



24th World Congress

14-18 MARCH 1999 • SYDNEY AUSTRALIA

*People first - FIET in the global economy*

## ***Future Priorities***

**People First in the Global Economy**

**People First in the Information Society**

**People First Through Union Organising and  
Campaigning**

**People First in Multinationals**

# **24th FIET World Congress**

## **Future Priorities**

Foreword

Part 1: People First in the Global Economy

Part 2: People First in the Information Society

Part 3: People First Through Union Organising and Campaigning

Part 4: People First in Multinationals

# Foreword

This publication contains the future priorities adopted by the 24th FIET World Congress, which took place in Sydney, Australia, from 14 to 18 March 1999.

The report is divided into four sections:

- Part 1: People First in the Global Economy
- Part 2: People First in the Information Society
- Part 3: People First Through Union Organising and Campaigning
- Part 4: People First in Multinationals

A new approach was adopted to motions at the 24th FIET World Congress. Because the number of motions presented by affiliates had continued to increase substantially at each Congress, following a period of reflection after the 23<sup>rd</sup> World Congress, the World Executive Committee agreed to change the system.

Four key areas for discussion were identified. The World Executive Committee gave consideration to the four background papers and future priorities at its meeting in Cardiff in March 1998, and the reports and future priorities were circulated to affiliates for comments.

Reports were received from the World Executive Committee and the Regional Executive Committees that affiliates had welcomed the change of approach, which was not only more orderly, efficient and focused but had also enabled affiliates to participate fully in the process of determining priorities.

The four sets of future priorities were given the status of motions. At the end of the presentation of the relevant item of the agenda, they were debated and submitted for adoption, accompanied by a recommendation of the Resolutions Committee.

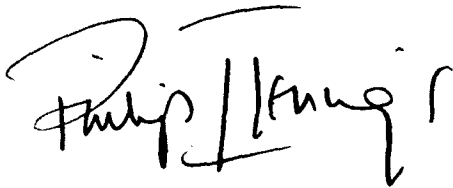
The eighteen member Congress Resolutions Committee, which was chaired by Raffaele Vanni of UILTuCS, Italy, was composed as follows:

Area I	Ken Perry (NUIW, United Kingdom)
Area II	Jens Pors (HK, Denmark)
	Maria Schönefeld (HANDELS, Sweden)
Area III	Ulf Imiela (DGB, F.R. Germany)
	Christoph Sykora (GPA, Austria)
Area IV	Hanka Heumakers (FNV Bondgenoten, Netherlands)
	Carlos Polenus (SETCa, Belgium)
Area V	Raffaele Vanni (UILTuCS, Italy)
Area VI	Ana Knezevic (CTUC, Croatia)
Area VII	Habib Besbes (FGBEF, Tunisia)
	Napoleon Kpoh (ICU, Ghana)

Area IX	Haruo Ikeda (ZENSEN, Japan) Bobby Tay (SBEU, Singapore)
Area X	Ian Blandthorn (SDA, Australia)
Area XI	Michael Baratz (SEIU, USA) Charlie Hall (UFCW/RWDSU, USA)
Area XII	Carlos West Ocampo (FATSA, Argentina) Sergio Rosa (CNB-CUT, Brazil)
President:	Raffaele Vanni (UILTuCS, Italy)
Observer:	Ove Höilund Mortensen (FSU, Denmark)
Secretary:	Nick Beck (FIET Secretariat)

It will now be for all parts of the organisation to implement these priorities in practice.

As we move towards the creation of UNI, these priorities will become an important part of the action plan of the new International.

A handwritten signature in black ink, appearing to read 'Philip J. Jennings'. The signature is stylized with a large initial 'P' and a long horizontal stroke.

