



CHANGING  
EUROPE  
TOGETHER

4<sup>th</sup> UNI Europa Conference  
Rome, 14-16 March 2016

# Resolutions

**Adopted by the  
4th UNI Europa Conference  
Rome, 14-16 March 2016**

**UNI** europa  
global  
union

European Services Workers' Union



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## Introduction

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Delegates from all over Europe representing 7 million workers came together for the 4th UNI Europa Conference that took place in Rome/Italy from 14 to 16 March 2016.

The decisions taken set out the path of UNI Europa – its affiliates, sectors and groups – for the next four years. Working together, we are committed to grow and strengthen services unions and to improve the working conditions and the lives of services workers throughout Europe.

In an inclusive, bottom-up process over the course of a year affiliates formulated 12 motions, which were submitted to Conference. The Resolutions Committee combined some of these motions, so that it referred 9 motions to Conference for adoption. In addition, Conference endorsed 3 statements tabled by the UNI Europa Executive Committee.

The following is a summary of the key points of the nine resolutions adopted:

**Resolution 1, Changing Europe Together: From Toulouse to Rome and Beyond**, sets out our vision for the next four years. It builds on the decisions taken at the 3rd UNI Europa Conference in Toulouse in 2011. The Resolution reconfirms the policies and commitments decided there. It also sets out our role and commitment in implementing the decisions taken by the 4th UNI World Conference and UNI's Breaking Through strategy. Together, our ambition for UNI Europa is to be a strong European trade union federation that at European level fights for the interests of service workers as forcefully and visibly as affiliates do nationally in politics and industrial relations.

We will:

1. Fight for an Economy for All
2. Build Social Europe
3. Improve Workers Rights and Conditions

Resolutions 2-4 are the key documents defining our priorities for the period of 2016-2020.

**Resolution 2, Changing Europe by Growing Unions**, is about deeper engagement with affiliates in order to grow the capacity to organise and to build power within our sectors and global companies. This is a matter of recruiting new workers, retaining trade union membership, establishing and strengthening trade union structures, and the promotion of membership support and participation in all activities of a union.

The Resolution has 4 strategic priorities:

1. Organising activities in Central and Eastern Europe and Turkey
2. Support for organizing in the Troika countries
3. Coordination and exchange of best practice in order to develop organizing capacity
4. Targeting multinational companies.

**Resolution 3, Changing Europe by Growing Bargaining Power**, is about reinforcing the bargaining power of service unions in Europe. Together UNI Europa will stand up for our collective rights as service workers and trade unions. We will fight to reverse the direction of government policy and regulations that constrain our collective rights. Service unions will fight for companies, wherever they operate, to respect our collective rights.

The Resolution has 3 strategic priorities:

1. Coordination for collective bargaining coverage
2. Developing and supporting Trade Union Alliances
3. Influencing EU policy making.

**Resolution 4, Changing Europe by Growing Quality Jobs**, sets out UNI Europa's strategic framework for growing quality jobs for service workers in Europe. The aim is to develop our vision and concrete action to shape Europe's service industry in the interests of workers and service users, in particular with a view to the digital revolution and the EU's quest for a more integrated internal market in services.

The three strategic priorities for this Resolution are:

1. To build a political Services Policy platform
2. To influence EU policies on the Internal market for services
3. To ensure that Digitalisation advances social progress and quality jobs.

**Resolution 5, Guidelines for negotiating transnational company agreements**, sets out a framework for negotiating such agreements. The key principles for UNI Europa are, first, that collective bargaining is fundamentally the responsibility of our affiliated trade unions and, second, that decisions in such negotiations should ideally be taken by consensus of the affiliates involved.

**Resolution 6, a Common Strategy for European Sectoral Social Dialogue**, will take our work in the sector social dialogues one step further by establishing a common vision, and desirable outcomes, for the sectoral social dialogues.

**Resolution 7, UNI Europa Affiliation Fees 2017 – 2020**, sets out the frame for decisions on fee increases for 2018-2020. In 2017, the fee will increase by € 0.03 to € 0.48 per individual member.

**Resolution 8, Increasing the Youth Participation at the UNI Europa Conferences**, is aimed at living up to the UNI Europa Youth goal that 20% of all participants should be under the age of 35.

**Resolution 9, UNI Europa Strategy for Professionals and Managers**, which sets out the three main priorities for the group's work: organising, work-life management and protection of whistleblowers

The 3 statements adopted by Conference address the following topics:

- **Statement on the Trade in Services Agreement (TiSA)**
- **Statement on Anti-trade Unionism: Promoting Respect for Trade Union Rights in Europe**
- **Statement on a Humanitarian Response to the Refugee Crisis**

“Changing Europe together” – or, in Italian, “Cambiamo insieme l'Europa” – is our rallying cry: for services unions joining force to drive the future of the EU and the digital revolution towards a fair and social Europe, with secure and quality employment, fully organised, with respect for workers' rights and the role of trade unions.

We must change and will change Europe together!

Oliver Roethig  
Regional Secretary

## Overview of Strategic Priorities 2016-2020

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In Resolutions 2-4, three strategic frameworks are defined. These constitute our main areas of action for the period of 2016-2020.

### ***Strategic Framework for Strategic Organising***

1. Organising Initiatives in Central and Eastern Europe and Turkey
2. Support for Organising in Troika countries
3. Coordinating & Exchanging Best Practice in order to Develop Organising Capacity
4. Targeting Multinational Companies

### ***Strategic Framework for Reinforcing the Bargaining Power of Service Unions in Europe***

5. Coordinating for Collective Bargaining Coverage
6. Trade Union Alliances
7. Influencing EU Policy Making

### ***Strategic Framework for Growing Quality Jobs for Service Workers in Europe***

8. Services Policy
9. Internal Market for Services
10. Digitalisation

## Composition of Resolutions Committee

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The Resolutions Committee was composed as follows:

**Chair:** Ingeborg Saetre, Postkom, Norway

**Members:**

Ben Richards	Area I	Unite the Union	UK
Arvid Ahrin	Area II	NFU	Sweden
Emilio Fagnoli	Area III	UILTUCS	Italy
Erwin De Deyn	Area IV	BBTK-ABVV	Belgium
Wolfgang Greif	Area V	GPA-djp	Austria
Gyula Berta	Area VI	Postal Union	Hungary
Dmitry Dozorin	Area VII	CWU	Russia
Sandra Vercammen	P&M	LBC-NVK	Belgium
Martine Le Garroy	Women's Committee	ACV-CSC	Belgium
Daniel Carlstedt	Youth	Handels	Sweden
Frédéric Favraud	Care and Social Insurance	FEC-FO	France
Lars-Anders Häggström	Commerce	HANDELS	Sweden
Mario Ongaro	Finance	FISAC-CGIL	Italy
Pilar Rato	Gaming	FECOHT CC.OO	Spain
Joaquina Rodriguez	Graphical & Logistics	FSC-CCOO	Spain
Barbara Schroeding	Hair & Beauty	VIDA	Austria
Andy Kerr	ICTS	CWU	Ireland
Heinrich Bleicher-Nagelsmann	EURO-MEI	ver.di	Germany
Christer Rydh	Post	SEKO	Sweden
Jaana Ylitalo	Property Services	PAM	Finland
Marcelle Buitendam	Sport PRO	FNV Sport	Netherlands

**Secretary:** Christina Colclough, UNI Europa

# Resolution 1: Changing Europe Together

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In the four years since the 3rd UNI Europa Conference in Toulouse, Europe has continued to exist in a state of crisis. This has been an economic crisis, a political crisis, a climate crisis, and a social crisis, but above all it has been a crisis that has shaken the very foundations of the Europe in which we believe. Since the start of the euro-crisis, austerity and deregulation remain the main answers offered by European authorities and national governments.

This crisis was not caused by working people, the disadvantaged or the most vulnerable in our societies. Yet it is these groups that have had to pay the price. It was caused by corporate greed, speculation, the introduction of a neoliberalism dictated by the law of the market, European leaders and the austerity policies imposed by them.

The crisis has been compounded by the impact of the austerity policies imposed by many governments. It has moreover been used to campaign against trade unions and their role in society as the representatives of the workforce towards public authorities and employers. Such campaigns weaken Europe's social model and our democracy by concentrating power in the hands of ever fewer actors. At the same time, employers are seeking to question the ILO's fundamental missions of establishing and applying international labour standards. There is an urgent necessity for the ILO to regain its role as a protector of the workforce.

UNI Europa believes in a Europe based on the fundamental values of solidarity, fairness, fraternity, equality and sustainability. These are values that we are prepared to fight for, and that we must fight for, if Europe is, once again, to stand for a social union improving the living and working conditions of its entire population.

We set the foundation for this at the 3rd UNI Europa Conference 2011, in particular through the resolutions "Union – Vision – Action". UNI Europa is committed to playing a leading role in the implementation of UNI's Breaking Through Strategy and the decisions taken by the 4th World Congress. The policies adopted in Toulouse and Cape Town form the basis for UNI Europa's work over the next four years.

Together, our ambition for UNI Europa is to be a strong European trade union federation that at European level fights for the interests of service workers as forcefully and visibly as affiliates do nationally in politics and industrial relations.

We, UNI Europa – the trade unions of Europe's service workers standing united – are committed to acting together for a real change, because we can and must **Change Europe Together**.

## ***Fighting for an Economy for All***

UNI Europa recognises the link between worker voice and productivity and strongly believes that an engaged workforce is vital to economic growth in Europe.

Austerity has failed! UNI Europa is clear in its demand that the European Union and governments across Europe must end their austerity policies. There is no path to a sustainable recovery based on precarious employment, slashing public services and attacking collective bargaining. We demand a fundamental change in economic governance; a just transition, that puts the real economy and quality jobs first.

The imposition of austerity, and the actions of the troika and others, has wreaked devastation across Europe – in Spain, Portugal, Italy, Greece, Cyprus, Ireland etc. UNI Europa has consistently condemned this failed approach and we welcome the courage of

the Greek people in deciding that not only is an alternative political and democratic direction a possibility, it is a necessity.

All workers from the service sector, especially young workers and women are among those hit hardest by the negative effects of the crisis and inappropriate government responses. With women also being the greatest users of public services, the cutbacks in the services provided by the state or the reduction of their service levels are having direct repercussions on women's assumed responsibilities, in turn affecting their jobs and their purchasing power (cascade effects).

EU member states have continued to attack welfare, health, environment and pensions in a misguided and damaging attempt to improve competitiveness on the backs of the most vulnerable in our societies. This imposition of austerity is social dumping by any other name and UNI Europa strongly rejects this. With women's pension levels still trailing behind those of men, these are particularly affected and the gap with men's is set to increase due to longer working lives and the growing precariousness of women's jobs (part-time or temp work, unemployment, etc.).

UNI Europa stands behind the ETUC proposal "A New Path for Europe". At its core is an investment plan of 2% of GDP over the next ten years for delivering full employment and quality jobs whilst meeting social, economic and environmental challenges. To this end, strategic and future oriented public investments, also in social services and services of general interest, are crucial. Investments in these areas (including social infrastructure) as well as in infrastructure and research have to be excluded from the structural deficit calculation within the Economic Governance framework. A central aim should be to push down unemployment rates to 3 per cent or lower.

The European Union urgently needs a profound improvement of its economic governance. UNI Europa believes that the proposals presented in the Five Presidents' report "Completing Europe's Economic and Monetary Union" written by the five European presidents: European Commission President Jean-Claude Juncker, the President of the Euro Summit, Donald Tusk, the President of the Eurogroup, Jeroen Dijsselbloem, the President of the European Central Bank, Mario Draghi, and the President of the European Parliament, Martin Schulz does not constitute an adequate response. We particularly reject the introduction of national competitiveness boards, which will lead to new attacks against the autonomy of collective bargaining and reinforce current deflationary tendencies.

