

www.uniglobalunion.org October 2006

Worker directors for new Allianz SE

Workers will have half the seats on the new Supervisory Board of Allianz when it becomes a European company (SE) operating under EU law later this year.

An agreement between the company and European workers' representatives (assisted by UNI-Europa Finance) will, for the first time, transfer German-style co-determination rights to its European operations.

"A sound basis for developing an integrated system of effective employee representation across borders and responsible corporate governance," UNI's Philip Jennings told the media. (oliver.roethig@uniglobalunion.org)

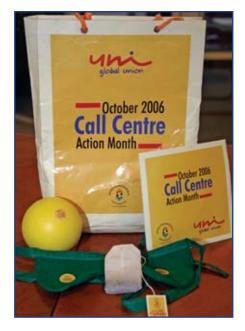
Action month in call centres spotlights stress

Unions around the world are taking part in this year's Action Month in call centres - coordinated by UNI global union - to highlight issues facing customer service professionals. Stress is the theme of the month-long campaign for workers who deal with customers around the clock and often from around the globe and who are targeted and electronically monitored. UNI global union is also gathering union organisers on 10-12 October to discuss global standards for the industry and to establish organising networks.

(callcentres@uniglobalunion.org)

RFID focus at Geneva talks

The introduction of tiny radio chips that could revolutionise retailing dominated talks between commerce unions, the world's retailers and governments at the International Labour Organisation in Geneva. The tripartite global meeting looked at the increasing use of advanced retail technologies - including Radio Frequency Identification (RFID) and the implications for jobs and the employment landscape. (jan.furstenborg@uniglobalunion.org)



UNI has put together an anti-stress kit for this year's Action Month in customer service centres



Building networks in the Middle East

Unions from Palestine, Lebanon, Tunisia, Algeria, Egypt, Iraq and Jordan looked at the creation of a network for unions in the region to enhance communication, cooperation and transparency between each other and with UNI. They were attending a UNI seminar for Arab affiliates on labour standards and union rights in the Middle East, held in Amman, Jordan with the support of the FES foundation. (raul.reguena@uniglobalunion.org)



UNI Development bringing together unions in the Middle East

bulletin

INSIDE BULLETIN

Democracy call after Thai coup

RFID: collective deals needed

UNI-Americas has agenda for change

MEPs pressed over services directive

Targeting non-regular workers

Recognition in Quebecor Peru

Life after MOOS

Speed matters campaign

Colombian murder condemned

Challenge to private funds

Safety warning for young workers

Stress spotlight for gaming

Organising women in the Americas

Networking to tackle multinationals in Africa

Putting culture into ASEAN charter

Outsourcing initiative in Chile

Support for Zimbabwe unions

'Limitless' work raises stress

EWC talks for UniCredit

Workers evicted in Adpostal

UNI meetings in Chile



Middle East unions in working group session

Democracy call after Thai coup

Unions in Thailand and around the world have called for a restoration of democracy and human rights following the military coup that deposed Prime Minister Thaksin Shinawatra and cancelled elections due this month. The military rulers have banned public meetings, muzzled the press and suspended both Parliament and the operation of political parties. Thai unions have demanded the involvement of the people in the process of political reform leading to a rapid democratic election. (uni-asiapacific@uniglobalunion.org)

Collective agreements need to cover RFID

UNI-Europa's IT Committee has submitted its views on the future development of RFID as part of the public consultation on the issue launched by the European Commission. UNI-Europa IT has underlined the importance of agreements between employers and trade unions about the implementation of RFID applications at work. (gerd.rohde@uniglobalunion.org)

Americas: building an agenda for change

UNI affiliates in Argentina are gearing up for the 2nd UNI-Americas Regional Conference, in Mar del Plata next March. General Secretary Philip Jennings told a meeting of UNI's 24 affiliates in Buenos Aires that it's important UNI-Americas challenges the new governments of the region to deliver on their promise to put people first. Latin American countries are some of the most unequal in the world and Argentina is slowly recovering from a devastating economic collapse. (uni-americas@uniglobalunion.org)

MEPs urged to protect collective agreements

UNI-Europa has called on members of the European Parliament to ensure that an eventual services directive does not undermine labour laws or collective agreements. The Parliament is currently working on its second reading report. UNI-Europa wants MEPs to amend the directive to improve its provisions and ensure public support for and confidence in the internal market for services. (bernadette.segol@uniglobalunion.org)