Philip J. Jennings  
FIET General Secretary



## People First in the Global Economy

### Future Priorities

#### A New Global Economy in Crisis

1. We have seen the emergence of a new global economy, through which all of us are interconnected. It is a global economy driven by financial and economic integration, global capital markets, information technology, deregulation and liberalisation. The new global economy is failing to put people first. The new global economy is more volatile; it faced financial meltdown in October 1998 and yet reached record stock market highs in January 1999. Financial deregulation has meant that global capital can now seek the highest rate of return anywhere, free of the ability of any one government to control it. Global capital can change its mind very quickly and is escaping regulatory arrangements.
2. Today one third of the world economy is in recession. The victims of the crisis are working people, the poor and especially women. The Asian financial crisis of 1997 was triggered by financial liberalisation, which in the absence of an adequate global and national framework of regulation resulted in excessive risk, speculation, mismanagement, greed and corruption. The reaction of the rich G7 countries was to try to contain the crisis to Asia. They hoped that the IMF with its 'lending with medicine' strategy would stabilise the markets and stimulate an export-led recovery. They failed and their actions have made the situation worse for millions of working people. The contagion has now spread to all parts of the world, notably Russia, Central/Eastern Europe, the Middle East, Latin America and Africa. The spreading crisis has been accompanied by:
  - a decline in commodity prices,
  - a massive reduction in bank lending and investment to Asia and emerging markets,

- an overall decline in world trade,
- a reduction in growth in many regions,
- a massive increase in the US current account deficit, with Japan and the developing Asian countries showing increases.

In social and human terms the crisis has had a devastating impact upon unemployment and poverty. As the number of absolute poor rises to over 1 billion, the wealth of the 225 richest people on earth is equal to the annual income of the poorest 2.5 billion people. A system that leads to such vast inequalities is unacceptable. A new global economy requires new thinking.

## **Gearing Up for the Future**

3. Globalisation in its current form is not sustainable either socially, environmentally or economically. New rules and thinking are required. The world is still being rocked by a series of financial and economic crises. It is apparent that no economy, country or region, no matter how strong, is immune. The consequences of the crisis are felt world-wide and the first casualties are those people who are already the most vulnerable, not the major powers and investors. Faced with dramatic social and economic changes, workers, their families and their unions have to meet great challenges. Problems of structural adjustment, mergers, re-location, down-sizing and privatisation mean unemployment and job insecurity resulting in poverty, despair and the sense of isolation and abandonment. Many families fail to cope, break up, and finish up on the margins of society, often victims of crime, drug abuse, prostitution and suffering from health problems. Marginalisation and the promotion of individualism by unbridled capitalism increase the risk of solitude and can shatter social solidarity. As MNCs "play" the global market, the jobs of workers in one country can all too often be created at the expense of workers in another both in the MNC itself and within the small or medium enterprises that form part of the supply chain. The great majority of the world's workforce are employed in small and medium enterprises. They constitute an important second or third tier around the core activities of MNCs. This enables MNCs to exploit those workers down the supply chain, particularly in developing countries. Too often these workers remain invisible and do not receive fair income or working conditions. It is important that trade unions increase their membership in small and medium enterprises and develop solidarity action. Also, as part of their drive for flexibility and efficiency, many companies operate heartless HRM policies that often go hand-in-hand with attacks on trade union and human rights. So how can FIET play its part in helping to resolve all these issues and make the world a decent place, where people come first?

4. In FIET we recognise that there will not be any one "silver bullet" to resolve the crisis and build a better future. New thinking and action is required that will involve action on several different fronts with several different actors. It must have at its heart a strong social dimension. To carry out this work effectively, FIET needs:
- a structure, organisation and strategic purpose which is geared to meet the challenges;
  - adequate resources to support its work;
  - to promote new and creative means, including extensive networks and new alliances and to generate the necessary skills and know-how to deliver our objectives;
  - and a clear agenda of priorities for action.

## **Situating FIET for the 21st Century**

5. Global problems require global responses, which in turn need global structures backed up by integrated regional activities. So:

*Global Policies* are required for the new global economy addressed to global institutions such as the IMF, World Bank, WTO and UN family. This applies to the G7. Our aim must be to obtain a social dimension to globalisation, including regulation, respect for core labour standards, promotion of jobs and training, and the eradication of poverty.