For UNI Europa, improving economic governance involves immediate and medium-term reforms:

- Pushing Member states to make full use of the flexibility clauses contained in the Six-pack and the Two-pack (investment clause, exceptional circumstances clause).
- Establishment of a pillar of fundamental social rights independent from economic governance implemented in the European treaty.
- Establishment of a process on the development of European public works supported by direct monetary financing.
- Democratisation of economic governance by taking fully into account social partners views and positions at the level of definition and implementation of economic governance.
- Euro area must evolve towards a wage-led and investment-led development model; countries accumulating excessive current account surpluses must play a leading role in the stimulation of internal demand.
- We demand another European Monetary Union in which social rights are an end to itself with its own separate building block apart from the financial, budgetary, economic and democratic building blocks.

### **UNI Europa reiterates its call for:**

- All workers to be covered by collective agreements, and afforded fair and decent wages.
- System of socially responsible and democratic EU economic governance that combines the objectives of building a competitive EU economy with a concern for the quality of jobs and full employment.
- Policies that will ensure effective redistribution of wealth to reverse the trend of ever widening inequality.
- A moratorium on negotiations and ratifications of free trade and investment protection agreements until a comprehensive, democratic debate has been successfully concluded.
- A move to a true circular economy, which will cut emissions and ensure a more sustainable future.
- Effective financial regulation, proper supervision, a stop to tax evasion and a financial transactions tax.
- An end to the forced imposition of austerity, in defiance of the democratic will of the people, in crisis hit countries across Europe.

### ***Building a Social Europe***

There can be no European Union without a Social Europe. UNI Europa believes that the absence of adequate European social policies is one direct cause of the growth of xenophobia, extremism, euro-scepticism and division across Europe. UNI Europa has been extremely concerned at the rise of nationalistic and xenophobic political parties across Europe and condemns the extremist rhetoric that has been designed to divide societies and stigmatise refugees and migrants.

UNI Europa believes in a social Europe that safeguards and indeed improves workers' rights, the role of trade unions, collective bargaining and full quality employment.

### **UNI Europa demands a social Europe that:**

- Enables full employment and improved job quality, through, for example and amongst others, a collective reduction of working hours.
- Gives priority to fundamental social rights over economic freedoms, including the right to strike, freedom of association and the right to collective bargaining. UNI Europa demands changes to the European Treaties that give a higher priority to the social dimension of the European Union and correct the current imbalance between fundamental rights and economic policies. Such changes must include the adoption of a Social Progress Protocol as proposed by the ETUC. Insofar treaty changes to the EU's economic and social dimension do not bring improvements in these respects, together with the ETUC we will not support them.
- Contributes to a greener, more sustainable future, with full respect of social rights and labour market policies, which puts the needs of workers first.
- Delivers a fair work-life balance, equal pay and the promotion and integration of equal opportunities into all policies and activities.
- Delivers equal pay for work of equal value, develops an egalitarian conception of tasks performed by both women and men at all levels in society (e.g. education, raising children, politics); an egalitarian vision of the work done by both women and men.

- Delivers solidarity-based, sustainable **state pensions** which put an end to the gender gap.
- Ensures equal access to employment for all, independent of gender.
- In the framework of sustainable pension systems, UNI Europa supports policies fostering both work-life balance for older employees and sustainable turn-over in terms of employment opportunities for younger generations, such as flexible retirement age on the free initiative of the employees giving older employees the right to decide at what age to retire, within their concrete working and professional conditions, and allowing a better coordination between pension systems and dynamics of the labour market. UNI Europa encourages affiliated trade unions to pursue such alternative policies in the face of the further generalised and compulsory increases in retirement age.
- Delivers the right to free education at all ages and a co-ordinated attack on the scourge of youth unemployment.
- Ensures access for all to publicly financed care systems.
- Condemns racism and xenophobia and leads the fight against all forms of discrimination.
- Ensures a solidarity-based and universal system of social protection (health, unemployment, pension...) in every EU member state.

### ***Improving Workers Rights and Conditions***

UNI Europa is the voice of service workers. Workplace rights and conditions, individual and collective, are under attack across Europe. The service sector will play a crucial role in the future of Europe and UNI Europa will mobilise over 7 million people to ensure that the services sector of the future will be based on decent work and respect for the rights of workers.

#### **UNI Europa demands:**

- An employment policy to significantly limit increases in non-standard employment in the service sectors and that addresses the precarious working conditions faced by large numbers of workers.
- That in cases where collective bargaining cannot ensure everyone a living wage and decent incomes, UNI Europa supports its member unions' initiatives for a fair and decent national minimum wage either via negotiated collective agreements or defined by law. In any event, all wage floors should respect Council of Europe standards on fair wages<sup>1</sup>.
- Respect for the autonomy and decisions of the social partners.
- A rejection of any attempts to weaken health and safety, limit the rights of workers or reduce working conditions in the name of austerity and "Better Regulation".
- Governments and employers meet(ing) the challenges of the new world of work and establish(ing) quality forms of employment in digitalised labour market and that unions fight to have the guarantees set forth in collective agreements extended to workers in the sharing economy.

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<sup>1</sup> "The Council of Europe in its 1961 European Social Charter stipulates "all workers have the right to a fair remuneration sufficient for a decent standard of living for themselves and their families" (Part I, Article 4). The Council's European Committee of Social Rights (ECSR) has since put forward a definition according to which a "fair" or "decent" wage is at least 60% of the average net wage - and certainly not below a level of 50% of the average net wage." (ETUC 2014 ETUC School on Collective Bargaining and Wages – Warsaw 27-29 October 2014)

- An end to the attacks on collective bargaining and labour laws across Europe and restrictions on the right to strike.
- Working time rules that protect health and improve the work-life balance of all workers
- The establishment of EU legislation on the protection of whistle blowers, along with whistle-blowers arrangements in companies at all levels.
- The promotion of measures and programmes ensuring that women are fully included in all employment processes, with a specific focus on recruitment, training and promotion.
- That the current EU level of workers' involvement (information, consultation and participation) must be safeguarded and strengthened, in particular to boost their involvement in restructuring processes.
- The inclusion of the social partners in the transition to an environmentally-friendly and sustainable economy.

### ***Changing Europe Together***

Only strong European trade unions can ensure a social Europe and only a social Europe can ensure a future and the functioning of the EU. The policies of the EU have become anti-social, anti-democratic and indeed anti-European. The time has come for fundamental change. Strong and organised labour and trade unions are at the core of democratic societies, UNI Europa is ready to play its part in building a better Europe by taking decisions and action that bring all its affiliates together in committing to building a better Europe.

The policies and plans that will be set out in this conference will form our foundation for action for the next four years, in particular Resolutions 2, 3 and 4 providing the strategic framework:

**Resolution 2**, “Changing Europe Together by Growing Unions”, focuses on growing the capacity of service unions to organise within our sectors and global companies.

**Resolution 3**, “Changing Europe Together by Growing Bargaining Power”, aims at reinforcing the bargaining power of our affiliates vis-à-vis government, employers and other actors at local, national and European level.

**Resolution 4**, “Changing Europe Together by Growing Quality Jobs”, sets out how we will work for improving the living and working conditions of service workers, in particular with a view to the digital revolution and the EU’s quest for a more integrated internal market in services.

“Growing Unions” and “Growing Bargaining Power” are about broadening the space of our affiliates to defend and promote the interest of service workers, for “Growing Quality Jobs”. These three trajectories go hand-in-hand.

Europe is at a crossroads. We must fundamentally change the direction of Europe away from austerity and a retreat to the lowest common denominator and towards a Europe for all where the interests of workers and wider society are at the fore.

### **We must change Europe together!**

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#### **Links:**

- Resolutions adopted by the 3<sup>rd</sup> UNI Europa Conference, Toulouse, 3-5 October 2011: <http://www.unieuropaconference.org/documents/>
- Resolutions adopted by the 4<sup>th</sup> World Congress of UNI Global Union, Cape Town, South Africa, 7-10 December 2014: [http://www.uniworldcongress.org/?page\\_id=22](http://www.uniworldcongress.org/?page_id=22)

## **Resolution 2: Changing Europe by Growing Unions**

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Organised labour and trade unions are at the core of democratic societies and a means to combat income inequality while ensuring social stability and sustainable and prosperous economies. Strong unions are essential to improve worker's rights and working conditions as well as guarantee social security, fair share and the voice of employees in the economy. Strong unions are a stabilising factor in times such as these of societal distress. To get Europe onto the path towards a Social Europe a revival of unionism is necessary.

This Resolution sets out UNI Europa's framework for strategic organising from 2016 to 2020.

The aim is broader and deeper engagement with affiliates in order to grow the capacity to organise and to build power within our sectors and global companies. This is a matter of recruiting new workers, retaining trade union membership, establishing and strengthening trade union structures, and the promotion of membership support and participation in all activities of a union.

Europe has traditionally led the world in collective bargaining coverage, with sectoral bargaining and strong union membership commonplace in many countries. Yet, recent decades have seen a decline in both of these areas. Between 1980 and 2010, coverage by collective bargaining agreements declined in 17 of the 24 countries in the OECD, most of them in Europe.

During the same period of time, union membership as a percentage of all workers (i.e. union density) has declined in all EU member states. The only exceptions are Finland and Spain.

The financial and economic crisis exacerbated these trends. EU institutions, governments and business have used this as an excuse to destabilise or destroy existing union structures and to intensify the attacks on sectoral bargaining in particular.

The austerity programmes required by the Troika for crisis countries were explicitly focused on restricting and sometimes circumventing trade union involvement and collective bargaining. In most cases there was an explicit effort to limit the scope of bargaining to the enterprise, thus reducing the unions' ability to set standards- a real setback for union influence and power. These anti-union policies pursued by governments and employers resulted in a severe weakening of union organisation that needs to be reversed.

Far from being limited to the countries targeted by the Troika, the drop in union density, and its impact on the unions' ability to effectively represent workers, continues to be a problem that must be overcome. An ever increasing proportion of the labour force has never been a trade union member and large numbers are currently unorganised. At the same time organising initiatives by UNI Europa affiliates show that the decline in unionisation can be halted and even reversed.

In Central and Eastern Europe (CEE – UNI Europa's Area 6) the introduction of market economies resulted in a dramatic change for the trade unions. Membership in trade unions became voluntary and in many countries extremely hostile and anti-union practices became the norm. Sectoral bargaining is the exception. Over the past twenty years, membership has dropped, on average, by 75%. Training courses and seminars have proven insufficient to reverse this trend, which requires a well-resourced and long term commitment to build sustainable unions through membership growth, an end to anti-union campaigning by employers and improved bargaining rights.

Jobs in UNI Europa's sectors are increasingly migrating eastward, as employers seek out less costly wages and conditions. In response, UNI Europa's sectors have launched three

organising initiatives in Central and Eastern Europe: with ICTS in Lithuania (managed by the Baltic Organising Academy – BOA); Graphical and Packaging in Poland and with Finance; Commerce and ICTS in Romania. These efforts must continue and expand, learning from the different experiences made within the framework of BOA and other organisations.

“Including You in Union Growth”, the resolution on organising adopted by the 4th UNI Congress, will continue to be a key focus of UNI Europa and UNI’s work now and in the coming Conference period. We must join together to build our capacity to recruit, retain and activate membership and to organise strong unions. This will be even more critical in the years ahead as workers face the challenges of the new world of work; ever increasing digitalisation and the drive towards fewer relations with “employees”.

