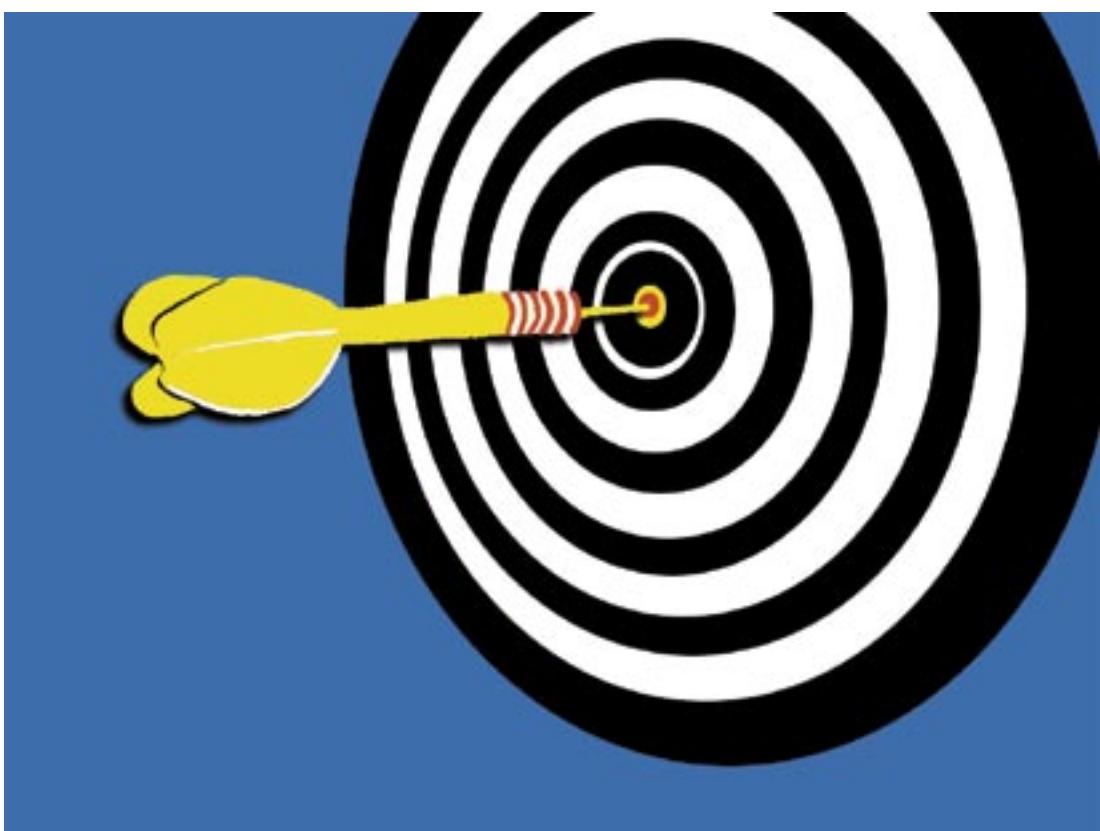


Report of Activities 2003



Public Services International



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Introduction

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2003 was year of solid achievement for the PSI and its affiliates. During the Congress in 2002 we established our programme of action and this report looks at the progress we have made on each of the action points.

In 2003 we saw something of a sea change. There was more awareness of the negative aspects of globalisation, and more willingness to become involved in countering these effects.

It was a year which saw the World Trade Organisation falter for the second time in its short history. Developing countries demanded market access for their agricultural goods, and the PSI played a significant role in supporting this and other demands. Through the PSI, the union movement is now pushing for a new set of rules in global trade.

We have also been instrumental in changing in the World Bank's attitude to core labour standards. This is still work in progress, but we have seen a real shift. The Bank's position on the privatisation of water and power is also under review. They have acknowledged that they need to provide more support to municipal public utilities. In the course of this work we have forged closer relations with the NGO community.

People around the world are voicing a legitimate demand for improved public services. In the past privatisation has been promoted as the only solution. This has caused some real soul-searching in the union movement. Our Quality Public Services campaign goes right to the heart of what trade unionism is all about. We have hosted workshops and discussions all around the world arguing that workplace culture, management practices, and employee and citizen participation are all union issues. It is the steering wheel we are contending for, not the handbrake.

Our publication *Public Services Work!* received a lot of favourable attention, and has become a valuable resource for unionists who are trying to come to grips with other countries' experiences of public sector reform.

We provided critical support for trade unionists in Colombia, who were being murdered with impunity. In India we helped our affiliate to have 200,000 public servants reinstated. In Brazil a parliamentary bill promoting the right to strike is the result of work by the PSI and its affiliates.

Our pay equity programme has been delivering training throughout the world. We have also

succeeded in meeting one of our own challenges (set by Congress): 50% of the members elected to our constitutional meetings are now female, and in some cases the figure is even higher.

Through our union development and solidarity programme we have continued to build affiliates' capacity. The number of projects initiated and the amount of funding raised has increased once again over previous years.

At the same time, with the global over-supply of labour and other factors hitting hard, trade unions have come under increasing pressure at the local level. As a result of this our overall income is down. However the PSI has continued to grow. At the end of the year we represented 400,000 more workers, and 25 more unions, than we did in 2002.

Thank you for your solidarity, and good luck in your struggles.

Public Services International (PSI) is a Global Union Federation, which represents over 20 million public sector trade unionists around the world. At the end of 2002 it represented 612 affiliates in 149 countries and territories. PSI is an autonomous body, which works in association with Federations covering other sectors of the workforce and with the International Confederation of Free Trade Unions (ICFTU).

Winning Workers' Rights

The Winning Workers' Rights programme is about using workers' rights to redirect globalisation to build equitable societies. The aim is to assist PSI affiliates to use and defend their existing rights and at the same time, extend those rights to other countries and other groups of unprotected workers providing services for the public sector.

During 2003, particular focus has been placed on achieving recognition and bargaining rights for public sector workers, especially the civil service and essential services and for the right to strike in the public sector.

PSI has supported affiliates' campaigns to protest against government cuts in public expenditure, which impact negatively on the quality of public service delivery and result in wide-scale redundancies.

Trade Union Rights

PSI has continued to respond to affiliates' requests for letters of protest concerning industrial disputes and violations of fundamental rights, in particular the right to freedom of association and collective bargaining. PSI has also issued urgent action appeals throughout the year on different issues, requesting affiliates around the world to respond. The urgent actions have been complemented by media releases and up-dates to keep affiliates informed of key developments.

Unions which benefit from urgent action appeals have consistently reported that the action has had a positive impact. Key concerns during 2003 included a case involving Annie Geron, PSI Executive

Board (EB) member and General Secretary of PSLINK in the Philippines, who exposed high-level corruption in a government department and was as a consequence victimized and threatened. Another case of concern has been the unjustified dismissal of the President of the Bangladesh Diploma Nurses Association, Tapashi Bhattacharjee. PSI has also focussed on the continuing campaign to win full union recognition for the Korean Government Employees Union and issued a series of media releases and an urgent action during the general strike of government officials in Tamil Nadu, India. More details concerning the strike in Tamil Nadu is reported under the Asia-Pacific section (South Asia) of this report of activities.

ILO Committee on Freedom of Association

PSI has been extending its use of the ILO supervisory mechanisms and the technical expertise of the Freedom of Association Branch. There are

thirteen cases currently on-going before the ILO Committee on Freedom of Association, which have either been directly submitted by the PSI or to which the PSI has been associated. Issues brought before the Committee include dismissals and victimisation on account of trade union activities, the right to strike and the right to form a trade union in the public sector. While the decisions of the Committee have been without exception favourable, it is now important to use them to campaign for implementation of fundamental rights. The most recent case to go before the ILO Committee on Freedom of Association concerns the collective bargaining rights of United States federal employees, including 56,000 federal baggage screeners at the Transportation Security administration and 170,000 employees at the recently created Department of Homeland Security. The American Federation of Government Employees submitted the complaint and PSI has supported the case.



December 10: German García Delgado (SINALSERPUB), Beatriz Eugenia Alvarez (ADEM) and Ylva Thorn (PSI President) in Stockholm. Photo: Nikolaj Alsterdal



10 December: Colombian Ambassador Victor Ricardo and Thembu Mngomezulu (Chair of the National Coordination Committee of PSI affiliates) in Johannesburg, South Africa

PSI has also submitted a complaint in the case of Chile to the ILO Committee of Experts on the Application of Standards. PSI has also requested assistance from the ILO for technical comments in relation to highly restrictive legislation proposed by the Thai government for public organisations. PSI also called for the direct intervention of the ILO following a controversial ruling of the Federal Supreme Court of India, which questioned the right to strike

Capacity Building on the ILO Supervisory Mechanisms

PSI organised a successful two-day training programme at the ILO in May 2003 for members of PSI staff at the Headquarters and from the Inter-American to review the different supervisory mechanisms and discuss how to use them more effectively. This workshop will be repeated for other regions in 2004.

Trade union rights train-

ing programmes are on-going in South Asia and in Colombia. In Kenya, PSI is supporting a programme to assist the Kenya Civil Service Union and there was a second trade union rights conference in Bangladesh in December 2003.

Campaign to End Impunity in Colombia

During 2003, over 60 trade unionists were assassinated in Colombia, a tragic and horrifying figure. The great majority of those assassinated are from the public sector. Following a PSI international mission to Colombia in December 2002, PSI issued a report and an open letter to the government of President Alvaro Uribe calling for *an end to the assassinations, an end to impunity*, adequate protection for unionists and their families at risk and a series of reforms to provide for full guarantees for the right to freedom of association and collective bargaining.

PSI called for an ILO Commission of Inquiry at the ILO Conference and together with the ICFTU, expressed its grave disappointment that the employers and governments at the ILO Governing Body did not support it, putting in question the legitimacy of the international community's response to the critical situation in Colombia. More information on this campaign can be found under the Inter-American section of this Report of Activities.

Pensions

PSI's work on pensions continues to be marginal, due in part to lack of staff resources. PSI is a partner to the ICFTU Committee on Workers' Capital and has constantly presented issues of particular concern to public sector workers. These include specifically the need for investment policies and guidelines on investing public pension capital in corporations that specialise in privatisation; ensuring that labour rights are respected in specific investments (including in the countries in which investments are made), and developing policies to facilitate the appropriate long-term investment of pension capital in public sector infrastructure. Further, PSI has advocated that the ICFTU assume overall responsibility to coordinate the labour movement's resistance to privatisation of public retirement schemes, as this is an issue of concern to all workers, not just the public sector.

For WTO work on Winning Workers' Rights see under section Public sector Workers and their work. ■

Public Sector Workers and their Work

PSI's work on public sector issues in 2003 fell into six main areas: general public sector work, under the supervision of the Public Sector Working Group (PSWG); public utilities work, under the guidance of a Utilities Advisory Group (UAG) which is a sub-committee of the PSWG; health services work, supervised by the Health Services Task Force (HSTF); work on trade-related public sector issues, especially work on the World Trade Organization (WTO); work on other International Financial Institutions (IFIs) such as the World Bank (WB) and the International Monetary Fund (IMF) and related activities on globalisation matters; and the new work on the Congress-mandated Quality Public Services Campaign (QPSC), also being supervised by the PSWG. Much of this work is reported in the various channels noted in the table of 2003 PSI events found on the PSI website and will not be repeated in what follows here. Lists of PSWG and HSTF members, respectively, are available from the PSI secretariat upon request and/or from the PSI website.

General Public Sector Work

Public Sector Working Group activities

The PSWG met once in 2003 (the minutes were circulated to all affiliates). In dealing with its programme of work for 2002 to 2007 it focused on:

- QPSC work (reported below)
- Ensuring that in all of its work it stressed the need for union capacity building
- The impact of demographic

changes on services, on users, on workers and on unions

- Trade Agreements and public services
- Reform of the public services – a major new paper on which the PSWG is working, based on the assumption that public sector workers have a vested interest in modernising both public services and the very nature of work
- The continuation of general anti-privatisation work as appropriate
- Ways of helping affiliates to share resources, knowledge, experience, etc.
- Identifying regional and sub-regional work of interest to the PSWG

General work at the Organisation for Economic Cooperation and Development (OECD) and its accredited Trade Unions Advisory Committee (TUAC)

PSI continued to work, mainly through the TUAC, on OECD work managed by the Public Management Committee (PUMA) and its directorate. The former PUMA Directorate has now merged with the former Territorial Development Service into a new Public Governance Directorate (GOV). The work with GOV mainly involves work on regulatory reform. In 2002, the PUMA finalised its country reviews on Finland and Norway; the reduction of resources for this work at the OECD also means that, instead of four country reviews in 2003, only two were done – France and Germany – and these were finally reviewed in December. This work always involves the affiliates in the countries under review. PSI

has access to the draft reports and is able, with affiliate input, to influence the final shape of these reports, which can have major policy implications in the countries under review.

