

# ANNUAL REPORT 2010

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Public Services International  
Internationale des Services Publics  
Internacional de Servicios Públicos  
Internationale der Öffentlichen Dienste  
Internationell Facklig Organisation för Offentliga Tjänster  
國際公務勞連

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# Foreword



## Quality Public Services ACTION NOW!

In the face of widening cuts to public services and attacks on the rights of public sector workers around the world, leaders of private and public sector trade unions, municipal governments and civil society groups made the unprecedented joint commitment to work together to promote investment in quality public services backed by fair taxation policies as the key solution to the economic crisis, and the best way to build peaceful, equitable, democratic and environmentally-sustainable societies.

Public Services International took lead responsibility for organising the Council of Global Unions' landmark Quality Public Services-Action Now! conference, attended by over 400 delegates in Geneva, Switzerland in October 2010. The conference established the foundation for a major global campaign guided by a charter and action plan that will link local, national and international efforts to promote quality public services.

While PSI has focused on a quality public services programme for many years, this year we held a series of strategy-setting and results-based management training workshops designed to strengthen our capacity to take effective action. This led to the establishment of priority areas of work in the areas of public funding and taxation, privatisation and precarious work. While cross-cutting issues are factored in across these categories, the newly-constituted Policy and Programme Advisory Group has directed that trade union rights be specifically noted as a parallel focus of work.

As reverberations continue from the global economic crisis, PSI stands strong with our affiliates to defend and advance the quality public services that our families and communities rely on.

**Peter Waldorff**  
*General secretary*



Quality Public Services-Action Now! conference

# Trade Union Rights

The fall-out from the global economic crisis provided the 'perfect storm' as a cover for neo-liberal anti-trade union actions and, during 2010, attacks intensified on public sector trade unions – widely seen as the last bastion of trade union density.

PSI affiliates across Europe took to the streets and the European Trade Union Confederation called a Day of Action on 29 September 2010. Meanwhile, there was an alarming increase in violence against trade unionists and human rights activists in countries such as Colombia, Guatemala, Honduras, Mexico, Swaziland and Turkey. This violence ranged from murder to physical assaults and imprisonment. Within this trend is a notable rise in violence against women trade unionists and human rights activists.

## Attacks on activists

Judicial persecutions of trade unionists continued to cause serious concern in Turkey. KESK, the public sector confederation was a particular target. Meryem Özsögüt, executive member of SES (the health and social services union), was re-arrested and released again following a PSI campaign and intervention during the International Labour Conference. However, Seher Tümer, also from SES, was sentenced to seven years' imprisonment.

Against this background, several global unions, including PSI, held a strategy meeting in Istanbul in May 2010. The meeting took place just before May Day celebrations in Taksim Square – the first time in 33 years that workers had been allowed to gather at this symbolic venue.

Throughout 2010 the South Korean government remained steadfast in its refusal to register PSI affiliate the Korean Government Employees Union following the merger of three local government unions. Attacks on public sector trade unions and their leaders increased, and new laws introduced in 2010 severely curtail the



Turkish union demonstration in support of imprisoned PSI affiliate member Seher Tümer

rights to freedom of expression for civil servants. PSI and its affiliates in the Asia Pacific region joined sister global union federations in calling on the government to honour its international commitments when the G20 met in Seoul in November 2010.

*The fall-out from the global economic crisis provided the 'perfect storm' for anti-trade union actions.*



"Defend Democratic Trade Unions! Protect Democracy in Korea!"

A PSI delegation visited Swaziland at the end of April 2010 to lend support to affiliates who were seeking to convince the government to drop plans to adopt a controversial Public Services Bill. As originally drafted, the Bill would have prohibited public officers from joining trade unions and removed job security for civil servants. PSI affiliates have so far been successful in blocking the passage of the Bill.



The death of young trade unionist Sipho Jele, who died while in police custody, sparked world-wide protests and on September 7 Swaziland held its first ever Global Day of Action. PSI called on affiliates around the world to support the call for action to achieve democracy and respect for human and trade union rights.

In Ecuador, changes to the constitution virtually outlawed collective bargaining in the public sector. Further legislative proposals were introduced which would deny all public sector workers the right to form trade unions, reducing existing and future unions to the status of "associations". Then in September 2010 the government announced that it would cut benefits for state workers nationwide, including police and troops. This led to huge

protests throughout the country, which erupted into violence when police officers and soldiers took over Quito airport, shutting it down. PSI affiliates FETRALME and FENOCOPRE (representing municipal and provincial government workers) are part of the National Coordination of Public Sector Unions, a coalition of unions working to reverse these measures, including through use of the International Labour Organization's supervisory mechanisms. ♦



PSI affiliate municipal and provincial government workers protest elimination of their trade union rights in Ecuador



General Secretary Peter Waldorff joined a Justice for Colombia mission in 2010

# Public Administration and Essential Services

Representatives of PSI affiliates that organise workers in central and public administration and in essential services were nominated to represent their regions in two task forces.

The public administration task force met in Geneva in September to discuss the challenges to workers in this sector, exchange information on trade union actions and to define focus points of PSI activities for public administration workers until Congress 2012.

The task force identified seven areas that PSI should focus on:

- The violation of workers' and trade union rights, insufficient social dialogue and lack of general recognition of public administration workers
- Low salaries and poor pension schemes; problems relating to career development
- Insecurity of jobs and precarious work in the context of privatisation, outsourcing and the under-funding of public services
- Weakness and fragmentation of the trade union movement, gender inequality and lack of experience in trade union bodies
- Inadequate quality of public administration, lack of professional training for workers, and corruption
- Negative influence of international financial institutions, and the need for global advocacy and cooperation with the ILO
- Negative image of public administration workers.

The report on the task force meeting and the suggested policy was endorsed by the executive board meeting in November.

The first meeting of the essential services task force was initially scheduled for December 2010, but a significant number of invited union representatives had to cancel their participation, so the meeting had to be postponed to 2011.

PSI established cooperation



Affiliate members in India celebrate World Public Services Day, 23 June 2010

with the European Federation of Public Service Unions (EPSU) and the ILO on matters relating to public administration and essential services. PSI and EPSU officers play an active role in the most important meetings of each organisation dealing with related issues.

## Multinational enterprises

Together with two sister global union federations, BWI and ICEM, PSI negotiated and signed a global agreement on common principles with the French multinational corporation GDF SUEZ. The company employs approximately 300,000 workers worldwide in the energy, water, environment and infrastructure sectors.

The agreement is a model in many respects. It guarantees workers' and trade union rights not only in all subsidiaries of GDF SUEZ, but also covers the company's business partners and supply chain. Management recognised a long list of international rules and conventions and guaranteed

the right of unions to access GDF SUEZ employees. The agreement forbids any form of discrimination based on gender, race, age, sexual or political orientation; it restricts forms of precarious work; and it includes provisions on the protection of the environment. It sets the basis and framework for further agreements on particular subjects of interest, such as health and safety at work, training and education, and so on.