Targeting non-regular workers in Telecom

Three East Asian Telecom affiliates have signed up to a campaign to organise the growing number of non-regular workers in the industry. NWJ Japan, KTTU Korea and CTWU Taiwan agreed to cooperate during a meeting in Seoul which looked at the use of part time, contract and freelance workers and their exclusion from some benefits, including pensions and social security. The forum also looked at the ways unions can protect their members' jobs in rapid technological change. (uni-asiapacific@uniglobalunion.org)

Movie piracy costs US \$20bn

A new report from the Institute for Policy Innovation estimates that the cost to the USA of motion picture piracy is \$20.5bn. That includes lost revenues and taxes as well as nearly \$2bn in lost wages and 141,300 jobs lost from the US labour market. The Institute urges policy makers to recognise the importance of the real costs of piracy. (ipi.org)

Quebecor recognition in Peru

A union in Quebecor World, Peru has been recognised by the Peruvian Ministry of Labour in a breakthrough for affiliate FGP. On September 3 the organising campaign received an international boost with a delegation from UNI Graphical and graphical unions from Canada, Brazil and Chile. Membership is growing in spite of threats to jobs and the union has had its first meeting with company. (adriana.rosenzvaig@uniglobalunion.org)

Building on global agreements in Chile

UNI-Americas, led by UNI General Secretary Philip Jennings, met the CEO of Telefónica, Chile and the President of Chilean Post. UNI affiliates have significant membership in both enterprises. UNI pressed for the application locally of the global agreement with Telefónica and explored ways of building in Chile on the UNI agreement with the Universal Postal Union.

(uni-americas@uniglobalunion.org)



After the MOOS

UNI-Europa Professional and Managerial Staff has a follow up to the successful MOOS project, which tracked offshoring and produced a handbook to assist unions to respond. Now UNI-Europa P&MS aims to guide unions and employee reps to better manage offshore projects. Early involvement of unions, avoiding redundancies, re-skilling and awareness of the situation in target countries are key. MOOS's final conference is in Berlin on November 7. (gerd.rohde@uniglobalunion.org)

Speed does matter

UNI's US communications affiliate CWA is running a campaign to promote economic and jobs growth with a new push for high speed, universal Internet services. The US has fallen from first to 16th in the world in high speed Internet penetration. The public policy and awareness campaign - Speed Matters - aims at lawmakers and regulators. (SpeedMatters.org)

Diversity and IT

UNI Europa IT Committee is preparing a diversity agenda for 2007 to coincide with the European year of "equal opportunities for all". At present women and older professionals are seriously under-represented in the growing IT industry. (gerd.rohde@uniglobalunion.org)

Unions condemn Colombian murder

UNI has condemned the murder of José Ignacio Amaya Ruiz in Colombia - one of a long list of murders and crimes against trade unionists in Colombia. The ICFTU presented a list of crimes against trade unionists to Colombian Vice President Francisco Santos on 19 September to show the extent of the problem in Colombia. (uni-americas@uniglobalunion.org)

Health care cuts and pay caps at Wal-Mart

The WakeUpWalMart campaign has highlighted in recent weeks moves by Wal-Mart in the US to reduce health options for new employees. The company's scheme already misses 54% of existing workers. The campaign also attacked the retail giant for capping the wages of more than a million workers and cutting merit pay bonuses. The company has publicly admitted that conditions in Wal-Mart's overseas factories are getting worse with a big increase recorded in severe violations. (wakeupwalmart.com)

Challenge to private funds

FNV Bondgenoten in the Netherlands became shareholders in Stork to challenge at the shareholders meeting the splitting up of the company that involves outside private funds. The management wants higher returns on investment - but at the expense of employees. Global unions are organising a conference at UNI head office s in Nyon on November 16 to look at the growing role of private equity funds and the implications for workers and their unions.

Safety warning for young workers

The British TUC has issued new, young workers a health warning, following a report - "Too young to die" - by Hazards magazine, which reveals that over 4000 young people are seriously injured and 12 are killed in the UK each year. Employers are failing to take into account their lack of workplace experience and training. Parents should also be aware of the dangers. (hazards.org/2young2die)

Stress spotlight in Gaming

Unions in the gaming sector are being urged to step up their work tackling stress. A recent report from Argentine gaming affiliate ALEARA urges stress management programmes and regular psychological and medical check-ups for gaming hall workers. Not knowing how to handle highly emotional gaming situations is one of the main sources of stress. (alke.boessiger@uniglobalunion.org)

UNI meets the Chile CEO for Telefónica José Pascual Molés Valenzuela



Global unions meet journalists

A team from the global unions - including UNI - recently briefed a group of English speaking journalists from 18 countries during a seminar, held at the International Labour Organisation in Geneva and organised by the FES foundation. In a panel discussion on globalisation, UNI's Zakari Koudougou (pictured centre) reported on the union response to offshoring and outsourcing jobs and other speakers covered the importance of global agreements with multinationals to ensure core labour rights. (zakari.koudougou@uniglobalunion.org)