However, the formation of GOV now opens to TUAC-PSI the opportunity to influence the work of the Territorial Development Policy Committee (TDPC). At the GOV Directorate's initiative, PSI and TUAC were invited to the first TDPC Ministerial Conference (in Martigny, Switzerland), where we were able to give the TDPC Bureau an overview of TUAC and PSI work in general and on sub-national levels of government in particular. Bureau members expressed a strong interest in PSI's QPSC. We will see from 2004 how extensive this interest is.

There is an annual TUAC-PUMA Consultation at which the TUAC delegation is largely composed of PSI affiliates. The 2003 Consultation is reported elsewhere.

Health work

PSI's health services work is directed by the HSTF but the work on both HIV-AIDS and the temporary migration of health workers is dealt with by both the HSTF and by our workers' rights work.

Health Services Task Force (HSTF)

The HSTF met once in 2003. The minutes of that meeting have been circulated to all affiliates. In identifying its 2002 to 2007 work, it focused on:

- Globalisation work: this essentially involves an expansion and localisation of the



World Social Forum (WSF) in Porto Alegre, Brazil in January

globalisation paper which the Public Services International Research Unit (PSIRU) prepared for the HSTF, looking at global trends in privatisation, the policies of the IFIs and the expansion of MNEs into health services

- Conversion of the above PSIRU material into a number of PowerPoint presentations with tutors' notes for the use of affiliate education staff
- Identifying health workers' demands and problems on working conditions, salaries and staffing issues: this is to be built into the material flowing from the globalisation work
- Work on the forthcoming World Bank World Development Report (see below)
- Migrant health workers work (in conjunction with the Women's Committee)
- Monitoring and campaigning on the GATS (and other WTO) negotiations/issues

- Health insurance work
- Discussion on a possible PSI global health services conference
- Health services reform work and work combating ideological privatisation

Other HSTF work has focused on: violence in the health workplace; staffing, working time and working conditions issues; and HIV-AIDS.

PSI was also represented at the Congress of the International Council of Nurses (ICN) in Geneva and its Council of National Representatives.

OECD health systems project

The OECD has been conducting a major project on the functioning of health systems: staffing, financing mechanisms, insurance, organisation, technology, etc. Initially, PSI and TUAC had fears that this was going to follow a traditional OECD neo-liberal line. However, at meetings with the bureau leading this study and in looking at

draft reports, we have become convinced that this will be a very balanced report when it finally appears: it seems to include every caveat which unions might want to include on all major policy issues. It will be no comfort to neo-liberals.

HIV-AIDS

Congress placed a great emphasis on the need for PSI to prioritise work on HIV-AIDS, as outlined in the relevant Congress resolution. PSI has been working with the ICFTU and other global union federations (GUFs) to implement a programme of work for affiliates on this issue, with a special focus on the need to promote the use of the ILO *Code of Practice on HIV-AIDS in the World of Work*. All of the global unions have now agreed to coordinate their HIV-AIDS work through the ICFTU and the latter has now employed a full-time coordinator for this work.

World Trade Organisation (WTO)

The work of the WTO continues to impact on our members, especially those in developing countries. The PSI secretariat regularly attends briefings on WTO developments held at the WTO or run by Geneva-based NGOs.

In June, Dr Supachai Panitchpakdi, Director General of the WTO invited two advisory groups to meet with him: one for the business sector and one from the NGO community. The latter was the cause of some dissension in the NGO world because it was not clear on what basis he had chosen the members of the NGO Advisory



World Social Forum (WSF) in Porto Alegre, Brazil in January: Water for life

Body: whom did these people represent; on what issues could they claim to speak for NGOs at large? PSI was one of the ten invited groups (the ICFTU being the only other union body) and took a lead in ensuring that Dr Supachai received a clear message that, until these and related issues were clarified, we could not agree to form a stable group. We were prepared to meet with him to discuss these issues and to look at a number of internal and external WTO process and transparency concerns. He agreed to this and also to put some time into trying to address some of our questions before he asked us to meet again - a meeting that was planned for early 2004. A full report of the meeting is available, in English from Mike.Waghorne@world-psi.org

WTO symposia and Coalition work

Because of PSI's high profile on WTO issues, especially the General Agreement on Trade in Services (GATS), PSI has been

asked to make presentations at general WTO symposia on GATS, including health worker migration and general issues. These are all reported elsewhere.

On many WTO issues, PSI is very actively involved with two NGO-oriented coalitions: the Our World Is Not For Sale Coalition (OWINFS); and the Stop the GATS attack! coalition. OWINFS is generally opposed to attempts to expand the mandate of the WTO to incorporate more of the corporate globalisation agenda, especially by bringing investment, competition policy and government procurement under WTO control. PSI actively supports this work. PSI actively involved itself in planning approaches in the lead-up to the 5th WTO Ministerial Conference in Cancún, Mexico, in September 2003.

Regular telephone conferences of this coalition kept members up to date on campaign plans and new developments. The collapse of these ministerial negotiations and the implications

for the multilateral trading system have been fully reported in FOCUS.

General GATS work

As mentioned above, PSI supports the Stop the GATS Attack! campaign. PSI is recognised as a leading critic of GATS implications for public services, governments' abilities to pass regulations with confidence, on secret and anti-democratic decision-making and for its effects on developing countries. As a consequence, PSI is often invited to provide speakers at a range of GATS seminars, workshops and conferences for affiliates, other union bodies, the OECD, the European Parliament and a number of NGOs. A significant number of these events were held after Cancún as many people tried to come to terms with implications of the collapse of the talks. All are reported elsewhere.

GATS and health

GATS has two impacts on health services: its general promotion of health services trade, which can be positive or negative; and the impacts of GATS Mode 4 trade, the temporary movement of health workers to provide services in other countries. All of these GATS issues were the subject of a workshop sponsored by the FES at the WTO for a limited number of global unions, some selected WTO member states, one or two NGOs and relevant WTO staff.

GATS and the European Commission

Because of the major role of the European Commission in the GATS negotiations process of

what are called 'requests-offers' (in which each member state can ask others to open up very specific services to other member states and/or can respond to the requests from other states), a delegation from the European Public Service Union (EPSU) and PSI met with Pascal Lamy, the EC Commissioner for Trade, to express a number of concerns about the impact of these requests/offers on public services, on the power of governments to regulate in security, on the impacts on developing countries and on Mode 4 issues. Whilst the actual meeting was quite positive – Lamy agreeing with many of our concerns – subsequent correspondence saw him retreat to a more GATS-defensive mode. This has been reported elsewhere.

The ICFTU-GUF Trade, Investment and International Labour Standards Network (TILS)

Whilst PSI supports much of the work on workers' rights at the WTO through the TILS network campaigns, it should be recognised that much workers' rights work at the global level is done in our IFI work, reported elsewhere. The TILS meeting held in February was significant in so far as it led to the most comprehensive statement ever prepared by the global unions for a WTO ministerial conference, including a rejection (at least for now and under present conditions) of proposed negotiations on what are called the 'Singapore issues' – proposed agreements on investment, competition, transparency in government procurement and trade facilitation. That TILS

statement and the PSI view on the Singapore issues have been fully reported in FOCUS.

ICTUR

Although, strictly, PSI's work with the International Centre for Trade Union Rights (ICTUR) falls within the Winning Workers' Rights work, the reality is that the close link between this and WTO work means that the PSI connections have been through our WTO work. PSI has supported the ICTUR initiative to establish an International Law Commission to work on workers' rights. Mike Whaghorne, PSI Assistant General Secretary, is on the Editorial Board of ICTUR's journal, *International Union Rights*.

Global institutions and issues

Apart from the OECD and WTO work reported above, PSI is actively involved in issues dealt with by the IFIs, the WB and the IMF. Other bodies have become more important in recent years.

International Financial Institutions (IFIs)

Each year, the Global Unions group meets with the WB and IMF senior leaders and officers. This covers a number of issues: structural adjustment policies, debt relief, the involvement (or, more often, the non-involvement) of trade unions in country-level discussions by the IFIs with governments and specific project issues. The main emphasis in recent years has been the attempt to get the IFIs to promote the ILO's core labour standards to governments and

to encourage them to respect and implement these standards in any work supported by the IFIs. The meeting in 2003, reported elsewhere, saw some progress in this regard and a number of the IFI main or subsidiary bodies have begun to endorse these standards to some degree.

The ILO has established a World Commission on the Social Dimensions of Globalisation. PSI has contributed to general union inputs to this Commission as well as being represented at a two-day session of the Commission that focused on the labour issues in the social dimension of globalisation. Its report is due for release in February 2004.

Public enterprise reform

In previous years, PSI had been involved in a partnership with one part of the World Bank: the Public Enterprise Reform and Labour Network (PERLNET). This has now been transformed into a general Bank-union programme of work on the role of labour in the privatisation process. The combined WB-International Finance Corporation (IFC) unit responsible for this work has now been split into two separate units: one to promote a private sector environment in developing countries; and the other to assist governments in the governance of their public enterprises. This latter development is very significant because it represents a reluctant acknowledgement by the Bank (and by the OECD, as it happens) that the private sector is losing interest in so-called 'investment' in public enterprises (otherwise known as privatisa-

tion) because of the increased risks in such investments and, therefore, the Bank is faced with the inevitability of most public enterprises remaining in public hands and with the fact that many governments need help in improving the governance of these enterprises.

The unit(s) of the Bank/IFC mentioned above have been working on the development of a toolkit for governments on the role of labour in the privatisation process. It is an understatement to say that PSI (and the ITF, with whom we work on these issues) is unhappy with this but we have felt it important to try, with some success, to influence the content of the toolkit such that it is more union-friendly. It is an impressive resource, which will be a 'bible' for many governments, and we believed it important to have pro-union messages included.

WSF/WEF

For the third year, PSI attended the World Social Forum (WSF) in Porto Alegre, Brazil in February. This was fully reported in *FOCUS*. PSI was very involved in a number of events, many with the OWINFS Coalition described above and with the FES. Hans Engelberts also represented PSI at the World Economic Forum (WEF) held in Davos, Switzerland, at the same time as the WSF. Since then the relationship between the WEF and the international trade union movement has been put on a formal basis and PSI's General Secretary, Hans Engelberts, is now regularly involved in WEF events and discussions, not just at the annual forum.

WDR

Each year the World Bank produces a World Development Report (WDR). These flagship publications often extend and promote Bank thinking in a particular area. The report published in 2003 was called *Making services work for poor people*. PSI's responses both to the drafts of this WDR and to the final version have been fully reported in issues of *FOCUS*. In addition, the secretariat met with the WDR writing team several times. The final version, although better than earlier drafts, was fatally flawed, in spite of some very useful material, by its default position of the market normally being the best way to deliver services and by its extreme hostility to public service workers (especially teachers) and their unions. In spite of this, it has been agreed that the Bank will work with PSI on a number of issues arising from the WDR.

presentations and discussing campaign ideas with affiliates, at PSI meetings and with interested individuals and organisations.

Affiliates have responded enthusiastically and many are planning on currently running QPS campaigns. These campaigns have many different messages and targets but, with their focus on providing better services for communities and better jobs for workers, they are all contributing to the global campaign goals. In November, PSI's EB agreed to plan a Global Day of Action in support of Quality Public Services, to raise the campaign's public profile and provide a sense of solidarity and support amongst PSI affiliates around the world.

PSI commissioned the PSIRU to write a booklet titled *Public Services Work!* as a campaign resource. Currently available in English, French, Spanish, Japanese, Korean and Finnish, it is also being translated into Russian and other languages are planned.

Quality Public Services Campaign

PSI's global campaign for Quality Public Services (QPS) advanced considerably during 2003. PSI officers and the campaign coordinator gave priority to ensuring that the message and the campaign strategy are well understood, internally and amongst affiliates, and externally with international organisations and NGOs. This involved running workshops, making



Wendy Caird, PSI QPS campaign coordinator



The booklet provides a valuable history of public services, their role in building strong societies and economies, and why they are even more important today. It also describes reform initiatives and suggests some new approaches to old problems such as accountability, participation and modern ideas about funding services. The booklet has generated widespread interest, with requests for copies coming from affiliates, NGOs, universities and research organisations.

The PSWG has taken on the task of over-sighting the campaign, and regularly receives reports and discusses the next steps. It has prioritised work in three sectors, health, water and energy, in order to provide some focus and tangible results. But general work on the campaign recognises the breadth of its objectives and research and resource material are being designed to be of use to all affiliates.

From the start, PSI and its affiliates have identified the need to work with communities and organisations to build support for public services. Many affiliates have well established working relationships with

local groups and PSI internationally works with a number of NGOs on issues such as water, trade and the IFIs. These links are now being widened and strengthened through the QPSC. The WSF provided another opportunity for the PSI delegation to explain the campaign and build further alliances.