PSI is in contact with the International Transport Workers' Federation to discuss cooperation on a further global agreement with the French multinational company, Veolia, which is globally active in the areas of water, energy, waste treatment and environment.

PSI's Secretariat produced general guidelines on the drafting of international agreements with multinational enterprises defining related procedures, contents and implementation. The guidelines were submitted to the executive board for approval. ◇

# Gender Equality

## International advocacy

Global austerity measures – particularly cuts to public spending which affect jobs, wages and services – have a disproportionate impact on women and young people.

PSI and several other global union federations attended the United Nations Commission on the Status of Women in the hope of addressing this major problem. However, although the trade union delegation hosted two joint workshops, there were considerable logistical and substantive obstacles to effective participation in the main UNCSW 2010 session. The most serious obstacle was the presentation of a pre-agreed outcome document, which allowed no meaningful input from civil society. The trade union delegation published an open letter of protest calling on UN leader Ban Ki-moon "to make social dialogue a reality, and ensure that civil society, trade unions and NGOs assume their rightful place in the process." This protest resulted in a meeting with Ms Rachel Mayanja, UN Assistant Secretary-General and Special Advisor on Gender Issues and the Advancement of Women.

At the 2010 International Labour Conference, PSI participated in two standard-setting committees - on domestic workers, and HIV/AIDS.

The committee on decent work for domestic workers is particularly



PSI trade union delegates participate in daily briefings at 2010 UN Commission of the Status of Women forum, New York

relevant to PSI, given the growing numbers of workers delivering care services in the home, often without legal or social protections. PSI supported the adoption of a strong and inclusive standard that would cover these workers, giving them decent employment standards, including the right to organise and the right to bargain collectively; and ensuring that the standard would include mechanisms to ensure the quality of care being delivered in domestic settings, including through an adequate inspection regime.

A number of PSI affiliates participated in the committee on HIV/AIDS in the workplace, which

adopted a strong recommendation. The recommendation should prove very useful to PSI affiliates advocating for anti-discrimination policies and better health and safety protection, preventative measures and time off for treatment or care responsibilities.

## Mainstreaming gender

PSI invited the Bureau for Gender Equality of the International Labour Organization to facilitate a gender audit of the PSI headquarters, in order to give fresh impetus to efforts to mainstream gender into PSI policies, programmes and activities. This exercise was conducted during September and October, and looked at a wide range of gender issues and debates. Results were to be released in 2011.

## Young workers' conference

A young workers' conference was held in October, on the eve of the Council of Global Unions' Quality Public Services-Action Now! conference. Seventeen young members of PSI affiliates came together under the banner "Young workers as champions of quality public services!" Topics discussed included the decent work agenda and the removal of gender-based barriers. ♦



Young workers' conference

Under its quality health services campaign (2008–2012), PSI has concentrated on three main objectives in 2010.

The first line of objectives, making health workers healthy workers, was carried forward in PSI's growing normative work and in several projects being carried out by affiliates. PSI participated in the Joint ILO/WHO Tripartite Working Party of Experts on Occupational Health and HIV/AIDS for Health Services Workers established by the ILO's Governing Body in June 2010 to facilitate the active involvement of the social partners in promoting the health and safety of health services workers. At its first consultation, the Working Party reviewed and validated the Joint ILO-WHO Policy guidelines on improving health worker access to HIV and TB prevention, treatment, care and support services. Once formally adopted by the ILO Governing Body, the Guidelines were launched by ILO and WHO in late November. These important guidelines are now part of PSI's normative toolbox to assist affiliates in protecting and promoting the rights, working conditions and health of health services workers globally.

The work of affiliates in making health workers healthy workers was manifest in the following projects:

- the third year and completion of a project to strengthen public sector trade union response to HIV/AIDS in a regional network of 11 countries of southern Africa, a region at highest risk, engaging 34 unions in good practice sharing and implementation
- a project organised by a major nurses' union in the Democratic Republic of Congo (SOLSICO) to obtain the exclusive import of retractable syringes for the public health sector of the country
- a project of health unions in Nigeria to obtain that all hospitals use retractable syringes
- a union project that introduced retractable syringes in Mali
- a project in Chad to train hospital



Delegates who contributed to the new HIV/AIDS labour standards adopted at the 2010 International Labour Conference in Geneva

personnel in the use of retractable syringes.

A DVD highlighting prevention of needlestick injuries, benefits of retractable syringes and the importance of access to HIV post-exposure prophylaxis began production as a tool for affiliates to inform and train worldwide. It will be distributed in three language versions: English, French and Brazilian Portuguese.



The second line of objectives, making health services better workplaces, includes follow-on to PSI's earlier work with the International Council of Nurses, the World Health Organization and the International

Labour Organization on the Joint Programme on Workplace Violence in the Health Sector, which ran from 2000 to 2005. As a member of the organizing committee and a major sponsor of the Second International Conference on Violence in the Health Sector: from Awareness to Sustainable Action held in Amsterdam in October 2010, PSI is focusing new efforts on workplace interventions for the prevention and management of violence. In addition, PSI brought affiliate members from Bulgaria, the Czech Republic, Fiji, India and Mauritius to participate in the Conference and prepare future activities of PSI in the field of health workplace violence.

The third line of objectives, striving for quality health services for all workers and users, was highlighted at the Quality Public Services Conference held in Geneva in October 2010 in the session Public Services for All on 13 October, building on the Quality Health Services Campaign initiated by PSI for the period 2008-2012. An analysis of efficiency losses and gains due to privatisation of health services was initiated in 2010 and is being carried out by PSIRU. ♦

# Utilities

PSI continues its overall approach of supporting unions in their specific campaigns while at the same time exerting pressure in the regional and global institutions which influence this sector. PSI is also focused on building alliances with civil society organisations as a way to project its voice and lobbying power. PSI continues to depend on national union support, which must increase if it is to implement the gains made.

## European Commission supports PUPs

Possibly the most remarkable success of PSI and allied organisations is the 2010 decision of the European Commission to dedicate €40 million of its €200 million water facility for public-public partnerships in Africa, the Caribbean and Pacific island states. The EC produced a report assessing the relative merits of PUPs versus public-private partnerships with much of the research coming from PSIRU. The EC recognised that PPPs and NGO-led projects were not delivering the results needed. In consultation with civil society, the EC designed a two-phase bidding process, in recognition of the fact that most public utilities are not accustomed to cumbersome EC procedures. The EC included participation of unions and NGOs as positive criteria in evaluating bids. PSI's support for this initiative

spanned five years of lobbying prior to this decision – recognising that EU funds were being used to advance privatisation in the sector.