*Regional Links* need to be reinforced. Along with globalisation, we see closer regional economic integration in all continents. Our regional organisations must ensure that the structures have a social dimension and that we have a trade union influence over them.

*Trade Section Links* need to be further developed as a tool of global and regional solidarity and action and as a means for developing solidarity between workers in both large companies and small or medium enterprises.

*Inter-Professional Links* between management staff, women and young people take on a new importance in a rapidly changing world where computer-based technologies cut across traditional working boundaries and demand an international response.

*Wider Links*

must be reinforced with national and international bodies of influence. Sometimes we may want to join with them in common cause, sometimes they may help promote our policies, or perhaps they are decision-makers who we wish to influence. FIET will continue to develop the partnership and joint working with the ICFTU and other ITs.

*Developing Organisation*

by providing high quality education and training, by building up membership strength, especially in the newly-developing area of private service, by improving communications and the two-way flow of information by use of Internet and other technological systems.

***Forward in Partnership***

6. One of the features of the global market has been the growth of the service sector. A further feature is the way by which (in this sector more than most) professional boundaries have blurred. Developments in technology and business structures have combined to link "service" workers as never before. Whether operating in Graphics or Information Technology, Banking or Commerce, Communications or the Media, workers have many shared interests. And it is this notion of shared interests which led to the idea of creating a new International for a new millennium; an International with a potential of 20 million members. By coming together FIET, Communications International, the MEI and the IGF can provide a unified membership with a combination of specialist attention and a greatly enhanced influence, both at regional and global level.

**Five Key Action Points**

***Giving Trade and Investment a Social Dimension***

7. Action Points:
  - a) Aim for a global trading system that is fair, open, which respects trade union and human rights, and core labour standards, and with this in mind work for the adoption by the WTO of a comprehensive social clause. This should include the existing international guidelines on MNCs, which shall be regularly reviewed and universally applied, and that attempts to dilute core standards as a means to encourage inward investment will not be tolerated.



The ILO and WTO have to develop closer working relations with the aim to put people first.

- b) Campaign to ensure that the 1999 WTO Ministerial Meeting includes core labour standards as a subject for negotiation in any new round of trade negotiations.
- c) Ensure that future discussions on multilateral rules governing international investments are held in a truly global forum such as UNCTAD and include not only the rights of investors but also commitments to observe core labour standards and environmental protection. Such agreements should also be subject to democratic accountability. FIET recognises the efforts of unions around the world who campaigned against the MAI initiative because of failure to achieve the above.
- d) Work for the establishment of a new framework able to govern global financial markets to reinforce regulation and supervision and protect the social dimension.
- e) Make the social dimension an integral element of regional trade agreements and other regional accords; job creation has to be the first priority in these pacts.
- f) Encourage the ILO to take a much higher profile in the global economy and to promote more aggressively labour standards, social protection, employment and the social dialogue.
- g) Support a review of the role and function of the G7 structure; new forms of global co-operation are required which are representative, better able to manage global economic affairs and better fitted to make world trade work for people.
- h) Support measures that will give developing and transitional economies fair access to markets and encourage investment in diversification in order to reduce dependency upon commodity supply.
- i) Seek the incorporation of national equality and non-discriminatory laws into trade policies and agreements.

### ***Creating an Economy based on Social Dialogue and open to Collective Bargaining***

8. Throughout the world the gap between the rich and poor has grown; the unfair distribution of income has to be addressed. Action Points:

- a) Create an environment for dialogue by supporting the building of democratic governments and institutions operating on the basis of good governance, including the respect for fundamental workers' rights.
- b) Promote in each nation structures of tripartite dialogue to review trends in labour markets, promote employment and address income inequalities.
- c) Press all governments to promote collective bargaining and participation and the development of socially responsible policies.
- d) Make the open provision of education and training a specific subject for dialogue at company and sector levels.
- e) Promote dialogue with employers on the issue of the adoption of core labour standards. The ILO should improve its supervisory mechanism with respect to core labour standards.
- f) Ensure that the social dialogue is an integral part of any regional economic agreement.
- g) Work for the repeal of anti-union legislation and for a positive framework of union rights and for effective solidarity networks to defend attacks on the freedom of association.

