

ANNUAL REPORT 2011



Public Services International
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Internacional de Servicios Públicos
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國際公務勞連

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Front cover: PSI affiliate unions led the 500,000 people-strong March for the Alternative, London, UK, 26 March 2011.

Foreword

2011 was a momentous year that will stand out in history for the wave of indignation and popular revolt against both dictators and neo-liberal policies that swept our globe.

From the Arab Spring, to the uprising of public service workers in Wisconsin, to the *Indignados* youth movements in Spain and Chile, to the

repeated general strikes of our affiliates across Europe against austerity policies, to the Occupy movement that was sparked in North America and spread worldwide – working people and our communities united in our demands for social justice and equality.

Public Services International affiliates initiated or were central to many of these inspiring actions,

supported by PSI in advancing quality public services and trade union rights.

I am especially proud that we launched the new *Quality Public Services—Action Now!* campaign in this year; initiatives are detailed in this report.

Peter Waldorff
General Secretary



(From top right) A world of change in 2011: an international delegation of PSI affiliates lead the G20 people's protest in Nice, France; affiliate members in the USA protest attacks on collective bargaining rights; game-changing days in Tunisia.

Quality Public Services — Action Now!

The Council of Global Union's flagship *Quality Public Services—Action Now!* campaign was formally launched on World Public Services Day, 23 June 2011. PSI took lead responsibility for coordinating with the global unions – including launching the campaign, designing materials and building and maintaining the [www.QPSActionNow.org](http://QPSActionNow.org) website.

Local initiatives involving public and private sector unions, civil society organisations and local governments took place on 23 June in South Africa, Thailand, Hong Kong, the United States, Bolivia, Colombia, Ecuador, Peru, Venezuela, India, Fiji, Japan, Lebanon, Bulgaria, Lithuania, Ukraine, Morocco, Mauritius, Ethiopia, Ghana, Russia, Uganda, Spain, Ireland and the Netherlands.

In a joint statement, the European Federation of Public Service Unions, European Transport Workers' Federation, European Trade Union Committee for Education, UNI Europa,

European Service Workers' Union and the European Federation of Building and Woodworkers endorsed the QPS campaign.

Representatives from the AFL-CIO Solidarity Center, the Michigan AFL-CIO, American Federation of Teachers and American Federation of Government Employees issued a joint QPS campaign solidarity statement, in the course of visits with trade unions in Tunisia, Algeria, Egypt and Palestine.

Other PSI affiliates in Ireland, Spain and the Ukraine are also associating local campaign efforts with the QPS campaign. Numerous unions and civil society organisations have signed on to the Charter for Quality Public Services.

PSI has additionally commissioned the independent Public Services International Research Unit (Greenwich University) to produce reports on public services cuts in 30 countries. See the Cuts Watch features at www.psiru.org

Financial transactions tax

An important development has been the association of the *Quality Public Services—Action Now!* campaign with the international movement for a financial transactions tax, also known as a "Robin Hood Tax." PSI affiliate National Nurses United held actions across America calling for a "Tax on Wall Street" to support quality public health care. PSI, working with affiliates, the ITUC and international NGOs, staged a major media action at the G-20 meeting in Cannes in November to call for fair taxation to fund quality public services. An international delegation of PSI health workers called for the administration of a financial transactions tax to heal the world's economic ills. PSI then worked with the NNU to convene a major strategy meeting with PSI affiliates, global unions and major NGOs, to plan coordinated international action on the "Robin Hood Tax" campaign in 2012.



PSI affiliate nurses and healthcare members from the United States, Korea, France, Australia and Ireland join British actor and Oxfam ambassador Bill Nighy at a G20 press conference calling for a financial transactions tax to heal the global economy.



Durban (eThekweni municipality) is a pilot city for PSI's Quality Public Services campaign.

Durban (eThekweni municipality), South Africa

PSI's municipal QPS pilot campaign was launched in eThekweni municipality (Durban), South Africa, where our World Congress will be held in 2012. Sister global unions including the International Transport Workers' Federation, Education International and Building and Wood Workers' International are supporting this campaign through their local affiliates. PSI has hired a local campaign coordinator and established a working group with four members each from unions, the municipality, and civil society organisations. Campaign priorities centre on improving services for users, ending corruption related to privatisation of public services, creating jobs through housing skills training projects, and supporting the national Integrated Community Development Programme.

Wisconsin, USA

The American Federation of Teachers asked PSI to work with affiliates on a QPS campaign in Wisconsin, the US state where the governor has attacked public services and bargaining rights to pay for corporate tax giveaways.

Canadian affiliates NUPGE and CUPE offered to provide solidarity resources for the Wisconsin campaign. These efforts link the international QPS campaign and local affiliate efforts in networking, advocacy, communications, research and campaign strategy. ♦



Occupying the Wisconsin legislature to protest attacks on public service workers' rights.

Trade Union Rights

Organised labour, and in particular public services and public sector unions, continue to face a concerted, coordinated attack from neo-liberal forces. Greedy bankers, whose excesses caused a world-wide financial and economic crisis that has drained public finances, have provided an opening for those who wish to take away the right of workers to bargain collectively.

In many European countries, a wave of austerity measures is being used to accelerate privatisation, claw back public spending, reduce the size and role of the state, and to virtually eliminate social dialogue and collective bargaining in public sector workplaces. Unemployment has soared.

In the USA, states such as Wisconsin and Ohio launched a determined assault on collective bargaining rights and public funding. Between July 2009 and February 2011, a total of 327,000 jobs were cut from the public sector. PSI has actively supported the fightback.