In 2004 work will focus on specific campaign initiatives, and on ensuring that resources and information are provided to backup campaign activities. The goals of the campaign are ambitious, but 2003 showed us that this campaign is well timed and well targeted.

Public utilities

Water

PSI's Water Campaign 2003 was eventful and successful.

Resistance to privatisation is now widespread. Many NGOs have added their voices to that of labour. PSI's visibility and credibility among these NGOs is high. The main water corpo-

rations are leaving their main privatisations (Manila, Buenos Aires, possibly Jakarta) and are refusing to risk their capital in developing countries. The WB is much more vulnerable over its privatisation policy in water, but is preparing financial mechanisms to make it more safe for the private sector.

The development of 'alternatives' to privatisation is also gaining strength, becoming more visible and credible. The range of alternatives includes small rural cooperatives, rain-water harvesting, and, central to the PSI focus, public ownership and management of urban systems.

Resistance to Privatisation

Privatisation is understood to mean the range of ownership and management methods by which the private sector controls the public water systems, and manages them on a for-profit basis. Resistance to privatisation does not mean exclusion of the private sector from water operations. It means opposing the private, for-profit management or ownership of public water utilities.

The biggest international event was the World Water Forum (WWF) in Kyoto in March 2003. This is normally a corporate and WB extravaganza designed to convince country delegates that private management will solve their water problems. The PSI staff and unions had a common plan of action. Although heavily distracted by the start of the war in Iraq, the Forum clearly registered the growing resistance to private control of public water systems. Furthermore, the

water multinationals were not as arrogant as normal, given the serious problems in their most important privatisations in Argentina, the Philippines and Indonesia. (See full reports in *FOCUS*)

Despite this harsh reality, the Camdessus Committee on Finance for Water persisted in calling for privatisation and suggested a number of ways that the public sector can continue to pay for private profits. WB staff are implementing the Camdessus Committee recommendations, with a focus on covering corporate risks (currency fluctuation, contract bidding, loan guarantees). The Bank will propose mechanisms to make it easier for municipalities to borrow money – this will likely require privatisation, which can have major financial implications for municipal budgets in case loans are called in.

In 2003, the Global Review of the Impact of Private Sector Participation in Water (PSP Review) got off the ground. The idea for a global review was initiated at the Bonn Water Conference at the end of 2001 and was endorsed by a number of NGOs as well as by the German government. After much work by PSI and WaterAid (the UK-based development NGO), a working group was created and funding was secured for an initial 'Scoping Study'. This study will interview the major actors, survey many more, and make recommendations to the working group on whether a global review should take place. The study will be finished in March 2004 and the review itself should begin sometime later in the year.

PSI has been tracking the European Union Water Initiative (EUWI) which is attempting to coordinate the activities of the fifteen EU countries' donor programmes. One major problem that PSI encounters is that national governments will endorse privatisation in their foreign aid policies, while supporting public water at home. The EUWI is clearly supporting the privateers, with major impetus from the governments of France, UK and Germany.

The 2003 WSF in Porto Alegre, Brazil was the scene of lively demonstrations of numerous groups opposed to corporate control of water resources and utilities. The European Social Forum (ESF) in November 2003 also focused on water privatisation.

The research and analysis provided by PSIRU supports PSI's global, regional and national campaign activities. The network of organisations that contribute to PSIRU research is growing to include national unions, NGOs, academics, public water managers, etc. PSIRU's reputation as an authority on the water sector is well established.



Women at a rally in Bangkok organised by the Public Utilities Protection Network (PUPN) to oppose water and energy privatisation on 29 July

Alternatives to Privatisation

The 'alternative' to privatisation of water utilities is public ownership and management. The fact that public management needs to be described as an alternative indicates the extent to which the private sector dominates the international policy space in water. The private sector and the IFIs (WB, regional development banks and national donors) – have allocated large budgets to influencing the international policy. But the public water utilities

are largely absent from the debate, in part because they can't spend their budget outside of their geographic and political boundaries.

The 'public alternative' is receiving increasing focus due in large part to the major difficulties of the private model. But public managers have not yet coalesced to take advantage of this shift in international policy and this remains one of the priorities of the PSI campaign.

At the 2003 WSF, PSI organised a two-day seminar, co-hosted by DMAE (Porto Alegre's Municipal Department of Water and Sewage) and Brazil's water union, FNU (National Union of Urban Workers). During this event, workers, managers and NGOs agreed to the importance of public solutions to problems in the water sector, including service to the poor, social tariffs and public participation in decision-making of the water operations.

At all international meetings, PSI advocates for mechanisms to strengthen the public sector. One such mechanism is the 'public-public partnership' (PUPs) whereby strong public operators assist weaker ones. This is a proven mechanism which has been supported, sporadically, by the IFIs. The PUPs concept has now been adopted by many organisations, although actual implementation of new PUPs is slow. PSIRU has been commissioned to study PUPs in detail, and has already developed some case studies and an initial analysis of its applicability.

PSI is also working with a number of public managers to create an international association of public water

operators. There is growing awareness among public water managers that if they don't get involved in the international policy debate, their turn to be privatised will come. Yet the same problems persist of funding this activity and of getting the managers together from all parts of the globe. This is a delicate part of the PSI Water Campaign Strategy and will require participation of national and local unions to identify and support strong public managers.

PSI provides assistance to unions on an as-needed basis, and depending on resources. All unions can get information from PSIRU about multinational corporations, normally within a fairly short delay. PSI staff will also support national union events by participating in planning meetings and in seminars designed to attract media and government attention.

Energy

PSI has issued a global call for a moratorium on energy privatisation pending the outcome of a global commission to review the impact of privatisation. The record of privatisation in the electricity and gas sectors is proving as disastrous, if not more, than in the water sector.

PSI participated in a number of national meetings of energy unions, notably in Thailand and in Central and Eastern Europe (CEE) and the Commonwealth of Independent States (CIS) countries. PSI urgently needs to coordinate union activities to influence global and regional actors in this sector.

ILO Utilities

The ILO tripartite meeting on challenges and opportunities facing public utilities met from 19 to 23 May in Geneva. A very difficult meeting, which resulted in conclusions directing the ILO to support social dialogue at national and regional level, prior to any discussion on privatisation. As part of a union strategy to resist privatisation, and to improve public services, the ILO can encourage social dialogue between government (as employer) and unions by providing an environment in which the parties can systematically discuss issues of common interest. The ILO can also help unions prepare for such dialogue by providing training to union members and leaders. The social dialogue can also be used after privatisation, in dealing with issues involving private employers.

PSI sent a note to all utility affiliates advising that they contact their ILO office to begin such a process of social dialogue. More follow-up will be needed to ensure that ILO puts the appropriate resources into such activities. The ILO still hasn't hired a utilities specialist, which slows this work.

The meeting also stated that public utilities must serve the public interest. Whether provided publicly or privately, governments are ultimately responsible for these essential services under transparent and accountable regulatory frameworks to ensure reliable universal access and continuity of service, with a specific focus on areas that are currently unserved. This is particularly important since access to water has been declared a human right by the United Nations.

Other public sector matters

PSI is constantly invited to be part of other events/projects related to our public sector concerns. In 2003 these included:

- An international Conference for Engineer and Scientist organisations. This meeting occurs every three or four years and is organised by an informal group from such organisations. PSI is always on the organising committee. The May 2003 meeting was in Copenhagen. A report is available.
- A scientists' conscience clause: two international science bodies based in Switzerland have been working towards some kind of international convention/agreement which would give whistleblower protection to scientists who need to report malpractice, unethical behaviour, 'bad' science, etc. in the public interest. PSI was invited to be on the body organising an international conference on this in September in Geneva. Whilst there was general support for the idea; the organisers will now elaborate the proposal before coming back to us.

ILO

During the year PSI and affiliates' representatives participated in a number of key meetings concerning the working conditions of public sector workers. These meetings were undertaken in collaboration with the Sectoral Department:

The first was a Joint Meeting on Public Emergency Services (PES): Social Dialogue in

a Changing Environment, that took place at the ILO from 27 to 31 January. The spokesperson of the Workers' Group was Bill Lucy, PSI Vice-President.

The meeting was the first of its kind to bring together police, fire-fighters and para medical workers. The meeting produced a set of guidelines on social dialogue in public emergency services in a changing environment. (These have since been published as a separate booklet and sent out to affiliates.) They recognise that "such services must be adequately funded so that well-trained and properly resourced workers can deliver quality services, which are effective, responsive to different sections of community needs." They recognise the vital role played by front-line PES workers in responding to the increasing threats to life and property in uncertain times.

The second was a tripartite Meeting on Challenges and Opportunities Facing Public Utilities, mentioned earlier under the section ILO utilities. The meeting reached a set of conclusions that recognised that public utilities are essential services that play a vital role in economic and social development, since they have an extensive impact on the health and survival of people and the productivity of the overall economy.

A tripartite meeting of experts to develop a Code of Practice on Violence and Stress at Work in Services: A threat to productivity and decent work, was held in Geneva from 8 to 15 October. The Workers' Group spokesperson was Jon Richards from UNISON, UK. This was a difficult meeting

because the employers group refused to discuss stress, arguing that it could not be defined. Their position was criticised by the experts from the other two groups on the grounds that stress is recognized internationally as a serious workplace issue.

The meeting agreed a Code of Practice on Violence and at the same time asked the ILO to undertake further work on stress.

PSI also collaborated with the ILO on a number of projects, some of which have been reported elsewhere in this report of activities. One particular piece of work concerned a study of health care reform in the countries of Central and Eastern Europe and the former Soviet Union. This work started in 2002 and in 2003; the final report was published, entitled *Corrosive Reform: Failing Health Care Systems in Eastern Europe*. The work was undertaken jointly with the ILO Social-Economic Security Programme. During the year the ILO also made a film of the health care system in Ukraine to illustrate the problems of the reform process. A part of the film was shown on CNN World Report.

A number of regional activities were undertaken with the support of the Workers Activities Bureau (ACTRAV). These provided direct assistance to PSI members in a number of countries to participate in seminars on issues which they had identified as being of importance to the development of their union structures. ■

Equality, Equity and Diversity

The Continuing Challenge

The overall aim of this programme of action is to achieve gender equality and promote the rights of all equity-seeking groups. Public sector affiliates continue to make important advances in terms of representation of women and equity-seeking groups in their decision-making structures and in their programmes and workplace actions. However, privatisation of public services, cut-backs to social services and health care and increasing inequalities within and between countries have eroded many gains for women at the workplace and brought new challenges in terms of ethnic, racial and religious intolerance.

Gender equality in PSI decision-making structures

This year saw the first Constitutional meetings of the PSI in which women made up 50% of the elected members and indeed in some continents more than 50%! It will take time before the full consequences of the Constitutional changes adopted in 2002 have a real impact but already PSI has begun the work of looking more critically at how to carry out effective gender-mainstreaming of its programmes and budgets and to develop more participative and open-style methods in its meetings. The Women's Committee structures will continue to be a vital mechanism to articulate the voice and concerns of women throughout the union movement.

The World Women's Committee (WWC) met in May 2003 and adopted a programme of

work based on the Congress Programme of Action on Equality, Equity and Diversity, with a particular emphasis on gender-mainstreaming, PSI policy and programmes and campaign work.

Empowerment of Women

PSI has continued to encourage affiliates to adopt affirmative action targets to increase women's representation in leadership, in keeping with the PSI Constitution and to include equality issues in their collective bargaining and advocacy work. Women's leadership training and training to develop campaign and advocacy skills have assisted women to take on positions of responsibility in the union structures. It is now estimated that of 634 affiliates, there are 103 female Presidents or 16.5% and 95 women General Secretaries or 15% of the total.

There is still work to be done in this area but PSI and its affiliated public sector trade unions are recognised as taking a lead on promoting gender equality.

Networking and Information Work

PSI Women is the regular newsletter which is distributed to the women contacts in all PSI affiliates and other interested partners. PSI has also produced a series of pamphlets and leaflets on gender equality issues for specific meetings and events. A series of leaflets on GATS, quality public services and pay equity were distributed at the WSF, the ICFTU World Women's Conference, the UN Commission on the Status of Women and at various forums on trade and labour standards.

PSI works closely with the European Federation of Public Service Unions (EPSU) on gen-



Members of the Women's Committee (WOC) in Geneva, Switzerland, 15-16 May

der equality issues and with other global unions. PSI promotes linkages with women's economic justice groups, such as the Women's International Coalition for Economic Justice (WICEJ). PSI sent a delegation to the ICFTU World Women's Conference and was active in ensuring that the Conference resolutions reflected PSI concerns on quality public services and issues related to equal pay and maternity.