The coalition which applied the pressure was organised within the Reclaiming Public Water network, which PSI helped to found. European Federation of Public Service Unions staff and national unions contributed along the way. The research from PSIRU also proved instrumental in building cohesion and influencing the bureaucrats. PSIRU was also called on to build a network among public operators, designing training and developing a database of possible candidates, with the goal of ensuring that many bids would be submitted. Originally, 50 to 60 bids were anticipated, but by the deadline more than 300 applications were received. The EC is currently processing these bids and will announce the finalists early in 2011.

## Nigerian union blocking energy privatisation

After many years of failing to use its significant oil resources to build the electricity infrastructure, Nigeria announced its intention to withdraw completely from the sector and to turn it over to the private sector. The Nigerian Union of Electricity Employees called on PSI to assist in fighting this

misguided policy. PSI has put together a response team composed of staff drawn from the PSI office in Lome, utilities and communications staff in Ferney-Voltaire and PSIRU staff in London and South Africa. Following NUEE resistance, the President of Nigeria, Goodluck Jonathan, sent in the army to occupy all electricity facilities and to intimidate the union leaders. PSI's general secretary has sent forceful messages of protest to Nigeria's president. NUEE has ensured high media visibility, and the campaign is ongoing.

## Jakarta water – end of privatisation?

The campaign to renationalise the water utility is being fought on all sides. PSI is supporting affiliates and NGOs with coordinated research and political pressure. The privateers are using their political muscle to pressure the governor of Jakarta and the regulator. Events are ongoing.

## Representation and advocacy in international forums

PSI maintains a visible presence in a number of key institutions which have policy and financial power in this sector. The utilities officer and some affiliates have presented very strong critiques of the privatisation policies in the Organization for Economic Cooperation and Development with a focus on the causes and effects of the financial crisis. PSI has been called upon to testify before the Independent Expert of the UN Commission on Human Rights on the right to water, and has provided support in the UN General Assembly for the successful passage of a resolution on the right to water and sanitation. In addition, PSI was invited by the German government to sit on a steering committee which is preparing a global conference on water, energy and food security, designed in part as a contribution to the UN's Rio + 20 summit in 2012. ♦



Water seminar in Brussels

# Migration and Women Health Workers' project

**A**lthough the implementation phase of this project was delayed, the year has been action-packed and successful.

Set against a backdrop of a world that is now grappling with the deeper consequences of the economic crisis, the project is particularly timely, because the public sector is now bearing the brunt of a crisis it did not create.

The successful experience of the project is evidence that workers and their unions are ready to take up the challenges, if fully informed, resourced and empowered to plan their own strategies and implement their own actions. The commitment and enthusiasm shown by the unions in assuming and fully implementing the targeted project activities is inspiring.

## Labour market stagnation

Three years after the recession, global economic growth rebounded far better than expected, as measured by macroeconomic indicators such as GDP, private consumption, investments and trade. In stark contrast, the labour market has stagnated and shows little hope of improvement in the near future, with global unemployment remaining high at 6.2% (around 205 million workers) in 2010 (ILO Global Employment Trends, 2011).

An estimated 1.53 billion workers are in precarious employment, while 1.2 billion workers and their families live below the poverty line. Women, young workers and migrant workers are disproportionately affected.

The developed economies and the European Union region continue to face a rise in joblessness, with public sector job cuts, wage freezes and erosion of benefits announced in the UK, Greece, Spain and in the USA.

## Prioritising action

PSI's policy and programme advisory group convened to refine the project's work plan. Given that project resources



Global Forum on Migration and Development Civil Society Days (CSD), Mexico

are limited, unions in destination countries such as Australia, Finland, Norway, UK, Germany, USA and Canada committed to participate in the research using union resources. Likewise, PSI will allocate resources in 2011 to support the participation of unions in developing countries such as the Philippines, Sri Lanka, and Paraguay.

Thirteen public sector unions in Ghana, Kenya and South Africa are participating in the project, representing 666,150 union members who can potentially benefit.

Moving forward, the key focus for the project is to gather qualitative information on migration and health workforce issues, through the implementation of a wide-ranging survey using peer-to-peer interviews.

At the time of writing, feedback on the survey is very positive and encouraging. Furthermore, the unions have used the research activity as an opportunity to introduce the workers to

the union, counsel them on the pitfalls of migration (using the union passports and pre-decision kits), and identified workplace-related issues that could feed into their collective bargaining work.

Some 200–500 questionnaires and up to eight focus group discussions will be completed per country, thereby providing a strong evidence base for the PSI research.

Other highlights of the project include:

- Strengthening the national working groups in Ghana, Kenya and South Africa
- An ethical recruitment campaign
- Participation in the Fourth Global Forum on Migration and Development Civil Society Days (CSD), in Mexico
- The December 18 campaign to mark International Migrants Day 2010 and commemorate the 20th anniversary of the UN Migrant Workers Convention. ♦

# Union Development and International Solidarity

In 2010, PSI sponsored 46 projects for affiliates in various regions of the world, including Latin America, Asia, Sub-Saharan Africa, Arab countries and Central Europe. The following table presents a summary of all the projects.

## The LO-TCO programme: decent work and quality public services

The main development of 2010 was the launch of the Swedish Secretariat for International Trade Union Cooperation (LO-TCO) programme. This programme comprises ten three-year projects in 23 countries in Africa, Asia, Latin America and Europe. One of the key aspects of this programme was the launch of a global campaign for quality public services led by the PSI in cooperation with other global union federations. The results for 2010 were generally positive, although the programme encountered some difficulties, especially in East Africa, because of the violent political conflicts and severe environmental problems in that region, especially in Kenya.

More than half of the projects involved action against violations of employment rights in the public sector, mainly using lobbying, as in Swaziland and India, where these initiatives resulted in legal action against employers.

Work was also undertaken to strengthen trade unions. This increased union bargaining capacity (negotiation of collective agreements, pay rises and improvements in working conditions), notably in Namibia, Swaziland, Paraguay and Chile. It also raised awareness about the need to protect workers from risks associated with HIV/AIDS. For example, in Mali, the usefulness of retractable syringes was widely publicised and was welcomed by the Minister of Health.

New information and skills imparted by the projects helped trade unions in their attempts to introduce and improve public services in almost all the countries concerned. In Mozambique, for example, unions recruited 200 new members, evenly balanced between men and women; while six new unions, with a total of 577 members, were formed in

Vietnam's private health sector.

One aim of the QPS campaign is to combat diseases. In Burkina Faso, for example, mosquito nets were distributed and although the number distributed was less than planned, cases of malaria fell from 702 to 366 and from 882 to 467 in two villages involved in the project.

Gender equality is another important theme of this programme. Although a lot of work remains, there are encouraging signs of progress. For instance, union members have elected 11 women to the post of union general secretary: eight of these are in French-speaking West Africa, including four in Togo.

The LO-TCO programme also organised many activities that address the situation of young workers and increased their participation. This was a very successful part of the programme, encouraging membership recruitment and resulting in members under 35 years of age being elected to leadership positions.

