

Priorità Strategiche per UNI Europa ICTS 2013 – 2017

UNI Europa ICTS presta assistenza alle organizzazioni affiliate per far fronte alle sfide di un settore in costante mutamento e costruire il potere per gli addetti ICTS in tutta Europa. Riconducendosi alla strategia “Breaking Through” di UNI global union ed alle risoluzioni adottate dalla conferenza UNI Europa nel 2011 a Tolosa, UNI Europa ICTS ha identificato tre priorità strategiche per il periodo 2013-17. Oltre a queste priorità strategiche, UNI Europa ICTS si impegna ad essere **un’organizzazione proattiva, innovativa, efficace ed inclusiva ed a:**

- Potenziare il coinvolgimento delle affiliate nelle attività di UNI Europa ICTS, sviluppare ulteriormente la condivisione delle comunicazioni e delle informazioni, ed utilizzare le risorse in modo più efficace e più efficiente
- Sviluppare la condivisione delle comunicazioni e delle informazioni tramite una maggiore utilizzazione dei siti web di UNI Global e UNI Europa nonché dei social media
- Coinvolgere più sistematicamente le organizzazioni affiliate nelle attività ICTS tra cui la pianificazione e l’allestimento di conferenze, riunioni e gruppi ad hoc
- Incoraggiare le affiliate ad integrare le tematiche transnazionali europee nel loro operato quotidiano
- Migliorare la trasparenza e la rendicontabilità tramite presentazioni di relazioni e una maggiore comunicazione sulle attività di UNI Europa

Le nostre tre priorità strategiche sono:

1. Costruire il potere sindacale nelle aziende multinazionali

Per rinforzare il potere sindacale nelle principali multinazionali, occorre incrementare i livelli di adesione e la densità sindacale in tutta Europa nonché garantire accordi globali efficaci. Tra le multinazionali individuate come cruciali troviamo Orange, Telenor, Telefonica, Teliasonera, IBM, HP, Atos e Vodafone. Per costruire il potere sindacale UNI Europa ICTS intende:

- Lavorare insieme alle sue affiliate per potenziare l’adesione sindacale e la forza di contrattazione collettiva nelle principali multinazionali in Europa
- Adoperarsi con le affiliate per attuare gli accordi globali ICTS vigenti e concludere nuovi accordi
- Sostenere gli sforzi di reclutamento delle affiliate di UNI Europa ICTS ed intensificare i nostri sforzi organizzativi, in paesi sottorappresentati come quelli in Europa Centrale, dell’Est e del Sud-est

- Appoggiare la sindacalizzazione degli addetti dei call center ed aumentare la sensibilizzazione sulle loro problematiche, anche tramite il Mese di azione per i Call Center
- Rafforzare la cooperazione tra i sindacati nelle alleanze esistenti; sviluppare alleanze e network sindacali regionali e globali tramite la condivisione delle informazioni ed azioni comuni
- Lavorare in più stretta cooperazione con UNI Europa P&M per intensificare gli sforzi organizzativi diretti ai professionisti ICTS altamente specializzati
- Sostenere il network dei coordinatori CAE ICTS nelle principali multinazionali e coinvolgerli nei CAE UNI Europa e nelle attività sulle multinazionali
- Sviluppare risposte coordinate a licenziamenti, outsourcing e processi di ristrutturazione nelle principali multinazionali

2. Influenza politica e normativa

Per garantire un futuro sostenibile a tutti gli addetti ICTS e promuovere il modello sociale europeo volto alla crescita economica, a lavori altamente qualificati con buone condizioni lavorative e sicurezza occupazionale, UNI Europa intende:

- Coordinarsi con le sue affiliate per sviluppare posizioni comuni di UNI Europa ICTS sulle politiche relative ai principali settori
- Coinvolgere le affiliate nelle attività di lobbying per promuovere le nostre posizioni a livello europeo e nazionale
- Cooperare con altre organizzazioni come ETNO, PIN SME e IndustriAll su tematiche di interesse comune
- Cooperare con UNI Europa P&M sulle tematiche orizzontali, tra cui la gestione della vita lavorativa, che impattano le affiliate di UNI Europa ICTS