PSI took a lead role in coordinating a global union response to the ILO report on discrimination at work *Time for Equality at Work* and was successful in ensuring that a number of key points were included in the proposals adopted by the Governing Body in November. PSI also continues to lobby for increases in women's participation in the ILO Conference workers' delegations and indeed in senior staff positions at the ILO.

March 8th - International Women's Day

The theme for March 8th 2003 was *Equality Our Right!* PSI issued a media release and background article on the issue of the under-valuing of women's work, particularly in the public sector. A special focus was given to community care workers,

many of whom are expected to work as volunteers for symbolic amounts of money. This is true equally for the industrialised and developing countries.

PSI Gender Equality Campaigns

Pay Equity NOW Campaign

This five year programme (2003 to 2007) began with a materials production stage, with the publication of the PSI resource package and the training modules and has now moved to a capacity building and lobbying phase. Through on-going education programmes around the world, it has been possible to carry out training programmes in many countries in the Inter-American, East Africa, Romania and the Philippines. There have been a number of public forums and tripartite meetings as well, which have received considerable media coverage.

At international level, PSI has focused on developing awareness of the importance of pay equity as a fundamental human rights issue and promoting the issue among other global unions. PSI and the ILO held a third meeting of the Discussion Forum on Pay Equity in November where it was evident that many other global unions are

now adopting policies and programmes on pay equity issues. The ILO is committed to conducting a series of high-level expert meetings on pay equity and it is hoped that the ILO Turin Centre can develop new training programmes on job evaluation schemes free of gender bias.

Maternity Protection Campaign

PSI has worked with the ICFTU and EI on this campaign. It has three main aims: the ratification of the ILO Convention 183, lobbying for improvements in national provisions and, finally, negotiating improvements to maternity protection in collective bargaining. Progress on ratification has been frustratingly slow, although many governments continue to indicate their intention to ratify.

The ICFTU Women's Conference endorsed a plan of action to promote maternity protection and agreed to carry out further lobbying work with governments. There are however worrying trends, particularly in the Southern Cone, where governments are undermined existing rights with the pretext of making maternity protection "more flexible".

The *Maternity Protection Kit* is still a key reference point on the issue and many affiliates are carrying out action research pro-





Regional Women's workshop in Nairobi, Kenya in September

grammes and surveys. PSI continues its working alliance with the International Baby Food Action Network (IBFAN) and the World Alliance for Breast-Feeding Action (WABA) over this campaign.

International Migration and Women Health Workers

Following the adoption of the proposal last year at the WWC, PSI has now embarked on a new programme area on international migration and women health workers. The first stage of the work is a research and action survey in selected countries, both sending and receiving countries. The countries include Barbados, Canada, Chile, Ecuador, Fiji, Ghana, Ireland, Kenya, Netherlands Antilles, Philippines, Poland, the UK and the Netherlands. The research will document how the migration of public health service workers impact health service delivery and the terms and conditions of employment

in both sending and receiving countries. The second phase will focus on the mobilisation of public sector trade union members and their wider communities to campaign for increased spending in public health and improved terms and conditions of employment for health workers worldwide. A report will be published in June 2004 for distribution at the International Labour Conference.

Equity and Diversity

PSI structures and programmes seek to reflect the diversity of the membership of the organisation. During 2003, the emphasis on establishing young workers' networks and facilitating young workers' participation in PSI sponsored events has continued. PSI has also been active in work to eliminate racial discrimination and to promote the rights of indigenous peoples. In partnership with the ILO Declaration, PSI organised an Inter-Americas Conference

on Developing a Trade Union Response to Racial Discrimination and the rights of Indigenous Peoples and has focused work on the inter-relationship between discrimination on grounds of gender and race.

PSI assisted in the organisation of a panel discussion during the ILO Conference on discrimination at the workplace, which reviewed issues related to discrimination on the grounds of gender, race and sexual orientation.

PSI continues to be active in promoting the rights of lesbian, gay, bisexual and transgendered members (LGBT), particularly in developing countries where discrimination continues to be most acute. PSI is a member of the International Lesbian and Gay Association (ILGA) and together with EI is promoting a LGBT network of public sector unionists.

PSI has continued its membership at GLADNET, the disability rights forum and has sponsored a survey in Southern India on how to promote the rights of disabled workers at the workplace.

PSI has also participated in events sponsored by Women's Informal Employment, Globalising and Organising (WIEGO) to promote the organisation of informal economy workers. Together with StreetNet International, PSI organised a successful first discussion meeting on how to build alliances between street and market vendors and municipal workers in Nairobi in September.

A full list of the PSI World Women's Committee members is available from PSI upon request and/or from the PSI website. ■

Union Development and International Solidarity (UDIS)

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The new focus adopted by Congress reflects an important change in PSI's policy in that it places the building and strengthening of unions and their capacity to fulfil their mission at the core of all our activities. Education and capacity building are very important tools in this respect and, together with other tools such as strategic planning, organising, campaigning and advocacy, they constitute an integrated approach to union development. This focus was incorporated into various sub-regional projects that started in late 2002 or early 2003, particularly in Africa. During the year, project design has increasingly been guided by such a holistic approach.

Relations with Funding Organisations

Education officers of global unions and the Nordic-Dutch group of funding organisations met in February in Helsinki, to discuss and amend the *Logical Framework Approach Handbook*. This manual was finalised in December in English and will be available electronically in several languages. Christine Roos and Jenny Luck from UDIS Department attended for PSI.

Friedrich-Ebert-Stiftung (FES) reported that they will conduct an impact study on the work of sponsoring organisations in the Philippines and Thailand and whether the support to these countries over the last decade has actually made the situation worse or whether it would have been better to let them develop on their own.

The meeting reviewed the implementation of a series of LFA training workshops at regional level with the participation of GUF staff and sponsors. The objective is to upgrade their skills to design, implement and evaluate training projects. The first workshop was held in Chile in February with the participation of Verónica Montúfar, Verónica Prado and Juan Diego Gómez. The second took place in Bangkok in August where Lakshmi and Katherine Loh attended for PSI. In 2004 another five workshops are scheduled.

SASK, LO Norway and FES visited PSI headquarters in May. A special meeting was held in Amsterdam with FNV staff and KTV to review the outcomes of the evaluation of the women's project in Asia Pacific.

UDIS staff met with Swedish affiliates and the LO/TCO Council in August to review ongoing and future projects. A

delegation from FNV Mondiaal, including the new Director, visited PSI in October.

In terms of sponsor contributions, FNV Mondiaal/AbvaKabo continues to be PSI's largest donor. Due to the increase in the co-funded programmes in Africa, the FNV share now constitutes 42% of total contributions (against 30% in 2002).

In 2003, LO/TCO-Sweden is contributing 16% of the total (21% in 2002), SASK/KTV/VAL from Finland 12% (18% in 2002), IMPACT-Ireland 11% (10% in 2002) and FES-Germany 6%. Other sponsors are ACILS-USA, LO-Norway/NTL, KNS (Nordic Municipal Workers' Federation), and ILO/ACTRAV.

The education officers of the Geneva-based GUFs met in Nyon in September to review some sponsor initiatives, mainly an LO/TCO draft Africa policy, as well as joint activities. It has now been agreed that all GUF



Building trade unions in CHAD: ST delegation visited the participants of the Union Development Project in October. Photo: Karin Ström, ST-Sweden

education officers will meet twice per year, once in conjunction with the joint sponsors' meeting and once at one of the annual GUF meetings.

Staffing



Jenny Luck, PSI Education Coordinator

Jenny Luck joined PSI as Education Coordinator in the UDIS Department in January 2003. Perian Ramanathan replaced Rey Dolot as project coordinator for the Trade Union Rights Network in the Kuala Lumpur office at the same date for a period of one year. If project funding is renewed, the position will be reopened. A project coordinator for South Asia is also being recruited.

Activities

At the beginning of 2003, external evaluations were carried out of two major programmes in Asia Pacific: the region-wide women's project supported by FNV/SASK; and the LO-Norway-funded joint EI/ PSI project in South East Asia which aims at setting up a trade union rights network. Both evaluation reports identified significant achievements and provided constructive feedback to assist in

developing applications for the next stages of the projects.

The main achievements of the women's project were:

- an increase of women in leadership structures and the creation of women's structures at the regional, sub-regional and union levels;
- there is a group of women trainers in the region who can advance gender mainstreaming and union development initiatives for women;
- activities have produced a sizeable number of women activists and an increase in women members;
- awareness of gender issues has increased amongst affiliates;
- and there have been resolutions for sexual harassment and discrimination at some workplaces.

The evaluation report of the

Trade Union Rights Network project identified:

- increased cooperation and unity between affiliates;
- the establishment of a network with a committed core of trainers and activists in each country;
- the formation of national co-ordinating committees to plan and implement campaigns;
- national campaigns on collective bargaining rights launched in each country with a creative range of campaign materials; and
- an increased awareness within all levels of the unions of trade union rights issues.

New activities undertaken in 2003 include:

- a women's sub-regional training seminar in Central Africa funded by ACTRAV;
- a reworked proposal to continue the FNV municipal



Youth programme in Montevideo on 16 December

workers' organising programme in Latin America, based on international labour standards;

- LO/TCO-supported youth and gender training in Russia and Moldova; a continental Conference against Racism in Latin America supported by ACILS and ILO; and
- IMPACT-funded activities on restructuring of public services in various Central and Eastern European countries.

The public health training, campaigning and research programme in Central America, funded by LO/FTF-Denmark, was postponed to 2004.

The programme for young workers in the Southern Cone is gaining momentum. National committees have been set up in the various countries as well as e-mail networks, thanks to the IT training provided by the IMPACT-sponsored project. Activities involving young workers will be given more encouragement in future projects.

Another IMPACT-sponsored project in East Africa has provided PSI affiliates with

computer equipment, a tailor-made union financial management software and appropriate training.

A brochure was published by PSI to spread more awareness of PSI's union development activities. Christine Roos also attended the PSWG to report on UDIS activities, particularly the transfer of skills from PSI affiliates in industrialised countries to those in the developing world, as called for by Congress.

Annual Coordination Meeting (ACM)

The ACM with all PSI field staff reviewed the ongoing implementation of the Programme of Action, with particular reference to trade union rights violations in Colombia, the water campaign, how to recruit young workers, pay equity campaign experiences and evaluations of the two projects in Asia. A one-day session focused on the QPSC.

A special briefing session on the WTO was provided, as well as updates concerning PSI communications and finance sys-

tems. Discussions were initiated concerning the important topic of PSI affiliation strategies.

PSI staff in South Asia, Jay Bhan and Lakshmi, gave an inspired presentation of PSI activities in that region. Region-based meetings were also held with regional desk officers from ILO/ACTRAV to strengthen the links between PSI and ILO staff.

Attending the meeting were colleagues from PSI affiliates KTV and VAL (Finland), Kom-munal, ST and SKTF (Sweden), LO-Norway and EI.

A full list of sponsored union development activities, including budgets, can be found in Appendix 3. ■



Annual Coordination Meeting (ACM) in May

Regional Bodies

Africa and Arab countries

2003 did not turn out as well as could have been expected judging from last year's performance. The birth of an African Union, loudly trumpeted in 2002, has not yet got very far; instability in certain African states appears to have regained the upper hand; and the democratic process has been seriously undermined.

In 2003 NEPAD (New Partnership for Africa's Development) gave fresh impetus to the continent but has been totally focused on its own expansion. The big trade union organizations have once again been completely sidelined and are now protesting loudly, demanding that they, too, be included in the NEPAD process.

Statutory meetings in 2003 took place according to plan: from 10 to 22 January in Cot-

onou, Benin, for French-speaking Africa; from 3 to 6 February in Jordan for the Arab countries; from 18 to 20 February in Kenya for English-speaking Africa; from 25 to 28 February in Johannesburg for southern Africa, and the AFREC meeting was held on 17 to 21 March in Cairo, Egypt. Discussions centered on preparations for the regional conference which took place in Nairobi from 25 to 27 September.

Issues on the agenda of the meeting included good governance, HIV-AIDS, NEPAD and quality public services. A new action plan and a new constitution were adopted.

AFRECON meeting

PSI's 10th Regional Conference for Africa and Arab countries was held from 25 to 27 September in Nairobi, Kenya. A total of 132 delegates and 37 observers attended the conference, representing 104 affiliated organisations from 35 countries.



Opening ceremony at AFRECON 2003 in Nairobi Kenya, 21-27 September. From left to right: the Honorable Ali C Mwakwere (Minister of Labour), Ylva Thorn (PSI President) and Hans Engelberts (PSI General Secretary).

Gender equity was achieved, with a total of 65 women and 67 men delegates. Stephen Lewis, the UN Secretary-General's Special Envoy for HIV-AIDS in Africa gave an outstanding presentation, which was followed by workshops. There was also discussion on Corruption and Good Governance, led by Gladwell Wathioni Otieno, Executive Director of Transparency International Kenya; The New Partnership for African Development (NEPAD), led by Maria Van Driel, PSI women's projects coordinator; and quality public services led by Têko Kpodar, PSI Regional Secretary for Africa and Arab countries, and Hans Engelberts, PSI General Secretary. The delegates adopted a resolution on Palestine.