It will be imperative that unions are able to effectively negotiate conditions to support decent work in the face of the rapid technological changes expected in the future. The new world of work provides new organising opportunities but also new challenges with more polarised labour markets and a more individualistic culture. Unions must develop strategies for organising workers in all areas of the labour market: private and public workplaces; full-time, part-time and fixed-term employment; temporary agency work, free-lancers, and more. They must address the more specific needs of all workers, including professionals and managers irrespective of ethnicity, nationality, gender, religion, age, disability, or sexual identity.

Finally, unions must have strategies that connect with women’s and young people’s working lives. The trade union movement must engage young workers, professionals, managers and women through targeted campaigns aimed at improving their working conditions and achieving better representation in collective bargaining structures. We must address the precariousness that these workers meet in the labour market and increase their participation in trade unions. The union movement has to show young workers, women, professionals and managers that the union is the tool to fight for better working conditions. Many unions are putting a lot of effort into their work on organising young and female workers, but we are in need of improved union strategies to link up with the day-to-day realities of these workers’ working lives. It remains a problem that there are still too many workers, especially at the start of their career, that have never met a union representative nor received any information on what a union is and what it stands for. We cannot allow that the reason why workers are not unionised is that they have never been asked or are misinformed.

In all these efforts, the key task of national unions to organise and to negotiate wages and working conditions must be respected in order to provide maximum impact and leverage for UNI Europa’s actions.

UNI Europa’s organising activities are underpinned by our efforts to ensure an institutional legal framework that promotes the rights to freedom of association and collective bargaining. Growing unions is closely interlinked with growing our bargaining power.

The UNI Europa Conference adopts the following four strategic priorities for action on growing unions.

## **1. Organising Initiatives in Central and Eastern Europe and Turkey**

Recognising the vital importance of organising in CEE and Turkey and in increasing the capacity of our affiliates to organise, UNI Europa – its sectors, groups and affiliates – commits to:

- 1.1. Increase support for existing organising initiatives and investigate the opportunities to develop new ones in CEE and Turkey. UNI Europa, in particular, promotes partnership projects for affiliates that assist those unions who want to organise but do not yet have the resources.

- 1.2. Create a Central European Organising Institute in cooperation with other European trade union federations and interested unions. It will be based on best practice in the Baltic Organising Academy model and other international networks, with the capacity to train organisers, activists and union officials and to directly manage organising activities in the region.
- 1.3. Use all existing structures, Global Agreements, EWCs, social dialogue and trade union alliances to ensure at least employer and government neutrality when undertaking organising campaigns, whether in Central and Eastern Europe, Turkey, the Troika countries or elsewhere. The unions in the company, particularly in the home country, will have a critical role.

## **2. Support for Organising in Troika countries**

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The austerity policies that the EU has imposed on Cyprus, Ireland, Portugal, Spain and, in particular, Greece have undermined trade union structures and led to a fall in trade union membership. In order to reverse these developments, UNI Europa together with its sectors, groups and affiliates, commit to:

- 2.1. Join forces to support trade unions in these countries to regain lost membership and collective bargaining rights as well as to rebuild their trade union structures.

## **3. Coordinating & Exchanging Best Practice in order to Develop Organising Capacity**

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Organising is in the first place a matter for local and national unions. UNI Europa's affiliates have developed a breadth of innovative, tried and tested organising practices that need to be shared. UNI Europa – its sectors, groups and affiliates – commits to:

- 3.1. Create opportunities for its affiliates to exchange organising and recruitment experiences in order to develop and promote best practice in organising, recruitment and union restructuring, through close collaboration with affiliates. In particular, effective and systematic recruitment is a key part of union growth in those countries where workers are already covered by a bargaining agreement.
- 3.2. Facilitate the exchange of best practices amongst affiliates on reversing the decline in membership.
- 3.3. Develop programmes to consider the organising challenges of digitalisation and the new world of work, which will enable unions to share and build strategies.
- 3.4. Share best practice and develop strategies that can convince all types of workers – taking into account new employment forms, training levels, skills and degree of autonomy – to join trade unions. This implies that UNI Europa and the affiliates put in place the necessary resources in favour of the recognition, organisation and recruitment of all employees, including P&M, to secure the growing of trade unions.
- 3.5. Develop together with UNI Europa Youth a forum where best practices around organising young people can be shared between the affiliates. UNI Europa also calls on all the affiliates to make sure to include young workers on all levels of their organisations.
- 3.6. Support the continuation and extension of the mentoring project for young women aiming at getting them involved in European trade union work.

- 3.7. Make a joint effort to take advantage of the opportunities of European funding, in order to promote EU Projects involving as many unions as possible and providing resources to support the above listed initiatives. All European project initiatives must actively consider the high costs of conducting and administrating projects relative to the expected outcome of the project.

#### **4. Targeting Multinational Companies**

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- 4.1. UNI Europa sectors will continue to develop and support strong trade union alliances across multinational companies. These will aim to share organising and bargaining strategies and to support organising campaigns within such companies. A list of multinational companies (2-3 per sector) will be identified for organising activities.
- 4.2. The social dialogue process and EWCs can be useful platforms from which to promote organising rights within MNCs.
- 4.3. Coordinated cross-border initiatives and activities targeting multinational companies are needed to support national organising activities.
- 4.4. UNI Europa will develop the work of the multinational/EWC working group and coordination network that were set up in 2012 to ensure better coordination across UNI Europa sectors, its areas and the multinational companies it covers.
- 4.5. The conference mandates the UNI Europa Executive Committee to conduct a feasibility study investigating the creation of...” a fund to support affiliates taking legal action against multi-national companies, where appropriate, to enforce rights to information and consultation.

## **Resolution 3: Changing Europe by Growing Bargaining Power**

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Working people are suffering from the direction that European integration is taking – so much so that their unions' bargaining power is now at stake in many countries. Yet, Europe could not be in more need of an empowered workforce and strong trade unions.

To make this happen, UNI Europa and affiliates must change Europe together. Trade unions must continuously take action to reinforce their bargaining power and to avoid that Europe becomes even more of a playground for footloose business interest.

This is in the interest of all. Sound industrial relations have not only an added social value, but also an economic one. Countries with the most developed social partnerships and effective social systems are among the most successful and competitive in the world, especially in times of crisis. Companies covered by collective agreements offer higher wages, more opportunities for vocational training, greater gender equality, less worker rotation and more stable work as well as register fewer work-related accidents. Strong industrial relations, founded on collective bargaining, are part of democracy and are necessary instruments for a fair and efficient regulation of the economy and the labour market.

UNI Europa condemns unreservedly the attacks on trade union rights that are taking place across Europe. The assault on long-standing collective bargaining structures by the Finnish Government, and the UK Government's Trade Union Bill that would make strikes all but illegal and take industrial relations back to the Victorian era, are an assault on democracy and the very values that underpin the European Union. The fight for basic trade union rights is a vital element of our vision to grow bargaining power and UNI Europa is committed to supporting all its affiliates in this battle.

This Resolution sets out UNI Europa's strategic framework for reinforcing the bargaining power of service unions in Europe. We will stand up for our collective rights as service workers and trade unions. We will fight for reversing the direction of government policy and regulation constraining our collective rights. Service unions will fight so companies respect our collective rights wherever they operate.

### **Challenges**

To reinforce our bargaining power, UNI Europa and affiliates must address a number of challenges:

- a) Driven by the development of global economic integration and the EU's internal market, multinational companies are characterised by integrated cross-global operations based on a set of EU laws, and a transnational identity. They organise business functions independent of national boundaries. Industrial relations, by contrast, remain foremost organised along national lines. The consequence is that multinational companies increasingly make unilateral decisions at transnational level without the involvement of trade unions. Such decisions, in turn, increasingly influence the framework in which trade unions operate at national level within a company and beyond. Service unions must establish countervailing power at the national and transnational level by pooling their resources and coordinating their actions towards multinational companies. We must ensure that national-level negotiations in a company do not lead to workforces of different countries being played off against each other.
- b) Due to deregulation and liberalisation, the European single market for services has been made to serve business interests at the expense of workers, citizens and

societies. Inequality is on the rise in the form of stagnant wages, a rise of precarious work, and a short-term and unequal distribution of company profits.

- c) The economic crisis has led to a further pressure on unions' bargaining power. Measures taken within the European Semester have challenged collective bargaining and put a downward pressure on social and labour market security. In the Troika countries, implemented reforms increase unemployment, precarious work and inequality. The tendency by some governments and EU institutions to view collective bargaining as an obstacle to success must be reversed.
- d) The European Commission's Better Regulation Package risks undermining unions' bargaining power and give unfair prominence to business needs. The approach also contains proposals to slow down the EU's legislative process and ease access for the most resourceful industry lobbyists – which in turn undermines the democratic powers of the European Parliament and Council. REFIT, the regulatory reform program under Better Regulation, risks defining social regulation as an unnecessary burden. Unions must join forces to challenge the current Better Regulation approach, contributing with forward-looking solutions supporting a social and sustainable economic growth in Europe.
- e) In the same vein, the European Commission has gradually abandoned the Lisbon and Barcelona objectives regarding employment-related gender equality, whether with regard to the employment rate of women, childcare or flexible working time. And its current plan is not for the new strategy to be enshrined in an official communication, but for it to be downgraded to working document status, without any binding force. With European institutions increasingly being primarily seen as tools of economic coercion against the workforce and populations, gender equality goals would seem to be no longer on the agenda. This deprives us of a lever for negotiating equality, and is a path running counter to the construction of a social Europe. This means that the European Union would cease to honor its legal commitments on gender equality. UE suggestion adopted.
- f) Whilst free trade agreements that respect that social and democratic principles can benefit the citizens of Europe, the current secretive negotiations to define the future terms of trade are worrying. The investor-state dispute settlement systems that are part of the negotiations are a case in point, as they risk undermining collective bargaining if they allow investors to challenge collective agreements that have been made legally binding by the state. The pure threat of a multimillion euro settlement could lead to governments not engaging in such types of agreements, and hence limiting the bargaining power and influence of trade unions. The result would be a world in which capital is perfectly mobile and governments' hands are tied, with where the balance of power is further tilted away from working people and their allies.
- g) The severe interventions and restriction of the right to strike and coverage of collective agreements following the decisions of the European Court of Justice (Viking, Laval, Luxembourg etc.) are still not resolved. Insufficient legislation and jurisdiction on posting of workers continues to cause wage and social dumping with respect to cross-border service and workers' mobility.
- h) For UNI Europa and affiliates, the high number of protest votes cast at the latest European elections illustrate how Europeans are becoming alienated from the EU of today. We know that this disaster could have been avoided if only our vision of an open, inclusive, and fair Europe had been pursued and enacted. Therefore, we aim at changing Europe together. We are more passionate than ever about building a European economic and social model that is seen as rewarding by working people. To achieve this, we need to rebuild and advance our bargaining power so that service workers get their fair share of the benefits of European integration.

