.
32. **4.7** Advocating for EU policies to fight racism and racial discrimination as well as progressive strategies and anti-discrimination directives setting the framework for human rights-based and participatory policies.

33. **5 Bringing anti-feminism to an end**

34. EU gender and equality policies have played an important role. The gender mainstreaming strategy and many anti-discrimination directives set the framework for human rights-based and participatory policies. However, anti-feminist populism is on the rise across large parts of Europe, although its appearance differs depending on the location. Some far-right parties claim to be defenders of women's and LGBTQI+ rights so as to instrumentalise them to attack their enemies, while others are more explicitly anti-feminist with a top priority to crush "gender ideology" and to reinstate traditional gender roles throughout society. These anti-feminism trends have negative implications for the wider labour market, in particular for the services sectors, where many women work and often in sectors and positions dominated by low pay. Therefore, UNI Europa – its affiliates, sectors, and groups – commit to:
35. **5.1** Standing up against anti-feminism in all its forms as an attack on democratic values.
36. **5.2** Fighting all forms of gender-based violence (physical, moral and economic) in the workplace, including harassment.
37. **5.3** Delivering a fair work-life balance and promoting equal opportunities in all policies and activities.
38. **5.4** Promoting initiatives to improve pay in sectors and occupations dominated by women, including improving the strength and enforcement of equal pay and transparency legislation, and actively contributing to campaigns and other measures to reduce the gender pay and pensions gaps.
39. **5.5** Facilitating best practices on how to improve labour market participation, addressing the horizontal dimension in terms of re-entering the labour market and continuous professional development as well as the vertical dimension encouraging organisations to actively promote women to positions of responsibility and supporting those who want to fill such vacancies.
40. **5.6** Fighting against misogyny and sexism by encouraging the exchange of knowledge and practices amongst affiliates' organisations as well as encouraging a continuous gender and anti-sexism debate throughout UNI Europa statutory sector activities.

41. **6 LGBTQI+ rights are trade union rights**

42. UNI Europa recognises the campaigns and commitments made in fighting for the rights of LGBTQI+ people across Europe. However, much remains to be done. Homophobia and transphobia are still all too prevalent in our workplaces and societies. Therefore, UNI Europa – its affiliates, sectors, and groups – commit to:

43. **6.1** Playing a fundamental role in addressing LGBTQI+ rights at the workplace and in society, and protecting LGBTQI+ workers from discrimination.

44. **6.2** Supporting the dissemination and utilisation of the UNI Global publication “No Discrimination: A UNI Guide to LGBTQI+”.

45. **6.3** Making the struggle for LGBTQI+ rights across Europe a key part of UNI Europa’s equalities work.

Resolution 4: The future of services

1. The European services sector, regardless of whether the services are rendered publicly or privately, is vital for the development of a European economy based on decent jobs, fair wages and equality, and in which the interests of society and working people are put first.

The 5th UNI Europa Conference reaffirms the policies adopted by its 4th Conference in 2016. UNI Europa is committed to playing a leading role in the implementation of UNI's Breaking Through Strategy and the decisions taken by the 5th World Congress in 2018.

UNI Europa is leading the fight for a Just Transition for the services industries of the future to ensure a foundation for the European social model. European services workers are faced with a series of significant challenges – not least attacks on social rights, digitalisation, climate change and trade agreements. The climate crisis knows no borders. It is the fate of our time and must be dealt with jointly through guidelines and measures, but not at the expense of Europe's workers in the services sectors. They are experiencing a rapidly changing world of work that is too often leading to increased precariousness, vulnerability and fragmentation for workers, with worse conditions and fewer possibilities for solidarity. UNI Europa is committed to using our collective strength on behalf of Europe's services workers to champion quality jobs and a healthy environment. This Resolution sets out our demands and objectives for the Future of Services in Europe.

2. **1 Services policy**

3. UNI Europa has a clear vision of how industrial relations and public policy can support the development of a fair and viable European services industry for the future. Together, we will use our knowledge and experience to influence the European political institutions and national policy-making on behalf of services workers. UNI Europa – its sectors, groups and affiliates – commit to:
 4. **1.1** Ensuring high quality and high paid jobs safeguarded by collective bargaining, in the services industries.
 5. **1.2** Working to ensure that, through methods such as collective bargaining, young workers entering the workforce are protected from different forms of precarious work, including zero-hour contracts and second-tier contracts.
 6. **1.3** Ensuring that Better Regulation really means better regulation regarding health, social and employment aspects in EU regulation rather than pushing a deregulation agenda.
 7. **1.4** Delivering our vision for services for which UNI Europa will build a common political platform, across our sectors, groups and affiliates to advocate policies for quality jobs.
 8. **1.5** Developing a clear trade union vision on qualitative leadership to allow Professionals & Managers to become true coaches for the employees in their teams, to whom their employees can turn, who dare to take decisions, who motivate and empower, etc.