The 10th conference adopted a new regional plan of action for the five following years; and the new regional constitution took into consideration the changes at the last PSI Congress held in Canada. The Regional Executive Board members were approved.

Regional Women's Workshop

Over forty participants from the four sub-regions in the PSI Arab and African region attended an action-packed regional women's workshop on 22 to 24 September in Nairobi. The main points of discussion were taken from the programme of action on gender equality, and included gender-mainstreaming, maternity protection and pay equity. The workshop also considered how to ensure a gender perspective in the QPSC and heard from Tandiwe Munyanyi, Chair of the ICFTU youth committee

on strategies to organise young people. Canadian educators, Suzanne Doerge and Bev Burke completed their cycle of "globalisation" workshops at PSI regional meetings. Recommendations on the main workshop issues were submitted to the regional conference for adoption and follow-up within the regional programme of action 2003 to 2008.

PSI has resumed activities in Nigeria

In Nigeria, PSI has restarted activities with its affiliates. Two activities were held in 2003 which mainly focused on women and youth. A gender workshop for the top leadership was also held. This was intended to assist them to analyse their attitudes towards gender issues.

There are four public sector unions that operate in Nigeria and which have not affiliated to PSI yet. The Regional Office invited two unions, namely, the National Association of Nigeria Nurses and Midwives (NANNM) and Non-Academic Staff Union of Educational and Associated Institutions (NASU) to attend AFRECON. The President of NANNM attended AFRECON.

PSI was invited to attend the Third Quadrennial Delegates Conference of NASU, which was held in Abuja from 26 to 27 November. The Sub-regional Secretary Khadija Mohamed represented PSI. It was attended by 700 delegates from all over Nigeria.

Nigeria has a lot of potential for membership, however, the trade union movement is under intense attack from the government. The Nigeria Labour

Congress has been engaged in a protracted struggle with the government over fuel prices.

Mali

Following the national seminar of PSI affiliates held in Bamako, Mali, from 13 to 17 October, Christine Roos, together with the sub-regional secretary and a few members of the affiliates' coordinating committee, met the minister for the promotion of women, children and families, the general secretary of the ministry of labour and public service and the minister of agriculture, cattle-rearing and fishery.

Christine Roos explained the PSI policy in the field of union development and insisted on the necessity of restoring the check-off system and having properly managed unions. The different public authorities committed themselves to reinforce their cooperation with national trade unions.

Niger

In Niamey, the sub-regional secretary met PSI affiliates from 5 to 7 November. Their discussion topics included payment of fees, union restructuring, organizing regular constitutional meetings and women's participation in decision-making processes. The creation of youth committees was particularly emphasized.

Cameroon

On the occasion of a seminar on strategic planning on 13 November, the sub-regional secretary held a briefing session with the members of the EB of the Trade Union Federation of Employees in the Health, Pharmacy and Related Sectors. During this meeting, the sub-regional secretary stressed the need for sound management at the federation level and for a recruitment campaign to increase membership. Each union affiliated to



Press conference at AFRECON in Nairobi, Kenya. From left to right: Hans Engelberts (PSI General Secretary), the Honorable Ali C Mwakwere (Minister for Labour) and Téko Kpodar (PSI Regional Secretary)



PSI/Streetnet workshop on informal economy in Nairobi, Kenya, 21 September

the Federation was requested to open an electronic mailbox to facilitate communication. Considering the size of the country, the EB is facing difficulty to get in touch with local branches throughout the national territory.

Senegal

The regional secretary and the sub-regional secretary met with affiliates in Dakar from 14 to 21 December. They analysed the problems they face, especially the leadership crisis in the Syndicat des Travaux Publics et de l'Hydraulique. PSI representatives advised them on how they can overcome these difficulties.

Trade unions committed themselves to improving their working methods and reinforcing their structures.

The PSI representatives took advantage of their presence in Senegal to prepare the next AFREC meeting, which will take place in Dakar from 12 to 17 April 2004.

Asia and Pacific

Overview of main trends and developments from the previous year

The 27th World Congress was held in 2002 and during the year 2003 all the affiliates in the Asia and Pacific region focussed their activities on the PSI Programme of Action 2002-2007. Trade union rights are still the most important issue in this region and many affiliates struggled against severe oppression, especially in Korea. The QPSC was a special resolution taken in the Ottawa Congress and some QPS seminars or workshops were held at the beginning of this campaign. Some new developments also took place in the sectoral and gender activities. The Asia Pacific Fund has continued to make a valuable contribution to union development in this region.

Regional Activities

The seminar on "Winning Workers Rights" was held in Bangkok

from 17 to 19 December. On the different cases reported, under dispute settlements, Tapashi's victimization drew the particular attention of participants. Many were shocked that victimization could reach such an extreme level and they viewed the ILO observations, especially regarding ILO expectations on the outcome of her appeal in the Supreme Court, as being very positive and helpful. A resolution signed by all participants was passed in support of justice for Tapashi.

APREC

The APREC meeting was held on 31 July and 01 August in Colombo. PSI General Secretary Hans Engelberts referred to the QPSC. APREC endorsed support for the continuation of the TURN project until trade union rights objectives are achieved in South East Asia.

Anandalakshmi Vaidhiyanathan, Sub-regional Coordinator for South Asia, reported on the work done on the Asia-Pacific Women project and the proposed continuation of the project. Koichi Ito, Sub-regional Secretary for North East Asia, reported on struggles by Japanese unions on trade union rights and action by JTUC-RENGO. Mike Ingpen, Sub-regional Secretary for Oceania, was actively involved in finding ways to promote workers' rights under article 50 of the Cotonou Agreement and to get more cooperation with the Pacific Leaders' Forum secretariat. He also emphasized the problem of affiliation fees in small island unions.

The SEA sub-regional office

was created and Katherine Loh was appointed thanks to the generosity of AUPE, Singapore, which has seconded her to work for PSI at AUPE's expense.

APREC unanimously endorsed PSI's urgent action supporting TNGOU's call to restore full pension rights to Tamil Nadu state employees. In solidarity and in order to assist, PSI agreed to the union's request to waive the payment of the 2003 union fees. PSI also extended aid of CHF 7000. The Regional Secretary reported that Katsuhiko Sato, originating from JICHIRO, would be appointed as his replacement in 2004.

Sub-regional Activities

East Asia

The EASRAC meeting was held in Taipei on 26 to 27 February. A special session was arranged on basic labour rights in Korea and Japan.

The third World Water Forum (WWF3) was held in Kyoto, Japan, from 16 to 23 March. PSI affiliates from 20 countries gathered in Kyoto to advocate the PSI Water Campaign at WWF 3 for public ownership and management of water services and to block privatisation policies.

KPSU and KNEWU organized an international symposium on "Privatisation of Key Public Utilities" in Seoul from 12 to 16 February.

FPETU of Mongolia invited Paul Cochrane from NZPSA and organized a national workshop in early May to learn the practices and experiences of New Zealand on public sector structural reform.

Korean unions affiliated to PSI launched the PSI-KC (PSI

Korea Council) on 15 January. Hans Engelberts, PSI General Secretary and Ilkka Parssinen, from the Nordic Council of Civil Servants were invited to the KGEU international symposium on the History of Government Employees' Trade Union Movement in Europe and Roles and Tasks of KGEU on 22 March.

On 24 to 27 March, Hans visited Japan and gave a presentation on the proposed Public Service System Reform of the Japanese Government and basic labour rights. On 6 to 9 April, a KPSU Study Mission of fourteen members visited PSI-JC and they learned the Japanese experiences of organizing at an industrial level. The bi-lateral exchange programmes of Korea and Japan have been conducted regularly for several years.

The PSI Tokyo Office organized the East Asia Sub-regional seminar on QPS in Tokyo on 2 to 3 December. PSI-KC organized a national workshop on QPS and the Role of Trade Unions in Seoul on 9 December. Women's activities to promote gender equality were

developed both at national and union levels.

South East Asia

A mission was sent to Hanoi, Vietnam, to explore avenues to consolidate the solidarity of Vietnamese Public Sector Employees.

PSI APRO organized a youth workshop themed "Quality Public Services" in Chiang-mai, Thailand. Trade unionists including members of the PSI affiliated Labour Union of Electricity Generating Authority of Thailand (LUEGAT) walked out on a public hearing on privatisation plans because there were still doubts about how the share offerings would be made to the public and what benefits the workers would receive under the privatisation scheme.

The regional branches of the PSI affiliated union, SP.PLN (Persero), DPD SP.PT.PLN (Persero) KITLURSU, conducted a three day training on "Trade Union Organisation and Leadership Development" from 23 to 25 June at Medan, North Sumatra.



JICHIRO organised a successful and interesting Quality Public Services seminar in Tokyo, 2-3 December



World Water Forum in Kyoto, 16-23 March

Malaysian PSI affiliates AUEGCAS, MNU, JOUTNB, UMGSU together with their Singapore counterpart AUPE held an exchange programme on gender issues.

Four SEA participants attended the Occupational Health, Safety and Environment Institute (OHSEI) Theme Conference held in Bangkok on 3 to 5 December.

South Asia

Equal Pay Campaigns were conducted in India. The Confederation of All India Stenographers Association conducted a series of activities on quality public services and relations with consumers. Akil Bhartiya Sinchai Karmachari Mahasangh conducted a campaign for the regularization of 4000 casual employees in the Irrigation industry.

Public Services United Nurses Union (PSUNU) Sri Lanka is conducting a ongoing campaign to improve health services. They are also involved in doing a survey on the migration of nurses.

A South Asia sub-regional seminar on merger and forming federations was held in Nepal. A maternity protection video film

on the situation in Nepal was developed by the Women's Committee of the Nepal Civil Services Employees Association.

A research project on the Electricity Industry in India was completed and a book was published. Feasibility studies on child care workers, Nurses, community health workers in India were held and the results were published.

A Trade union rights follow up conference was held in Bangladesh in December. Tapashi Bhattacharjee, President, BDNA was reinstated in her job after the PSI pursued her case through litigation. A complaint has also been lodged with the ILO.

The Tamil Nadu Government Officials Union participated in the massive strike in Tamil Nadu, India, where the State government arrested over 2400 union officials in night raids on homes, using unwarranted violence and issued dismissal notices to over 200,000 employees in July 2003. While many employees have since been reinstated as a result of national and international pressure, the situation is not fully resolved. PSI provided solidarity

support to the union and was also involved in taking up the issue with the ILO.

A series of educational activities funded by the LO/TCO Education project were held in the South Asian countries. The PSI Village at Bhuj was visited and some modifications were done with the assistance of the residents. This village was paid for by donations from affiliates after a devastating earthquake and was reported in last year's Report of Activities.

Oceania

A workshop was held in Vanuatu at the end of January with 38 participants from the Vanuatu National Workers Union and the Vanuatu Teachers Union. The aim of the seminar was to work through what was required in order to help progress the merger between both organisations.

The Oceania SUBRAC was held in March in Sydney, Australia. An issue discussed was the fee structure and a proposal for small island states was developed for consideration by APREC.

The Australian National Coordinating Committee was formed May 2003, with a focus on the development of a joint QPSC. With the new affiliate, Australian Liquor, Hospitality and Miscellaneous Workers Union (LHMU) more coordination will be required. Fact-finding mission to Papua New Guinea (PNG) met with the affiliates and identified a number of issues to be addressed in 2004, including the need to encourage the Public Employees Union, as the second largest union, to rejoin the national centre.

Inter-America

Inter-American Regional Executive Committee (IAMREC)

The IAMREC met in Cartagena, Colombia, in April and:

- Recommended the affiliation to PSI of seven new unions from the Americas;
- Agreed that PSI should declare 10 December a Day of International Solidarity with Colombian Workers;
- Approved the Inter-American Regional Plan of Action 2003 to 2004;
- Agreed to organize seminars and forums on trade policy and health care at both the Cancún, Mexico, WTO meeting and at the FTAA ministerial meeting in Miami; and
- Planned for the PSI Inter-American Regional Conference in Brazil in 2004.

Major PSI initiatives during 2003 in Inter-America

Colombia Solidarity

PSI organized an international day of action on the occasion of International Human Rights Day on 10 December to protest the continuing violation of human rights in Colombia. PSI Inter-American affiliates called on the government of President Alvaro Uribe to put an end to the situation of impunity in which the assassinations of trade unionists have taken place, including the killings of leaders of two PSI Colombian affiliates. PSI throughout the year has issued urgent action appeals and also supported the campaign to op-



December 10: Hans Engelberts (PSI General Secretary) addresses Clemencia Forero Ucros (Colombian Ambassador to the UN)

pose privatisation of the EMCA-LI water and sanitation plant in Cali, Colombia. Affiliated unions in many countries around the world sponsored delegations of Colombian public sector trade unionists to visit their countries in December and to meet union representatives and government officials and to make their message heard: *end the assassinations, end the situation of impunity*. These trips, organised by PSI, allowed the Colombian trade unionists to visit Barbados, Brazil, South Africa, Spain, Sweden, the UK and the USA to meet with public sector trade unionists and government officials.