In Australia, New South Wales also imposed severe public sector cuts and limits on bargaining. Among other negative effects on civil society, this may also set back the campaign by PSI affiliates for pay equity in the public sector.

PSI has been vocal in denouncing the deteriorating human and trade union rights situation in Fiji. The interim military regime has issued

a raft of anti-union decrees that appear designed to virtually abolish independent, democratic unions. The Fiji Nursing Association, for example, has lost 98 percent of its income due to the regime's abolition of dues check-off for public sector unions. On 9 September 2011, the military rulers imposed new regulations for "essential national industries," including public utilities. These included tearing up collective agreements, designation of new bargaining agents which may not be unions, possible imposition of compulsory arbitration, and further limits on the right to strike.

In Botswana, public sector unions went on strike for two months to demand decent wages and working conditions. The government responded by dismissing over 2,000 workers, claiming they were responsible for providing essential services and did not have the right to strike. Most were women, often the main income earners in their households. They now queue daily in hopes they have been selected by the government for re-employment.

In Ecuador, President Rafael Correa tried to force public service workers to take partly-compensated retirement. Leaders of PSI affiliated unions launched court action to have this decree struck down as unconstitutional. The measure potentially affects the job security of 300,000 public employees.

Arab Spring

In contrast to the developments outlined above, popular uprisings in the Middle East and North Africa gave hope and inspiration to trade unionists around the world. The people's demands for democracy, decent work, dignity and social justice culminated in the overthrow of President Ben Ali in Tunisia and President Mubarak in Egypt. Independent trade unions – including PSI affiliates in Egypt, Algeria and Tunisia – played a key role in the mass protests and continue to play a major role in the aftermath.

The process of change and reform is far from won. Much remains to be done to secure respect for human and trade union rights, decent working and living conditions, and to eradicate gaping inequalities – all of which are essential to lasting social peace.

To help activists get out their message more effectively, PSI held our first Communicators' Action Network forum in Tunisia in November 2011. The five day event brought together some 50 PSI affiliate communicators, primarily from the Middle East and North Africa, for media training and practical journalism assignments. The initiative highlighted the stories of women and young workers who have been at the forefront of the movements for democratic change.◆



PSI's first Communicators' Action Network forum was held in Tunisia in November 2011.

Equality

Women have been hard hit by the austerity measures being implemented by many governments as a misguided response to the global financial crisis. In the UK, for example, female unemployment has reached the highest level in 23 years. In the USA, women account for 79 percent of the 327,000 public sector jobs that have been cut. In short, government actions are widening the already unacceptable gender pay gap.

While the Arab Spring pushed the issue of women's empowerment and emancipation onto the agenda, results to date have been mixed. In Egypt, calls by women's groups and trade unions for constitutional amendments to guarantee equality rights for women at work and in education were ignored by the Supreme Council of Armed Forces. In Tunisia, on the other hand, women led a successful campaign to ensure gender parity among candidates for elections to the national constituent assembly. Tunisia also announced it would lift key reservations to the UN Convention on the Elimination of all forms of Discrimination Against Women (CEDAW).

Following discussions at the World Women's Committee, PSI initiated a

survey on precarious work in the public sector. The results will be used to inform action by affiliates, and the PSI's campaigning, lobbying and advocacy work at the global level.

PSI and other global unions ensured there was a strong trade union presence at the 55th session of the UN Commission on the Status of Women, held 22 February to 4 March, 2011. The theme of the session was "Access and participation of women and girls to education, training, science and technology, including the promotion of women's equal access to full employment and decent work." Our main goal was to ensure that the views of trade unions were represented in the "agreed conclusions" from the session. The drafting and lobbying efforts were largely successful. The challenge now is to translate these gains at the international level into concrete results at the national and regional levels.

Among other items, the 100th session of the International Labour Conference focused on equality at work, and decent work for domestic workers. PSI participated fully. The conference adopted an historic convention declaring that the estimated 53 million domestic workers world-wide

must enjoy the same basic rights as those available to other workers. The next task is to convince governments to ratify the convention. Despite the wide support for its adoption amongst government representatives at the conference – a tribute to the lobbying efforts of trade unions and domestic worker organisations – a significant number of governments, particularly within the European Union, have indicated they are unlikely to ratify.

Lesbian, gay, bisexual and transsexual workers

PSI and its sister global union federation, Education International, hosted the 3rd Joint Forum on Sexual Diversity in Cape Town, South Africa. Juneia Batista, Vice Chair of the PSI World Women's Committee, co-chaired the forum which drew 150 delegates from 45 countries, including representatives of civil society organisations. Delegates were adamant that the rights of LGBT members must be defended alongside other social, economic and human rights – we must never accept a hierarchy of inequalities and rights where some take precedence over others. ♦



PSI and other global union delegates to the UN Commission on the Status of Women, New York, March 2011.

Union development and international solidarity

During 2011 the key impacts on PSI's project work were the Arab Spring and the continuing austerity-induced crisis in Europe and North America.

PSI has been engaged in project work in the Middle East North Africa (MENA) region for a number of years. With the democratic awakening starting in January 2011, this project work has stood PSI in a strong position in order to engage with new independent labour movements, especially in Egypt and Tunisia. PSI will begin a new series of activities in 2012 and beyond, focussed on democratic strengthening and independent trade unionism in the region.