9. **2 Internal market for services**

10. An ambitious industrial policy for the most rapidly growing sector in Europe, namely the services sector, is needed to ensure the continued development of a high skilled, high quality workforce in Europe. A successful European services sector is vital for promoting prosperity and strengthening social cohesion in Europe. The development of an industrial policy for services must include the voices of services workers. We will influence EU Single Market policies with a view to creating quality jobs in key services sectors. UNI Europa – its sectors, groups and affiliates – commit to:
11. **2.1** Lobbying for effective labour laws and robust enforcement mechanisms, especially for fighting cross-border social dumping, employment relationships that have a transnational character, new forms of work and support for positive developments in setting working time, reflecting the conclusions of UNI Europa's 2018 Vienna Declaration.
12. **2.2** Calling for an EU strategic framework on occupational health and safety with enforceable rules, including on burn-out, work-life balance, performance pressure, Musculoskeletal Disorders (MSD), and the right to disconnect, and recognising specific hazards in high risk sectors.
13. **2.3** Campaigning for policies empowering whistle-blowers in the services sectors to fight rule breaches and other serious wrongdoings in the services sector.
14. **2.4** Calling for greater account to be taken of services and service work in EU-subsidised research, innovation and structural policy.

15. **3 Digitalisation**

16. Digitalisation, Industry 4.0, the growth of big data and the development of artificial intelligence are all having a fundamental impact on the nature and the distribution of service sector work more than any other industry. Data and the access to data is power. Big Tech has a competitive advantage over other sectors in the access to data. These developments can cause immense challenges to workers but could also lead to a competitive advantage for the services sector through the added value of human and machine co-creation. Therefore, UNI Europa will lead the debate on these issues. Together we will fight to shape the digital revolution so that it advances social progress and quality jobs for all. UNI Europa – its sectors, groups and affiliates – commit to:
17. **3.1** Advocating for the necessary actions to be taken as a response to digitalisation causing rising income inequality, precarious work and polarisation of the workforce. This includes digital upskilling and addressing gender and age biases.
18. **3.2** Ensuring workers' privacy and data rights as well as data protection and ensuring workers involvement in the development and deployment of ethical Artificial Intelligence (for more information, see Resolution 2).
19. **3.3** Developing our vision of digitalisation that should allow workers to work more freely and together and to give workers and citizens more control and protection of their data while ensuring a level playing field in the access to data for all sectors not just Big Tech.

20. **4 Fair and sustainable services**

21. Sustainability, in essence, concerns both governance, environmental factors and social factors, including human rights and workers' rights. Collective agreements in combination with workers' participation are the most effective tool to achieve a sustainable future for Europe. A sustainable work life involves, among other factors continuous reskilling and upskilling, the fostering of equality and equal pay, a quality work environment, the promotion of health and wellbeing, fighting discrimination and enabling diversity through social dialogue. Together we will contribute to the development of sustainable and fair European services sectors through industrial relations and public policy. One of the biggest challenges facing humanity in the coming decades is the fight against climate change and the overexploitation of natural resources. The EU and several other countries have set themselves ambitious targets for climate neutrality. Their achievement is dependent on a decisive socio-ecological transformation. UNI Europa will play a role in shaping this process, ensuring that the transformation takes place in a manner fair for all workers. UNI Europa will do this by promoting "green" collective bargaining where the integration and linkage of environmentally friendly demands with labour and social issues is addressed through collective bargaining at all levels. This could involve, but not be limited to, approaching green transition of companies within as well as throughout the supply chain, commitment to the European Green Deal, which is an integral part of the EU's strategy to implement the UNs Sustainable Development Goals, or incentivising low emission commuting of workers. Alongside the ecological aspect, UNI Europa – its sectors, groups and affiliates – commit to:
22. **4.1** Developing a just transition strategy with trade unions actively involved. It will entail protected workers' rights, job creation and decent work where industrialised countries and multinationals are key actors in developing more sustainable industries. Fiscal justice is an essential part of this strategy. Large-scale investment in decarbonisation and ecological renewal is needed, under the consideration of a just transition for workers. All branches of the services sector must contribute to realising this strategy.
23. **4.2** Facilitating the sharing of best practices and enabling capacity building in green collective bargaining, including considerations of social and governance factors, at the workplace level as well as by offering training opportunities to affiliates.
24. **4.3** Influencing research policies with a focus on the social, labour, governance, and environmental dimension of the services industry to make sure the social agenda becomes more visible sustainability work.
25. **4.4** Establishing knowledge of economic, climate, governance and social developments in the European services industry and to identifying issues of common concern to UNI Europa's sectors, groups and affiliates.
26. **4.5** Engaging in and building coalitions with fellow social partners, academia and policy makers as well as wider stakeholder groups, including climate/environmental stakeholders and youth movements, to win support for our joint cause.
27. **4.6** Advocating for policies for and investment in service-specific skill development and requalification opportunities throughout a worker's life, including sustainability-related skills, in particular through an EU framework establishing an enforceable right to paid educational leave during working hours.