The programme also conducted a study into privatisation and precarious work, and the results were used for



South Africa project planning workshops



campaigning and negotiating for decent work. For example, in Kenya, the KETAWU trade union is now engaged in negotiations to obtain permanent contracts for workers on renewable contracts.

## Global projects

PSI conducted three global projects in 2010, one of which began in the middle of the year and concerned women migrant workers in the health and social care sector. The information provided by these projects about the realities of migration was disseminated by trade unions to potential migrants, providing important advice to help their decision-making processes.

## Africa and Arab countries

Thirteen projects were conducted in this region, including five that form part of the LO-TCO programme. In four Arab countries, projects supported by FNV Mondiaal (the international section of the Dutch trade union federation) have for ten years helped to develop unprecedented unity between unions at the national and sub-regional levels. This long-term work continues as part of the 2009-2011 project and focuses on trade union independence, democratic structures and providing training for recruitment campaigns.

In three countries of French-speaking Africa the FNV established a multifaceted QPS project. However, results were variable, especially because of the unfavourable political climate. In Chad, Guinea and Togo, the introduction of the check-off system proved difficult and has not yet been achieved despite a proactive approach.

## Asia-Pacific region

PSI has six projects in this region, two of which are part of the LO-TCO programme. Of the four remaining projects, the project focusing on gender equality in the health sector in south and south-east Asia stands out because of its scale, with eight countries involved. A total of 81% of participants said the training they received increased their capacity to deal with the challenges and conflicts they face

regarding gender inequality and 73% feel more motivated about providing quality public services.

Another focus is the Asian Development Bank (ADB), where progress was made thanks to a Finland Trade Union Solidarity Centre (SASK) project. The PSI now has a dialogue with the ADB on employment and quality public service issues.

## Europe

Here, there is one project under the LO-TCO programme about precarious work and a second project, funded by IMPACT (Irish PSI affiliate), which focuses on recruiting and training young workers in the Czech Republic and Slovakia in the period 2009-2011. A good start was made and young people are playing a greater role in trade unions.

## Inter-Americas

There are 22 projects in the Americas, two of which form part of the LO-TCO programme. PSI is particularly concerned about employment and labour rights in Colombia and has had projects there since the beginning of the 2000s. In the period 2009-2011, with SASK's support, efforts are concentrated on preventing the closure of unions and resisting the Colombian government's efforts to threaten their existence.

In addition, with IMPACT's support, the PSI has a long-standing project in Brazil on raising awareness about pay equity among men and women. This is producing encouraging results for affiliates: they agreed on the introduction of sector-specific gender policies during the period 2010-2012. ◇

## Project Summary

### Budget distribution in 2010

Inter-Americas	€ 1,054,817	(40%)
Africa and Arab countries	€ 824,291	(31%)
Asia-Pacific	€ 596,530	(22%)
Eastern Europe	€ 64,000	(2%)
Global	€ 131,983	(5%)
Total	€ 2,671,621	(100%)
Total project budget volume in 2009	€ 2,696,292	(100%)

### Sponsor contributions in 2010

FNV Mondiaal, Netherlands	38%
Trade Union Solidarity Centre, Finland (SASK)	30%
Swedish Council of International Trade Union Cooperation (LO-TCO)	15%
IMPACT (Irish PSI affiliate)	10%
Friedrich Ebert Stiftung, Germany (FES)	3%
Danish Trade Union Council for Int. Development Cooperation (LO-FTF)	2%
World Health Organization (WHO)	1%
Nordic Federation of Municipal Workers' Unions (KNS)	<1%
ILO Workers' Activities Branch (ACTRAV)	<1%

PROJECTS	SPONSORS	COUNTRIES	BUDGET (€)
<b>Global projects</b>			
Women and Migration in the Health Sector	FNV/IMPACT/ACTRAV		101,983
Pandemic influenza	WHO		30,000
<b>Total: global projects</b>			<b>131,983</b>
<b>Africa</b>			
Campaigning for Workers' Rights	FNV/FES/IMPACT	Egypt, Lebanon, Jordan and Palestine	131,006
Promoting Quality Public Services	FES	North Africa	10,000
Solidarity for Decent Work	SASK/LO-TCO	Angola, Mozambique	54,424
Towards Quality Public Services for All	SASK/LO-TCO	Namibia, Swaziland	45,318
Campaigning for Quality Public Services and Quality Work	SASK/LO-TCO	Botswana, Mauritius/Rodriguez	56,525
Union Development	FNV	South Africa	36,000
Capacity Building for Decent Work	FNV	Malawi, Zambia, Zimbabwe	34,000
Public Sector Restructuring and Union Development	FNV	Ghana, Liberia, Nigeria, Sierra Leone (West Africa)	153,518
Unions as Partners in Social Dialogue	IMPACT/LO-TCO	Kenya, Tanzania/Zanzibar, Uganda (East Africa)	110,000
Quality Public Services Water Pilot	Abvakabo/FNV	Kenya	25,000
Quality Public Services	FNV	Guinea, Chad, Togo	80,000
Quality Public Services and Pay Equity	LO-TCO/ST	Burkina Faso, Mali, Niger, Chad, Togo	58,000
Health and Safety for Nurses	IMPACT	Democratic Republic of Congo	17,000
Union Development	IMPACT	Cameroon	13,500
<b>Total: Africa</b>			<b>824,291</b>
<b>Asia-Pacific</b>			
Campaigning for Quality Public Services in ADB Sectoral Projects	SASK/KNS	Philippines, Indonesia, India, Tonga, Mongolia	70,000
Gender Equality in Health Sector	FNV/SASK/JHL	Bangladesh, India, Nepal, Sri Lanka, Indonesia, Malaysia, Philippines, Thailand	265,770
Trade Union Rights	LO-TCO	India	85,084
Trade Union Rights	SASK	Malaysia, Philippines, Thailand	98,402
Public Sector Capacity Building	SASK/KNS	Indonesia	77,274
<b>Total: Asia-Pacific</b>			<b>596,530</b>
<b>Inter-Americas</b>			
Organising University Sectoral Federation	FES	Regional	15,000
Organising Judiciary Sectoral Federation	FES	Regional	15,000
Organising Energy Sectoral Federation	FES	Regional	15,000
Trade Union Development	SASK/JHL	Mexico, Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama, Dominican Republic	106,000
Health Sector Network	LO-FTF	Nicaragua, Honduras, Guatemala	45,936
Trade Union Rights in Municipal Sector	FNV	Mexico, Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama, Dominican Republic	17,300
Working for Gender Justice	FES	Caribbean	8,000