The continuing economic crisis has affected a number of our long-standing solidarity support organisations, who face reduced budgets. In addition, there has been a push by a number of governments to focus funding into the "poorest" parts of the world. This has meant fewer opportunities for the funding of projects, especially in Central and South America.



Public sector workers from PSI affiliates and sister unions outside Lobatse Magistrate Court, Botswana. In 2011, public sector unions engaged in a general strike, which was met with harsh anti-union measures, including trumped-up charges against unionists. PSI's development projects with LO-TCO (Sweden) and SASK (Finland) supported the defence of trade union rights in Botswana.



Representatives of the Health Technicians Union (HTU) of Egypt with Ghassan Slaiby, PSI Subregional Secretary for Arab Countries. The HTU is an independent union which emerged during the final years of the Mubarak dictatorship and was supported through PSI's trade union development projects with FNV Mondiaal (Netherlands) and IMPACT (Ireland).

However, a number of PSI affiliates who have not previously worked with PSI have indicated an interest in supporting trade union development projects. In addition, a number of our long-standing partner affiliates have indicated an intention to increase support to projects.

Overall, the budget situation for projects remains tight. There was a fall of about 20 percent in project income between 2010 and 2011. It is expected that project income will fall again between 2011 and 2012, although not as much.

The PSI Union Development Working Group met for the first time in September 2011 in London. The UDWG started formulating draft recommendations on project work to be included in the Programme of Action for approval by the 2012 Congress.

In May 2011, Jasper Goss was appointed as the new projects coordinator at PSI head office. ♦

Public administration and multinational enterprises

Public administration

PSI supported a joint campaign by affiliates in the Latin American Southern Cone to promote quality public services, and decent work and improved negotiating techniques and tools. The action plan includes:

- Promote the Geneva Quality Public Services Charter, and ratification of ILO Conventions 151 and 154.
- Develop national alliances and organise seminars.
- Organise coordinated actions in front of Chilean embassies to demand labour rights and constitutional reforms in Chile.
- Organise, in cooperation with the ILO, workshops on collective bargaining and decent work.
- Improved sectoral coordination in all participating countries.

The secretariat is conducting research on the extent of corruption in public services, and initiatives to combat corruption to support the development of campaign material for affiliate use.

Essential service workers

PSI invited union representatives from all regions to the first meeting of the new Essential Services Task Force in Geneva in April 2011. Unfortunately, due to visa problems, the Asia-Pacific region was not represented.

The unlawful denial of crucial trade union and workers' rights is the most striking challenge to essential service workers. Poor equipment, long hours, and low standards of occupational health and safety affect many of these workers as much as low pay and pensions. Privatisation and precarious work, particularly in the prison and security sectors, are also key issues.

In consultation with the task force, PSI will identify pilot projects to win agreements on minimum service levels, to secure and extend the right to strike, and compulsory arbitration for workers who legally have no right to strike. In selected countries, PSI will support firefighters to tackle poor working conditions and security equipment.

Multinational enterprises

Work continues to build on the global agreement on common principles signed in 2010 with the French multinational corporation GDF SUEZ. The agreement was negotiated by PSI in partnership with two sister global union federations, BWI and ICEM, to guarantee worker and trade union rights. The company employs 300,000 in the energy, water, environment and infrastructure sectors.

On the basis of the agreement, PSI assisted US affiliate UWUA in its conflict with the GDF SUEZ subsidiary United Water. The pressure on the Paris management led to satisfying results in the USA.

Yearly conferences will be held in Paris, bringing together union representatives from all continents and GDF SUEZ sectors to discuss activities and policies with the company's chief executive officer. Two training sessions on implementation of the agreement will be organised for management and union representatives in North and South America. In addition, negotiations will commence on a special agreement on occupational health and safety. ♦



Poor equipment, long hours, and low health and safety standards affect many workers.



Municipal services

In 2011 we saw more examples of public services delivered at the municipal sector suffering from lack of funding. And municipal services have become an arena of choice for profit making multinationals. In the name of local control, more services are being decentralised or devolved to local governments, but senior governments fail to provide sufficient funding to support the services. As a result, more municipalities are looking at outsourcing, privatisation, and other forms of service delivery involving private for profit companies.

The lack of funding for the municipal sector is, of course, another aspect of the overall lack of funding for public services in general, while decentralisation or devolution is often an attempt to shift political responsibility to another level of government.

Our goal is to help affiliates confront the challenges facing them by sharing information, experiences and best practices, and using the tools and framework of the Quality Public Services campaign.

Municipal network

The nature of public services delivered in the municipal sector varies from country to country, overlapping the other PSI sectors. In 2011, the first steps were taken to re-establish a municipal network to exchange information and discuss the way forward.

To meet the challenges in the municipal sector, we must share experiences and know-how. Most of the attacks on our affiliates have similarities. Networking can help us to both build on the successes of other affiliates, and to avoid approaches that have fallen short. For the moment, the network functions as an electronic network. The purpose is to gather information on best practices and inform affiliates in an inspiring way – and in the future to network all affiliates doing municipal QPS campaigns.

Quality public services at the municipal level

The Quality Public Services campaign, in the municipal sector, is built on the priorities set by the 2007 Congress, including the principle that quality public services cannot be delivered without qualified and motivated staff. This requires good wages and working conditions, and quality workplaces. People working under precarious conditions will often lack the motivation and experience to deliver high quality services – part-time, temporary workers have few opportunities to get reasonable training.