28. **4.7** Work for a European trade policy that supports green change both within the EU and outside, such as climate tariffs based on the climate footprint of imported goods.
29. **4.8** Countering the imbalance seen in the European Single Market between EU level economic legislation on the one hand and social and labour regulation and ecological policies at national level on the other. Therefore, UNI Europa will promote the creation of a sustainable European Single Market and the implementation of the European Social Pillar. UNI Europa also needs to explore how sustainable and inclusive business models can be promoted by the EU.
30. **4.9** Ensuring a lasting EU investment programme with a focus on a modern services infrastructure creating quality jobs and fostering a general pay rise in Europe. Social investments that serve to improve the situation of the most vulnerable groups such as women, youth, migrants and persons with disabilities must be given more weight. The proposed Sustainable Europe Investment Plan must be a tool for just transition with a distinctly social perspective and a focus on green quality jobs in the services sectors.
31. **4.10** Putting strong pressure on EU policy makers to ensure that the EU Recovery Plan is properly financed and that it benefits workers and the environment, not just business. It must continue to alleviate both the immediate impact on working people of the Covid-19 crisis as well as the lasting consequences. UNI Europa will continue to work to ensure that the EU Recovery Plan successfully responds to the key demands set out in the Emergency Resolution on Covid-19.
32. **4.11** Taking steps, as a collective of affiliates, towards becoming a leading European Trade Union Federation on green collective bargaining at all levels.

Resolution 5: Changes to Art. 9 of the UNI Europa statutes on the composition of the Executive Committee

1. The changes in this resolution take immediate effect and apply to the elections of Executive Committee members and officers by the 5th UNI Europa Conference in April 2021.
2. The Executive Committee proposes the following changes to the UNI Europa Statutes, Art. 9:
3. (Changes are indicated as follows: new text / ~~deleted text~~.)
4. **Amendments 1 and 2:** Change Art. 9.2 a) to:
 5. The UNI Europa President, the First Vice-President and Vice-Presidents, who shall in the first instance be elected members of the Executive Committee in accordance with paragraph 2c) and 2d) of this Article,
6. **Amendment 3:** Change Art. 9.2 d) to:
 7. 8 reserved seats for UNI Europa Graphical and 4 reserved seats for UNI Europa MEI (Media & Entertainment),
8. **Amendment 4:** Change Art. 9.2 f) to:
 9. The President of the Regional Youth Committee and one further representative of the Youth Committee both of which may not be of the same gender,
10. **Amendment 5:** Change Art. 9.2 g) to:
 11. The President of the Regional Committee for Professionals and Managers and one further representative of the Committee both of which may not be of the same gender,
12. **Amendment 6:** Change Art. 9.2 h) to:
 13. ~~The Presidents of the sectors who do not hold a position as Vice-Presidents or, in his/her absence, his/her representative,~~ 2 reserved seats for each Sector other than Graphical and MEI, i.e. the President and one further representative both of whom may not be of the same gender,
14. **Amendment 7:** delete Art. 9.2 j) and renumber Art. 9.2 k) to Art. 9.2 j)
15. ~~An additional women's seat for each area in 9.3, as well as for UNI Europa Graphical and UNI Europa MEI, until such time as there are 40% women titular members on the Executive Committee. Nominations for these additional women's seats should be made by representatives of the constituency concerned.~~
16. 9.2 j) The UNI General Secretary
17. **Amendment 8:** New paragraph Art. 9.2a:
 18. The President and First Vice-President shall be of different gender. The difference between the number of men and women among President, First Vice-President and Vice-Presidents may not exceed one.