### *Global Financial Markets*

- 9. Experience over the past two years demonstrates that we require a reconsideration of how we regulate and manage global financial markets, new financial instruments such as derivatives and institutions such as hedge funds. The status quo will not be sufficient to restore growth, facilitate long-term productive investment or avoid financial contagion. Action points include:
  - a) Support the call to establish a broad-based Independent International Commission to make recommendations as to how to establish an effective regulatory framework and new financial order.
  - b) Develop instruments designed to lessen volatility in financial markets, such as binding international standards on financial regulations and consideration as to new forms of capital controls to brake short-term capital flows. We need to campaign to create a framework to bring greater currency stability to the global monetary system. **This is particularly important as we see the emerging reserve currency blocks of the dollar, yen and euro.**

- c) Binding international standards for prudential regulation of financial institutions and markets covering minimum deposit requirements, capital reserve standards, limits to short-term currency exposure, controls and certification on derivatives trading and other forms of leveraged investment built on credit.
- d) Clarify the role of the Bank of International Settlement (BIS) and its banking standards and support institutional reforms, e.g. of the World Bank and IMF, so that they have an improved capacity for regulation of financial markets and financial institutions.
- e) Improve information on currency flows, private debts and reserves and extend the need for transparency, disclosure and adherence to appropriate reserve requirements.
- f) Impose a tax on international currency movements that will deter casual speculation but not genuine investment.
- g) Encourage stronger regional co-operation on financial and economic affairs, including initiatives such as building up regional stability funds and soundly structured and democratically acceptable regional currencies. The establishment of a single currency must not serve as an excuse to wrest control over monetary policy from our democratically elected representatives, which is what may well happen in the case of the European Union. Nobody would dispute that monetary policy, in whatever country, is always caught in the crossfire between two objectives, growth and price stability. Resolving this conflict must ultimately be left to politicians who are subject to democratic control, failing which we will end up protecting the interests of financial capital to the detriment of productive capital, growth and employment.
- h) Support stronger global rules on bribery and corruption and ensure that where corruption is a cause of crisis, aid and development will be accompanied by anti-corruption measures. Campaign for new ethical standards of corporate governance.

### ***Promoting Social Dialogue in Multinationals***

#### 10. Action Points:

- a) Work for company global agreements between FIET, its affiliates and MNCs.

- b) Seek global company councils, the composition of which reflects fairly the company structure and the union organisations.
- c) Link the work of MNC councils with the FIET World Action Programme and sector policies and strategies.
- d) Argue for the application of company-wide core standards in respect of workers' rights and representation, this to include the promotion of codes of conduct for multinational companies.
- e) Promote ethical investment principles, which will create employment and include the effective monitoring of suppliers and sub-contractors and their adherence to core labour standards.
- f) Insist that when operating outside their home base, MNCs must apply the best of either the laws of their own country, or a relevant internationally agreed standard, especially in respect of workers' rights, equality and non-discrimination.
- g) Promote the adoption of ILO/DECD standards.
- h) Seek minimum company-wide standards for health and safety.
- i) Encourage MNCs to focus investment into job creating opportunities.
- j) Promote the development of lifetime education and training programmes.
- k) Argue for the adoption of good corporate governance with transparent and democratic accountability.
- l) Facilitate the exchange of information between unions in regard to union projects and activities concerning MNCs.

### ***Developing a Sustainable Global Economy***

11. It is urgent that governments, the global international institutions, global financial institutions, the private sector and unions find new means of co-operation to deal with a volatile global economy. We require a co-ordinated strategy to support demand, restore growth and job creation. Action Points:
  - a) The requirement to find new measures of support to a nation or region when there is a sudden loss of confidence or a sudden flow of capital out of the country. A transparent and democratic process, which enables containment and financial support, should be determined. Solutions should enable new

funding, payments' flexibility to nations in crisis and promote a social dimension through social safety nets.