Durban, the location of PSI's Congress in 2012, was chosen as a pilot city for the campaign. A tripartite working group with representatives of workers, civil society and the municipality, has been created to improve and extend public services in Durban. This model, where providers and users of public services meet and discuss improvements, is a powerful tool that can be transferred to other municipalities.◆



South African Municipal Workers' Union members demonstrate for better working conditions.

PSI activities in the health sector continued to focus on steps to achieve the three main objectives established under the quality health services campaign (2008-2012).

Making health workers healthy workers

PSI intensified its campaign to prevent needle-stick injuries and the transmission of blood-borne diseases such as hepatitis and HIV/AIDS. We promoted vaccination for hepatitis B, in line with World Health Organization guidelines, and the use of safety-engineered injection devices.

The new PSI-produced video "Sharp Sense" was distributed to affiliates, together with a discussion guide, to help inform and train members worldwide. The DVD highlights steps to prevent needle-stick injuries, the benefits of retractable syringes, and management of injuries through post-exposure prophylaxis where the worker may have been exposed to HIV.

A three year project, coordinated by PSI, to strengthen the public sector trade union response to HIV and AIDS in southern Africa was completed in March 2011. The project engaged 34 PSI affiliates in 11 countries to share and implement good practices. An external evaluation of the project was highly positive, and a follow-up project is being designed.

Making health services better workplaces

The privatisation or outsourcing of health care and support services (cleaning, laundry, waste management, laboratories) is worsening the employment and working conditions of many health services workers. Deteriorating public services and staff shortages also result in long hours, stress, and increased potential for violence as patients wait longer for service.



PSI produced the new health safety video "Sharp Sense" in a number of languages.

A PSI commissioned analysis of the costs of privatisation – "A structural analysis of costs/benefits and efficiency changes resulting from privatisation of health services" – was completed by the independent Public Services International Research Unit in 2011. The report provides evidence that PSI will use to help affiliates challenge privatisation and outsourcing. In addition, research on issues facing health workers in precarious employment has been completed. This document outlines the damage to workers' health, and the significant risk of an accompanying deterioration in patient care.

PSI is a supporting organisation for the *Third International Conference on Violence in the Health Sector*, scheduled for October 2012. As a member of the organisation committee, PSI is urging the conference to address the dangers health care workers face when working in zones of conflict, natural disasters and other emergencies – a new area for the conference, which to date has focused exclusively on violence in traditional health settings.

Quality health services for all workers and patients

During 2011, PSI initiated development of a user-friendly database of international standards and norms for occupational health and safety. It will be made available to affiliates on the health pages of the new PSI website. ILO and WHO standards and guidelines will be presented in plain language, together with a matrix showing which have been ratified by country. In the second phase, ILO records and national information will provide data on the actual degree of application and implementation of the fundamental principles of health and safety.

PSI has launched a symposium series in partnership with Forum for Health, a group of 30 non-governmental organisations working on global health and development issues. The first symposium, held in December 2011, included representatives from WHO's department of public health and environment, ILO's programme on safety and health at work and the environment (SAFEWORK), and the West African Health Sector Unions' Network. ♦

Utilities

PSI is working with affiliates to protect public utilities, and to present positive alternatives to privatisation in the regional and global institutions which influence this sector. At the same time, we continue to strengthen alliances with civil society organisations to reinforce our collective voice in the continuing struggle to ensure water, sanitation and power are available to all citizens.

International actions

PSI is supporting an ILO initiative to foster social dialogue among unions, workers, employers and government in the utilities sector. Projects underway in Nigeria, Malawi, the Philippines and Peru have a common purpose: to demonstrate mechanisms for improving public delivery of water and energy utilities.

The Public-Public Partnership model (PUP) continues to gain ground in the water sector as an alternative to privatisation. It is commonly referenced at the UN, OECD, European Commission, ITUC, and by a range of academics and specialists, civil society groups and PSI affiliates. PSI staff, unions and supportive NGOs have met frequently with public managers to promote the PUP model.

PSI participated in the 17th Conference of the Parties to the UN framework convention on climate change (COP-17), with a focus on mitigation and the public service response to natural disasters. Affiliates from Japan, Korea, Philippines, Honduras and South Africa presented their work. The key issue is that workers must be involved in disaster preparedness to reduce loss of life and property, and to ensure they do not incur unacceptable risks when responding to disasters.

Utilities unions participated in the 2011 World Social Forum in Dakar, Senegal. We seized the opportunity to increase our exposure to NGOs and other civil society groups, to share campaign knowledge, to plan, and to raise the visibility of our activities.



Members of the Nigerian Union of Electricity Employees protest against privatisation plans.

Several planning meetings were held to prepare for the March 2012 World Water Forum, and the alternative water forum known by its French acronym FAME. These useful meetings further strengthened the networks between trade unions and civil society groups.

Affiliate support

PSI has been working with the Nigerian Union of Electricity Employees for several years. The government announced in 2011 that it would privatisate the entire sector. NUEE actions to resist were met with military occupation of power plants and arrest warrants for the union's top leadership. PSI made a presentation to the deputy prime minister, the energy minister and the finance minister to outline the failure of private power producers to deliver, especially to the poor. Endemic corruption is a huge barrier to the success of public services, affecting all workers and families in Nigeria. Privatisation will fail to deliver power to citizens but it will likely make a few insiders very rich. In addition, continuing sectarian violence is used by the government as a pretext to silence the union and stop protest activities.