19. **Amendment 9:** New paragraph Art. 9.2b:
20. Among members covered by 2c) and 2d), there shall be at least 40% women and 40% men among:
21. • the titular members from each constituency and their substitutes.
22. • the titular members from each constituency.
23. **Amendment 10:** Change Art. 9.4 to:
24. The number of representatives for each area shall be determined by the fully paid-up membership in accordance with the following scale:
25. Areas with up to 50.000 members = 3 Executive Members
26. Areas with 50,001 to 150,000 members = 4 Executive Members
27. Areas with 150,001 to 250,000 members= 5 Executive Members
28. Areas with 250,001 to 450,000 members= 6 Executive Members
29. Areas with 450,001 to 650,000 members= 7 Executive Members
30. Areas with 650,001 to 850,000 members= 8 Executive Members
31. Areas with 850,001 to 1,050,000 members = 9 Executive Members
32. Areas with more than 1,050,000 members = 10 Executive Members
33. ~~Areas with up to 150.000 members = 1 Executive Member~~
34. ~~Areas with 150,001 to 300,000 members= 2 Executive Members~~
35. ~~Areas with 300,001 to 500,000 members= 3 Executive Members~~
36. ~~Areas with 500,001 to 700,000 members= 4 Executive Members~~
37. ~~Areas with 700,001 to 900,000 members= 5 Executive Members~~
38. ~~Areas with 900,001 to 1,250,000 members = 6 Executive Members~~
39. ~~Areas with 1,250,001 to 1,500,000 members = 7 Executive Members~~
40. ~~Areas with 1,500,001 to 1,750,000 members = 8 Executive Members~~
41. ~~Areas with 1,750,001 to 2,000,000 members = 9 Executive Members~~
42. ~~Areas with more than 2,000,001 members = 10 Executive Members.~~
43. **Amendment 11:** Change Art.9.6 to:
44. For each titular member referred to in 9.2 c), d) and i), a first and second substitute shall be elected. Substitute members shall attend and participate in meetings of the Regional Executive Committee only in the absence of the titular member. A titular member referred to in 9.2 f)-h) shall be replaced by their representative if they are unable to attend.
45. The paragraphs for Art. 9 will be renumbered in sequence.

Resolution 6: Equal representation in UNI Europa decision-making bodies

1.
 - Women constitute 50% of the world workforce and at UNI Europa they make of 51% of our affiliates.
2.
 - UNI Europa strongly believes that for true gender equality to exist, women need equal access to decision making positions where policies can be adopted to change existing inequalities.
3.
 - The European region has always been the forerunner of the other regions in the fight for equality, pioneering the adoption and implementation of UNI's 40% rule which has delivered real change to trade unions across the globe.
4.
 - Horizontal and vertical gender segregation in employment is still a prevalent challenge for women.
5. The UNI Europa Regional Conference 2021 is strongly committed to bringing the voice of all workers to the table, in order to ensure the elimination of all kinds of discrimination and the proper implementation of the principle of equal opportunities and equal treatment for all. Taking these elements into account, UNI Europa – its sectors, groups and affiliates:
6. **1.1** Commit to guaranteeing women's equal participation in all debates and decisions within all structures of the organisation.
7. **1.2** Restate that equal opportunities are fundamental rights and reiterates the imperative of full and equal access to all decision-making bodies. In order to fully ensure this principle, UNI Europa structures will aim for gender balance.
8. **1.3** Commit to develop a more inclusive and diverse policy to ensure the protection and the rights of intersex and trans workers within UNI Europa.

Resolution 7: Fees

1. The UNI Europa Executive Committee has concluded that in order to develop our action over the next four years, an increase in affiliation fees is necessary.
2. The UNI Europa Executive Committee recommends that the UNI Europa Conference:
 3. • Increases fees by 4% per individual member for 2021.
 4. • Authorises the Executive Committee to decide on the fee per member for 2022 up to and including the year of the 6th UNI Europa Conference (2025). Possible annual fee increases for those years may not be higher than 2% unless the Belgian cost of living index increases by more than 2%. In the latter case, the maximum fee increase may not be higher than that of the Belgian index.