Agreement on company information

Amicus Graphical has signed an information and consultation agreement with Trinity Mirror Printing. It covers the firm's nine major printing sites across the UK and entitles the 1,600 employees to consultation on any business decisions that may affect their employment. (adriana.rosenzvaig@uniglobalunion.org)

Organising women in the Americas

UNI-Americas Women's Committee heard of organising successes among finance workers in Brazil, call centre workers in Peru, contract workers in the Caribbean and Chile, and developing links to women in the Export Processing Zones of Nicaragua. The September meeting in Santiago de Chile also heard that the UNI Women's network is expanding in the Americas, following the addition of Chile, Colombia and Brazil. (monique.marti@uniglobalunion.org)

Structural change in Europe

More evidence of deep structural changes in employment in Europe emerges from a recent report by the European Monitoring Centre on Change. Manufacturing jobs are declining across large areas of Western Europe with many jobs going to lower-cost eastern European EU states. Meanwhile the report charts the growth of business services, hotels and restaurants - with business services leading the way with growth as high as 38% in new member states. (gerd.rohde@uniglobalunion.org)

Putting culture into ASEAN charter

Film and broadcast workers want leaders drawing up an ASEAN social charter to think cultural. Meeting in Kuala Lumpur the workers agreed a common position on a cultural dimension that will have an impact on the media and entertainment industries within ASEAN. Key areas include literacy, welfare, equality of access, technological competitiveness and collaboration. (jim.wilson@uniglobalunion.org)

Outsourcing initiative in Chile

UNI affiliates in Chile - where only 10% of workers are covered by collective agreements - are launching a campaign to expose the abuse of labour standards in outsourced and sub-contracted work. They reported on their initiative to a UNI-Americas meeting in Santiago. Later UNI General Secretary Philip Jennings raised the issue with the Chilean Minister of Labour, who shared concerns over abuses involved in outsourcing. (uni-americas@uniglobalunion.org)

Support for Zimbabwe unions

Global unions have urged the Zimbabwe government to respect labour standards and to stop harassing union members and their leaders. Coordinated protests included demands for charges to be dropped against 30 activists of the Zimbabwe Congress of Trade Unions arrested as a result of protests on September 13. Some were tortured in police custody. (icftu.org)

"Limitless" work raises stress in finance

Work in the finance industry is becoming more standardised for some employees but more highly flexible for others - so much so that working conditions are practically without limits. Such 'limitless' work seems to be on the rise and is a contributory factor in the increased prevalence of stress, says a survey carried out by affiliate FSU and the Danish Centre for Alternative Social Analysis. (finansforbundet.dk)

Rubens Cortina wins Executive backing

The UNI-Americas Executive has endorsed Rubens Cortina, of the Argentine commerce worker's union FAECYS, as candidate for Regional President when elections take place at next year's regional conference. He will replace Almir Munhoz who is stepping down. The candidacy of Rodolfo Benitez to continue as Regional Secretary was also endorsed. (uni-americas@unionglobalunion.org)



Second stage in Empowerment

Twenty trainers selected from earlier Empowerment courses took part in a second stage meeting in Kuala Lumpur, Malaysia on 19-22 September. They are destined to boost training in their 18 unions in India, Indonesia, Malaysia, Nepal, Pakistan, Philippines and Sri Lanka. The project is backed by SEKO and LO/TCO, Sweden and FNV Mondiaal and runs in the Caribbean, South and South East Asia, Eastern Europe and Central Asia. (carin.andersson@uniglobalunion.org)



Challenge to World Bank from Europe

The European TUC has challenged the World Bank for seeking to target workers' rights in its drive to remove

regulations that "hinder" business activity. Unfair dismissal and working hour protections should be seen by business as "beneficial constraints" that prevent a race to the bottom, says the ETUC. The UK and Ireland both have a minimum wage and both have a growing economy and a booming jobs market. (etuc.org)

UniCredit talks on an EWC

Negotiations for a European Works Council for UniCredit are underway. UNI Finance and affiliates and members of the Special Negotiating Body agreed a framework text for the future EWC for what could become the first real trans-national bank in Europe, employing 150,000 workers in 30 countries. UNI Finance affiliates and workers' reps from 14 countries met in Milan to prepare for the negotiations (oliver.roethig@uniglobalunion.org).