PROJECTS	SPONSORS	COUNTRIES	BUDGET (€)
Municipal Sector	LO-TCO/SKTF	Argentina, Chile, Paraguay	54,286
Utilities sector	LO-TCO/SKTF	Argentina, Chile, Paraguay, Uruguay	44,286
Young Workers	IMPACT	Argentina, Chile, Paraguay, Uruguay	33,155
Health Sector Reforms	IMPACT	Argentina, Chile, Paraguay	34,170
Central Administration	IMPACT	Argentina, Chile	33,462
Pay Equity	IMPACT	Brazil	31,000
Trade Union Rights in Municipal Sector	FNV	Brazil	55,750
Equal Opportunities	FNV	Brazil	75,630
Young Workers Planning	SASK/JHL	Brazil	22,785
Add Young Workers	SASK/JHL	Brazil	34,315
External Evaluation of Health Project	SASK/TEHY	Brazil	33,000
Equality and Equity in Public Services	IMPACT/FNV	Aruba, Bolivia, Colombia, Ecuador, Peru, Venezuela	172,942
Defending Water as a Human Right	SASK/JHL/KNS	Bolivia, Colombia, Ecuador, Peru, Venezuela	116,800
Trade Union Rights Website	SASK/JHL	Colombia	30,000
Trade Union Rights in Municipal Sector	FNV	Bolivia, Colombia, Ecuador, Peru, Venezuela	61,000
<b>Total: Inter-Americas</b>			<b>1,054,817</b>
<b>Europe</b>			
Young Workers	IMPACT	Czech Republic, Slovak Republic	6,000
Public Sector Restructuring and Decent Work	IMPACT/LO-TCO/ Kommunal/SKTF	Turkey	58,000
<b>Total: Europe</b>			<b>64,000</b>
<b>Total, all regions</b>			<b>2,671,621</b>



Asia Pacific region project meeting

This was the first year of operation for the merger between EPSU and PSI Europe, with the transition period due to end on 31 December 2012.

During 2010, there were unprecedented attacks on public sector workers across Europe. Job cuts and recruitment freezes were accompanied by pay freezes in many countries, and collective bargaining procedures were severely threatened. This induced a wave of strikes and public protests.

Despite this bleak picture, EPSU made progress on many issues. At the international level, campaigns included the signing of the International Civil Society Statement to the G-20 Leaders Summit in Seoul to take action on the Financial Transaction Tax; and working with PSI affiliates in Canada to influence the EU–Canada trade negotiations.

At the European level, EPSU contributed to the consultation on the review of the Working Time Directive. The EPSU and the Employers' Platform in local and regional government agreed to a joint declaration calling on the European Council to take a long-term perspective when coordinating its responses to the ongoing economic crisis and to provide for public investment to mitigate the effect of the crisis. The EPSU also formally launched the social dialogue process for central government administrations,



Picket by Health Workers Union and State Employees Union of Ukraine on 16 July 2010

which will cover seven million workers and civil servants in state administrations. In addition, the EPSU gender equality committee wrote to the EU Commissioner drawing attention to the disproportionate effects that the austerity measures will have on women, both as public service workers and as citizens.

There were also several actions on public procurement, including the EPSU Public Services Network contribution to a hearing in the European Parliament on the future of public procurement, and a new EPSU/PSIRU publication on public-private partnerships which was released on the eve of European Parliament discussions on the future of public procurement.

Other campaigns included activities on migration, in particular

the EPSU/LRD survey on trade union actions for migrant workers and issues faced by public sector staff dealing with migrants, and the PSI/EPSU Public Sector Euromed Conference in Spain.

During the year, the EPSU executive committee agreed the creation of an EPSU Youth Network, which was subsequently launched at a seminar in Bulgaria in December.

In the health sector, the framework agreement on the prevention of needlestick injuries for the health and hospital sector which had been successfully negotiated by EPSU was implemented as a Directive on 1 June 2010 thus becoming binding law in EU member states and countries in the European Economic Area.

In addition, EPSU signed the final version of Joint Guidelines on Third Party Violence in September and, with HOSPEEM, agreed and signed the Framework of Actions on Retention and Recruitment in December 2010.

Europe-wide workshops and meetings were held in the utilities sector and for the EPSU fire fighters and prison services networks.

In addition, across the four regions – Central Europe, North-East Europe, South-East Europe, and Russia and Central Asia – there were numerous activities covering all sectors and focusing on youth, gender equality, and health and safety.

Further details of all the activities, including numerous reports, are available at [www.epsu.org](http://www.epsu.org).



Sanitas Federation members 19 May 2010, Bucharest. Photo credit: Crenguta Plesa

# Inter-Americas

The year began with the disastrous news of a major earthquake in Haiti on 12 January, killing hundreds of thousands of people and leaving more than 1.5 million people homeless. PSI and its affiliates have given extensive support to Haiti, especially to our affiliate the CTSP. In view of the gravity of the situation, a working group was set up with PSI affiliates and leaders to monitor and take action in response to local needs. PSI affiliates also offered support to the people of Chile following the earthquake and tsunami that hit the country on 27 February.

*PSI and its affiliates have been giving extensive support to Haiti, following the devastating earthquake in January 2010.*

Elsewhere across the region, trade union rights continued to deteriorate, with major violations in Panama and Mexico, as well as Honduras, Guatemala, Venezuela and Ecuador. In Guatemala, for example, three union leaders from the PSI health sector affiliate were murdered, and in Ecuador PSI issued a formal complaint to the



Dukens Raphael, Secretary General of CTSP, speaks with union members at the Joseph Janvier Electrical Plant, in Port-au-Prince, Haiti, Thursday, February 11, 2010. Photo credit: Natasha Fillion

Inter-American Court of Human Rights regarding abuses of trade union rights in the public sector. The good news from the region is the possibility that Colombia may improve its international standing in terms of violations of human and trade union rights, with the new government's commitment that it will respect these rights.

The main event of the year was the successful Inter-American Regional Conference (IAMRECON), held in September in Cartagena de Indias,

Colombia. Leading into this event, 15 workshops and meetings on sectoral and cross-cutting issues were held. Some 400 trade unionists from 33 countries in the Americas attended, which bears witness to the growth of PSI in the region – from 144 affiliates in 2005 to 178 in 2010.

PSI has continued to work to organise trade unions across the region, with Customs and Excise and the Audit Office being two new areas of work that have been expanding. In addition, the water, municipal services, the judiciary, electricity, health and university workers already have strong networks in the region.

The region's plan of action for the next five years, approved by IAMRECON, contains 19 points across five core themes: trade union organisation; global governance; trade union rights; equity, equality and diversity; and international solidarity. Full details are at [www.world-psi.org/IAMRECON](http://www.world-psi.org/IAMRECON).

Other major campaigns during 2010 include: actions to oppose racism (including the third regional conference on this issue); action on the integration of young workers; the first ever regional meeting of lesbian, gay, bisexual and transgendered trade unionists; and progress on pay equity. ♦



Inter-American Regional Conference delegates

# Africa and Arab countries



Participants at SUBRAC 2010

## SUBRAC in Kuwait

The Sub-Regional Advisory Committee meeting 2010, which was held in Kuwait in March, brought together some 30 participants from the Arab-speaking affiliates within the region.