Resolution 8: Palestine

1. **Resolution submitted by ACCG-FGTB, supported by BTB (BE), SETCa (BE), ACOD Cultuur (BE), CGSLB (BE) and CNE (BE)**
2. The framework for UNI Europa's policy on Palestine is UNI Global's policies on the matter, in particular Resolution 5 on Palestine adopted at UNI World Congress in Liverpool and Resolution 12 adopted at UNI World Congress in Cape Town denouncing the occupation of Palestine and calling for actions to end economic support for the illegal settlements.
3. UNI Europa reiterates UNI's endorsement of the ITUC's statement of 2013: "*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."
UNI Europa condemns proposed Israeli annexation of Palestinian territories as announced by the Israeli Netanyahu governments in 2019 and 2020 as illegal; it calls upon all its affiliates and the wider labour movement to denounce the potential annexation and commits to support international sanctions on the Israeli government should the Israeli government proceed with the annexation.
4. UNI Europa welcomes the publication of the United Nations Database of Businesses engaged in activities related to Israeli settlements. UNI Europa reiterates the position taken by the UNI Congress in 2018 that "*UNI continues its call for action to end economic support for the illegal settlements, which are an impediment to peace and put the two-state solution beyond reach. UNI will implement this decision actively in relevant UNI sectors.*" UNI Europa will therefore support:
 5. • 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.
 6. • a call upon all employers and investors, especially in banking, insurance, tourism and private security to refrain from providing services to, or doing business with, the illegal settlements and for consumers to boycott goods produced in the settlements.
7. UNI Europa will demand from the European Union that European instruments (Treaty of Association, conclusions to be drawn from any violation of Article 2 on human rights, public procurement, etc.) to stop the violations of human and social rights arising from the occupation, will be effectively used.
8. UNI Europa supports the democratic unions in Israel and their effective action promoting the agenda of the Peace camp in Israel.
9. UNI Europa welcomes the establishment of the European Trade Union Network for Justice in Palestine (ETUN) and commits to inform affiliates about the work of ETUN.

Emergency Resolution: The Covid-19 crisis

1. “Forward Through Collective Bargaining”, the theme of the 5th UNI Europa Conference, guides our approach to dealing with the Covid-19 crisis. Rather than allowing the pandemic to undermine workers’ rights, we must turn it around to advance a workers’ Europe with and through strong collective bargaining.
2. Covid-19 has caused a European and global sanitary, economic and, most importantly, social and human crisis. Workers in services have been affected differently. Some have not been able to work at all, as is the case in tourism. White-collar workers have been forced to work from home. Essential workers have been on the frontline despite the health risk in commerce, care, cleaning, finance, hairdressing, telecommunications, private security, post and logistics. They kept our societies and infrastructure running.
3. Indeed, it is services workers that have kept our society functioning throughout the crisis. It has brought to the fore the importance of well-established services sectors for both the economy and society. Once the pandemic has been overcome, we must ensure that the services sectors will not again be hollowed out by austerity policies with services workers paying the price. Instead, our aim is: decent pay and working conditions for all. Achieving this, is central to reversing the inequality in our societies and across the world that has become so evident during the crisis.
4. The lasting effect of the pandemic will be the more immediate and greater impact of current transformational trends on our economies and societies. It is digitalisation and the climate emergency in the first place. Other trends include the outsourcing of ever more functions combined with a shrinking core workforce, the loosening of the employment relationship and a rise in precarious forms of work. The crisis has given a boost to the market power of Amazon and other Big Tech companies to the detriment of competitors, workers and society at large. Due to the acceleration brought about by Covid-19, we have less time to address today’s challenges. Workers must be actively involved in the change that takes place in our society and the services industries. Societies have to be the drivers of change not big tech or hazardous anti-union companies.
5. Countries, industries and companies with strong unions are more resilient in crisis situations and in times of rapid change. Covid-19 has given us renewed proof of this. Collective bargaining and social dialogue are tried-and-tested methods for mastering transformation. Acting together, trade unions and employers – the social partners – have the most direct knowledge on what is changing in their industries. They are thus in the best position to act with the required speed and continuity to achieve fair outcomes and shared prosperity. This is at the core of the drive for a social Europe. It is the competitive advantage of Europe. It is our strength to lessen the lasting fall-out of this crisis.
6. The pandemic reconfirms UNI Europa’s policies for strengthening collective bargaining, indeed the Covid-19 crisis brings about more urgency and opens new opportunities on this path.
7. 1 The services sectors employ two thirds of the workforce and provide two thirds of GDP in Europe. They are not only the biggest part of the economy, but its backbone. They provide the essential framework that keeps our economies and societies moving. We call for a massive and lasting shift of public investment to the services sectors. We need urgent steps to stimulate consumption allowing workers to help give buoyancy back to the economy. Money must be put into their pockets to spend – not only to overcome the pandemic, but also to alleviate the upheaval being caused by the transition to a digital

and climate neutral economy. Public investment is essential to smoothen the substantive restructuring the services sectors face. Instead of a decade of austerity, workers need an era of stable and secured public investment, as has been initiated with the NextGenerationEU Recovery Fund for 2021-2027. The focus must be on creating quality jobs, not least through upskilling, and fostering a general pay rise in Europe, in particular for services workers. This includes self-employed who depend on only one or few customers as well as bogus self-employed, like many platform workers. Europe needs to build a sustainable, future-oriented services infrastructure with a distinctly social perspective.