- b) Campaign for a thorough review of the role and functions of the World Bank and IMF, with the aim that their policies put people first and that any adjustment process should respect human and social values. Structural adjustment programmes should be based on dialogue with social partners, good governance and respect for human rights and core labour standards, increased employment and poverty reduction.
- c) Debt relief by cancellation or the restructuring of public and private sector debt to include the "Heavily Indebted Poorer Countries Initiative" of the IMF and World Bank. We will also support the Jubilee 2000 campaign for debt relief for the poorest developing countries.
- d) Encourage measures designed to remove poverty, injustice and economic marginalisation, including the provision of social security systems and initiatives to combat low pay. In a global economy we require a vision as to global minimum salaries as expressed in purchasing power standards. FIET should approach the ILO with the aim of including this task in future salary surveys.
- e) Campaign for social justice throughout the world by developing a world charter of basic social rights and implementation of the ILO fundamental rights' declaration.
- f) Continue the campaign for the abolition of child labour.
- g) Work for the development of a social dimension by promoting a positive partnership for change at the workplace. A fundamental change is occurring to business structures and work organisation. The rapidity of change continues to increase. Our aim is to seek a positive partnership for change at the workplace through respect for union rights and social dialogue.
- h) Support measures designed to promote greater equality and to combat unfair discrimination.
- i) Help to develop policies for ageing societies.
- j) Help develop effective environmental standards that will protect the world's ecological heritage for future generations. Such standards should include the working environment.

- k) Support employment-creation policies that will produce quality jobs for people throughout the world; jobs which are sustainable and which give workers the dignified means to sustain themselves and their families.
- l) Work for active labour market policies in a digital economy. Active labour market policies must not be allowed to undermine unemployment benefit policies, nor should they aim to force people into jobs outside acceptable rules of employment. During their implementation, particular care should be taken to prevent subsidised jobs within this context from squeezing out normal jobs as a result of their lower cost. Concerted action is required to improve the provision of education to increase skills' formation over the lifetime of a worker. This will require major and on-going public investment in education, training, skilling and reskilling, and widespread access to such opportunities.
- m) Develop support for workers in the informal sector.



# People First in the Information Society

## *FIET's policy for the Information Society*

### Future Priorities

1. The development of new information and communication technologies, based on the storage and transmission of digitised data, is leading to fundamental changes in the way in which economies and societies operate. FIET pledges itself to work actively to ensure that social issues and concerns are at the heart of any moves towards a global information society.

### FIET's Objectives

2. With this overall aim, FIET's objectives are:
  - a) To work to ensure that technological change is used to promote democracy, social justice and human rights, and to meet human needs and aspirations, rather than allowing purely commercial and financial forces to control the way that technology is permitted to develop.
  - b) To support developments which help to bridge the gap between 'information rich' and 'information poor' groups, both within societies and internationally.

- c) To promote international acceptance of the idea that technological development must take place within the principles of sustainable development (i.e. that current generations meet their needs without compromising the ability of future generations to meet their own needs).
- d) To help build an information society where human, cultural and linguistic diversity is celebrated and given opportunity to develop.
- e) To seek to defend individuals' privacy, both in the workplace and in their private lives. To support international measures to ensure data protection and individual privacy.
- f) To promote full employment. To support trade unions in their defence of their members' interests in times of transformation and restructuring.
- g) To call for a Global Internet Charter, governing the rules, access, and use of the Internet, based on democratic and ethical principles, on defending human rights and free speech, preventing employers or governments from controlling the Internet; and equally to guarantee free access to the Internet and e-mail to employee representatives as claimed by the FIET campaign "on-line rights for on-line workers."
- h) To support moves to protect the copyright and moral rights of creators against attempts by large multinational companies to obtain these digital rights for themselves.
- i) To work to ensure that individuals have the right, whether at work or not, to receive continuing training and education.
- j) To oppose 'social dumping' (unfair competition or transfer of work from countries where workers enjoy high levels of social protection to those where wages and social benefits are lower). To strengthen, at a practical level, international trade union co-operation and networking.
- k) Recognising that more flexible forms of working are challenging the paradigm of the 'normal' working week undertaken by full-time workers in a centralised workplace, to acknowledge that flexible work patterns can sometimes be advantageous to individual workers but to oppose imposed 'flexibility' achieved at the expense of the individuals affected. To oppose any form of "grey" or illicit labour market which undermines collective agreements, tax and/or social security systems, and reject flexibility imposed without negotiation or achieved at the expense of wages.