## **Policy**

UNI Europa's action to reinforcing trade unions' bargaining power is guided by the following core policies:

- i) At the very base of our *raison d'être*, UNI Europa defends and promotes collective bargaining, freedom of association and the right to strike at all levels. We need stronger collective bargaining systems and binding agreements at national level in order to promote quality jobs, equality, decent wages, pay increases and social progress. In Europe, priority must be given to fundamental social rights, especially the right to take collective action, over economic freedoms in case of conflict.
- j) For UNI Europa, the continued support for European integration depends on advances that develops the EU into something more than a mere single market project and free trade zone. UNI Europa will fight for a Europe that becomes again one of democratic, economic and social progress and cohesion. UNI Europa demands changes to the European Treaties that give a higher priority to the social dimension of the European Union and correct the current imbalance between fundamental rights and economic policies. Such changes must include the adoption of a Social Progress Protocol as proposed by the ETUC. Insofar treaty changes to the EU's economic and social dimension do not bring improvements in these respects, together with the ETUC we will not support them.
- k) UNI Europa gives its support to the Resolution "Working people need a raise in pay and purchasing power – all over the world!" adopted by the 4th UNI Congress: Working people need an increase in pay and purchasing power throughout Europe.
- l) UNI Europa reiterates its demands for a socially responsible and democratic economic governance in the EU, one that aims at improving the living and working conditions for everyone in Europe.
- m) The Troika's austerity approach and destructive labour market reforms have aggravated unemployment and hampered economic growth in Europe, and have undermined the economic, fiscal, social, and political basis of the European Union. Countries such as Greece, Ireland, Cyprus and Portugal are experiencing the greatest economic and social crisis for generations. UNI Europa is adamant that the EU is key in overcoming the current crisis and ensuring a sustainable and prosperous future for all Europe's peoples – but only through an alternative economic and social strategy that puts the well-being of people, not profit, at the centre of EU policies.
- n) Based on the Resolution "In favour of a foreign trade and investment policy based on solidarity" adopted at its 3rd Conference and the position on TTIP adopted by its Executive Committee in 2014, as well as the decision of 4th UNI Congress in 2014, UNI Europa reconfirms that international trade agreements must foremost benefit society. They must be fair, sustainable, transparent and social as well as ensure competitiveness through quality instead of social dumping. All trade agreements must aim to strengthen the social and environmental standards, and secure the rights of workers. As a minimum the signing parties must sign and implement the ILO conventions. A binding and enforceable chapter on social rights must always be included.

The agreements must be negotiated in open and democratic processes and in dialogue with civil society. International trade agreements should improve living and working conditions, not least by facilitating collective bargaining in an ever more globalised world. UNI Europa rejects all trade agreements that give disproportional rights to multinational companies at the expense of democracy.

UNI Europa rejects investor-state dispute settlement systems (ISDS) and investor court systems (ICS). UNI Europa will oppose and campaign against any proposed trade agreement that does not meet these standards.

We demand transparent negotiating mandates that are formulated with the full involvement of trade unions and civil society as well as parliaments.

- o) Social dialogue must constitute a cornerstone of the EU. The autonomy of the social partners at European level as well as at other levels must be respected, promoted and developed. UNI Europa continues opposing any attempts by the EU Commission to circumvent the provisions in the EU Treaties on social partner agreements (Article 155) and its obligation to present those reached to the EU Council. This includes any attempt to set up further barriers for the adoption of Social Partner agreements, e.g. by launching impact assessments or consultation processes. The Commission needs to give a strong and unequivocal endorsement of the right of social partners to conclude agreements that are made legally binding by a Council decision.
- p) UNI Europa aims at having a comprehensive, sustainable and structured impact on cross-national matters affecting service workers in multinational companies. This includes that companies respect freedom of association and workers' participation, workers' and trade union rights as well as collective bargaining at all levels and in all countries.
- q) The current EU level of workers' involvement (information, consultation and participation) must be safeguarded and strengthened, in particular to boost their involvement in restructuring processes. In this respect, a firewall needs to be built so that new provisions in EU company law do not create forms of companies that undermine existing workers involvement (information, consultation and participation) at national and European level.
- r) Women and young people as well as those other workers affected by precarious employment must benefit from the full substance of collective agreements and collective bargaining must pay special attention to their needs. UNI Europa demands that the European Commission develops and adopts a new strategy for gender equality. Europe needs to be given a reference framework for action, together with help in introducing and boosting national agendas for developing women's employment to achieve such equality. This involves not just building more just and prosperous societies, but also finding ways to finance sustainable and high-quality social protection.

## **Action**

The UNI Europa Conference adopts the following three strategic priorities for action on growing bargaining power:

### **1. Coordinating for Collective Bargaining Coverage**

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UNI Europa – its sectors, groups and affiliates – will develop a strategic framework of cooperation:

- 1.1. To exchange best practice on extending collective bargaining coverage.
- 1.2. To keep each other informed about collective bargaining developments.
- 1.3. To support affiliates in countries where collective bargaining structures are weak.

- 1.4. To coordinate national collective bargaining strategies and in solidarity support the conduct of negotiations through targeted actions in terms of both the substance of agreements and their coverage.
- 1.5. To support affiliates in their campaigns for a stronger voice at work in all sectors by highlighting the importance of employee engagement, sharing examples of good practice and lobbying for stronger bargaining rights across Europe.

## **2. Trade Union Alliances**

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UNI Europa continues developing and supporting effective and well-functioning trade union alliances in the top multinational companies in each industry it covers in order to promote workers' interests. For the purpose of strengthening transnational union cooperation, UNI Europa and its affiliates undertake to:

- 2.1. continue sectoral and cross-sectoral activities in the field of EWCs/multinational companies with the objective of growing the trade union orientation in EWC/SE work, in particular through investing in networking and training union coordinators, through offers of support in the case of transnational restructuring measures, etc.;
- 2.2. make use of transnational framework agreements in multinational companies with the effective participation of workplace representatives and unions and with efficient control and monitoring procedures;
- 2.3. ensuring the monitoring and evaluation of these agreements, thereby allowing the collective of affiliates organising in a company to intervene in a timely fashion on company decisions that have implications on workers in more than one country, especially if these impact on collective bargaining. The principles and guidelines of the Resolution on transnational company agreements adopted by the 4th UNI Europa Conference apply. Action includes a good interaction and cooperation with existing European level workers' representative bodies, like European works councils. A particular area of engagement is restructuring. A target list of multinational companies (2-3 per sector) will be identified for setting up and developing trade union alliances;
- 2.4. reinforcing the role of existing European level workers' representatives bodies like European works councils. This means making them work more effectively as well as supporting and training trade union representatives on these bodies; supporting the role of the EWC-coordinator. A particular area of engagement is restructuring;
- 2.5. bringing employers to the bargaining table by pushing multinational companies to engage proactively at national level in collective bargaining, in particular with a view to countries where collective bargaining systems are less developed;
- 2.6. engaging with multinational companies to agree framework policies on a living wage for all their workers while respecting national collective bargaining;
- 2.7. striving to conclude international framework agreements with multinational companies laying down procedures for engagement between management and trade unions at European level as well as guaranteeing fundamental labour rights, such as the right to organise, collective bargaining and workers involvement;

### **3. Influencing EU Policy Making**

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UNI Europa – its sector, groups and affiliates – commit to:

- 3.1.** Campaign for EU policies and legislation that reinforces collective bargaining and workers' rights; we will fight 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.
- 3.2.** In the first place target provisions impacting on collective bargaining in EU policies on austerity (Troika), economic governance, international trade and investment agreements, "Better Regulation", workers' participation and social dialogue. UNI Europa will fight against all initiatives within the development of the Eurozone to make neo-liberal structural reforms binding for member states (including the proposal to establish competitiveness councils in all member states). We will also aim at a revision of the anti-union judgements by the European Court of Justice.
- 3.3.** We will build on and develop the network with members of the European Parliament that have signed up to UNI Europa's Services Manifesto for the 2014 European elections.

## **Resolution 4: Changing Europe by Growing Quality Jobs**

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Creating quality jobs with good working conditions that pay fair wages and give employees a voice is key for maintaining the European social model and Europe's competitive edge. This project is complicated by a world of work that is changing at a rapid pace. New technologies drive the expansion of new forms of employment, management, and work organisation. At the same time, the services industry itself is changing. Faced with competitive and open markets, companies frequently adapt and restructure their business models as they see fit. The effects of climate change along with mitigation strategies foreseen will mean an economic transformation equal to the industrial revolution. Championing quality jobs and the right to a just transition in this context of rapid change constitutes a challenge that UNI Europa and affiliates need to take seriously.

This Resolution sets out UNI Europa's strategic framework for growing quality jobs for service workers in Europe.

The aim is to develop our vision and concrete action to shape Europe's service industry in the interest of workers and service users, in particular with a view to the digital revolution and the EU's quest for a more integrated internal market in services.

### **Challenges**

To defend and promote quality jobs, UNI Europa and affiliates must address a number of challenges:

- a) Recent breakthroughs in the development of digital technologies have created incredibly powerful innovations. Already today, more and more of citizens and businesses' needs and desires can be fulfilled by digital devices, computer systems, artificial intelligence, and algorithms that do the jobs of accountants, traders, and marketing experts. Around the world, experts claim that this is only the beginning and that many more innovations with even more astounding capabilities will soon see the light of day. Logically, such innovations leave their mark on economies and labour markets.
- b) Research and official statistics tell us that the effect of digital innovation on European labour markets to date has been the 'polarisation' of jobs, skills and income, resulting in the reduction of medium-skilled and medium-wage jobs whilst pushing workers into either lower level or higher level jobs. According to estimates, occupations providing 47% of today's jobs may become automated through digital technologies in the coming 20 years, most of them mid-skilled and medium-wage occupations. Moreover, the task content of jobs could dramatically change. Based on recent research, attacking austerity and emphasising collective bargaining are of the essence.
- c) A substantial proportion of future jobs are expected to fall outside classical definitions of standard employment. Already today, an increasing number of workers find employment as freelancers, through crowdsourcing, or in the so-called sharing economy. These new forms of employment may equip workers with more autonomy, yet may also lead to insecurity in terms of income and social protection, and must thus be addressed with forward-looking union action. New employment forms must be accompanied by safe and sound working conditions to prevent precarious work. In addition they should support the development of secure and well-paid jobs that contribute to a sustainable growth and tax base.
- d) For workers in standard employment, the world of work will keep changing too. Technological innovation will lead to frequent restructuring of business models and

workforces, with transfers to new teams, departments or firms. Work structures will no longer be only locally based – co-workers will be situated in different countries and hierarchies organised transnationally. Workplace restructuring can also mean that employees obtain the right to decide where and when to work. This is great, but only as long as such flexibility can be good for workers as long as it does not blur the line between work and family life or lead to detailed control by the employers. We need to take care that these models do not lead to the exclusion of the most precarious workers, while at the same time considering the consequences of such developments on the care and voluntary sectors.

- e) Longer working lives will have implications for the well-being of workers. It is crucial to discuss how working arrangements will need to be adapted to deal with these implications, particularly as they may affect men and women in different ways.
- f) The new world of work will be changing quickly on a continuous basis so that new training and education schemes to facilitate workers' at all levels transition into new quality jobs need to be developed and invested in. The schemes need to support workers to identify and prepare for new quality jobs while avoiding making jobs more precarious through one-sided flexibilisation. Workers in every sector need and deserve to have decent jobs, with opportunities for development, security at work and fair pay.

Digitalisation requires adaptation and change to new ways of working and servicing customers, which in return requires new working relations between employees and managers. Technological change can be used as a tool to reform management and business models. In this context, companies should view digitalisation as an opportunity to stimulate creativity and innovation by setting both employees and managers free to work smarter and more efficient to the benefit of customers, employees and the company. Trust lies at the heart of this matter as digital tools in management systems tend to be used for monitoring and control of employees.

- g) UNI Europa promotes a different way, where technology enables smarter work arrangements that respect the boundaries between work and free time whilst supporting labour rights and union organisation, but provides for innovation and flexibility for employees and the company. Digitalisation is not only about working differently, but also about managing people differently to unleash creativity and the creation of quality jobs in tomorrow's European services sectors.
- h) Unions recognise that spreading quality jobs in the new world of work is a challenge. Empowering workers so they can organise in unions to defend their interests, bargain their wages collectively, and have political influence remains as important as ever. Strategies need to be adapted to take account of new forms of non-standard employment, such as freelancers, crowdsourcing and the sharing economy.