8. 2 There will be no fair economy in the aftermath of the pandemic if it will not radically revalue essential work and the needs of essential workers. Many of them who have kept our communities running during the crisis have been overlooked and underpaid for far too long. Now is the time to change this. We are calling for “a new normal” for essential workers. The imperative of ensuring these are decent jobs requires that employers around the world respect workers’ essential rights: a wage with dignity, safe jobs, paid sick leave, union representation, collective bargaining and essential status during times of crisis. We call on the EU to pave the way by ending state promotion of unfair competition on wages, of wage dumping. The first step is a revision of the public procurement directive so that only those companies that are party to a collective agreement can bid.
9. 3 The pandemic illustrates that in times of crisis, when resources are strained and institutional capacity is limited, the structural inequalities women, youth, ethnic minorities and other discriminated groups face are further amplified. They are affected in terms of employment, access to health services and social protection as well as protection from violence. Hard fought rights and benefits have been threatened. As unions, we aim to help rectify long-standing inequalities and stop any roll-back by, be it design or not. Gender equality is top on the agenda of collective bargaining. In the context of the EU, we call for swift adoption of the pay transparency directive and ratification of ILO Violence and Harassment Convention (no. 190).
10. 4 Haphazard emergency arrangements should not become the way to organise remote work. Instead, we call on employers to regulate it with unions through collective agreements. The EU and governments should start working on an updated legal framework and ensure proper enforcement regarding remote work. Working time laws with a supplementary right to disconnect must be respected. Remote work must be voluntary for employees. There should be no principal difference between the obligations of employers towards employees working remotely or in the office. Any surveillance must be both transparent and respect privacy. The advent of remote work cannot be used to impose a slippery slope from standard employment to more precarious forms of work. Remote work emphasises the need for an EU right for unions to access a company, including virtually and in a transnational context. Employers must have the obligation to provide appropriate facilities for unions to meet with the workforce during paid working hours for purposes of organising, representing and collective bargaining.
11. 5 Today’s crisis has accelerated restructuring processes already under way in the services industry and its companies. Too many managers evade their obligations to abide by EU workers’ information, consultation and participation rights. We call on the EU and governments to ensure that relevant legislation, like the EWC directive, are strictly enforced and workers’ representatives are in a position to exercise their rights. On top of this, we call for a revised and strengthened EU legal initiative for transnational company restructuring that gives trade unions a real say in the processes at all the appropriate levels. We call upon companies to engage with trade unions in collective bargaining and social dialogue to anticipate change and manage restructuring together. With such an approach, Europe will be able to master the transitions in the services sectors in a socially sustainable, fair and forward looking way.

12. 6 Amazon's power is unchecked and the Covid-19 crisis has accelerated its growth. We call on the Commission to hold Amazon to account, up to and including structural separation. We cannot allow Amazon's many anticompetitive business practices to decimate our services industries and in particular our high streets. Amazon is the prime culprit. Yet, the other giant gate keepers to the online market, including Google, Facebook and Apple are not far behind. We call for EU legislation that protects our economies for good by regulating and constraining all online platforms with significant market power. The EU's legislative digital package must define a new framework that fosters quality services while ensuring a level playing field for all market participants guaranteeing workers' rights, regardless of whether companies operate within the traditional economy of the e-economy. The biggest profiteers of the crisis must pay their fair share so that countries have the resources to both cope with the Covid-19 fallout and organise the digital and climate transitions in a way that benefits the many, not the few.
13. 7 The pandemic is not over yet. Workers' health and safety must be properly protected, including regarding mental and physical health issues as well as all forms of work-related violence resulting from the Covid-19 pandemic. Personal protective equipment (PPE) must be available – shortages in one of the most developed regions globally is manifest policy failure. Throughout Europe, Covid-19 must be designated as an occupational disease for all workers. Trade unions must be fully involved in the design, implementation and monitoring of protective measures as well as return to work policies – at national level, through EWCs and transnational trade union alliance.
14. 8 All workers should have the right to Covid-19 vaccinations. The development of the Covid-19 vaccines is due to billions in public investment, therefore vaccines must remain in public hands and social partners should be involved in the process of defining eligibility. UNI Europa calls for vaccines to be given free of charge, starting from the most exposed groups, including frontline and essential workers and workers unable to physically distance. Furthermore, UNI Europa calls for solidarity in vaccinations across the countries in Europe and beyond.
15. 9 Sectoral social dialogue has proved its value during the crisis. Trade unions and employers have joined force across Europe to develop and agree on joint risk assessments, guidance and demands fine-tuned to the specific situations within their industries. We are committed to continue to enhance this success beyond the crisis. We call on the EU to foster sectoral social dialogue at European level by including the social partners from very early on in policymaking processes relating to the world of work. We need a commitment for resourcing capacity building of trade unions, employers' associations, and collective bargaining, particularly in Central and Eastern Europe. This includes dedicated funding that is channelled through the European sectoral social partners.
16. 10 We join the ETUC in its assessment that emergency measures put in place so far by the EU and governments have indeed protected workers, companies, and public services from massive disruption. However, there have been significant shortcomings in the timely implementation, adequacy, universality of coverage and access, and proper involvement of social partners in the process. This needs to be rectified. Europe needs solidarity, both between and within countries. We demand EU intervention that obliges governments to require companies, that benefit from financial support and income compensation schemes, to negotiate with trade unions and workers' representatives regarding restructuring and laying-off of workers. We expect a clear commitment by the EU that national recovery plans will not be subject to damaging fiscal conditions and austerity measures. At the same time, companies must not receive emergency state aid if they pay dividends or executive bonuses, share buybacks, do not comply with taxation rules and obligations, and, most importantly for us, are not party to a collective agreement. Europe must protect jobs, not the profits of shareholders and bosses.