Telecom unions work together in Pakistan

Telecom unions in Pakistan have agreed to build unity among workers to tackle the challenges posed by privatisation. A Telecom Workers Council is proposed, one of the outcomes of a UNI-Asia Pacific workshop on privatisation supported by SASK Finland. An organising drive was also agreed to target new workers. (uni-asiapacific@uniglobalunion.org)

Workers evicted from Adpostal

The Colombian government has shut down the country's public postal service Adpostal, with the loss of nearly 1000 jobs. Police evicted workers and sealed off facilities of Adpostal, a public service institution created over a century ago. The decision came from President Álvaro Uribe Vélez in an executive order and the work will now be taken over by a former subsidiary. (john.pedersen@uniglobalunion.org)

Helping temporary workers in Poland

Unions - including Finance affiliate NSZZ Solidarnosc - and employers in Poland have agreed to a dialogue on the development of temporary work. This was the outcome of a roundtable on temporary work organised by the European Commission. Equal treatment leading to better working and employment conditions and the elimination of agencies that don't respect regulations are among the objectives. (uni-europa@uniglobalunion.org)

Barclays under scrutiny in Africa

Barclays Bank in Africa has said it is ready to consider any approach from UNI's finance affiliate in Tanzania (TUICO) for recognition. This follows a complaint from TUICO during a workshop on labour standards that the bank was blocking organisation. TUICO has also called for a union organising drive in other countries like Kenya, Uganda, Zambia and Zimbabwe. (uni-africa@uniglobalunion.org)

New president for Americas Women

Neide Fonseca of Contraf-CUT, Brazil will serve as president of UNI-Americas Women until their next Conference in 2008. She replaces Cenise Monteiro, SINTETEL, Brazil who becomes telecoms and postal sector officer in UNI-Americas' Panama office. (uni-americas@uniglobalunion.org)

Telecom bargaining in Nepal

Telecom affiliate NTWU has won a ballot for bargaining rights with Nepal Telecom. The NTWU has for the last two years been heavily involved in the fight for the restoration of democracy in Nepal and now intends to resume work to improve the telephone services banned by the previous totalitarian government. (uni.asiapacific@uniglobalunion.org)

Trainers get down to business at UNI Development's Empowerment Course in Kuala Lumpur





Joseph Tipapa, BIFU Kenya, makes his point in Entebbe

Pay deal at OME-OTE

UNI's Greek Telecom affiliate OME-OTE has just completed long and difficult negotiations with OTE and signed a new collective contract. It gives OTE workers a 12.5% salary rise for two years. The union thanked UNI-Europa Telecom for its solidarity during the union's struggle to achieve this excellent result. (neil.anderson@uniglobalunion.org)

(uni-africa@uniglobalunion.org)

Networking to tackle multinationals in Africa

UNI-Africa Secretary Fackson Shamenda urged affiliates to improve communication and step up their networking to deal effectively with multinational employers. He was speaking at a workshop on labour standards and global agreements organised by UNI with the support of the FES foundation. Sixteen participants from Kenya, Mauritius, Tanzania and Uganda took part in the workshop in Entebbe,

Finance unions urged to get involved in CSR

Uganda.

Trade unions should get more involved in company policies and reporting on Corporate Social Responsibility was the clear message at a workshop for UNI-Asia Pacific finance unions held in Bangkok at the end of August. Companies were urged to give space to unions in CSR reports and affiliates should monitor CSR developments. (oliver.roethig@uniglobalunion.org)

Decent work gives migrants a genuine choice

Building decent work in developing as well as developed countries would give people a genuine choice as to whether to seek to become migrants (as opposed to economic necessity and hardship), was a strong theme to emerge from the recent High Level Dialogue on international migration and development in New York. Belgium has agreed to host the first meeting of the proposed Global Forum on International Migration.

That's it in Austria

Austrian affiliate GPA has developed a new web based service aimed at 48,000 IT employees. The site provides a lot of information about salaries, working hours, job security, news, downloads and more. IT members were closely involved in the project. (thatsit.at)

Works council plan for multinationals

Unions in Euro-MEI (covering media and entertainment workers) are to step up cooperation to create new European works councils in key multinational companies. That was a key outcome of a meeting of 30 representatives of commercial broadcasting, held in Florence in September. (johannes.studinger@uniglobalunion.org)

Common front in Mauritius Post

Postal affiliates in Mauritius have formed a common front to tackle the common challenges they face. The announcement from UPOW, POASA, GSA and the Drivers' Association came at a UNI workshop on labour standards in Uganda. The move could lead to an ultimate merger. (uni-africa@uniglobalunion.org)

Building UK-South African links

UK affiliate Amicus has joined forces with Action for Southern Africa, the successor of the Anti-Apartheid Movement, to bring together trade unionists across continents. This month a delegation of Amicus work reps travelled to South Africa, Lesotho and Swaziland to get Amicus activists active on poverty, debt relief, trade, HIV/AIDS and worker rights. (amicustheunion.org)