The meeting discussed issues affecting the Arab countries sub-region, including:

- The inability of PSI affiliates in Gaza to travel and participate in PSI activities due to restrictions on border-crossing
- The Code of Conduct developed by the sub-region's secretary, which was adopted unanimously
- A United Nations Development Programme (UNDP) report on the Arab region, which delegates decided to integrate into the unions' agenda.

regularly to discuss workplace issues and demands (RETA union), and the number of RETA union members has increased by 2000

- In Jordan, around 25 unorganised public service enterprises have established local committees
- In Palestine and the Lebanon, gender equality issues have been highlighted in many campaign materials.

## FES project on quality public services

A workshop for three North African countries – Tunisia, Algeria and Morocco – was held in Morocco, to focus on quality public services in the administration and municipalities sectors.

## Public Sector Summit in South Africa

In March, Peter Waldorff, PSI general secretary, addressed the Public Sector Summit in Durban, which brought together all stakeholders within the public sector in South Africa to discuss the many challenges facing the sector.

## First regional strategic think tank meeting

In December, representatives from the four sub-regions met in Abuja, Nigeria. The meeting was chaired by Peters Adeyemi, PSI vice-president. This inaugural meeting discussed the challenges facing affiliates and made recommendations for further discussions.

## Training

The regional office has given financial support to affiliates in Senegal, Benin and Central Africa to help fund training sessions for union leaders, women's organising committee members and youth on the following topics: social dialogue, collective bargaining, communication skills, collection of union dues, role and objectives of youth committees, youth unionisation, and unions and the millennium development goals. ◇

## FNV project on workers' rights

This was the second year of the FNV-sponsored project on campaigning for workers' rights in Middle East countries (Jordan, Lebanon, Egypt and Palestine).

A series of activities has been implemented in these four countries, leading to some positive results, despite the many events that hinder the unions' actions. Results include:

- In Lebanon, the government is involved in the development of a new pension system and law
- In Egypt, committee members communicate with members



Participants at the Africa and Arab countries regional strategic think tank meeting in Abuja, Nigeria

# Asia Pacific

PSI has 117 affiliated unions from the Asia Pacific region in 25 countries. During 2010 the region suffered a series of natural calamities. New Zealand's Christchurch region suffered from severe earthquake damage. In Australia, Pakistan, the Philippines, Sri Lanka and Indonesia devastating floods have involved public sector workers in large numbers. The eruption of Mount Merapi in Indonesia has created a massive environmental problem.

Against this background, there have been a number of successful campaigns as part of the PSI Asia-Pacific action plan.

## Quality Public Services

In India, the Delhi Transport Corporation (DTC) Workers Congress organised a quality public services campaign event in December 2010. Some 1,185 union officials participated; and the president of the national trade union centre, 100 management representatives and the Delhi State Transport Minister also attended. The Minister and DTC Chairman made a commitment to safeguard workers' interests, and after the campaign meeting the union was called for

negotiation. Talks are ongoing.

The national government of New Zealand introduced two new bills to parliament which would drastically

### *Two new bills could drastically change employment law in New Zealand.*

change employment law in New Zealand. If passed, the changes will take away workers' rights, remove protections, cut pay, reduce holidays and diminish access to sick leave. Unions including NZPSA (PSI affiliate) are committed to preventing these changes. In October, 22,000 workers attended rallies around the country to protest against the proposals.

## Core labour standards and ADB

A 19-member delegation from the region, together with representatives from sister global union federations BWI and UNI, attended the Asian Development Bank 43rd Annual Governors Meeting in Tashkent, Uzbekistan. PSI and the GUFs held a forum on 'Workers and unions in

ADB operations'. The key focus of the forum were the International Labour Organization core labour standards, the post-economic-crisis agenda of decent work, and the provision of quality public services.

PSI urged ADB to support the International Solidarity Levy to generate additional resources to achieve the United Nations Millennium Development Goals. PSI has developed a 'score card' for core labour standards, and during the meeting gave ADB a very poor score for its power project in Madhya Pradesh (India) based on non-compliance with core labour standards and related labour laws, lack of transparency and the absence of consultation with and participation of the unions.

PSI and its affiliate the Alliance of Government Workers in the Water Sector also participated in 'Water for All' (an ADB Partners Conference), and the ADB Accountability Mechanism Review in the Philippines.

ADB projects in Asia Pacific countries focus on quality public services, work to enforce worker and trade union rights and prioritise public investments in public services, with the long-term aim of reducing poverty and meeting the MDGs. Five projects are ongoing in the region, in Mongolia, Tonga, the Philippines, India and Indonesia. One positive change is the participation of the ADB resident representatives in these activities in Mongolia, India and Indonesia.

Five networks are active in the region, namely: youth network, fire fighters network, utilities network, health and social services network, ISL network.

## Trade union rights

In Indonesia, employees of the regional water company, PDAM Jaya in Jakarta, held a demonstration to demand a decent wage; they have not received a salary increase since 2003. The workers are also asking that health and other benefits be increased to cover current needs. Meanwhile, after several strikes,



Workshop on Quality Public Services

a law suit on the violation of labour/trade union rights and intimidation of union leaders, a new collective bargaining agreement was signed between the Angkasa Pura 1 Union and the management. Following the appointment of a new board of directors, the dispute was ended when both parties agreed to settle and to establish new industrial relations.

A new law is in the pipeline in Thailand which will allow civil servants, ministry officials, department officials and provincial officials to unionise. PSI

*A proposed new law in Thailand would allow civil servants, ministry officials, department officials and provincial officials to unionise.*

has worked for many years to bring about recognition of trade union rights for civil servants in the country.

Other campaigns have been organised in India (AP Municipal Contract Workers Union) and Japan. And unions in Malaysia conducted a workshop to review the Industrial Relations Act, where public sector unions do not have union recognition or access to collective bargaining.



PSI with ITF Indonesia affiliates in solidarity action at Iranian Embassy, Jakarta, 9 July 2010

### Women and youth networking activities

More than 60 participants representing PSI affiliates from East Asia met in Tokyo, Japan, in December to discuss how women and young people are being affected by the global economic crisis. The seminar was hosted by the women's committee of the East Asia sub-regional advisory committee. Three main areas were identified for follow-up action by participating unions: non-regular workers; migrant workers; and women and youth employment.

In addition, the East Asia sub-region held its first youth network meeting (EAYN) in Mongolia during March 2010 and identified its coordinators.

### Regional campaigns

A regional quality public services workshop in Bali in September selected the theme 'Reclaim public services' for the forthcoming APRECON and series of workshops in the region. The title underscores a commitment to support public services in the wake of the financial crisis and its onslaught on the public.