17. 11 Trade unions and collective bargaining are central to the efforts to tackle the pandemic. We will oppose any attempts by governments to undermine these collective and individual workers' rights under the cover of emergency legislation. We will oppose any attempts by the EU, governments, or companies to use the crisis to reduce wages and working conditions.
18. 12 UNI Europa is determined to work alongside its affiliates to secure an inclusive transition from lockdown and crisis into the (new) normal. The pandemic and lockdown have already had severe repercussions in terms of a rapid and ample increase in unemployment numbers as well as deterioration of working conditions and workers' rights. Some workers have been pushed out the labour market and others have kept their job but faced extensive restructuring of work organisation and their right to collective bargaining have been ignored. Many services workers were forced to turn-to short-time work arrangements, income compensation and other forms of employment protection. Workers have been forced to juggle working from home alongside dealing with more care responsibilities, on that front working women have been hit the hardest. Several groups of services workers who are non-standard, self-employed, precarious, or undeclared workers were severely limited in their access to protection measures. Governments must not neglect the workers who have been imperative to keeping our societies afloat and employers should not abuse the Covid-19 crisis to evade the voice of services' workers. Social dialogue and collective bargaining are essential mechanisms to manage transition. Now is the time to push collective bargaining back to the centre of EU and Member States' political agenda.
19. UNI Europa will pursue this agenda together with our affiliates, our sectors, and groups so that the Covid-19 crisis becomes a turning point for strengthening trade unions and collective bargaining, for achieving a society in Europe that is fair and equal.
20. We want to lift the bottom through social protection and minimum living wages for all.
21. We want to enlarge the middle through sectoral collective bargaining with the support of employers, governments and civil society.
22. We want to limit the greed at the top by forcing the 1% to pay their fair share and respect democracy in politics and at work.

Statement on strengthening European trade union unity

1. UNI Europa has always been a European organisation with active affiliates from all corners of the continent, inside and outside of the European Union, working to fight for a better future for all of Europe's services' workers.
2. UNI Europa and its affiliates reaffirm their full commitment to maintaining unity and strengthening solidarity in the aftermath of the Brexit deal reached between the EU and the UK on December 24th 2020.
3. There are many people (including employers, politicians and right wing political organisations) in the UK and in Europe who want to use Brexit to divide the European trade union movement and therefore our response must be to strengthen and deepen unity and solidarity.
4. The terms of the relationship between the UK and the EU has changed, but the conversation is far from over. Brexit will continue to impact all sectors in both the UK and the EU-27, and there are many outstanding issues which will require further negotiations and agreement. Not least the exclusion of virtually all service sectors from the scope of the Trade and Co-operation Agreement (TCA) leaves huge uncertainty in the services' industries in which our members work.
5. UNI Europa notes that the level playing field provisions in the agreement are extremely weak, cumbersome, and effectively inaccessible for trade unions, meaning that workers' rights are under serious threat. We also note with deep concern the rising tensions in relation to the implementation of the Northern Irish Protocol of the Withdrawal Agreement and the pressure to unilaterally change parts of the agreement by the UK government.
6. Brexit has been in some ways a unique political process, but in other respects many have argued that it is a symptom of wider attempts to fracture and divide the unity of European workers. In spite of this incredible solidarity has been demonstrated within the European labour movement in defining a common set of demands towards both sets of negotiators and with employers at all levels.
7. The implications of Brexit pose serious and significant challenges for the European trade union movement and therefore we must reaffirm our commitment to solidarity and cooperation – we must not, and will not, allow political divisions between nation states and the EU to create divisions within the European trade union movement.
8. UNI Europa is the place where we build solidarity with workers and trade unions operating throughout Europe, not just in the EU.
9. Multinational companies and opportunistic governments will not hesitate to exploit and deepen divisions in their desire to drive down costs and labour standards. UNI Europa will respond to this by redoubling our efforts to deepen and strengthen solidarity and cooperation between European trade unions – the well-being of all the workers we represent depends on it.
10. In particular we will not allow the basic principles of information, consultation and participation to be undermined by multinational companies as a result of Brexit, and will continue to demand the participation of all European workers within crucial structures such as European Works Councils.
11. It is clear that the current UK Government have a vision for the UK of becoming a low wage, low regulation 'Singapore on Thames' style economy. We reject any attempts by the UK to

use the deregulation of the finance sector, lowered environmental protections or cuts to other standards as a tactic to try and gain a competitive advantage.