## **Policy**

UNI Europa's action to grow quality jobs is guided by the following core policies:

Under the slogan "Quality jobs for quality services", UNI Europa – as already set forth in detail in the Services Manifesto – wants a European service industry that:

- i) Drives sustainable growth in a quality and innovation oriented European economic model and maintains our economy's competitiveness in the face of social, economic and environmental transformation.
- j) Combines this economic development with social progress by creating quality jobs, hence permanent, safe, skilled and fairly remunerated employment.

To counter the EU's current approach of services liberalisation, UNI Europa demands an alternative pathway; one for a fair future of European services which includes:

- k) Active employment policies to develop an empowered workforce with quality jobs, including protecting the right of all workers, including the self-employed, to collective bargaining and to take industrial action.
- l) Involving workers in company decisions via trade unionists and their supporting structures.
- m) leveraging Horizon 2020 and other programmes for more quality research on services in order to support innovation, improve the monitoring of services markets and enable more targeted and successful policymaking for the European services industry
- n) Service unions will engage to shape digitalisation so that it promotes social justice and quality jobs for all. For UNI Europa, the three guiding principles are:
  - o Ensuring that all Europeans - workers and citizens alike – have the rights and protections needed to shape digitalisation according to their needs and ambitions.
  - o Shaping the process of digitalisation so it nurtures solidarity between workers, citizens, regions, and countries in Europe by fostering equality of opportunity and fighting apparent tendencies of increasing economic and social inequality in Europe.
  - o Making the digital realm open to all and providing all Europeans with access to the institutions, such as social security nets, that allow them to thrive in a digital Europe.
- o) UNI Europa will continue to work to ensure that the EU Commission changes its "Better Regulation Agenda" from a deregulation programme to an agenda offering better regulation for everyone, in order not to jeopardise, but instead to promote high-quality jobs. This requires the following:
  - o In the review of the EU's legislation (acquis) and the assessment of new proposals, the focus must no longer be on reducing the burden for companies, as much of the so-called 'red tape' involves meaningful regulations in the field of health and safety at work, environmental and consumer protection.
  - o No exceptions from EU legislation for SMEs, especially in the field of health and safety at work.  
Whether regulation is better should be mainly judged from the perspective of the benefit it brings to achieving social goals, not just in the short term, but also in the medium and long term.
- p) In the era of digitalisation, spreading quality jobs requires more and potentially radical action. Europe needs to be prepared for labour markets that produce less jobs as digital technology automates more and more parts of our economy. UNI Europa and affiliates demand effective measures to avoid societies becoming divided by mass unemployment and associated inequalities. Adopted to ensure that workers have jobs in the digital age, we demand a twin strategy of, where desired, collective working time reduction and public investment in job creation.
- q) Clear boundaries between work and private life remain a core element of quality jobs. Intelligent solutions that enable workers to benefit from such flexibility through more autonomy, while at the same time avoiding the notion that flexibility means being available for work around the clock, will therefore need to be developed. In addition to legislation, taking systematic account of working time and work-life balance in collective bargaining and making it an overriding topic to be discussed systematically in all issues put to collective bargaining will help improve workers' well-being.

Amongst others, the right to disconnect digitally should be guaranteed. The MEI sector as well as professionals and managers have already provided successful examples of how to do so.

Flexible working hours must be a result of collective bargaining, able to create a synergy between the work- life balance of employees and the demands of customers and citizens. Also as a way to help keep the existing jobs and potentially creating new ones.

- r) Bearing in mind that tax is foremost a national issue set in different national contexts, tax and social security systems need to be reformed to ensure similar levels of taxation for all forms of income, whether it is generated in conventionally organised sectors or in the sharing economy. These reforms must take account of the urgent need to make women more independent. New sources of revenue for welfare, social security and pension systems must be explored, respecting the foundations of solidarity-based systems. As overall economic productivity is expected to grow we need to fight to have the productivity gains resulting from automation redistributed. New sharing economy workers must be included in these state-solidarity systems. These should be revamped in order to meet the growing number of bogus self-employed.

Systems of education and training must be open to all workers, irrespective of their employment status and contract, throughout their careers. Training designed to benefit everyone also requires that more investment in education is mobilised. Instead of workers paying for themselves, publically financed and employer-paid training schemes must be the norm, and workers' right to access such schemes must be reinforced. The role of the trade union movement in supporting workers back into learning should be recognised and promoted. The general education system must aim at ensuring that the first job is already a quality job, in particular by promoting systems of paid apprenticeships. The European Qualification Framework must be developed further as it provides an important lever for increasing quality jobs and keeping human work "competitive" with the move towards increasingly automated processes

- s) UNI Europa and affiliates will have to develop a comprehensive policy programme that holds the right answers to the numerous challenges arising. Our task is to embrace change without compromising our core ambition of bringing fairness, inclusiveness and empowerment to all European service workers. We need to drive change and move from a reactive to a proactive approach.

## **Action**

The UNI Europa Conference adopts the following three strategic priorities for action on growing quality jobs:

### **1. Services Policy**

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UNI Europa – its sectors, groups and affiliates – will spell out a vision on how industrial relations and public policy can support the development of a fair and sustainable European services industry. We commit:

- 1.1. To build a common political platform for UNI Europa, its sectors, groups and affiliates to advocate policies for quality jobs in services, both regarding politics and industrial relations.
- 1.2. To give UNI Europa's work greater visibility and effectiveness by embedding sectoral activities and experiences in an overarching and coherent cross-sectoral framework.

- 1.3. To establish systematic knowledge of economic and social developments in the European services industry and to identify issues of common concern to UNI Europa's sectors, groups and affiliates. Areas of particular concern are: labour market developments, work organisation, company structures and strategies, and development of services markets.  
To gather data and statistics on the social and labour dimension of the services industry. Influencing EU politics needs to be evidence based and we as trade unions have information nobody else can get.
- 1.4. To develop policies for adapting the workplace to employees' needs, e.g. by enhancing their autonomy.
- 1.5. To engage and build coalitions with fellow social partners, academia, and policy-makers to win support for our joint cause.

## **2. Internal Market for Services**

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UNI Europa – its sectors, groups and affiliates – commit to influence EU policies on the European internal market for services in areas key for growing quality jobs, in particular:

- 2.1. Effective labour laws and adequate enforcement mechanisms, especially regarding cross-border social dumping, employment relationships that have a transnational character and new forms of work and respect for current working time arrangements.
- 2.2. Public investment in the infrastructure and the long-term technological development of the services industry, pushing governments to respect strict standards, based on independent scientific expertise.
- 2.3. Policies and investment for service-specific skill development throughout a worker's life, including green skills. In particular, by winning support for an EU framework establishing an enforceable right to paid educational leave.
- 2.4. An EU strategic framework on occupational health and safety with enforceable rules, including on burn-out, work-life management, performance pressure and the right to disconnect.
- 2.5. Policies empowering service workers to fight rule breaches and other serious wrongdoings in the service sector, including strong protection of whistleblowers.
- 2.6. Policies for moving towards a true circular economy and greening the services sector.
- 2.7. Research policies with a focus on the social, labour and environmental dimension of the services industry.

## **3. Digitalisation**

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UNI Europa – its sectors, groups and affiliates – will work to shape the digital revolution so that it advances social progress and quality jobs, in particular by:

- 3.1. Formulating our vision of a European services policy and influencing EU policies for a European internal market for services in the context of digitalisation
- 3.2. Developing ways to extend collective bargaining, collective and individual labour rights as well as coverage by social security systems to all types of workers in a digitalised labour market, including to free-lancers or people working through crowdsourcing or in the so-called sharing economy.
- 3.3. Combatting income inequality and a polarisation of the workforce

- 3.4. Demanding high standards for the protection of personal employee data.
- 3.5. Taking into consideration the implications of digitalisation in terms of our priority areas of the motions “Growing Unions” and “Growing Bargaining power”.
- 3.6. Developing our vision of leadership and management of digitalisation allowing workers to work more freely and together for innovative and high quality services solutions.

## **Resolution 5: Guidelines on Negotiating Transnational Company Agreements**

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### ***Objective and Purpose***

The objectives of this resolution are:

- To establish guidelines for transnational company agreements (TCAs) between the trade unions and management in a company. These parties are the sole parties who can conclude said agreements.
- To reinforce national collective bargaining in all countries covered through joint action within a multinational company, not least to prevent workers in different countries from being placed in competition with each other
- To secure decent working terms and conditions.

Transnational negotiations in multinational companies are defined as the process of negotiation between unions and employers regarding the terms and conditions of employment of workers, and rights and responsibilities of trade unions, employers and workers representatives. It is a process of rule-making, leading to joint regulation.

This resolution does not refer to negotiating processes to set up and organise legal structures of employee involvement, e.g. relating to European works councils (EWCs) and European companies (SEs), and neither to Global Framework agreements.

### ***General Principles***

Collective bargaining is the responsibility of affiliated trade unions, unless a decision has been taken in accordance with Art. 3 o) of the UNI Europa Statutes or an equivalent provision in the rules of UNI Europa's sectors.

Decisions in the context of TCA negotiations should be based on a substantive majority of unions in the trade union alliance.

Provisions in a TCA should apply at national level only if they are more advantageous for the workers' side than relevant national provisions.

Currently, there is no legal framework that authorises worker representative bodies (e.g. EWCs) or trade unions, whether national or international, to conclude legally binding and thus legally enforceable transnational agreements. The exception is agreements on transnational workers involvement based on EU legislation (e.g. concerning EWCs and SEs).

EWCs and other transnational workers' representative bodies are important bodies for workers' information, consultation and sometimes workers' participation. These bodies by themselves have neither negotiating power nor a negotiating mandate for transnational negotiations as defined in (2).

### ***Content of Agreement***

A transnational company agreement should contain provisions specifying:

- its scope of application. All topics can be subject of a transnational company agreement, with the exception of wages. It should mention the conditions under which a subsidiary will or will not be covered by the content of the TCA;

- that a TCA should be renegotiated if structural changes of the company affect its implementation;
- the signatory parties' common responsibility in its implementation and enforcement;
- the internal complaint mechanisms for workers covered by the TCA;
- the mechanism for settling disputes between the contracting parties with a view to ensuring effective enforcement whenever necessary;
- whether the TCA is signed for a definite or indefinite period. In the first case, it should clearly indicate the expiry date and any relevant rules that may enable the signatory parties to conclude a new TCA. In the second case, the TCA should explain the rules regarding the termination of the agreement;
- that provisions of a TCA may not put limits on national collective agreements and/or legislation in any way. They may not impose pejorative changes of labour standards and working conditions laid down and/or agreed upon at national level, be it legislator, sector or company (non-reducing/non-regression clause);
- a periodical review and/or monitoring procedure on the TCA's implementation;

A transnational company agreement should contain provisions on its implementation specifying:

- that the affiliates and the company representative in each country covered examine and establish which TCA provisions cannot apply since they are in conflict with (9g) and which are already fulfilled by applicable national provisions;
- that the TCA should be transposed through binding collective agreements or other appropriate instruments at the appropriate national level signed by the affiliates and the company representative in each country covered insofar joint national regulation is required;
- that national implementation must be based on national practices as well as respect the legal framework and the collective agreement system of a country;
- that, to ensure transparency, the TCA is made available to UNI Europa and all affiliates concerned; ideally, a TCA should be publicly accessible;
- measures to train staff and management on the implementation of a TCA.

### ***Procedure for Negotiating TCAs***

With due regard to the autonomy of UNI Europa's sectors, the following procedure provides a framework that UNI Europa sector conferences may adapt as appropriate. It does not stipulate what topics or content TCAs may cover.

Negotiations on a TCA are to be conducted under the authority of the UNI Europa trade union alliance for the multinational company concerned. The alliance should comprise all affiliates organising workers in the company within the UNI Europa region.