Prior to this, Ver.di, the Germany public sector trade union had invited Colombian public sector trade unions to their Congress and organised meetings with the Vice-President of Colombia who was on a mission in Europe.

In the United States, the CUT-Colombia General Secretary, Boris Montes de Oca, was hosted by AFSCME and met

with members of the U.S. Congress and the State Department. PSI affiliates in the U.S. helped organize a letter to Congress supporting a change in U.S. policy towards Colombia to reduce military aid. The U.S. Trade Representative, responding to growing congressional concern, began to make progress on making ending impunity an issue in discussions between the two governments regarding trade.

These trips were very successful and have highlighted the role of international solidarity and advocacy. PSI also organised a meeting with the Colombian Mission in Geneva and took part in a panel discussion on Colombia at the ILO on the occasion of International Human Rights Day on 10 December 2003.

In Colombia affiliates, together with the main human rights organizations, held a series of events to mark International Human Rights Day on 10 December, including a petition to Congress. Colombian affiliates produced a PSI video on

violence against trade unionists and impunity.

Anti-racism work

Seventy trade unionists from eighteen countries attended a PSI conference, *Racism is a trade union issue*, in October in Salvador, Brazil. Delegates discussed what unions are doing to eradicate racial discrimination in the workplace and in the wider community. This followed a PSI World Congress in 2002 resolution on racism calling on PSI to “facilitate the exchange of good practice on the elimination of racism and to assist unions in implementing affirmative action plans.” The keynote speech was given by Brazil’s National Minister for the Promotion of Racial Equality, Matilde Ribeiro. Affiliates agreed to lobby for ratification of all ILO Conventions that refer to racism. The full report on the conference is available from psiamericas@igc.org.

IFI Monitoring Project

Working with “Alianza Frente al BID” (“Alliance on the Inter-American Development Bank”) and PSI affiliates in Argentina, Brazil, Colombia and Nicaragua, the PSI IFI Project convened a meeting of Latin American parliamentarians in Milan, Italy, parallel to the Annual Meeting of the IDB. Fourteen legislators representing Argentina, Bolivia, Brazil, Colombia, Ecuador, El Salvador and Nicaragua attended and produced a declaration and a work plan for future activities. Both documents emphasized the constitutional responsibility of legislatures in the region for national budgets and urged parliamentarians to play a more active and influential

role in the contracting of international debt with the development banks.

During 2003, the IFI Project held six events: three training and research seminars for affiliates in Argentina, Colombia and Peru, and three public hearings on IFI debt and privatisation in Colombia and Argentina. In both countries where public hearings were held, the legislators hosting the events committed themselves to follow-up activities in keeping with the Declaration of Milan and the Work Plan. *The IDB in Argentina and Colombia* (in English and Spanish) was published in 2003 and is available on the PSI website.

The IFI Project Coordinator participated in the meeting that established the Red VIDA – the Inter-American Network to Monitor the Defence of the Right to Water – in August in

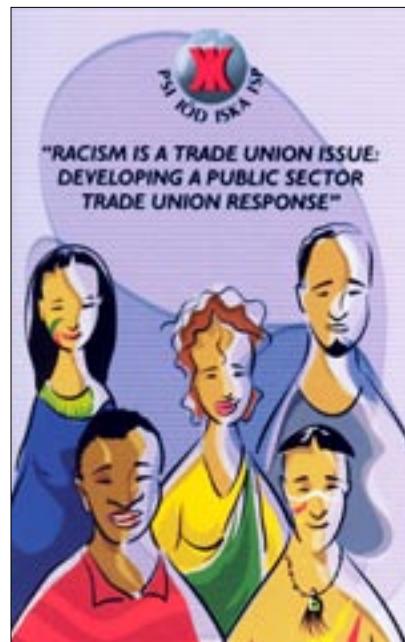
San Salvador. The Workshop issued the *Declaration of San Salvador*, which adopted the PSI QPSC as an alternative to the privatisation of water systems in the Americas and convened a follow-up event parallel to the FTAA Ministerial meeting in Miami in November.

WTO, GATS, CAFTA and FTAA trade campaigns

The campaign to strip public services from WTO and GATS rules was the focus of a PSI seminar for health care unions held in September in Cancún, Mexico, as part of the Peoples’ WTO Alternative Forum. The PSI delegates also participated in Cancún events of the Our World is Not for Sale (OWINFS) network, and sponsored with the Mexican Union of Social Security Workers (SNTSS) an international union forum on the WTO.

In 2003, U.S. and Central American affiliates concentrated on negotiations for a Central American Free Trade Agreement (CAFTA) that would, among other things, weaken U.S. policy linking trade benefits to respect for worker rights. Central American affiliates held public forums to show that CAFTA would also undermine public services and weaken labour protections throughout the region, and called for quality public services as an alternative to ‘free trade’ rules.

In November, PSI affiliates from seven countries joined trade unionists, students, and retirees in Miami to protest the Free Trade Agreement of the Americas (FTAA) ministerial meeting. Affiliates delivered a clear message through a



PSI publication: *Conclusions to the Racism Conference*

PSI Forum on Health Services and the FTAA, chaired by PSI Vice-President Bill Lucy, and strengthened PSI's relationships with national and international allies in opposition to the FTAA. Affiliates issued a PSI *Call for Public Health Accountability in Trade Agreements*, available from psiamericas@igc.org.

PSI Campaign for Pay Equity
 PSI national Women's Committees in the Americas took up the Campaign for Pay Equity vigorously in 2003. Reports on pay equity surveys were prepared by Women's Committees in Brazil, Aruba, Venezuela, Ecuador, Peru, and in a number of Caribbean nations. The Andean region sponsored a sub-regional Forum on Pay Equity in Quito to present their reports and to design the next steps in their cam-

paign and the linkage between pay equity and the QPSC. In a landmark pay equity settlement in June, over 100,000 workers in predominantly female public sector workplaces in Canada's largest province of Quebec will receive pay equity funds after a legal challenge launched by PSI affiliated unions.

Sectoral trade union work

PSI continued organizing union networks by sector in the Americas, principally in health care, water and energy utilities, municipal employees, central government workers, and judicial workers. Notable sectoral activities in 2003 included:

- **Health care:** Inter-American affiliates repeatedly expressed their solidarity with health care unions STISSS and SIMETRISSS during an eight month strike at the El Salvador

Social Security Institute, one of the longest labour conflicts in the history of the country. The strike had a successful outcome, as the unions forced the government to withdraw proposals for the further privatisation of the public health system.

- **Water and energy services:** Meetings of the PSI Central American water and energy networks were held, and a seminar of the PSI Brazil-Southern Cone water/energy network debated the issue of *Derechos Laborales, Sindicatos e Integración Regional en el Mercosur. Grupo de trabajo del sector salud de la ISP/Cono Sur/Brasil*. The publication (Spanish only) is available from psiamericas@igc.org.



1 May: Equal pay in Chile

European Region

European Regional Executive Committee (EUREC)

EUREC met in April in Geneva. The meeting received the sad news of the sudden death in March of Vladimir Panchekhin, the PSI Sub-regional secretary for Russia and Central Asia, who had worked for PSI for three years. Vladimir had a long career in the international trade movement, especially working with the Russian public service trade unions.

EUREC also discussed the following issues:

WTO-GATS

A PSI/EPSS meeting with Pascal Lamy on 17 February resulted in a follow-up letter being sent to the Commission. Lamy's agreement to large sections of criticism were not consistent with his attitude in public. There was a lack of clarity about protection for public services, and secure regulation, and a need for common agreements and more dialogue to ensure that public services, especially in developing countries, are not pressed to such a degree that they cannot reverse any decision to privatise services.

During seminars with affiliates and NGOs throughout the year, PSI's position on WTO and GATS was well received and often adopted.

Quality Public Services Campaign

Wendy Caird, PSI campaign coordinator, presented the



Pay equity campaign, Romania in September

proposal for the QPSC, which was later submitted to the PSI Steering Committee meeting 28 to 29 April. During the year, Wendy participated in several meetings in different parts of Europe in order to create more awareness about the campaign and to encourage the development of a strategic approach to national campaigns.

Belarus

Frank Hoffer, ILO ACTRAV, reported that the ILO had put increasing pressure on the Belarus government to revise their decisions and to stop acting against trade unions. The ICFTU, referring to ILO Convention No. 87, sent a complaint to the EU calling for withdrawal of the General System of Preferences arrangements for Belarus. In the country, leaders of individual trade unions, such as the Health Workers Union affiliated to PSI, did not understand the reaction of the international trade union movement. An ILO project funded by the German government and designed to support independent trade unions was being prepared. All those unions which supported

the conclusions of the ILO supervisory mechanisms could be part of this project.

Priorities in Central and Eastern Europe

The EUREC meetings in 2002 and 2003 both agreed that the priority countries were Moldova, Bosnia-Herzegovina and Kosovo.

The Moldova appeal launched in 2002 had met success mainly in Sweden and resulted in a three-year project on equal opportunities for women and youth. When Moldova decided to use the German model for its new health insurance, PSI responded by organising a seminar with speakers from Ver.di and Romanian affiliates, the vice-minister of health and other representatives of the government, who commented: "This was the best meeting we have ever had on the issue, we were not aware about what was at stake..."

Bosnia-Herzegovina and neighbouring countries

Trade union capacity building has continued in Bosnia. Activities were run for unions from all of former Yugoslavia in municipal and energy sectors.

In Kosovo, where PSI does not have any affiliate yet, Pertti Vainio, KTV, Finland, undertook a fact finding/planning mission on behalf of PSI in May 2003. His report will form the basis of future activities.

Central and Eastern Europe and the former Soviet Union

Trade union development work has continued in most of the countries of the region. These activities are a mixture of long-term projects that have been functioning for up to six years and other short-term activities. Meetings are often called for following the announcement by governments of changes in legislation or ownership of public services.

European Youth Forum

The European Youth Forum had the support of Annika Strandhäll, SKTF, Sweden, on a 60% basis to assist with the coordination of young workers' activities. It was agreed that she would operate from Göteborg until March 2004. She assisted with the development of the European Youth network and a number of youth coordination meetings. A youth conference in Estonia at the end of October entitled "Rights-Respect-Empowerment" brought together forty young workers from the Nordic countries, North East Europe, Russia and Central Asia.

This was the first of a series of youth conferences which are designed to concentrate on the key issues facing young workers and to develop recruitment and training techniques.



Youth conference in Estonia in October

European Women's Committee (EWOC)

EWOC endorsed the proposals for the PSI pay equity campaign components 2003 to 2006, including the proposal for a pay equity conference to be jointly sponsored by EPSU and PSI in October 2004. The Conference programme should reflect the serious problem of low pay and non-payment of wages experienced by many workers in CEE countries.

EWOC also supported the project on migrant health workers. Migration is a major issue in Europe that many public service unions have to face from both sending and receiving countries. More details are available under the chapter Equality, Equity and Diversity of this Report.

International Conference

An International Conference entitled *Private Money in Public Services – What Alternatives?* took place in London on November 10. More than one hundred participants from PSI affiliates in eleven European countries and a variety of British civil service organisations came to

gether to discuss the impact of private participation in public services and what should be done about it. The conference was organised by PSI and UK/Irish Affiliates and has been reported in *Focus*.

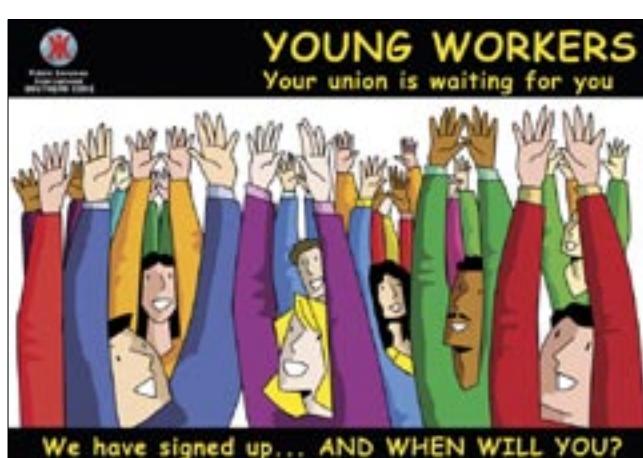
Unions across Europe are facing a common set of challenges in a variety of political and labour relation environments. Just because private involvement in public services was having a particular impact in one set of circumstances, whether positively or negatively, did not mean that the same impact was inevitable in other contexts. Similarly, union responses that had been appropriate in one

context would not necessarily work well in another.