3. Promuovere il Dialogo sociale europeo

Per promuovere gli interessi dei lavoratori su tematiche quali la sicurezza del posto di lavoro, igiene e sicurezza, competenze e formazione, diversità, UNI Europa intende:

- Rinforzare e promuovere il Dialogo sociale europeo ed esortare le nostre affiliate a coinvolgersi maggiormente nelle attività di dialogo sociale già esistenti
- Operare insieme alle organizzazioni affiliate ed alleate per sviluppare progetti e posizioni comuni, per esempio il progetto FITS sulle competenze ICT, ed organizzare le affiliate per l'attuazione concreta dei risultati
- Favorire il coordinamento con PIN SME, ETNO, IndustriAll ed altri attori su tematiche comuni e sul futuro del dialogo sociale nel settore ICTS

Strategic Priorities for UNI Europa ICTS 2013 – 2017

UNI Europa ICTS assists affiliates to face the challenges of a constantly changing sector and to build power for ICTS workers across Europe. Based on the Breaking Through strategy of UNI global union and the resolutions of the UNI Europa conference 2011 in Toulouse, UNI Europa ICTS has identified three strategic priorities for 2013-17. In addition to these strategic priorities, UNI Europa ICTS commits to being **a proactive, innovative, effective and inclusive organisation and will:**

- Increase the involvement of affiliates in UNI Europa ICTS activities, further develop our communication and information sharing, and use resources more effectively and efficiently
- Develop our communication and information sharing through increased use of the UNI Global and UNI Europa websites and increased use of social media
- Involve affiliates more systematically in ICTS activities such as the planning and organisation of conferences, meetings and ad hoc groups
- Encourage affiliates to mainstream cross-national, European issues into their day-to-day work
- Increase transparency and accountability through regular reporting and increased communication on UNI Europa activities

Our three strategic priorities are:

1. Build Trade Union Power in Multinational Companies

To strengthen trade union power in key multinationals, increase membership levels and union density throughout Europe and ensure effective global agreements. Among the multinationals identified as key strategic companies are Orange, Telenor, Telefonica, Teliasonera, IBM, HP, Atos, and Vodafone. To build trade union power UNI Europa ICTS will:

- Work with affiliates to increase union membership and collective bargaining strength in key multinational companies across Europe
- Work with affiliates to enforce existing ICTS global agreements and sign new ones
- Support the recruitment efforts of UNI Europa ICTS affiliates and increase our organising efforts, in under-represented countries such as those in Central, Eastern and South Eastern Europe
- Support the organisation of call centre workers and increase awareness of call centre issues, including through Call Centre Action Month

- Strengthen cooperation among unions in existing alliances; develop regional and global union alliances and networks through information sharing and joint actions
- Work more closely with UNI Europa P&M to increase efforts to organise high skilled professionals in ICTS
- Support the network of ICTS EWC coordinators in key multinationals and involve them in UNI Europa's EWC and MNC activities
- Develop coordinated responses with affiliates to layoffs, outsourcing and restructuring processes in key multinationals

2. Political and Regulatory Influence

To ensure a sustainable future for European ICTS workers and to promote the European social model aiming at economic growth, highly skilled jobs with good working conditions and job security, UNI Europa will:

- Coordinate with affiliates in order to develop common UNI Europa ICTS positions on key sector policies
- Involve affiliates in lobbying activities that promote our positions at European and national level
- Cooperate with other organisations such as ETNO, PIN SME and IndustriAll on common issues
- Cooperate with UNI Europa P&M regarding horizontal issues such as work-life-management that have an impact on UNI Europa ICTS affiliates

3. Promote European Social Dialogue

To advance our members' interests around issues such as job security, health and safety, skills and training, and diversity, UNI Europa will:

- Strengthen and promote European Social Dialogue and mobilize our affiliates to become more involved in existing social dialogue activities
- Work with affiliates and allies to develop joint projects and positions, e.g. the FITS project on ICT skills, and organize affiliates to implement the outcomes
- Coordinate with PIN SME, ETNO, IndustriAll, and other stakeholders on common issues and the future of social dialogue in ICTS

Strategic Priorities for UNI ICTS Global Union

Progress Report

1 Existing Global Agreements

1.1 France Telecom

Completed activities:

- Convened the France Telecom Global Union Alliance for seminar in Dakar in October to move the alliance work forward and discuss future organizing
- Held Global Alliance meeting in Abidjan in March to review the structure of the Alliance and to decide on organizing goals
- Successfully applied for LO-TCO project for organizing in 2013-2016 in Madagascar, Niger, Democratic Republic of the Congo and Guinea-Bissau. Carried out initial research into organizing opportunities
- Held annual meeting with company in Paris in April. Discussed new standards for corporate responsibility (Ruggie principles), organizing project, global bonus, and the union situation in countries like Egypt and Mali
- Coordinated with UNI SCORE to commence training of organizers in Kenya, including the Communication Workers Union of Kenya (COWU)



Future activities:

- Commence LO-TCO organizing project with country visits and a launch workshop planned for October
- Convene the Global Alliance to finalize structure review and reorganization

- Annual meeting with company in Paris

1.2 Telefonica

Completed activities:

- Attended Alliance meeting in El Salvador in November to discuss sale of Atento to Bain Capital and plan for coordinated next steps. The sale concerns 150,000 workers in more than 15 companies
- Supported STRM in its long battle to establish union in Atento Mexico and its comprehensive campaign with supporting local organizers
- Engaged Atento and Bain Capital regarding labor standards and Global Framework Agreement
- Drafted new Global Agreement to be renegotiated with company
- Supported revised OECD complaint against Telefonica
- Held Telefonica Global Alliance meeting in Brazil in April
- Held four conference calls with alliance members

Future activities:

- Carry out research into Atento to be used by UNI's affiliates to build strategic power at the national, regional and global levels
- Organize a Global Alliance meeting to develop systematic organizing and campaigning to ensure respect for workers' rights, prevent large-scale layoffs and organize workers
- Support OECD case against Atento
- Support STRM organizing efforts in Atento

1.3 Telenor

Completed activities:

- Signed Global Framework Agreement with company in January. The agreement specifically mentions the Ruggie principles on corporate responsibility and contains specific language on organizing access and recognition
- Coordinated with Norwegian unions on GFA as well as joint union-management mission to Malaysia to investigate union avoidance in DIGI-Telenor
- Provided regular support to DIGI union and held an organizing seminar for DIGI workers in October
- Supported the formation of GrameenPhone Employees Union in Bangladesh, which



applied for registration in July (still awaiting approval from Ministry of Labor). Over 1,600 workers have joined the union to date (54.2% union density)

- Supported the setting up of DTAC Workers' Union in Thailand, which registered in December and which held its first General Meeting in March. Management refused to recognize the union and fired 7 of the 10 founding members
- UNI Apro Regional Secretary met with Telenor regional management to discuss implementing the GFA

Future activities:

- Continue to provide support to unions in Malaysia, Bangladesh and Thailand, and coordinate with Norwegian unions
- Meet with company in June and plan follow up to signing GFA

1.4 Portugal Telecom

Completed activities:

- Gathered the Portugal Telecom Global Alliance in Lisbon in September and met with company. Signed agreement on stress

Future activities:

- Plan follow-up meetings with Alliance and company

2 Future Global Agreements

2.1 Deutsche Telekom

Completed activities:

- Coordinated weekly conference calls among UNI, CWA, ver.di and the ITUC to review strategy and implement campaign plan
- Attended We Expect Better campaign coordinating meeting in Frankfurt in March
- Carried out research into the working conditions in Deutsche Telekom in Bulgaria, Hungary and Poland
- Convened DT unions in Central, Eastern and Southeastern Europe in Athens in October together with ver.di, CWA and AFL-CIO to discuss collective bargaining and organizing opportunities in the region
- Held workshop in Athens in March for DT in CEE unions on launching workers' survey in seven countries in the region and in the US
- Carried out survey, received more than 1,800 responses
- Carried out research into DT investors, held conference calls with investors