In Indonesia, resistance against the privatisation of Jakarta water continues. PSI is working closely with a local NGO, and there are some

political developments which point to a possible re-municipalisation process. Energy privatisation is a different story. After successfully blocking World Bank inspired privatisation for five years, the energy union is coming under direct attack from both government and management. Privateers have established their own yellow union, which seeks to replace our affiliate as the workers' representative. Government and management give the yellow union clear advantages in collective bargaining and representation. PSI is actively supporting our electricity sector affiliate, including with financial support – the government has blocked all of the union's funds.

PSI sponsored research on a Brazilian workers' severance fund where the capital is invested in social housing, water and sanitation infrastructure. The fund provides workers with compensation in case of layoff or serious illness. Employers must contribute a percentage of wages for each worker. The fund is jointly managed by trade unions, employers and government. PSI also sponsored a study of the principal pension funds in Brazil. This research will help us to formulate strategies to support pension fund trustees. ♦

Migration and health and social care workers' programme

Mapping and participatory research projects were completed in three countries – Ghana, Kenya and South Africa, during 2011. A total of 1,133 interviews and 13 focus group discussions were completed, providing a robust data set for the research. More than 75 percent of the health and social care workers who were interviewed have considered migrating to seek better pay, working conditions, training and opportunities for career advancement.

The final reports highlight the health crisis in the three nations, reflected in a heavy burden of disease, poor health outcomes and critical staffing shortages. The underlying factor is low levels of health expenditure. The resulting poor working conditions, low staffing levels, lack of job satisfaction, stress at work, lack of opportunities for training, and inefficiencies in the health care system all increase the pressure on workers to migrate.

The research found a clear correlation: improving salaries and working conditions reduces the intent to migrate. In Kenya, applications to migrate dropped when pay and working conditions were improved in 2007. Similar trends occurred when salaries were improved in Ghana, and when new training opportunities, career progression and salary measures were negotiated in South Africa. Many of the interviewees have deferred or dropped their intention to migrate as they were seeing the hope of improvements in pay, staffing levels and working conditions.

The three country reports include a series of recommendations to governments and trade unions, solidly based on the experience of front-line workers. These include action to promote quality public health services, organising, collective bargaining, ethical recruitment practices, information about migration processes, and partnerships with unions in destination countries.



PSI members at the Global Forum on Migration and Development in Geneva, late 2011.

The full reports are available at www.world-psi.org.

To add to the perspective of the research conducted in Africa, training workshops were held in the Asia Pacific with the participation of Australia and the Philippines, important destination and origin countries for migrants. In Sydney, a symposium and workshop held 12-13 October brought together representatives from the New South Wales Nurses' Association, the Australian Nursing Federation (Victorian Branch), Fiji Nursing Association and Tonga Nurses' Association to build the research plan and engage in PSI's ethical recruitment campaign. In Manila, on 19-20 October, representatives of the Public Services Labour Independent Confederation, Alliance of Filipino Workers, Confederation of Independent Unions in the Public Sector and the Philippine Government Employees' Association developed a similar work plan. They also launched an Alliance for Ethical Recruitment.

Research will be extended to other key origin and destination countries in 2012, informing a PSI Global Report on

Migration to be presented at the PSI Migration Conference in Durban on 22-23 November 2012.

Global forum on migration and development

The fifth Global Forum on Migration and Development and parallel events took place 29 November to 2 December 2011 in Geneva. PSI, together with ITUC and global union federations, joined forces with civil society organisations to question governments about their lack of leadership in addressing the exodus of migrants from North Africa, rising xenophobia, and their failure to apply the rights-based framework of UN and ILO conventions to deal with migration flows. ◇

Europe

This is the second year of the transition in the merger of the European Federation of Public Service Unions (EPSU) and PSI Europe, effective 31 December 2012.

EPSU affiliates had to confront the worst onslaught on public services, public sector jobs, wages, pensions, collective bargaining and trade union rights seen in Europe in the last 20 years. The prevailing neo-liberal dogma considers slashed public spending to be a measure of success, without regard for rising inequality, poverty, precarious work and unemployment. Mass protests against the unjust and ideologically driven actions of governments continued to increase, with trade unions at the forefront of the fightback.

Throughout 2011, public service unions and allies called for alternatives to the sweeping austerity measures that are undermining public services and the workers who provide them. There were massive trade union actions, strikes, demonstrations, debates and rallies all across Europe.

EPSU has repeatedly pointed out that the solution to the financial and economic crisis is economic activity and

jobs, not austerity. Public deficits are a consequence of the economic crisis, not a cause. The root causes lie with a runaway financial system, following its deregulation and weakening of control and oversight. Across the European Union, nations spent €4.5 trillion in aid and guarantees to bail out financial institutions.

Regulation of the financial system to end speculation is urgently required, as is fair and effective taxation. EPSU joined the Europeans for Financial Reforms coalition to promote a financial transactions tax; the FTT, also known as a Robin Hood Tax, is an idea that reached the political mainstream in 2011.

After the G20 failure to agree to a global FTT in 2010, efforts focused on introduction of such a tax in the European Union, as a first step towards a world-wide tax. After initial opposition, the European Commission put forward a draft directive for an FTT in the EU on 28 September. This proposal would establish minimum tax rates of 0.1 percent on stocks and bonds, and 0.01 percent on derivatives. It would generate €57 billion a year support national and EU budgets and

help pay for quality public services.

EPSU is also planning a campaign to combat tax evasion and fraud. Tax fraud, mainly by large corporations and wealthy individuals, is estimated to cost Europe €200-250 billion each year.