However, unions could learn from each other's experience, and should be prepared to challenge their own policy and strategic thinking. Building alliances between and beyond unions to protect and improve public services was fundamentally important everywhere, even if the political space for doing so varied. But this might require unions to critically evaluate their attitudes to building alliances with non-labour civil society organisations.

Cooperation with the European Public Service Union (EPSU)

PSI and EPSU maintain contact over areas of common interest to avoid duplication of activities and make the best use of available resources. In order to move further in this direction PSI took the initiative in September to start to develop a new PSI/EPSU Cooperation Agreement in order to strengthen the relationship between the two organisations in different facets of their work. ■



Constitutional and Other Bodies

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Congress

The last report of activities described the follow-up to the 27th PSI Congress in Ottawa, Canada, on 2 to 6 September 2002.

The secretariat prepared for the Steering Committee in early April a set of proposals on how to implement the agreed Programme of Action and all other Congress resolutions over the period until the next (centennial) Congress in 2007. These are reported in the minutes of that meeting.

Initial meetings have now been held with the Austrian affiliates to plan the centennial Congress that will be held in Vienna, the capital of one of the founding PSI member countries in 1907. The Austrian affiliates, along with the other founding member countries – Denmark, Germany, the Netherlands, Sweden and Switzerland – have held initial discussions about a history project to compile a history of public services for that Congress. This will not be a dry 'history' but an analysis of how and why we developed public services: the hope is that it can become the basis of developing such services on a more sound basis for the next one hundred years. Affiliates have already been approached to see what historical material they hold so that it can be included in the project.



The First International Conference of the Workers in Public Services met in the Trade Union Building in Stuttgart (on right of picture), Germany, August 1907

Executive Board and Steering Committee

On 28 to 29 April the PSI Steering Committee met for the first time since Congress. The Committee is new in its composition: it is now made up of all the Vice-Presidents. The meeting reviewed all Congress resolutions and agreed, after in-depth discussion, to the actions and implementation proposals suggested by the secretariat.

It was the first chance to have a detailed overview of the QPSC: the planned approach, based on very wide-ranging consultations, was enthusiastically approved.

There was a long discussion on follow-up for the rest of this

year on the appalling trade union rights situation in Colombia.

The Committee also discussed the serious financial situation facing many affiliates (and, therefore, PSI), expressing grave concern at the number of affiliates whose members have not been paid for long periods of time.

The Steering Committee also adopted a resolution on 'Democracy and Public Services in Iraq'.

The EB meeting took place from 12 to 14 November in Nyon, Switzerland. One full day was spent on discussing the QPSC, leading to the adoption of a resolution determining a number of actions.

The finance report 2002 was adopted and the budget 2004 approved with a number of recommendations.

The composition of the constitutional bodies was considered and regional reports of activities were approved.

A lot of attention was focused on the four priorities of the programme of action and decisions were made on future activities.

A resolution was adopted on the future of multilateral trade policy. Another resolution was on debt relief for Argentina.

Membership and staffing matters passed the review at the end of the meeting.

Full lists of PSI EB and Steering Committee members, and of the Regional Executive

Committees are available from PSI upon request and/or from the PSI website.

Other organisations

Global Unions

The annual Global Union Federations' General Conference was held on 13 to 14 January in London. The GUF Interim meeting was held in Geneva on 12 June. Among the topics discussed were the situation in the Middle East, ILO Sectoral activities, HIV-AIDS, the WEF and the WSF, preparations for the WTO meeting at Cancún, Corporate Social Responsibility, framework agreements and Global Union campaigns.

A Global Unions' meeting was held in Brussels on October 7 to discuss cooperation and strategy in a number of areas, in particular joint campaign work.

ICFTU

The ICFTU EB meeting took place on 8 to 10 December in Brussels. The ICFTU now has 233 affiliated organisations in 152 countries and territories.

In a key debate on the international trade union movement's policy and strategy on globalisation, the implications of the collapse of the Cancún trade talks and China's accession to the WTO were analysed. Main recommendations of the debate included a stronger focus on WTO democracy and transparency and the need to strongly support a fair deal for developing countries on trade. The meeting also reaffirmed the global trade union campaign on the respect for workers' rights in international trade and mandated further international

work on trade-related issues in agriculture.

The Board meeting set out the parameters for policy debates at the December 2004 ICFTU World Congress in Miyazaki, Japan, under the theme "Globalising Solidarity". The key objective of the congress will be to equip the international trade union movement for the challenges of the 21st century. There will be a strong focus on reforming international trade union structures, further modernizing working methods and renewing campaigning strategies. The next phases in the Global Unions campaigns on HIV-AIDS and on globalisation were also discussed.

The situation in Belarus, which will be the focus of a Commission of Enquiry by the ILO, was a main feature of the Board's discussion on trade union rights around the world, and a special Resolution high-

lighting trade union rights on International Human Rights Day, December 10, was adopted. Under an agenda item on migration, key objectives for the discussion on this issue at the June 2004 ILO Conference and future ICFTU actions around migration were agreed.

The need for more effective trade union action to organise young workers and to deal with their employment, education, and related concerns was underlined, along with the next steps in ICFTU work on gender issues.

The Board also reviewed developments in the various geographical regions, including the Middle East. A special discussion on the situation in Iraq reviewed the continuing violence. The Board, focusing on supporting the development of Iraqi trade unions, and working for social justice and democracy, approved future ICFTU activities on Iraq. ■



Anti-war demonstration in Brazil

Appendices

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APPENDIX 1: PSI MEMBERSHIP GROWTH IN THE 2002-2003 PERIOD

Membership growth in the 2002-2003 period	2002	2003
Affiliates (total)	612	627
Countries and territories (total)	149	149
Total members covered	20 million	20 million

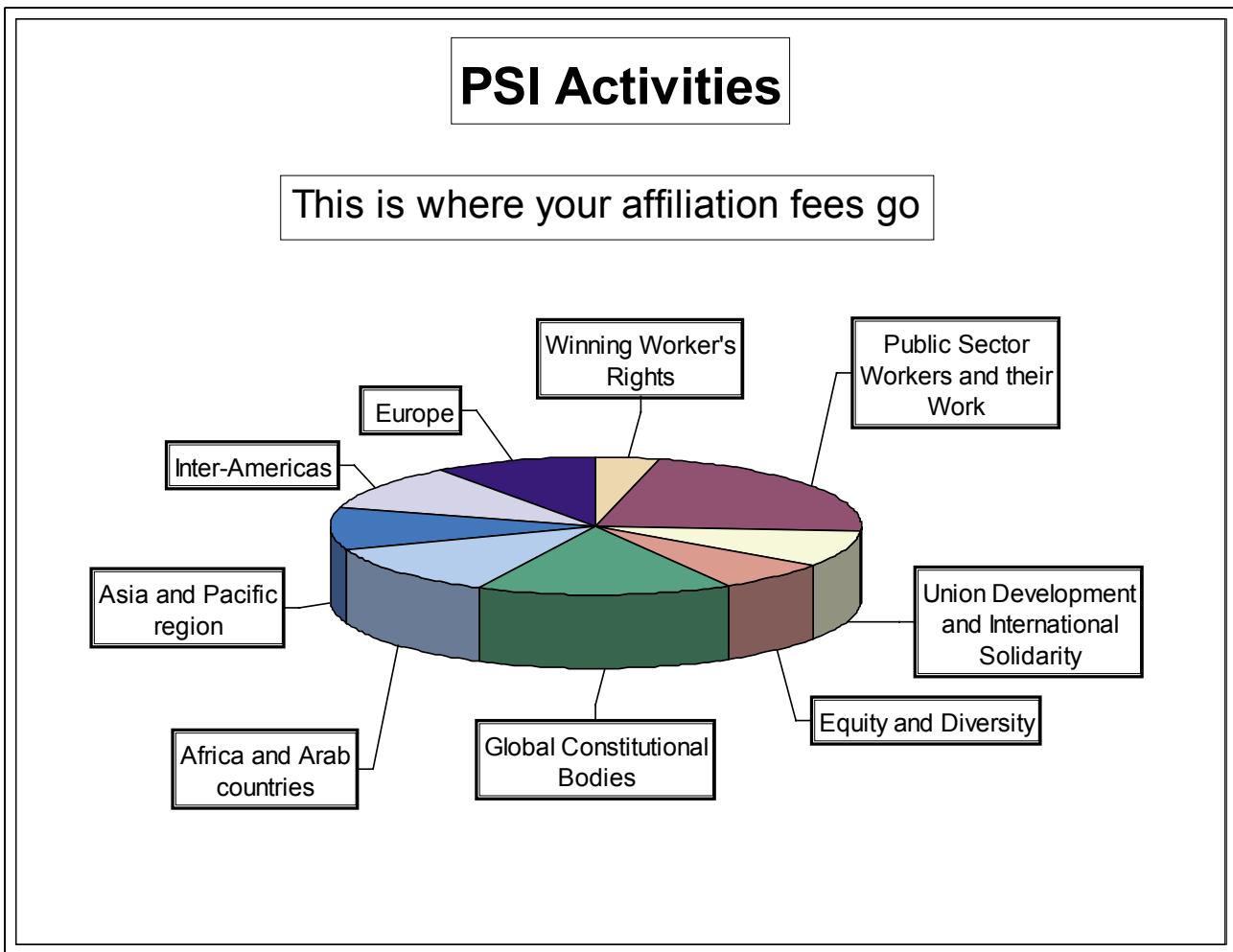
Africa and the Arab countries	Countries	43	43
	Affiliates	155	151
Asia-Pacific	Countries	25	25
	Affiliates	116	121
Inter-Americas	Countries	34	34
	Affiliates	122	132
Europe	Countries	47	47
	Affiliates	215	219
International	Affiliates	4	4

APPENDIX 2: FINANCIAL REPORT For the year ending 31 December 2003 in CHF

	Actual 2002	Actual 2003	Budget 2003
INCOME			
AFFILIATION FEES			
General fees	8,504,921	10,896,491	10,950,000
Development and Aid fees	2,321,231	70,042	50,000
Total Affiliation Fees	10,826,152	10,966,533	11,000,000
OTHER INCOME			
Bank Interest/Investment Income	197,557	179,541	150,000
Income from Sponsors	737,311	994,945	853,492
Insurance refunds	0	13,850	0
Total Other Income	934,868	1,188,336	1,003,492
Drawn down from provisions	2,531,817	810,486	352,000
TOTAL INCOME	14,292,837	12,965,355	12,355,492
EXPENDITURE			
PRIORITIES OF ACTION (PoA)			
Winning Workers Rights	225,546	214,277	247,560
Public Sector Workers and Their Work	1,168,192	1,197,544	1,156,921
Union Development and International Solidarity	459,881	470,529	419,543
Equity and Diversity	300,401	386,582	357,054
MEETINGS			
Executive Board/Steering Com/World Women's Com	435,098	356,210	415,500
Congress	2,530,106	486,252	450,000
REGIONAL COSTS			
Africa and Arab Countries	1,310,347	1,568,600	1,549,347
Asia and Pacific	1,009,233	1,216,741	1,160,528
Inter-Americas	1,492,360	1,368,072	1,492,463
Europe	1,262,858	1,269,526	1,392,214
HEAD OFFICE COSTS			
Administration and office costs	459,802	445,210	414,500
Annual Co-ordination Meeting	115,073	122,912	100,000
Staff costs	3,985,259	4,020,410	3,903,052
Allocation to Regions/Activities	(1,542,562)	(1,877,017)	(1,615,617)
Communications & Publications	581,676	669,352	683,000
Depreciation	192,950	202,127	190,000
Representation & International Trade Union cooperation	90,089	93,193	80,000
General Provisions	0	100,000	50,000
Extra ordinary expenses	292,003	400,000	0
TOTAL EXPENDITURE	14,368,312	12,710,520	12,446,065
SURPLUS/(DEFICIT)	(75,475)	254,835	(90,573)