Future activities:

- Publish white paper based on survey results in July, and organize seminar in Croatia to discuss follow up and possible actions
- Support event at ILO conference to highlight DT opposition to unions in the US
- Continue to support OECD complaint in the US



2.2 TeliaSonera

Completed activities:

- Approached then-CEO Lars Nyberg about GFA with UNI but the offer was declined
- Gathered Nordic unions in TeliaSonera around layoffs (2,000 jobs), EWC and GFA. Coordinated regular conference calls and a meeting in Stockholm
- Approached Transparency International and Danish Institute for Human Rights about possible cooperation around labor issues – DIHR recently expressed their interest
- Provided solidarity support to Trade Union Pro in Finland during the two-day TeliaSonera strike (more than 2,000 employees participated)
- Provided a series of trade union and collective bargaining workshops to unions in Ncell, Nepal and Moldcell, Moldova
- Provided basic training on union management and organizing for Smart Mobile workers in Cambodia (previously owned by TeliaSonera)
- Assisted in strengthening the unions in Azerbaijan and Georgia
- Successfully applied for new LO-TCO project for 2014-2016 in Moldova, Nepal and Turkey

Future activities:

- Hold first Global Alliance meeting in Stockholm on 12-13 September with trade union activists and officials from the Nordic countries and the world
- Continue CBA training for unions in Ncell, Nepal and Moldcell, Moldova
- Research, plan and launch organizing project in Turkcell, Turkey

2.3 America Movil

Completed activities:

- Re-drafted and re-lodged OECD complaint with the Mexican National Contact Point (NCP) in March after previous complaint was incorrectly handled by the NCP and rejected
- Convened America Movil union network in August to recap the work done and strategize for future and for GFA
- Launched organizing activities in Colombia

Future activities:

- Follow up on OECD complaint

2.4 Atos/Logica/HP/IBM

Completed activities:

- Launched HP European Alliance in Berlin in October. Almost 40 participants from UNI and IndustriALL, both EWC members and trade union officials
- Coordinated the HP work with IndustriALL Europe and held regular conference calls
- Supported the HP EWC in its struggle with management and the process of renegotiating a new EWC agreement
- Held regular meetings with UNI Europa IT campaign group
- Appointed coordinators for HP (Koen Dries) and the Atos EWC (Marie-Christine Lebert)
- Sent solidarity support letter to ver.di regarding closure of HP plant in Russelsheim



Future activities:

- Continue to support the renegotiation of the HP EWC agreement

2.5 Vodafone/Vodacom

Completed activities:

- Supported Spanish union CC.OO when Vodafone Spain planned to lay off 900 workers. Sent letter to CEO of Vodafone Spain as well as global CEO of Vodafone. Unions managed to reach agreement to decrease the layoffs to 620

3 European Works Councils

Completed activities:

- Held regular conference calls with unionized EWC members of SAP. Many issues in this EWC, which is dysfunctional and mostly non-union
- Supported the EWC in HP in its process of renegotiating new agreement (see p. 2.4)
- Provided support to the TeliaSonera EWC
- Appointed Marie-Christine Lebert as EWC coordinator for Atos

Future activities:

- Organize EWC coordinators' forum, which was initially scheduled for fall 2012 but postponed

4 Jobs with Justice

Completed activities:

- Held annual Call Center Action Month in October. More than 30 unions registered for the month, making it the biggest CCAM to date. Released research report and carried out workers' survey
- Carried out survey among affiliates about key issues in call centers and suggested themes for CCAM 2013 and the Global Call Center Conference
- Commenced planning for Global Call Center Conference in February 2014 together with UNI Finance and CWA
- Attended call center conference in Tunisia in April

Future activities:

- Coordinate Call Center Action Month 2013 and produce research report on selected theme
- Organize Global Call Center Conference in February 2014



5 Political and regulatory influence

Completed activities:

- Held discussions with the International Telecommunication Union (ITU) twice about closer cooperation. ITU offered membership to UNI but UNI is seeking broader working arrangement similar to the one UNI Post&Logistics has with the Universal Postal Union. Agreed that initial coordinated activities can focus on broadband

- Participated in the launch of the European Commission's Grand Coalition for Digital Jobs in March, the aim of which is to address the alleged shortfall of 900,000 ICTS jobs in Europe

Future activities:

- Solidify partnership with the ITU
- Participate in next EC Grand Coalition meetings
- Coordinate around EC regulation on harmonizing the telecoms market

Strategic Priorities for UNI Europa ICTS 2013 – 2017

UNI Europa ICTS assists affiliates to face the challenges of a constantly changing sector and to build power for ICTS workers across Europe. Based on the Breaking Through strategy of UNI global union and the resolutions of the UNI Europa conference 2011 in Toulouse, UNI Europa ICTS has identified three strategic priorities for 2013-17. In addition to these strategic priorities, UNI Europa ICTS commits to being **a proactive, innovative, effective and inclusive organisation and will:**

- Increase the involvement of affiliates in UNI Europa ICTS activities, further develop our communication and information sharing, and use resources more effectively and efficiently.
- Develop our communication and information sharing through increased use of translation of technical documents that affiliates need to well understand, the UNI Global and UNI Europa websites and increased use of social media
- Involve affiliates more systematically in ICTS activities such as the planning and organisation of conferences, meetings and ad hoc groups
- Encourage affiliates to mainstream cross-national, European issues into their day-to-day work
- Increase transparency and accountability through regular reporting and increased communication on UNI Europa activities

Our three strategic priorities are:

1. Build Trade Union Power in Multinational Companies

To strengthen trade union power in key multinationals, increase membership levels and union density throughout Europe and ensure effective global agreements. Among the multinationals identified as key strategic companies are Orange, Telenor, Telefonica, TeliaSonera, IBM, HP, Atos, and Vodafone. To build trade union power UNI Europa ICTS will:

- Work with affiliates to increase union membership and collective bargaining strength in key multinational companies across Europe.
- Work with affiliates to enforce existing ICTS global agreements and sign new ones
- Support the recruitment efforts of UNI Europa ICTS affiliates and increase our organising efforts, in under-represented countries such as those in Central, Eastern and South Eastern Europe
- Support the organisation of call centre workers and increase awareness of call centre issues, including through Call Centre Action Month

- Strengthen cooperation among unions in existing alliances; develop regional and global union alliances and networks through information sharing and joint actions
- Work more closely with UNI Europa P&M to increase efforts to organise high skilled professionals in ICTS
- Support the network of ICTS EWC coordinators in key multinationals and involve them in UNI Europa's EWC and MNC activities
- Develop coordinated proposals and responses with affiliates to layoffs, outsourcing and restructuring processes in key multinationals

2. Political and Regulatory Influence

To ensure a sustainable future for European ICTS workers and to promote the European social model aiming at economic growth, highly skilled jobs with good working conditions and job security, UNI Europa will:

- Coordinate with affiliates by diffusing translated documents in order to develop common UNI Europa ICTS positions on key sector policies
- Involve affiliates in regular lobbying activities that promote our positions at European and national level
- Cooperate with other organisations such as ETNO, PIN SME and IndustriAll to produce recommendations or agreements on common issues
- Cooperate with UNI Europa P&M regarding horizontal issues such as work-life-management that have an impact on UNI Europa ICTS affiliates

3. Promote European Social Dialogue

To advance our members' interests around issues such as job security, health and safety, skills and training, and diversity, UNI Europa will:

- Strengthen and promote European Social Dialogue and mobilize our affiliates and employers to become more involved in existing social dialogue activities
- Work with affiliates and allies to develop joint projects and positions, e.g. the FITS project on ICT skills, and organize affiliates to implement the outcomes
- Coordinate with PIN SME, ETNO, IndustriAll, and other stakeholders on common issues and the future of social dialogue in ICTS