12. Any attack on workers' rights in the UK will not only be extremely detrimental for UK workers, but will also be an enormous threat to workers throughout Europe creating downward pressure and the threat of concession bargaining.

Statement for an EU legal framework for decent wages and promoting collective bargaining

1. As trade unions, we stand for fair working conditions and fair wages for every worker that allows them and their families to live in dignity and participate in social activities.
2. The most effective way to achieve the goal of a fair wage for every worker is sectoral collective bargaining. What governments and the EU should thus prioritise is concrete action to ensure an appropriate framework to this end in each and every member state.
3. Still in the grip of the Covid-19, the recovery from the economic crisis must be wage-led. Higher minimum wages and stronger collective bargaining must be essential components for a strong, fair and sustainable recovery.
4. Frontline workers, essential workers have delivered during the pandemic. Now, it is key that in the recovery we deliver decent wages for all.
5. The UNI Europa Conference reiterates its support for the ETUC position on a possible EU action addressing the challenges related to fair minimum wages as adopted by the ETUC Executive Committee in October 2020.
6. The UNI Europa Conference supports the ETUC's dual objectives for the draft legislation to provide a framework for:
 7. • Establishing a threshold that is both 60% of the median and 50% of the average wage below which statutory minimum wages must not fall.
 8. • Promoting collective bargaining as the main way to set wages, including a requirement by member states to agree with Social Partners an action plan to this end.
9. The measures envisaged to promote collective bargaining also align with UNI Europa priorities:
 10. • A revision of the public procurement directive to establish: no public contract for companies without collective agreement.
 11. • EU legislation that guarantees the right for unions to access the workplace, including digital access, to be able to meet with the workforce for purposes of representation, organising and collective bargaining along with protection for workers from union busting actions.
12. The UNI Europa Conference is adamant that EU legislation must not undermine national collective bargaining systems. In particular, as the ETUC demands, Member States must not be required to introduce a statutory minimum wage if wages are set predominantly through collective bargaining and if they did not have a statutory minimum wage in place on 1 January 2020.
13. The UNI Europa Conference welcomes the EP's Resolution "A strong social Europe for Just Transitions" of December 2020 that "calls on the Commission and the Member States, together with social partners, to commit to reaching collective bargaining coverage of 90% by 2030 in those national systems that combine statutory and social partners' regulation of employment and working conditions".
14. The UNI Europa Conference backs the amendments proposed to the Commission's draft legislation on a minimum wage by the co-rapporteurs of the EP's Employment Committee. We support in particular the following requirement:

15.
 - Member States with statutory minimum wages define criteria for setting minimum wages that ensure a adequate standard of living.
16.
 - Member States take concrete measures to promote and progressively increase collective bargaining coverage to at least 90%.
17.
 - Member States ensure that in the performance of public contracts companies engage in collective bargaining and comply with collective agreements and recognize both trade unions and the right of workers to organise.
18. The UNI Europa Conference calls on its affiliates to support the ETUC campaign to establish a framework for minimum wages and strengthen collective bargaining systems, and in particular to participate with their own activities in the planned week of action from 3-8 May.
19. At the foundation of Europe's social market model lies fair wages and sectoral collective bargaining. For too long the EU has undermined and side-lined both. That must change. Workers need strong collective bargaining systems. Making this happen makes Europe resilient to face the challenges of the future, fosters prosperity for all, is an antidote against populism and strengthens democracy.

ⁱ Financialisation refers both to [1] the growing role played by the financial markets and their actors in the functioning of the economy and the gradual imposition of indicators and objectives that serve their interests in the conduct of economic activities; and [2] effects on the daily activities of businesses have also been noted: the financialisation of management appears in most of the research as the result of actions taken by directors to achieve “financialised” goals generally set by shareholders from institutionalised financial markets.

ⁱⁱ *Rights to freedom of peaceful assembly and of association*, United Nations, 14 September 2016, available on: http://freeassembly.net/wp-content/uploads/2016/10/A.71.385_E.pdf