APPENDIX 3: SPONSORED PSI UNION DEVELOPMENT ACTIVITIES FOR 2003

REGION	DONOR/PROJECT	BUDGET in Euros
AFRICA/ARAB COUNTRIES		
Engl sp West Africa	FNV Union Development and Organising	90,000
East Africa	FNV/LO/TCO Union Development Programme	155,202
East Africa	FES Capacity Building	15,000
Southern Africa	SASK/FNV/LO/TCO Union Development Programme	274,418
French-speaking Africa	FNV/LO/TCO Union Development Programme	185,538
Central Africa	ILO/ACTRAV Women's Seminar	17,400
Democratic Rep of Congo	IMPACT Women's Organising	7,000
North Africa	FES Modernising Union Structures	15,000
North Africa	ILO/ACTRAV Bargaining in Tunisia	13,050
Arab States	FNV Capacity Building	176,545
Total Africa/Arab Countries		949,153
ASIA/PACIFIC		
Regional	FES Regional Follow-up Seminar	25,000
Regional	FNV/SASK Women's Organising Project	74,873
Regional	PSI/EI/LO-N Trade Union Rights	106,438
South Asia	LO/TCO Capacity-building, campaigning and organising	79,186
Thailand	SASK/ KNS Public Sector Union Development	50,000
Pakistan	ILO/ACTRAV Occupational Health and Safety	3,480
Total Asia/Pacific		338,977
EUROPE		
Turkey	LO/TCO Capacity Building	36,083
SEE	FNV Leadership Training	59,416
Romania	FNV Gender Equality Project	21,738
Moldova	LO/TCO Gender and Youth Campaigns	9,591
SEE	IMPACT Municipal Services	22,136
CEE	IMPACT Restructuring of Public Services	21,868
Total Europe		170,832
INTER AMERICA		
Regional	FES/ACILS International Financial Institutions	82,041
Regional	ILO/ACILS Anti-Racism Conference	27,840
Caribbean	ILO/ACTRAV Young Workers' Organising	8,700
Andean Region	IMPACT/FNV Women Education and Organising	131,330
Colombia	IMPACT Trade Union and Human Rights Campaign	10,892
Central America	SASK Trade Union Development Project	61,944
Central America	ACILS Quality Public Services Campaign	14,790
Brazil	IMPACT Race and Gender Training	43,500
Brazil	SASK/ACILS Trade Union Rights	30,450
Brazil	FNV Data Information Service	17,900
Southern Cone	FES Workers' Rights and Regional Integration	32,190
Southern Cone	IMPACT Young Workers' Organising Workshops	10,527
Southern Cone/Brazil	IMPACT Pay Equity Campaigns	48,198
Chile	LO/TCO Evaluation and Planning	50,243
Total Inter America		570,545
ALL REGIONS		2,029,507



APPENDIX 5: PUBLICATIONS

TYPE OF PUBLICATION	FREQUENCY	LANGUAGES
Regular		
Focus magazine	quarterly	En/Fr/Ger/Jap/Sp/Sw
Report of Activities	yearly	En/Fr/Jap/Sp
Newsletters		
PSI World News	fortnightly	En/Fr/Jap/Rus/Sp
Inter-America Flash	monthly	En/Sp
Asia-Pacific News	monthly	En/Jap
Euroflash	monthly	En/Rus
Africa Flash	monthly	En/Fr
PSI Women	quarterly	En/Fr/Ger/Jap/Rus/Sp/Sw

- *Forces and reactions in health care - A Report On Worldwide Trends For the PSI Health Services Taskforce*, PPP* 2003.1 - EN, FR, ES, JP
- *Democracy, social dialogue and regulatory reform: learning from privatisation policy failures* by Brendan Martin, PPP 2003.2 - EN, FR, ES, SW, GER, JP
- *Public Procurement: a discussion paper* by Public Services International (PSI) & the International Federation of Building and Woodworkers (IFBWW), PPP 2003.3 – EN, FR, ES, SW, GER, JP
- 2003.4: *Stop the World!*
- Union Development brochure - EN, SP, FR, GER, SW, Dutch
- *Report of Mission to Colombia* - EN, SP
- *An Introductory Guide to International Migration in the Health Sector for Workers and Trade Unionists* – EN, SP, Polish, Singhalese

Leaflets:

- *GATS - What it means for women workers* - EN, FR, SP
- *Quality Public Services and Privatisation* - EN, FR, SP
- *International Migration in the Public Health Sector - Our concerns* - EN, FR, SP
- *Pay Equity Now!* - EN, FR, SP
- *Our Proposals for the ILO Action Plan - Time for Equality at Work!*
(Global Unions publication for ILO Conference June 2003) - EN, FR, SP

PSIRU reports

The reports are researched by the Public Services International Research Unit (PSIRU), School of Computing and Mathematical Sciences, University of Greenwich, UK. The reports are in most cases published in English only but are in some cases translated into other languages depending on the target group. All reports are available from the PSIRU website (www.psiru.org).

The following reports were published by PSI/PSIRU in 2003:

- *Blackouts: Do liberalisation and privatisation increase the risk?*
- *Resistance and alternatives to energy privatisation*
- *Problems with private water concessions: a review of experience*
- *Public Services Work*
- *Health care reforms in the Americas*
- *Public solutions for private problems – responding to the shortfall in water infrastructure investment*
- *Water privatisation and restructuring in Central and Eastern Europe and NIS countries, 2002*
- *April 2003 Corruption Postings*
- *Financing water for the world – an alternative to guaranteed profits*
- *International Solidarity in water – Public-Public Partnerships in North-East Europe*
- *Water multinationals – no longer business as usual*
- *UNICORN – March-03 Corruption Posting*
- *Water multinationals min retreat – Suez withdraws investment*

The following reports are published by EPSU/PSIRU:

- *A critique of the EC green paper on Services of General Interest*
- *Response to the consultation document 'Reform of water and sewerage services in Northern Ireland'*
March 2003
- *Critique of CEER paper on regulation of energy infrastructure*
- *EC internal market strategy – implications for water and other public services*
- *The European Commission's Guide to successful Public-Private Partnerships – a critique*
- *Water and DG Competition*
- *Restructuring and outsourcing of electricity distribution in EU*
- *European waste management: background to a discussion on EWCs*

*PPP is a series of PSI publications called Policy, Practice, Programme

APPENDIX 6: Staff changes

STAFF COMMENCING PSI EMPLOYMENT/POST/DATE

Nadja SALSON	Officer - EPSU	01.01.03
Lia TIBERINI	Secretary - EPSU	06.01.03
Jennifer LUCK	UDIS officer	13.01.03
Tholakele MYAKA	Project administrator for Southern Africa	01.03.03
Olga LAVROVA	Sub-Regional Secretary for Russia and Central Asia (50% position)	01.04.03
Selvarajah CHELLIAH	Multi-lingual secretary in AP region (50% position)	27.05.03
Penny CLARKE	Officer - EPSU	23.06.03
Wendy CAIRD	Campaign coordinator	01.11.03

STAFF WHO CEASED EMPLOYMENT WITH PSI/POST/DATE

Vincent HOTYAT	Officer - EPSU	28.02.03
Vladimir PANCHEKHIN	Sub-Regional Secretary for Russia and Central Asia	13.03.03
Alice CARL	COMIT director	21.09.03

APPENDIX 7: Obituaries

Pathma Thambydorai, formerly the ICFTU-APRO Women's Director.

Willie Cremins, General Secretary of the Irish Electricity Supply Board Officers Association.

Vladimir Panchekhin, PSI Sub-regional Secretary for Russia and Central Asia died 13 March 2003.

Pekka Aro, Head of the ILO Department for Skills Development.

Derek Gladwin, a former PSI Executive Committee member and holder of several posts in GMB, UK.

Alice Carl, died on 22 September 2003. Alice had started work with PSI in Ferney-Voltaire in 1988 as a part-time secretary and later became Research Officer. In 2002 she took over the position of Director of Communications. She leaves behind two daughters, Minda and Anina, as well as her husband, Hans.

Shinzo Ogura, the former International Secretary of JICHIRO, died on 8th November 2003, in Tokyo in his sixty seventh year.

Luis Anderson, General Secretary of ICFTU ORIT, died on 15 November 2003.

Upender Kumar, General Secretary of the Food Corporation of India Employees Union and PSI Executive Member for South Asia for many years, died on 13 December 2003 in New Delhi, following a long illness.

APPENDIX 8: Acronyms

ABSKM	Akil Bhartiya Sinchai Karmachari Mahasangh
ABSKMS	Akil Bhartiya Sinchai Karmachari Sanghathan in India
ACM	Annual Coordination Meeting
ACTRAV	Workers Activities Bureau of the ILO
ACTU	Australian Council of Trade Unions
AFREC	Regional Executive Committee for Africa and Arab countries
AFRECON	Regional conference for Africa and Arab countries
AFSCME	American Federation of State, County and Municipal Employees
APREC	Regional Executive Committee for the Asia-Pacific region
APRECON	Regional conference for the Asia-Pacific region
AUEGCAS	Amalgamated Union of Employees in Government Clerical and Allied Services (Malaysia)
AUPE	Amalgamated Union of Public Employees (Singapore)
BJBSKU	Bangladesh Jatio Bidut Sramik Karmachari Union
CAFTA	Central American Free Trade Agreement
CAICGSA	Confederation of All India Stenographers Association
CEE	Central and Eastern Europe
CEER	Council of European Energy Regulators
CIS	Commonwealth of Independent States
CPSU	Community & Public Sector Union
DBSKSKU	Dhaka Bidut Sramik Karmachari Union
DMAE	Porto Alegre's Municipal Department of Water and Sewage
EB	Executive Board
EI	Educational International
EPSU	European Federation of Public Service Unions
ESF	European Social Forum
EUREC	European Regional Executive Committee
EUWI	European Union Water Initiative
EWC	European Works Council
EWOC	European Women's Committee
FES	Friedrich-Ebert-Stiftung
FNU-CUT	Fed. Nacional dos Urbanitários da CUT (Brazil)
FNV	Netherlands National Union Centre
FTAA	Free Trade Area of the Americas
GATS	General Agreement on Trade in Services
GLADNET	Global Applied Disability Research and Information Network on Employment and Training
GOV	Public Governance Directorate
GUF	Global Union Federation
HSTF	Health Services Task Force
IAMREC	Inter-American Regional Executive Committee
IBFAN	International Baby Food Action Network
ICFTU	International Confederation of Free Trade Unions
ICN	International Council of Nurses
ICTUR	International Centre for Trade Union Rights
IDB	Inter-American Development Bank
IFBWW	International Federation of Building and Woodworkers
IFC	International Finance Corporation
IFI	International Financial Institution
ILGA	International Lesbian and Gay Association

ILO	International Labour Organisation
IMF	International Monetary Fund
ITF	International Transport Workers Federation
JOUTNB	Junior Officers Union Tenaga Nasional Berhad (Malaysia)
LFA	Logical Framework Analysis
LGBT	lesbian, gay, bisexual and transgendered members
LHMU	Australian Liquor, Hospitality and Miscellaneous Workers Union
LUEGAT	Labour Union of Electricity Generating Authority of Thailand
MNE	Multinational Enterprises
MNU	Malayan Nurses Union
NANNM	National Association of Nigeria Nurses and Midwives
NASU	Non-Academic Staff Union of Educational and Associated Institutions
NECSEA	Nepal Civil Services Employees Association
NEPAD	The New Partnership for African Development
NGO	Non-Governmental Organisation
NZCTU	New Zealand Council of Trade Unions
OECD	Organisation for Economic Cooperation and Development
OHSEI	Occupational Health, Safety and Environment Institute
OWINFS	Our World Is Not For Sale Coalition
PERLNET	Public Enterprise Reform and Labour Network
PES	Public Emergency Services
PIFS	Pacific Islands Forum Secretariat
POA	Programme Of Action
PSIRU	Public Services International Research Unit
PSUNU	Public Services United Nurses Union
PSWG	Public Sector Working Group
PUMA	Public Management Committee
PUPs	Public-public partnership'
QPSC	Quality Public Services Campaign
SIMETRISSS	Sindicato de Médicos Trabajadores del Instituto Salvadoreño del Seguro Social
SKTF	Swedish Union of Local Government Officers
SNTSS	Mexican Union of Social Security Workers
SPOCTU	South Pacific & Oceanic Council of Trade Unions
SPSA	Samoa Public Service Association
SPSF	State Public Services Federation Group
STISSL	Sindicato de Trabajadores del Instituto Salvadoreño del Seguro Social
SUBRAC	Sub-regional Advisory Committee
TILS	Trade, Investment and International Labour Standards Network
TNEBAESU	Tamil Nadu Electricity Board Accounts and Executive Board staff union in India
TNEECLU	Tamil Nadu Electricity Employees and Contract Labourers Union in India
TUAC	Trade Unions Advisory Committee
TDPC	Territorial Development Policy Committee
UAG	Utilities Advisory Group
UDIS	Union Development and International Solidarity
UMGSU	University of Malaya General Staff Union
Ver.di	Vereinte Dienstleistungsgewerkschaft (Germany)
VKMS	Vidut Karmachari Morcha Sangathan Uttar Pradesh
WABA	World Alliance for Breast-Feeding Action
WB	World Bank
WDR	World Development Report
WEF	World Economic Forum

WICEJ	Women's International Coalition for Economic Justice
WIEGO	Women's Informal Employment, Globalising and Organising
WSF	World Social Forum
WTO	World Trade Organization
WWC	World Women's Committee
WWF	World Water Forum

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