## **Implementing the FIET Objectives**

### ***FIET World Executive Committee***

3. The role of FIET World Executive Committee:
  - a) To monitor and discuss regularly the implications of the developing information society.
  - b) To use international forums wherever possible to publicise and promote FIET's policy. To seek to ensure that FIET's policies are influential in the deliberations of international organisations such as the ILO, OECD and WTO.
  - c) In recognition of the global nature of the information society, to encourage and publicise new methods of solidarity work between better resourced and less-well resourced affiliates.
  - d) In the light of convergence between the ICT, telecoms and multimedia sectors, to ensure that FIET collaborates with other International Trade Secretariats.
  - e) To promote the setting up of global works councils and to encourage the development of trade union structures within multinational companies.
  - f) To oversee the development of FIET's own use of ICT.
  - g) To ensure that FIET's structures and activities adapt to the economic and social transformations of the information society.
  - h) To help unions to develop their own ICT capacity through FIET's solidarity projects.

### ***FIET Trade Sections***

4. The role of the FIET Trade Sections:
  - a) To conduct specific research on the implications of the developing information society for their sectors, including the effects on employment and collective bargaining.
  - b) To ensure close communication between individual trade sections where there are developments of common interest (e.g. use of call centres).

- c) To advise affiliates on the implications for recruitment and organisation of members by studying new forms of working (e.g. teleworking).
- d) To ensure that new types of working, and new sectors of the economy, are adequately accommodated within FIET's trade section structures.
- e) To identify new demands for negotiation in collective bargaining, as a consequence of the development of the information society (e.g. trade union access to corporate e-mail systems).

#### *FIET's use of ICT*

5. New electronic means of communication greatly enhance the opportunities for effective international liaison and solidarity. FIET's objectives are:
  - a) To maximise the potential in electronic communication and publishing, including e-mail, fax and the World Wide Web, so that FIET will be better placed to ensure that information is disseminated world-wide to and between affiliates, their officers and members.
  - b) To develop FIET's existing World Information Technology strategy (originally established for the years 1996-1998) and to review the existing principles governing this strategy, in the light of experience gained.
  - c) In particular, to continue to develop FIET's web site, as an easily accessible central location for the dissemination of FIET's publications and information resources.
  - d) To discuss further developments with affiliates, with the aim of making FIET increasingly an on-line organisation.

#### *FIET's ICT Forum*

6. FIET's objectives are:
  - a) To develop the existing annual ICT Forum (currently organised by Euro-FIET), and to widen the range of sectors represented by delegates at the Forum. To consider making the ICT Forum a world-wide event.
  - b) To ensure that the ICT Forum is adequately funded, so that it becomes a permanent event in FIET's annual programme of activities and events.

- c) To ensure that any research, etc., undertaken or commissioned by FIET on aspects of the information society is fed back into debates held at the Forum.

## **Action on Key Issues**

- 7. FIET has identified particular objectives in the following areas:

### Recruitment and membership

- a) To develop strategies for recruitment within newly emerging sectors. To develop strategies for the recruitment of atypical and 'flexible' workers, including the self-employed.
- b) To develop strategies for the recruitment and retention of workers who are subject to outsourcing arrangements.
- c) To explore means of service delivery to individual trade union members using new technologies.
- d) To prioritise work among young people.