A study commissioned by EPSU provides a detailed analysis of how global warming affects a wide range of public services, and what the implications will be as the world attempts to mitigate and adapt to climate change. Key issues are support for binding energy efficiency targets, and the need to address energy efficiency and energy poverty together.

In April 2011, EPSU underlined its continued support for integrating social and environmental criteria into public procurement, thereby ensuring public funds are used to address poverty, social dumping and climate change.

Through standing committees, working groups and regional organisations, EPSU undertook a huge number of additional activities in all sectors, and continued to tackle issues such as working time, gender equality, trade policy, migration, social dialogue and more. Details of these activities are available at www.epsu.org. ◇



EPSU's Carola Fischbach-Pytte with mayors of Nantes and Bruxelles, who supported an FTT.

Inter-Americas

During 2011, PSI worked to implement the Inter-American Action Plan adopted at IAMRECON 2010. Key areas for action fall under five major themes.

Trade union organising

More than 1,200 union leaders attended meetings designed to boost union development and regional organisation in several sectors: water, judiciary, legislative, state control, university workers and customs.

National Coordinating Committees were strengthened, with good results in Peru, Ecuador, Colombia and Bolivia in the priority Andean sub-region. Affiliates in Honduras have been brought together to help them act against the undemocratic government.

Brazil and the Caribbean sub-regions balanced their budgets in 2011. The USA and Canada recorded surpluses. The Southern Cone is on course to balance its budget in 2012. As anticipated, it will take longer for Central America and the Andean to do so.

Global governance

PSI attended the Inter-American Development Bank's annual meeting for the first time. We met with IDB executive directors from Argentina, Brazil and Uruguay to discuss proposals for reorganising the IDB Trade Union Forum.

PSI is applying for registration to participate in forums of the Organisation of American States, in order to promote democracy, human rights and equality.

Monitoring free trade agreements, and their impact on public services, was a key priority. Together with labour and social allies, PSI sought opportunities to influence the process in formation of the new Union of South American Nations.

In the area of public sector funding, our priority was a financial transactions tax. A study was launched to measure the effect of such a tax

on public finances in Central America. Work on this issue will continue at the Rio+20 conference, G20 meetings, and other forums.

Human and labour rights

Ten leaders of PSI affiliates attended the Inter-American Conference of Labour Ministers, held in El Salvador in November, to denounce violations of trade union rights.

New possibilities for dialogue are being created in Colombia, Peru, Ecuador and Bolivia, which have many historical problems regarding trade union rights. PSI, together with the ILO's Bureau for Workers' Activities (ACTRAV), organised a bipartite forum on social dialogue and bargaining with governments of those nations. The PSI also continued action on several fronts to promote core ILO conventions.

At the Inter-American Court of Human Rights, PSI presented a case against the prohibition of public sector unions in Ecuador. The situation in Wisconsin was being analysed with a view to bringing this issue before the court.

Equity, equality and diversity

Sub-regional activities included a bipartite seminar on pay equity. It involved government and trade union representatives from nine countries in the Andean region. In Central America, plans were made to study violence in the workplace in Mexico, Honduras and Guatemala; in the last 10 years, more than 6,000 women and girls have been murdered in Guatemala because of their gender.

Other regional and sub-regional activities focused on the issues facing young workers, LGBT members, migrants, and the struggle against racism and xenophobia.

International solidarity

The Workers Solidarity Clinic opened in Haiti in August. The initial focus was to provide care for mothers and children, immunisation, and preventive care for union households.

Also in Haiti, a new headquarters for Confédération des Travailleurs et Travailleuses des Secteurs Publics et Privés – supported by Canadian affiliates and PSI funds – will open in 2012.

In Colombia, where discussions have so far outweighed results, PSI and NCC Colombia worked to develop a permanent structure to negotiate with government. A forum on decent work and collective bargaining, involving our members and the government, was held in Bogota.

PSI played an important role in a conference organised by the Trade Union Confederation of the Americas in Guatemala, demanding the murderers of union members and human rights advocates be brought to justice.

Action was undertaken at several levels, in cooperation with NCCs and international organisations, to counter the escalating violations of union and human rights in Honduras and Ecuador. ♦



PSI's general secretary in Ecuador, May Day 2011.

Africa and Arab countries

The PSI Quality Public Services Award for 2011 was awarded to the Health Services Workers' Union in Ghana. The award recognises the union's work in improving the working conditions of its members, its initiatives to strengthen communication with members on key issues, and its solidarity work both inside and outside Ghana. For example, the union assisted the Health Services Workers' Union in Sierra Leone with a donation of furniture and equipment to refurbish its offices.

Zimbabwe mission

A delegation headed by General Secretary Peter Waldorff met with all PSI affiliates in Zimbabwe from 19–21 July to discuss the difficulties they face in an unstable political environment. Relations with the Zimbabwe Congress of Trade Unions were uneasy, due to political factionalism. While unions agreed that the current processes within the unstable government of national unity do not favour trade unions, they did not agree on how to express their discontent with the government.

Professor Lovemore Madhuko, chair of the National Constitutional Assembly, briefed the delegation on implementation of the global political agreement and the process for writing



Subregional Advisory Committee members in Amman, March 2011.

a new constitution. He described the political situation as unsuitable for elections.

Regional strategic think tank

The Africa and Arab countries region held its second strategic think tank 19–21 September in Johannesburg with representation from the three sub-regions within Africa. Unfortunately, the Arab sub-region was not represented.