An executive board has been established for ASETUC (ASEAN Services Employees Trade Union Council), with the cooperation of PSI, UNI and BWI in the region, in order to make inroads in the ASEAN projects and policies.

Symposia held in Tokyo in September and December (organised by, among others, PSI affiliated union JICHIRO) developed and presented a memorandum on the International Solidarity Levy to the government of Japan.

The Indonesian PLN Union has been campaigning against a new law on electricity privatisation, and is now pursuing this further. ◇



Bangladesh Human Rights Day

# PSI Financial Overview 2010

The introduction of a new 'chart of accounts' and a new membership database system in this year were important changes aimed at increasing efficiency and effectiveness in meeting new challenges, while improving administrative flow and procedures.

## Chart of accounts

Following the introduction of a new budget structure to the executive board in November 2009 (EB-139), the introduction of a new chart of accounts early in 2010 has been a key factor in the ongoing improvement of financial transparency and accountability. Implementation will continue in 2011, with the introduction of additional tools that import financial reports directly from the (sub)regions, and other new reporting/monitoring tools. The external auditors have confirmed that the new chart of accounts offers PSI an intelligent tool for all these improvements and will help PSI to meet new challenges.

## New membership system

The new membership system has been operational since the beginning of 2010. After substantial preliminary work to configure the system and adapt it to PSI's needs and specific circumstances, we now have a modern online tool that monitors PSI membership and all related tasks (such as invoice and receipt generation and analysis of affiliate data.)

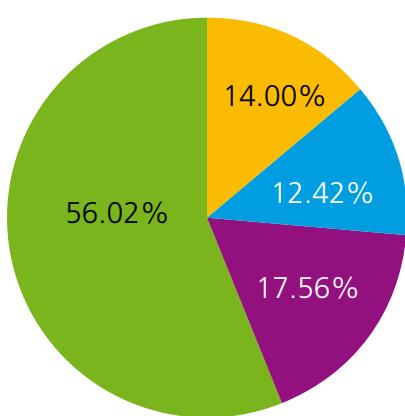
The most significant improvement is that PRO is directly connected to our accounting system; data introduced and validated on the basis of core accounting principles are exported directly to the PSI accounting software. This is a tremendous step forward which will permit PSI to have a better visibility and monitoring of membership, its most precious resource.

## Major events

This was also a year of major events for PSI, including the Quality Public Services-Action Now! conference and the Inter-American Regional Conference (IAMRECON). These events are both linked to PSI activity in the context of an unprecedented financial crisis and to the preparation of the 2012 Congress in Durban, South Africa. PSI was chosen by all the global union federations and the Council of Global Unions to deal with the financial and administrative management of the QPS Conference, which gathered together some 400 participants from all over the world.

## PSI Aid Fund

Following the decision of the executive board in 2009 (EB-139), a PSI Aid Fund was created and was fully operational in 2010. It regroups different PSI solidarity funds, offering a better-adapted instrument to face the challenges and live up to the expectations of solidarity without borders between PSI affiliates around the globe. The Aid Fund made it possible to collect affiliates' donations for natural disasters in Haiti, Chile and other countries.



Invoiced membership by region in 2010

- EUROPE
- INTER-AMERICA
- ASIA & PACIFIC
- AFRICA & ARABIC SPEAKING AFRICA

<b>INCOME AND EXPENDITURE STATEMENT</b>		<b>2010</b>	<b>2009</b>
as at 31 December 2010		Actual (EUR)	Actual (EUR)
<b>INCOME</b>			
Affiliation fees		7,710,744	7,979,551
Interest and investment income		233,677	93,835
Reimbursements		20,126	9,919
Extraordinary income		318,293	21,411
Contributions to funds		483,119	234,284
Sponsors' contribution to administration of projects		570,888	586,350
Sponsored income		2,069,601	2,109,942
<b>TOTAL INCOME</b>		<b>11,406,447</b>	<b>11,035,293</b>
<b>EXPENDITURE</b>			
Strategic activities		684,446	723,761
Constitutional meetings: global		256,493	291,918
Constitutional meetings: regional		280,162	318,980
Constitutional meetings: sub-regional		305,983	319,906
External meetings		9,160	—
Internal meetings		42,079	409
HO representation		35,549	58,667
(Sub) regional representation		174,479	176,828
EPSU-PSI agreement		896,894	731,192
Communications		141,487	116,761
Kluncker Wurf Award		15,000	15,000
Contributions (ITUC, CGU, etc.)		90,040	31,329
Head office staff		3,031,080	2,643,850
Head office, office costs		469,509	542,973
(Sub) regional staff and office costs		1,163,761	1,076,806
Audit		140,305	77,037
PSI expenditure		7,736,429	7,125,415
Donation funds (expenditure)		259,902	231,624
Extraordinary expenditure		82,777	21,006
Sponsored projects		2,691,696	2,696,293
Depreciations		85,702	89,305
Provisions		638,700	350,000
Allocation to solidarity funds		224,000	—
Drawn downs from reserves		(366,000)	(227,809)
<b>TOTAL EXPENDITURE</b>		<b>11,353,206</b>	<b>10,285,833</b>
<b>SURPLUS</b>		<b>53,241</b>	<b>749,459</b>

## COMMENTS AND EXPLANATIONS FOR THE 2010 PSI FINANCIAL REPORT

### Consolidated Profit and Loss Statement

#### INCOME

The total income for 2010 is 8% above the budget. The following will explain the main variances:

1. Affiliation fees
  - Overall the affiliation fees received in 2010 are € 200,000 above the budget.
  - This can be explained by European income € 100,000 and Asia Pacific € 95,000 above budget. Arrears are € 174,000 above the budget. However Africa is € 67,000 below the budget and Inter Americas € 104,000 below the budget.
2. Interest and Investment Income is well above the budget. Interests were € 101,000. € 116,000 comes from a revaluation of currencies.
3. Extraordinary Income
  - The high Extraordinary Income for 2010 is mainly contributions from GUF's and other sponsors for the QPS Conference € 120,000.
  - Other Extraordinary Income – € 164,000 stems from adjustments from previous years.
4. Contribution to Funds
  - As of 2010 PSI has a single fund for the support of affiliates. Contributions to this PSI Aid Fund were high in 2010 related to the earthquakes in Haiti and Chile.
5. Sponsored projects
  - The income shows that PSI has seen a small decline in the total amount received for sponsored projects. However, the Balance Sheet shows that the Sponsored Projects balance is € 154,000 higher than in 2009. These are contributions to projects not spent in 2010 but carried forward to 2011. Taking this into account there is a small increase from 2009 to 2010.