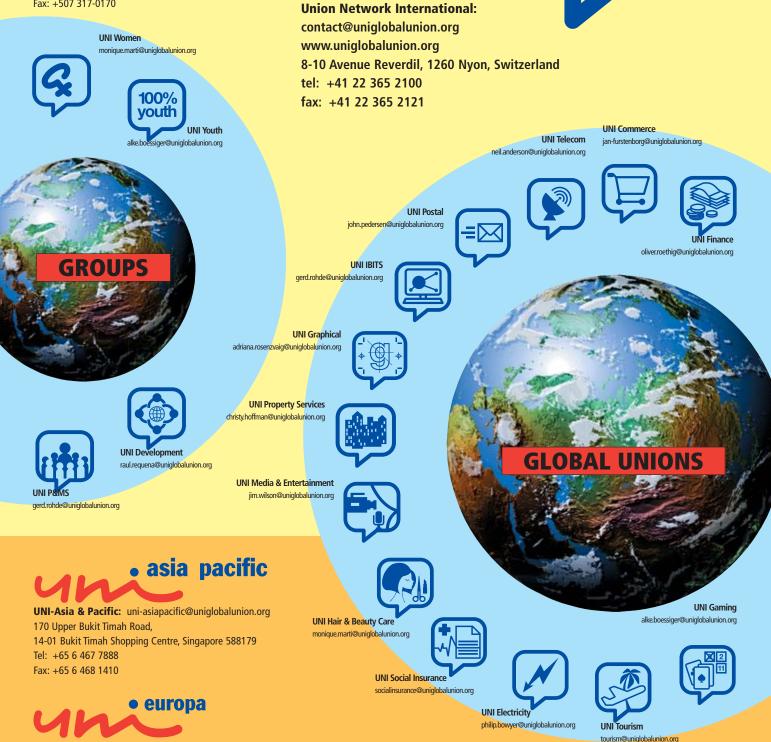


UNI LISTINGS

UNI-Africa: uni-africa@uniglobalunion.org PO Box 71760, Ndola, Zambia Tel: +2602 61 2889 Fax: +2602 61 3054



UNI-Americas: uni-americas@uniglobalunion.org Ciudad del Saber, Clayton, Calle Gustavo Lara, Edificios 840A y 840B Panamá, República de Panamá Tel: +507 317-0164/0165 Fax: +507 317-0170



UNI-Europa: uni-europa@uniglobalunion.org Rue de l'Hôpital 31, 1000 Bruxelles, Belgique Tel +32 2 234 56 56 Fax +32 2 235 08 70 Ciobal Union

Global unions for global industries

Fighting stress in call centres

cortisi any	Inter Mail, Presided
(uni)	Stress exists in every call centre -
-	there are no exceptions to this rule"
Mart follow call control workers from around fire	Tackling Burn.Out.Stress.Syndrome
and a bac pdd address of the source of the s	 Dr. ange ikidat kiter met he janssom i kidat kiter met het he janssom i kidat kiter met het het her verster i kiter met het het het het het het het het het h
And a second sec	Collective issues in call centery are all about health, sinhing and the well boing of staff - they are all quality of life issues? Matt Goodwin from the Australian unice centry ACTU

UNI leaflets and posters for the Call Centre Action Month



GPA Austria leaflet



 Hast du gewusst, dass du dich auf www.callgpa.at mit anderen Callcenter Agents austauschen kannst?

Hast du Fragen? Willst du etwas loswerden? Call us! Call GPA!

Gratis-Hotline: 0800-220301, www.callgpa.at

• americas

Regional Executive meets in Chile



Honouring the dead in Chile

The UNI-Americas Regional Executive, along with affiliates, paid homage to the victims of the Chilean military coup of 1973. They laid a wreath in a moving ceremony at the monument to those executed or disappeared during the coup and the subsequent 17 years of dictatorship. The ceremony was addressed by Juan Arcos, President of the UNI liaison council in Chile, who spoke of the tragedy that had visited Chilean families. (philip.jennings@uniglobalunion.org)



Chance meeting with SA First Lady

While in Chile UNI General Secretary Philip Jennings met South Africa's First Lady Zanele Mbeki. They found they had a common friend - the commercial workers' legendary leader Emma Mashinini. By a further coincidence Emma's grandson was part of the team looking at how Chile is tackling poverty reduction. (philip.jennnings@uniglobalunion.org)



UNI's Philip Jennings meets the president of Chile Post, Sergio Henriquez Diaz