The objectives of the meeting were to review progress, identify possible solutions to key challenges in terms of PSI activities, strengthening solidarity, to discuss contributions to the World Congress, and to prepare for AFREC 2012.

Côte d'Ivoire mission

During a meeting of the Regional Executive Committee 6–8 April in Nairobi, three PSI affiliates reported that their members and families were facing difficult circumstances due to the political crisis that followed presidential elections in Côte d'Ivoire.

A PSI delegation consisting of Mintou Garba, Titular for French speaking Africa, Mame Coumba Samba, Women's Committee chair, and Kamissa Dembélé, sub-regional secretary for French speaking Africa, subsequently visited the affiliates from 14–15 September. The mission led to a new development in the relationship between PSI and its Côte d'Ivoire affiliates – the creation of a PSI NCC and other structures which ceased to exist after the 2002 war.

Regional young workers' training programme

The first PSI Young Workers Regional Training Workshop in the region was held in Accra, Ghana, from 1–3 December. It brought together 28 young workers representing all four sub-regions. The workshop covered leadership skills, capacity building, challenges facing young workers, and began the process of networking young workers in the region. ♦



Subregional Advisory Committee members in Johannesburg, March 2011.

A monstrous earthquake and tsunami hit Japan on 11 March 2011. In addition to injuries and deaths, hundreds of thousands were displaced and faced the danger of radiation leaks from the Fukushima nuclear plant.

Loss of life and billions of dollars in damage were also caused by earthquakes in New Zealand, and heavy flooding in Australia and Thailand.

PSI stands in solidarity with our sisters and brothers who have been on the frontline in responding to these catastrophes.

Asia Pacific Regional Conference

More than 200 delegates from 22 countries met to discuss public services and trade union rights at the Asia Pacific Regional Conference, held in Sydney from 17–21 October.

Workshops stressed the importance of partnership and co-operation to achieve quality public services. Participants debated the impact of the economic crisis on women, precarious work, privatisation, disaster preparedness and recovery, the need for fair taxation, growing violations of trade union rights in countries including Fiji, Korea and Indonesia, and the challenges public sector trade unions must overcome as they work to achieve quality public services.

Delegates developed a regional action plan to address these issues and more over the next five years.

Precarious work

The PSI Asia Pacific region conducted a survey on precarious work, with the goal of bringing this long-standing issue to the forefront. The survey found that casualisation and informalisation of public sector jobs is increasing in areas such as electricity, water, health, cleaning and sanitation. This affects regular public sector workers as well as precarious workers.

PSI's affiliates in the Philippines



Delegates at the Asia Pacific Regional Conference (APRECON), Sydney, October 2011.

met with the Union of Social Care and Health Professionals of Finland and the Trade Union Solidarity Centre of Finland in Manila from 8–10 September. They worked together to develop strategies to confront precarious work and build union strength in the health sector.

ADB and decent work

PSI affiliates have consistently raised concerns over Asian Development Bank projects that neglect labour issues. Representatives of unions from five countries whose members work in energy and water met from 17–18 December in Delhi to identify key areas for future intervention.

PSI and five other global unions added their voices to the concerns about job creation and decent work at the Asian Development Bank's Annual Governors' Meeting held from 3–6 May in Hanoi.

Strengthening youth involvement

The Asia Pacific Regional Conference provided space for young people to meet over several days to share experiences and receive information from the Asia Pacific Youth Network. Highlights included a moving presentation by young workers from India, and a video on the struggles of young workers in Japan.

The Philippine Youth Network held a strategic planning session on 29 November, and more young workers gathered to strengthen the Indonesia Youth Network on 8 December.

Defending the public sector in Korea

PSI and the International Labour Organization presented a workshop from 20–22 July in Seoul to promote ratification of core ILO conventions. A follow-up strategic planning session was held 14–15 November. Korea joined the ILO in 1991, but instead of ratifying the core conventions, it has mounted a sustained attack on workers and public sector unions.

Other highlights

The All India National Life Insurance Employees' Federation won a court decision that may, subject to appeal, win full benefits and pay for workers employed by Life Insurance Corporation on a "temporary" basis – some for more than 15 years.

Fiji's military government, on 29 July, abolished dues check off for all public sector unions.

Vanuatu is reforming labour legislation. A tripartite labour advisory council has drafted a new Employment Relations Bill.

In August, the All Japan Prefectural and Municipal Workers Union (JICHIRO) submitted a petition with 1,593,545 signatures calling on the government to improve rights and working conditions for temporary and part-time workers.

After years of negotiations, workers in Palyja (the GDF-SUEZ concession of Jakarta's water system) won a 50 percent pay increase, retroactive to January 2011. ◇