Decisions in the context of TCA negotiations should be taken unanimously. If unanimity cannot be achieved, decisions should require the approval of the affiliates:

- in two-thirds of the countries covered by the TCA and
- from countries that represent two-thirds of the company's total workforce covered by the TCA calculated in line with the Recast Directive on EWCs.

In each country, approval should require a two-third majority of affiliates following the unions' own national practice and traditions, if not agreed otherwise among them (UNI

Europa asks affiliates to clarify the methods used in each country to reach such a decision and inform UNI Europa of this method).

This negotiating procedure should be triggered if management, the EWC/SE-works council or affiliates involved in the company indicate the intention to start negotiations on a TCA.

The trade union alliance (or in its absence UNI Europa) should conduct a preliminary information and consultation procedure of affiliates, i.e.:

- the trade union alliance should organise a complete information and consultation round involving all affiliates covering the company;
- the affiliates involved (through the trade union alliance) should decide on whether to start the negotiations and, if not yet in place, form the trade union alliance;
- simultaneously the trade union alliance (or in its absence the affiliates involved) should inform the UNI Europa sector of the start of this process and the topics and elements involved. A continuous flow of communication between the trade union alliance and the UNI Europa sector must be ensured.

Affiliates should decide on and give the negotiating mandate through the trade union alliance; the mandate should also be endorsed by the UNI Europa sector (e.g. its Steering Group).

- The negotiating mandate should specify:  
the concrete topics, viewpoints, policies, i.e. the mandate position paper;
- details of how the negotiation process will take place;
- the composition of the negotiating group (its members should preferably be in charge of collective bargaining regarding the company in their country);
- the composition of the smaller negotiating team that meets with management or with the representatives of the employer on behalf of the negotiating group;
- the lead negotiator. He/she should preferably come from the key affiliate in the multinational company (generally from the company's home country). He/she should also have the explicit backing of his/her organisation as well as the necessary time and skills to lead the negotiations;
- the representative of the UNI Europa sector on the negotiating group and team, insofar this role is not combined with that of the lead negotiator.

The negotiating group and team may include members of the EWC/SE-WC so mandated by affiliates. The EWC/SE-WC as a whole should be informed in a timely manner and consulted about the negotiation process and results.

The negotiating team should present the draft agreement to the negotiation group and if its assessment is positive, forward it to the trade union alliance, the UNI Europa sector and all affiliates concerned for evaluation.

Affiliates should make the final decision on approving the TCA through the trade union alliance; the TCA should also be endorsed by the UNI Europa sector (e.g. its Steering Group).

The agreement should be signed by UNI Europa (sector) and, if not decided differently by the trade union alliance, by all affiliates covered by the TCA.

In so far joint national regulation is required, affiliates should commit to implement the signed agreement in line with national law and practice.

The trade union alliance should regularly monitor the implementation of the TCA and inform the UNI Europa sector and affiliates about its findings.

## **Resolution 6: A Common UNI Europa Strategy for European Sectoral Social Dialogue**

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### ***Introduction***

UNI Europa is a recognised social partner in thirteen Sectoral Social Dialogue Committees. While affiliates are active within the various sectors, there is little coordination and exchange of views, opinions and experiences across the sectors.

2015 has been a key year in the development of European Social Dialogue (ESD) with 1) the relaunch of the EU Social Dialogue and 2) the disclosure of the Commission's Better Regulation Agenda. Re-launching the EU Social Dialogue with a better involvement of social partners in EU policymaking and in the European Semester together with a reinforced social dialogue at the national level were presented as the key cornerstones of the new EU social dialogue strategy. While these were the objectives announced by the EU Commission, the potential impact (and dangers) of the new approach clearly emerged by going beyond the surface of public statements and by analysing the text in full detail.

UNI Europa, together with the ETUC and the other ETUFs, has since the beginning warned against the danger of this new political line. They have especially underlined how the Commission's new approach to social dialogue would weaken social partners' power and influence.

It has to be recalled that in a leaked first draft of the Better Regulation agenda, the Commission sneakily attempted to neutralize articles 153-155 of the Treaty of the Functioning of the European Union (TFEU) on social dialogue by requiring all social dialogue agreements to be subject to public consultation and the opinions received to be incorporated into the agreements. This move by the Commission was denounced by the ETUC and the ETUFs as an attack on the sovereignty of the social partners and a clear attempt to make the conclusions of future agreements even more difficult. After subsequent heavy lobbying from the whole European trade union movement together with many employers' federations, the proposal was not included in the final version, launched on May 19, 2015.

Even though the final Better Regulation package does not contain such a provision, the general approach still remains a concern. In particular, the lengthy procedure of impact assessments and the questionable methodology applied in assessing impacts, the Commission's draft inter-institutional agreement, the REFIT platform and the creation of a Regulatory Scrutiny Board, will potentially add more political and administrative burdens, making it even harder to pass legislation, especially in the social and employment field. What is more, by adding more technocratic bodies, the procedure potentially becomes less democratic and, although the Commission claims otherwise, also less transparent. The Better Regulation package is aimed at improving the conditions for SMEs in Europe and helping them to prosper and grow. Although SMEs account for 85% of all employment in Europe, the Better Regulation package contains little if any provisions to improve quality jobs. As First-Vice President Timmermans, who is responsible for Better Regulation on numerous times has said: "Better Regulation will not lower social or environmental standards". His words, though, seem to suggest that social or environmental standards will not be improved. As a result, employment and social legislation is under attack. Against this political background and despite the Commission's public statements in support of a stronger and more meaningful social dialogue, facts point in the opposite direction. The overall budget for the European Social Dialogue has been cut by reducing the number of meetings, by applying stricter rules, by increasing the administrative burden and by making it more and more difficult for national social partners to apply for EU funded projects.

It is therefore of fundamental importance that UNI Europa works towards strengthening the outcomes of the sector social dialogues. In order to do so, sectoral social partners should work towards a common strategy and a common vision at EU level on social dialogue thus increasing their capacity to have a real impact on EU decision-making.

This motion provides guidelines and recommendations on how UNI Europa affiliates can work together with a view to reinforce the influence, the capacity and the impact of European Social dialogue by agreeing on:

- a) A common social partners' vision on the services sector and a strong lobbying strategy.
- b) Desirable outcomes relevant for and in support of the national social dialogue and national collective bargaining.
- c) A coordination network to increase synergies, improve communication and give UNI Europa a prominent role and voice in Europe.
- d) Referring to the role of ESD partners in influencing the sector policy of the European Commission.

A recent survey among UNI Europa affiliates active in the European Social dialogue showed common trends and patterns in the functioning of the European Sectoral Social Dialogue, in particular with respect to resources and commitment from, on the one hand, trade unions and on the other hand employers and the EU Commission. The topics discussed and the mandate from both trade unions and employers reaffirmed, in some cases, the ability of, and in others, the still unexploited potential of, EU sectoral social dialogue to strengthen trade union power.

### ***A Common Vision on the Services Sector in Europe for the Sectoral Social Dialogue***

Many common topics are addressed across the different sectors. Recent initiatives by UNI Europa, the Service Manifesto and the report "towards a fairer future for European services", just to mention a few, proved extremely useful for the formulation of a UNI Europa vision for the services sector.

Alongside advocating for more progressive and inclusive employment policies as a vision for the trade union movement on services, UNI Europa has already started, through the European Sectoral Social Dialogue, a discussion on the future of the service industry in Europe. Employers and trade unions could continue such a discussion in a consistent and systematic way. This would help UNI Europa to speak with one voice about a services policy for the EU, to increase synergies in lobbying EU institutions and make the role of the sectoral social partners more prominent and visible. So far, the Commission has privileged the dialogue with cross-sectoral social partners, underestimating the importance of involving employers and trade unions in the sectors. UNI Europa together with its employers' counterparts represent the biggest share of the services industry (which account for 70 per cent of the whole EU economy) in terms of employment and output, making them privileged actors in identifying sectoral trends and in providing adequate policies' advice. The need for companies to increase their competitiveness, provide innovative services that respond to changing consumers' and customers' demands and the intensive use of new technologies does not contradict the aspiration of workers to improve their living standards, find quality jobs with a career plan and accompanying training programmes.

On the contrary, a common long-term vision on what the sector should look like coupled with a well-functioning social dialogue and collective bargaining would help to build a sustainable, social and competitive service industry to the benefit of companies and workers alike.

Against this, it is very important to have a systematic involvement of sectoral social partners in European legislation regarding industrial relations and sectoral specific policies as a key to maintain the European social model and to influence policy making. Indeed, on June 25, 2015, First Vice-President of the Commission, Mr Timmermans said: “For job creation and sustainability, we need to move from a product based to a service based economy”. The service sector is indeed the vehicle for growth in Europe, giving the social partners an even greater reason to work closely and constructively together.

This motion provides some cross-sectoral topics related to a service policy for Europe that could be explored as a basis for further discussion with employers in the framework of the European Social Dialogue:

- e) Quality jobs: discuss measures and policies to activate the virtuous cycle, quality jobs for quality services; speak in favour of more inclusive and quality employment for all groups of workers and innovative quality services to European customers and clients featuring a more competitive and sustainable service economy.
- f) Anticipation of change; the shift towards a service-based economy and the consequent emergence of new work patterns and job profiles on the labour market needs to be anticipated and managed proactively. New and non-standard forms of employment (such as bogus self-employment, crowdsourcing, job sharing) are at risk of becoming a source of precarious employment being outside traditional working patterns and so are often not covered by collective labour agreements and/or labour legislation. Only by accompanying the process of change and by formulating policy proposals that address such changes through industrial relations and social dialogue, can the potential disruptive effects be avoided and the benefits in terms of job creation and growth opportunities be reaped. For instance, social partners could start or continue to jointly undertake skills analysis in particular with regard to the impact of digitalisation and the new technologies on work organisation, skills and training with a view to update and reform vocational education and training programmes.
- g) Sectoral collective bargaining vs company collective bargaining: recent threats to company collective labour agreement changes in labour laws that subject bargaining rights to rigid rules make it a priority for social partners to defend the two levels of bargaining where they exist and to advocate for sectoral standards where the company is the main bargaining level.
- h) Capacity building: ensure a wider geographical coverage of both employers' federations and trade unions in order to increase representation, strengthening social dialogue in Central and Eastern European (CEE) countries by tackling the lack of sectoral representation from both trade unions and employers' federations.
- i) Autonomy of social partners: defending the autonomy of social partners and the capacity to conclude agreements at the European level, which could become law and ensure a systematic involvement of European sectoral social partners when industrial and sector specific policies are discussed.
- j) Social dumping: work together to improve working conditions of more precarious groups of workers- in particular, migrant, undeclared and posted workers- to avoid social dumping practices. Discussing common position on EU policy and laws on migrant workers, undeclared work and posting of workers with a view to fight against non-responsible companies.
- k) Corporate Social Responsibility: address supply chain and procurement policies with a view to ensuring responsible conduct of MNCs when outsourcing services and/or shifting production outside of Europe. Showcase good practices where good labour relations have improved living standards in and outside of Europe, improved industrial

relations in the whole supply chain and provided fair conditions for workers in outsourced services companies and with suppliers.

### ***Desirable Outcomes***

The European Social Dialogue (ESD) is an integral part of the European project as well as of the measures and policies that promote employment and growth. However, social dialogue at European level is based on the wealth of social dialogue at national, regional, cross-sectoral and company level. This is not the reality in some European countries, especially in Eastern Europe, where a structural, trustworthy social dialogue at sectoral and company level is non-existent. The economic crisis and the high level of unemployment in certain countries together with the imposed EU austerity measures have weakened the bargaining capacity and the representativeness of certain trade unions, especially in Southern Europe and Ireland. The capacity to influence the European Social Dialogue and, in turn, implement its outcomes at sectoral and company level, is linked to the strength of the national social dialogue. However, the European Social Dialogue can support capacity building by promoting social dialogue in weaker countries with specific and tailored measures.