#### EXPENDITURE

6. Strategic Activities
  - Overall the expenditure for the Strategic Activities has been 19% below budget. Head Office expenditure has been significantly lower than budgeted. The main reason is expenditure on sectoral activities below budget. Task forces for Public Administration and Essential Services took longer time setting up, Health Services was without an officer for half of the year and the planning of the QPS conference took away from activity in the Municipal Sector. Utilities had planned a global meeting in the energy sector that didn't take place in 2010. The planned Public Sector Forum did not take place, due to the fact that we organised the QPS Conference in October and the first meeting of the PPAG took place in December 2010. Expenditure for Migration is also below budget. The explanation is that more costs have been covered by external sponsors for the Global Forum for Migration and Development. UDIS expenditure is € 10,000 above

the budget. The main explanation for this is a staff workshop held on Results-based Management that was unplanned for.

7. Constitutional meetings Global
  - In total the costs for the Executive Board and Steering Committee meetings were 8% above the budget.
8. Constitutional meetings Regional
  - Total costs for the RECs were 5.7% above the budget
9. Constitutional meetings Sub-regional
  - Total costs for the Sub-regional meetings are 39% above the budget. This has been raised with the regional secretaries and adjustments have been made in the budget for 2011.
10. Internal meetings are above budget. The extra expenditure stems from the PPAG.
11. Head Office representation is significantly lower than the budget. The explanation is that some expenditure posted as representation in the past is now allocated to the exact activity.
12. Sub-regional representation has been overspent with close to 25%. This can be explained by sub-regional activities posted as representation. This is an area discussed with the regional secretaries.
13. EPSU contribution is € 21,000 higher than budgeted as a result of higher income from European affiliates.
14. Communications is 23% below budget due to the fact that some activities like the development of new logo and identity, website etc. was not finished in 2010.
15. Head office – office cost are higher than budgeted – but lower than the expenditure in 2009.
16. Audit costs are significantly higher than previous year. This can be explained by the fact that all audit costs from Head Office and regions can now be seen in one total amount. Apart from this there have been extraordinary audit costs in Head Office related to the fact that a semi-annual audit has been performed and that the audit lasted longer than scheduled.
17. Extraordinary Expenditure can be explained as € 68,000 related to previous years and freight cost of € 7,700 for furniture donated by Kommunal, Sweden to PSI Head Office.
18. Provisions are higher than budgeted. This includes provision of € 94,000 for Lebanon Office expenditure that was not included in the budget. Included is also € 104,000 provisioned to 13th month salary. There is also provision of € 75,000 for the relocation of the Head Office. The Standing Orders Committee is provisioned with € 40,000. € 40,000 is provisioned to investment in video conferencing equipment for the regional offices in order to enhance the use of video conferencing. These provisions come on top of the usual provisions to World Congress and Regional Conferences.
19. In 2010 the Draw Down from reserves covers € 140,000 for the IAMRECON, plus salary for a project manager in finance department and other staff related issues that were provisioned in the finance report 2009. ◇

# Staff at PSI

## Head office

The human resources and finance department welcomed back their multilingual secretary **Veronika Darras**, who returned to PSI after sabbatical leave which began in December 2009.

**Teresa Marshall** started work as PSI communications coordinator on 18 January 2010.

**Odile Frank** joined PSI on 1 October 2010 as health services officer on a six-month fixed-term contract.

**Tina Waldorff** took up the part-time role of project manager (finance) on 15 March 2010 on a seven-month fixed-term contract which was renewed in October for a further four months.

**Rolv Hanssen**'s secondment from Fagforbundet, Norway, as a QPS project coordinator was extended until 30 June 2011.

**Maria Wattne**, communications associate, joined PSI on secondment from Fagforbundet, Norway, from September 2010 until 28 February 2011, replacing **Sonia Regelbrugge** who was on maternity leave.

**Jorge Mancillas**, health and municipal services officer, was granted sabbatical leave from 1 May 2010 to 31 March 2011.

## Africa and Arab Countries

Regional office: Togo. **Têko Kpodar**, regional secretary, retired on 31 January 2010 and **David Dorkenoo** was appointed to take up this role, starting on 1 February 2010.

## Asia-Pacific

Regional office: Singapore. Regional secretary, **Katsuhiko Sato**, completed his assignment on 1 March 2010 and returned to JICHIRO. **Lakshmi Vaidhiyanathan** stepped into this the role.

**Norman A. Grecia** was appointed as trade union rights coordinator for South East Asia (Malaysia, Philippines, Thailand), starting on 1 May 2010 (fixed-term three-year contract). **Indah Budiarti**, organising and communications coordinator, returned from study leave (Global Labour University Kassel, Germany) in October 2010.

In the Tokyo subregional office, **Yoshiko Inagaki** was seconded by JICHIRO as East Asia subregional secretary on a 80% basis as of 1 September 2010, and **Chiyoko Tanaka** was appointed as full-time administrative assistant on 1 September 2010.

In the India subregional office, **Raman Kannan** was appointed as subregional secretary for South Asia, commencing on 1 June 2010.

Also in the Asia-Pacific region, **Joselito Vasquez** was appointed as Asia Development Bank project and campaign coordinator, starting in February 2010, based in the Philippines, but resigned in August 2010. The role was taken over by **Jeremy Nishimori** on 1 August 2010.

## Inter-Americas

In the Ecuador office, **César Ricardo Buitrón Cisneros'** contract as project coordinator was extended until 31 December 2012, **Nalda Marcela Arellano Villa** joined PSI as project coordinator with a contract from 1 June 2009 to 31 December 2012, and **Ximena Burbano**, joined PSI as part-time accountant, with a fixed-term contract from June 2010 to June 2011.

In the Costa Rica office, **Johanna Muñoz Rodríguez** was appointed as administrative assistant on 1 January 2010 for one year; **Germán Hernández Mora**, project assistant LO-FTF, had his contract extended until the end of June 2010.

In the Brazil regional office, **Michel Adriano Szurkalo** was appointed as part-time (20 hours per week) youth project coordinator from August 2010 to the end of December 2010.

In the Washington regional office, administrative assistant/office manager, **Germania Swan**, resigned on 1 November 2010.

## Europe

During the year there were a number of EPSU staff changes. **Tamara Goosens**, health and social services officer since 2006, sadly died on 30 May. Affiliates in the Health and Social Services Standing Committee raised over € 3000 for the Dutch Cancer Foundation 'Pink Ribbon' in memory of Tamara.

**Sylvie Dewambrechies** was appointed in the EPSU finance department. **Pablo Sanchez Centellas** took up his position covering communications, public relations, liaison and youth. **Christine Jakob** specialises in local and regional government, and gender equality, and **Jerry van den Berge** was appointed to work in the areas of European works councils, water and waste.

**Brian Synnott** and **Veronica Nilsson** left the EPSU Secretariat during 2010.



Philippe Delva, executive member of CTSP -  
Confédération des Travailleurs des Secteurs Public  
et Privé (Confederation of Workers in Public and  
Private Sectors) - at a May Day demonstration in  
Port-au-Prince, Haiti on May 1, 2010



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