PSI Financial Statement 2011

	Balance 2011	Budget 2011 SC	Balance 2010
INCOME			
Affiliation fees	7,653,805	7,352,000	7,710,744
Interest and investment income	70,564	126,000	233,677
Reimbursements	105,158	15,000	20,126
Extraordinary income	296,451	30,000	318,293
Contributions to Funds	217,153	338,000	483,119
Sponsored contribution to adm. of projects	512,723	462,516	570,888
Sponsored Income	1,691,415	1,688,723	2,069,601
TOTAL INCOME	10,547,268	10,012,239	11,406,447
EXPENDITURE			
Strategic activities	867,885	854,000	684,446
Constitutional meetings Global	385,747	236,000	256,493
Constitutional meetings Regional	341,939	283,500	280,162
Constitutional meetings Sub regional	275,758	225,000	305,983
External meetings	10,703	4,000	9,160
Internal meetings	48,877	38,000	42,079
HO representation	36,567	77,000	35,549
(Sub) regional representation	157,977	148,000	174,479
EPSU PSI agreement	883,189	883,189	896,894
Communications	212,715	180,000	141,487
Kluncker Wurf Award	15,000	15,000	15,000
Contributions (ITUC, CGU etc.)	40,609	55,000	90,040
Head office staff	3,165,186	3,013,000	3,031,080
(Sub) regional staff	1,331,238	1,373,100	1,298,861
Head office, office costs	301,493	425,000	469,509
(Sub) Regions, office costs	402,702	422,528	435,788
Staff/office costs allocated to projects	-512,723	0	-570,888
Audit	129,871	85,572	140,305
Donation funds (expenditure)	169,894	338,000	259,902
Extraordinary expenditure	32,496	0	82,777
PSI EXPENDITURE	8,297,123	8,655,889	8,079,109
Sponsored projects	2,206,843	1,688,723	2,691,696
Depreciations	46,571	72,000	85,702
Provisions	218,500	218,500	638,700
Draw downs from reserves	-311,475	-504,000	-366,000
Allocation to PSI AID, AF and AP funds	126,128	0	224,000
Draw down to PSI AID, AF and AP funds	-78,869	0	0
TOTAL EXPENDITURE	10,504,821	10,131,112	11,353,207
SURPLUS/DEFICIT	42,447	-118,873	53,240

Staff at PSI

HEAD OFFICE

Jenny Luck, UDIS Project Officer, resigned on 05/01/11.
Christine Roos, Head of UDIS Department, resigned on 08/01/11.
Patricia Clément, assistant accountant, left PSI on 31/03/11.
Jorge Mancillas, Sectoral Officer for Health, Social and Municipal Services, left PSI after sabbatical and unpaid leave (01/04/11 to 09/05/11) on 09/05/11.
Odile Frank started on an indefinite contract as Health Services Officer on 10/05/11.
Jasper Goss started work as Project Officer on 23/05/11.
Tina Waldorff's fixed-term contract from 01/12/10 to 31/03/11 as Project Manager (Finance) was renewed from 01/04/11 to 31/05/11.
Richard Paul was employed as Finance Officer on 02/05/11 and resigned on 02/09/11.
Nghiep Ly was employed as Finance Officer on 17/10/11.
Sophie Reynaud was employed on a temporary fixed-term contact as Assistant for Human Resources from 01/04/11 to 24/09/11 (sick leave replacement) followed by a further fixed-term contact until 31/12/11.
Gilles Landry was employed on a temporary fixed-term contact as an accountant from 01/10/11 to 31/12/11 (sick leave replacement).

Head Office Secondments

Maria Wattne's secondment from FAGFORBUNDET, Norway, as Communications Associate, ended on 11/03/11.
Rolv Hanssen's secondment from FAGFORBUNDET, Norway, as a QPS Campaign Project Officer, was extended until 20/06/12.

AFRICA AND ARAB COUNTRIES

Subregional Office Johannesburg

Malibongwe S. Puzi, Assistant Project Coordinator UNISON-PSI HIV/AIDS project, left PSI on 31/03/11.
Duduzile Khumalo, QPS Consultant (Durban campaign), was employed on a part-time basis from 01/06/11 to 30/09/11.
Tsitsi Mariwo, Project Coordinator UNISON-PSI HIV/AIDS project, was employed under a new fixed-term contract from 01/04/11 to 31/12/11.
Che Cyprain Tsi, Project Coordinator, was employed under a new contract from 01/01/11 to 31/01/12.

ASIA-PACIFIC

Ian Mariano, Project Coordinator, was employed on a one-year fixed-term contract starting 01/01/11.
Philippines (project office)
Jeremy Nishimori, Asia Development Bank Project and Campaign Coordinator, resigned on 15/03/11.

Subregional office Japan

Rie Kakiage was employed as an Administrative Assistant on 01/05/11, replacing **Chiyoko Tanaka**.

EUROPE

Mathias Maucher joined the EPSU Secretariat on 17 January 2011. He is in charge of the health and social services sector.

INTERAMERICA

Regional Office Brazil

Elida Cruz, Project Coordinator, resigned on 01/03/11.
Edilene Evangelista Cruz, Project Coordinator, was employed on a fixed-term contract from 16/05/11 to 31/01/12.
Vivian Hatsumi Makia, Administrative Assistant was employed on a 2-months contract from 11/04/11 to 11/06/11, followed by an indefinite contract as of 13/06/11.

Subregional Office Ecuador

N. Marcela Arellano Villa's contract as Project Coordinator was extended from 01/10/11 to 29/02/12.
Xímena Burbano, Part-time accountant (20 hours/week), joined PSI with a fixed-term contract from 01/07/11 to 29/02/12.
Veronica Montúfar's contact as Project Coordinator was extended from 01/09/11 to 29/02/12.

Subregional Office Costa Rica

Germán Hernández Mora, Project Assistant LO/FTF, was employed under a new contract from 01/01/11 to 31/12/11.

Washington Office

Mark Langevin, consultant as Subregional coordinator for North America, based in Washington DC, joined PSI with a part-time contract (80%) from 01/09/11 to 31/08/12.



PSI Project Coordinators Verónica Montúfar and Marcela Arellano Villa in Ecuador on May Day 2011.

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