European Social dialogue is, and should remain to be, a means to strengthen trade union power, reach outcomes that are relevant for affiliates at the national level and improve standards in working conditions everywhere in Europe. The main concern expressed by many trade union organisations is about the topics discussed and the way those topics are addressed at European level which is often perceived as far from the real concerns of workers. However, in order to make a difference, trade unions and employers should regard European Social Dialogue as one essential tool that complements the national industrial relations system. There are several areas that need to be addressed and should be further explored in order to ensure that such an objective is achieved:

- Find a consensus over the topics discussed, internally among trade union organisations and externally, vis-à-vis the employers and the EU Commission.
- Address the issue of the mandate of both trade unions and employers, which depends on the national industrial relations system and relies on the representativeness of social partners at national level (sectors vs national and company level bargaining).
- Discuss, disseminate and implement outcomes at national level by organising national targeted events and training workshops for national trade union officers, and when possible together with employers' associations and companies.
- Increase geographical coverage by exploring ways to help social partners in Eastern countries to increase their representativeness through joint capacity building projects.
- Demonstrate involvement, leadership and commitment to European Social Dialogue and the provisions in the TFEU.
- Have sufficient resources to carry out common activities and improve the direct involvement of affiliates in defining, implementing and assessing the joint ESD programme.
- Thoroughly discuss the Agenda in advance with a view to find the most relevant topics to be discussed.
- Since the main sectoral trends come mainly from multinational companies (MNCs), ensure more synergies with other levels of representation (European Works Council and MNCs) so that the outcomes of the ESD would trigger a virtuous cycle whereby sectoral standards are discussed and eventually translated into company policies.

## **Coordination**

UNI Europa has an ambition and a desire to put in place a structure for coordination for sectoral social dialogue across the sectors. More synergies, exchange of experiences and mutual learning will enrich the sectors and improve outcomes. More exchanges of opinion, experience and outcomes through communication about the debates and, more particularly, on positive achievements is needed. Furthermore, the sharing of information prior to meetings on relevant political and policy developments in Europe that could assist and influence the sectors is an important step to ensure effectiveness of Social Dialogue. The cooperation and coordination can take different forms. A formal structure requires commitment from affiliates in terms of resources and time.

Information exchange could take the following forms:

- l) Setting up of an ESD cross-sectoral strategy group to regularly exchange, discuss and define common targets for ESD and proactively influence the ESD agenda.
- m) Compile a quarterly newsletter to be disseminated as much as possible at European, national and local level.
- n) Update the website with a dedicated page to social dialogue and regularly upload information on ESD activities and how national social partners have implemented them.
- o) Organise cross sectoral workshops on common topics when relevant and requested by affiliates.

## **Summary**

Social Dialogue is at a critical stage and affiliates must take every opportunity to explore and exploit the benefits it brings to trade unions and to UNI Europa. The sharing and coordination of knowledge, experience and information is key to the future success of Social Dialogue. Closer positive cooperation between participants is necessary to ensure that the maximum benefits are identified and achieved and that any possible dilution of SDC activity is challenged whether it comes from the EU Commission, national governments or hostile employers.

UNI Europa affiliates are requested to support future coordination activities within UNI Europa and participate in initiatives that emanate from this motion. As a consequence, UNI Europa affiliates are expected to provide the expertise and resources as deemed necessary by the relevant actors in the European Social Dialogue.

## **Resolution 7: UNI Europa Affiliation Fees 2017 – 2020**

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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.

The UNI Europa Executive Committee recommends that the UNI Europa Conference:

1. increases fees by € 0.03 to € 0.48 per individual member for the year 2017.
2. authorises the Executive Committee to consider each year the fees for 2018, 2019 and 2020, taking into account:
  - the need to ensure the financial resources to implement the action plans of the 4th UNI Europa Conference, in particular as defined by the motions on “Changing Europe Together”, “Growing Unions”, “Growing Bargaining Power” and “Growing Quality Jobs”;
  - the overall financial situation of UNI Europa and its affiliates;
  - the evolution of affiliated membership overall and for each affiliated union;
  - that the maximum fee increase per year – rounded up to the next € 0.01 – should be 2% or, if higher, the annual percentage increase in the Belgian cost of living index.

## **Resolution 8: Increasing Youth Participation at UNI Europa Conferences**

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We need to motivate young people to engage in union work and involve them so they can carry on and further develop work on issues concerning young workers.

Half of the world's population is under 25 years old, making young people a growing share of the global workforce. If the trade unions want to get young people to join they need to acknowledge that young people are not just the future of the trade unions, we're here now.

A lot of the members in the affiliated unions of UNI are under the age of 35, but at the UNI World congress held in South Africa only around 5% fell into this category. At the UNI Europa conferences the number of young people attending is higher, but still too few.

UNI Youth's goal for the next world congress in Liverpool 2018 is to double the percentage of participants under the age of 35; from 5% to 10%. It would be an important step for our future goals that youth participants would be 20%. We think that we in Europe should lead the way and start with improving the representation of young workers at our regional conferences.

The rule changes we suggest below will not come in effect before the next conference in 2020, but we want to call upon the affiliates to try to live up to it already for the conference in Rome by making sure to send one young delegate if your delegation consists of four or more delegates.

In South Africa we decided that the aim of UNI is Including You. If we want to make that a reality we also have to start Including Youth on all levels and in all decision making bodies of the trade unions, all the way from the workplace, to Europe and the world!

Therefore we call on conference to take the decision to:

1. Send a strong recommendation to all affiliates with four or more delegates to include at least one young delegate (under 35 years) to all future UNI Europa Conferences, both sectorial and cross-sectorial; that this recommendation should be continuously followed up; the UNI Europa secretariat will commit to promoting the participation of youth at such events; and that each Conference starts with recognising which delegations that have reached the goal of including young participants and which delegations that have to work harder to fulfil the goal at the next Conference.
2. Encourage the affiliates to send more young delegates to live up to the UNI Youth goal of 20% of the participants being under 35 years old.

## **Resolution 9: UNI Europa Strategy for Professionals and Managers**

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The digital, technological and industrial revolution in a competitive work field will have a huge future impact on all workers' lives, careers and trade union strategies.

Highly skilled and educated workforces are rapidly increasing. Europe must enhance the competences of all workers to increase the number of qualitative jobs in innovative workplaces, where different qualifications and skills are capable of working closely together creating new sustainable products and services.

P&Ms are more and more faced with unemployment, precarious work, short-term contracts, freelance performances, self-employed, off shoring, on line duties, health and safety, lack of equal opportunities etc.

P&Ms need trade unions to secure their rights to decent working conditions including fundamental rights like collective bargaining and freedom of association.

Organised P&Ms are better workers than the non-organised as they are less isolated and more committed to enforcing good workplace practices and quality jobs. Trade unions need to attract and maintain the future highly skilled workers. A targeted strategy is necessary to secure and increase a high union density for the future workforce and to create a strong UNI Europa based on common trade union values and solidarity.

UNI Europa P&M decides to focus in the first place on two cross-sectorial priorities, in order to develop organising capacity:

- a) Work life management in collective bargaining and social policy,
- b) Enhancing the protection of whistle-blowers.

### **1. Action**

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Taking into account the tried and tested practices that need to be shared, UNI Europa – its sectors, groups and affiliates – commits to:

- 1.1. Promote a targeted strategy for organising potential members among the growing number of P&Ms, and put in place the resources which favour their recognition, organisation and recruitment.
- 1.2. Exchange best practices and recommend cross-sectorial measures which are necessary to tackle work life management and stress in collective bargaining.
- 1.3. Endorse the efforts to fight against serious wrongdoing in the workplaces by enhancing the protection of whistle-blowers in close cooperation with the social partner.

## Statement on the Trade in Services Agreement (TiSA)

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UNI Europa wants a world based on full employment with quality jobs and quality services for the good of society, businesses and workers. Trade in services has the potential to create employment and sustainable growth, but only if we comply with the UNI Europa Services Manifesto, which demands that trade agreements refrain from compromising social progress and improve working conditions worldwide through international trade. We advocate a social and sustainable global trade policy that recognises the needs of workers and citizens, one that prioritises bringing about benefits for them.

The Trade in Services Agreement, TiSA, is the latest in a series of new generation trade agreements negotiated in secret and going far beyond the scope of those previously agreed; aiming at reducing as much as possible existing and future regulation seen as a hindrance to trade. TiSA will in principal apply to all sectors and modes of how to supply services, with clauses that will freeze any level of liberalization for future generations by limiting the ability of governments to re-regulate sectors which have been previously liberalized, and imposing a strict regime on domestic regulation. The new principle of scheduling would make the 'unbound' commitment the rule and no longer the exception in trade agreements.

UNI Europa is especially concerned about the effects TiSA would have on UNI services sectors; it is designed to facilitate the free flow of data, liberalised financial and telecommunication services and cheap transport and delivery services to reduce costs for companies, but without any safeguards for workers and consumers, thus potentially turning the European Single Market into an open TiSA Single Market. Additional to the effects of digitization on employment and the quality of work in the services industry, the proposed liberalization and regulatory regime agenda in TiSA would change the framework of services in general – with major challenges for all UNI sectors, from commerce and gaming to finance and telecommunication to post and logistics.

UNI Europa views TiSA as a threat to the quality of services jobs and EU service standards, since currently it does not include binding or enforceable rules relating to fundamental EU labour laws and collective agreements. The agreement does not take into account the negative impact of past liberalisation on the quality of services, working conditions or safety standards.

UNI Europa is highly alarmed on how the demand of reducing existing and future regulation, coupled with the push for regulatory coherence in the ongoing trade negotiations, remarkably echoes that of the European Commission's Better Regulation agenda.

With trade in services, how governments uphold their right on what and how to regulate, will be key. This has been demonstrated most crucially during the financial crisis, when governments were confronted with the need to re-regulate financial services.

UNI Europa demands the right of the EU and national governments and authorities to take any measure necessary to regulate and supervise finance, or indeed any aspect of their economy, and to protect themselves from the liberalisation of financial services. We believe that this must be clearly stated in the financial chapter of TiSA through a prudential carve-out to preserve the policy space of governments.

UNI Europa insists on the need to preserve a universal service obligation for logistics and transport, postal and express services as well as telecom services in TiSA.

UNI Europa will only support a trade deal that fully protects workers' rights and collective agreements. We therefore call for a mechanism to be included into TiSA and any future

other agreement on trade in services that effectively deters and prevents companies from infringing labour and social rights. Essential for this, is a clause on control, monitoring and enforcement. A respective mechanism should in any case fully integrate representatives of the social partners. UNI Europa demands all signatory parties to TiSA to ratify and implement the ILO core labour standards and conventions, to support fully its Decent Work agenda and calls on the European Commission to respect social rights and workers' rights in the negotiation process. It is crucial that all parties respect and ensure the competence and possibility of individual states to maintain high ambitions, particularly when it comes to regulation and protection of workers.

UNI Europa welcomes the European Parliament taking a critical stand on the current TiSA negotiation text by pushing the Commission, in its recently adopted resolution, for a clear exclusion of all public services and audio-visual services from the scope of the agreement and insisting on the governments' right to regulate. The Parliament also made clear that it will not accept any agreement that will undermine workers' rights, nor one that includes standstill or ratchet clauses that stipulate the status quo and prevent a future return of service sectors to public ownership. The Parliament vote reveals that TiSA as it currently stands does not even meet these minimum requirements.

UNI Europa calls on the European Commission to take an immediate change of course in its negotiations and to incorporate the Parliament's demands. Likewise, UNI Europa will hold the European Parliament accountable to measure any final trade deal by the adopted red lines – starting with the upcoming political decision to be taken on CETA (the Comprehensive Economic and Trade Agreement - EU-Canada).

Together with the ETUC and in line with the UNI Europa Service Manifesto, UNI Europa demands the following: full transparency for all trade negotiations, the exclusion of public services from their remit, no standstill and ratchet clauses, no opening of service sectors to foreign suppliers at the cost of European labour, environmental and consumer standards, guaranteed rights to regulate and no further deregulation of the financial markets in TiSA. If the agreement does not meet our key demands we jointly call for its rejection.

UNI Europa will support UNI at global level to closely monitor any developments on TiSA. We call upon all sectors to engage in analysing possible threats imposed by the agreement and providing UNI affiliates with needed expertise. The Council of Global Unions agreed to take action on TiSA and UNI will actively join this campaign.

UNI Europa will take the lead, together with ETUC and other ETUFs, in lobbying the EU institutions, in particular the European Parliament, based on its positions on TiSA and trade agreements in general.

UNI Europa calls upon its affiliates to actively engage with their national and European political representatives to raise the substantive trade union concerns about the current trade deals in general and TiSA in particular.

Finally, UNI Europa calls for an active and urgent engagement, together with ETUC and other ETUFs, on CETA. As the first agreement undergoing ratification, CETA is crossing major red lines defined by UNI Europa and will be a template for other major trade agreements.

## **Statement on Anti-Trade Unionism: Promoting Respect for Trade Union Rights in Europe**

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UNI Europa condemns unreservedly the attacks on trade union rights that are taking place across Europe. In targeting trade unions and workers, the EU and many national governments act neither democratically, socially nor pro-European. This assault, which is also a consequence of the actual European economic governance policy, is self-destructive: it undermines the European social model as well as the legitimacy of the European Union and its member states.

Trade union rights are human rights guaranteed by national constitutions, the EU Treaties and ILO Conventions. They comprise the freedom of association, the right to organise and collective bargaining as well as the right to collective action and to strike. Trade union rights are the fundamental rights of individual workers and trade unions.

UNI Europa and its affiliates fight against these anti-union policies. Our top priority is to defend and promote the positive guarantee of trade union rights and the ability of trade unions to function freely – at national and European level as well as worldwide. UNI Europa urges all affiliates to join in solidarity to support each other in this struggle.

For more than a decade now, EU institutions and national governments have actively worked on marginalising trade unions, diminishing their power and undermining their rights and those of workers – opportunistically, wherever they see an opening. The justification is a perverted view on competitiveness, growth and jobs that has increasingly be prioritised above decent employment, decent salaries and decent working conditions for all. Trade unions are regarded more and more as an obstacle rather than as the guarantor, which we are, of fair and sustainable competitiveness, growth and jobs.

The common tool-box of anti-trade union measures at both European and national level includes: decentralising collective bargaining; reducing the binding nature and scope of collective agreements; limitations to the right to strike; empowering non-trade union actors to represent workers; raising thresholds for the recognition of trade unions; requiring trade unions to organise with legal personality; and legislating on issues otherwise reserved for collective agreements. These measures have been combined with a general policy of austerity, affecting trade unions and, importantly, their members' lives both inside and outside the workplace.

In Great Britain, the Conservative government has launched the largest attack to date on trade union rights in Europe, even surpassing the one that took place during the Thatcher years. The proposed "Trade Union Bill" takes industrial relations back to the 19<sup>th</sup> century. It is a barely disguised attempt to destroy the British trade union movement and dramatically weaken the political opposition to the government's programmes of austerity and public spending. The draft legislation includes massive limitations on the right to strike and the stigmatisation of workers engaging in their fundamental right to protest on picket lines.

In Finland, one of the countries with the highest percentage of organised workers, the government has attacked the national labour market model by trying to impose legislation reducing workers' rights and pay, dictate the contents of collective agreements and weaken collective bargaining at the central level. The government threatened to enforce a 5% cut in unit labour costs through mandatory legislation if there was no 10% cut through a nationwide collective agreement.

Throughout the last decade, the EU has used the socio-economic crisis to impose anti-trade union policies on the most affected – "Troika" – countries, in fact worsening the situation even more. Whether in Greece, Spain, Portugal, Cyprus or Ireland, the EU's financial aid has been conditional on reducing ordinary people's income as well as weakening social and labour rights, including the position of trade unions in collective bargaining. These policies

have gone hand-in-hand with a dramatic decrease in trade union membership and collective bargaining coverage.

Throughout Europe, but in particular in Central and Eastern Europe, many governments have imposed similar austerity policies of their own volition under the pretext of fighting the economic crisis.

In several countries, we even see the criminalisation of collective trade union action. In Spain, France and Turkey, several hundred trade union representatives have faced and are facing prosecution and jail sentences for exercising their trade union rights.

The European Commission and the Council promote anti-trade union policies at national level through a neo-liberal economic governance approach, by aiming at reducing European social and labour rights and by undermining European level social dialogue. The European Union has walked away from the consensus that economic freedoms and competition rules must not have priority over fundamental social rights and social progress.

Employers take advantage of and are encouraged by government policies to disengage from and even refuse social dialogue and collective bargaining so that they can set rules and wages unilaterally.

The assaults on trade union rights in any one country have implications beyond national borders. With European economic integration, driving down trade union rights in one country automatically weakens the resilience of trade unions in other countries. It gives rise to a vicious circle of social dumping and disempowerment of workers.

In contrast to the pervasive anti-trade union course of action undertaken by the EU and national governments, UNI Europa stands for a Europe with workers and their rights at its heart, based on the ETUC's proposal for a Social Progress Protocol of 2008. The Protocol's provisions should be integrated into the EU Treaty as quickly as possible and, 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.

UNI Europa supports trade unions affected by anti-trade union policies in order to regain lost membership and collective bargaining rights as well as to rebuild their trade union structures. It calls upon the EU and governments to ensure that the proper institutional structures are in place to ensure the protection of trade union rights.

UNI Europa supports building a broad political coalition for strengthening social rights, including trade union rights during the next EU Treaty revision. In particular, fundamental social rights should not be treated as inferior to economic freedoms and EU legislation must not undermine national social protection laws. To this end, UNI Europa has joined the initiative for a social progress protocol launched by certain trade union confederations and political parties in Austria, Germany and Sweden. Affiliates are also called upon to join this initiative.

UNI Europa supports the ETUC initiative of asking Members of the European Parliament to sign a "Pledge to support respect for trade union rights in Europe".

UNI Europa and its affiliates calls upon the ETUC and the entire trade union movement to launch an initiative for a European-wide action week under the motto "hands off our trade union rights." The aim is for unions to engage with their members and workers generally at shop floor level to draw attention to the European-wide attacks on unions and mobilise for the protection of trade union rights at national and European level. UNI Europa will assume a key role in such a campaigning.

Finland is an inspiration for trade unions across the EU: on how we can turn anti-trade union policies against a government and use them as a rallying point for mobilising workers to stand up for their rights and for increasing trade union membership.

## Statement on a Humanitarian Response to the Refugee Crisis

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Europe is facing the largest refugee crisis, since the Second World War. People are leaving their countries devastated by war, oppression, poverty, persecution and religious extremism and seeking a safe haven on our continent. This is a major crisis for Europe. Above all, it is a major crisis for those people who are looking for peace, stability and help from us. We cannot close our eyes to the vulnerability of thousands of men, women and children, many of them unaccompanied, who are easy prey in the hands of traffickers and smugglers, including a high risk of violence and sexual exploitation. Europe must act immediately in view of this humanitarian crisis. This true emergency affecting millions of people in the first place requires a humanitarian response.

UNI Europa expresses its deepest sorrow for the repeated tragic loss of people, mainly women and children, fleeing to the EU and calls upon the EU and its member states to make every possible effort to put an end to the loss of life, and urgently create legal and safe routes to Europe.

Migration is a timeless phenomenon. The current influx of refugees which challenges the EU and its member states today is to a great extent caused by an exodus of people escaping especially from conflict across the Middle East and Africa; it must always be seen in that context. Policies of support and integration must be put into place to prevent the exploitation of refugees in labour markets and to safeguard the social cohesion of local communities.

Policies to try and deal with the refugee crisis, including security measures where necessary and proportionate, must always be guided by the EU's values and by the fundamental human rights that every person possesses.

The integration of refugees into the labour market and society is fundamental, not least to facilitate legal and independent ways for them to have decent living and working conditions. UNI Europa insists that the EU and national governments start this process as soon as possible and avoid generating conflicts between refugees and domestic workers. Principles that need to be respected include equal treatment and full-rights-based access to the labour market as well as protection from abuse and exploitation. Integration measures should never result in "wage dumping" and refugees must not be used as a means to reduce wages and social standards. On the contrary, a successful refugee and integration policy depends on enhancing and securing social standards for all. In this respect, a radical change is key, particularly in terms of economic policies within the EU that would enable the creation of new jobs and the reduction of unemployment.

Social Partners, trade unions and employers, have a special role in integrating refugees into society and the labour market. UNI Europa encourages their cooperation and common agreements whether at European, national, local or company level to bring refugees into work. At European level, UNI Europa will raise the issue in its social dialogues, not least with a view to exchange best practices.

UNI Europe calls on its affiliates and all Europeans to actively combat xenophobia and racism towards refugees as well as condemn government policies that disrespect the rights of refugees, including the closure of borders.

UNI Europa denounces the failure of the EU to have an effective common policy on how to deal with the influx of refugees and condemns the unwillingness of some member states to shoulder their fair share to overcome the refugee crisis. The EU must take all necessary measures to force its member states to abide by international obligations and EU law on refugees (including asylum seekers).

UNI Europa calls upon the EU to develop effective and comprehensive EU-wide policies on refugees based on solidarity among the member states, in particular:

- there must be common EU-wide criteria on granting refugee status as well as common standards for ensuring the wellbeing of refugees respecting Europe's obligations under the Geneva convention on refugees. Human dignity is to be respected by taking account of refugees' needs and choice of country reflecting for example linguistic or family links.
- direct funding by the EU must be increased to combat the crisis, while the necessary financial means must not diminish funds spent on other social objectives of the EU and member states. We recognise that this will increase public spending substantially over the next years.
- a robust system of burden sharing among all member states based on a fair and obligatory distribution of refugees and related integration costs. UNI Europa calls upon national governments to show solidarity and share the task of welcoming and resettling refugees fairly.
- safeguarding the functioning of the Schengen area, not least by reinforcing co-operation and helping guarding the EU's external borders.

Incurring expenses by member states to deal with the refugee crisis and integrate refugees, in particular into the labour market, must be excluded from the EU's calculation of a member state's structural budget deficit.

UNI Europa calls upon the EU and international community to tackle poverty, inequality, inadequate social and economic policies, religious fundamentalism, terrorism and armed conflicts that are at the root of this crisis. We must overcome these problems that are destabilising entire regions; whether in the Middle East, Africa or other parts of the world. Under a common EU foreign policy, sufficient funding, not least through investment, must be provided to improve the economic and social situation in those countries from which refugees originate.

UNI Europa supports the ETUC in its activities regarding the refugee crisis, including playing its part in the ETUC's UnionMigrant Net and the EU Commission's social dialogue on economic migration and skills.

Together with the ETUC, UNI Europa insists on a different narrative on migration in Europe. Let us show how much migrants contribute to the European economy and society and how migrants are filling gaps and shortages in labour markets. Let us show, how only a European policy, based on coordination and solidarity among the EU institutions, governments, social partners and civil society, can overcome the refugee crisis, alleviate fears and anti-migration feelings.

UNI Europa is proud of, and expresses its gratitude towards the trade unions and organised civil society along with the thousands of individual citizens who have mobilised to welcome and assist refugees arriving in Europe.