### Collective bargaining

- a) To continue to emphasise the value of collective bargaining between social partners.
- b) To ensure that FIET affiliates' experience in new areas of collective bargaining (e.g. teleworking) is communicated and shared.
- c) To co-ordinate the approaches of FIET affiliates with respect to collective bargaining in the information society and press for a social dialogue with employers' federations.

### Education, training and life-long learning

- a) At a time when the pace of technological change is accelerating fast, to campaign for adequate life-long training and education opportunities for all. To seek to develop a new education and training contract between companies and their workforces.

### **Health and safety**

- a) To campaign energetically on the new health and safety concerns (such as RSI, working hours and stress) which are developing as a consequence of new ways of working.
- b) To disseminate good practice undertaken by affiliates in these areas.

### **ICT sector giants**

- a) To support efforts being made to increase trade union organisation within the multinational ICT giants.
- b) To campaign through international organisations for the development of global works councils.
- c) To identify and oppose any attempt by large multinationals to exploit their market position for monopolistic or anti-competitive actions.

### **The Role of FIET affiliates**

- 8. The FIET World Congress invites and encourages FIET affiliates:
  - a) To monitor and discuss regularly the implications of the developing information society.
  - b) To explore new opportunities for recruitment and organisation, created by new technologies and new ways of working. To share experiences with other affiliates, through FIET.
  - c) To explore uses of new technologies (such as e-mail and the Internet) for internal organisation and for communicating directly with members. To share experiences with other affiliates, through FIET.
  - d) To explore the implications for trade union democracy of new technologies and new ways of working. To consider whether existing union structures and service products will remain appropriate, as the convergence between the ICT, telecoms and multimedia sectors develops further. To share experiences with other affiliates, through FIET.

- e) In the case of better resourced affiliates, to explore imaginative new means of solidarity work with less well resourced trade unions, as a direct practical way of responding to the increasing globalisation of information work.



## People First Through Union Organising and Corporate Campaigns

### Future Priorities

1. If the trade union movement is to maintain and develop its relevance in the 21st century, FIET and its affiliates must consider and implement new initiatives in order to build the power and influence of the union movement in the services and industry sectors. A strong and representative trade union movement is an essential pillar for social protection in the global economy of the new millennium.
2. FIET and its regional organisations will incorporate the issue of organising in all regional, trade section, inter-professional and educational activities, encouraging exchanges of information and experiences between affiliates and offering assistance and advice where relevant. This initiative will include the organisation of regional meetings on the specific theme of organising.
3. Organising will remain the priority of the trade union movement worldwide. The role of FIET will be to provide a service of information and support to affiliates which will retain the ultimate responsibility for conducting effective organising activities at the national, regional and workplace level

#### *Implementing FIET's Strategy*

4. FIET will:
  - a) Make a priority of building the capacity to co-ordinate campaigns against multinational corporations for union organising and bargaining purposes. This will include developing useful information research and dissemination;

creating education programmes designed to enhance the capacity of affiliates to engage in corporate campaigns, and participating in the growing field of strategies harnessing capital invested on behalf of workers where this is applicable and legally permissible.

- b) Ensure the elaboration of the organising and recruitment debate within the work of its trade sections. The debate will look in particular at the impact of new technologies and divisions of labour on workers in the relevant sectors and how to maintain and improve levels of membership.
- c) Concentrate its work on women's activities through the networks established through the Global Equality Project and the Euro-FIET Women's Network.
- d) Develop its work on youth activities through the FIET Youth Committee. Basing its undertakings on the slogan "Breaking The Barriers", the Committee will focus on the issue of organising in discussing and developing union responses to the needs of young workers in today's services and industry sectors.
- e) Continue to develop its activities on organising professional and managerial staff. And oppose any legislative and practical measures that aim to prevent the organisation of professional and managerial staff. This particular group requires special attention in terms of communications and services. Such efforts shall be based on the ideas and initiatives put forward by the FIET World Committee of Professional and Managerial Staff and on actions carried out at the regional level. The FIET Passport is an example of the development and research that will be required to respond to the needs of these workers in today's mobile and flexible labour market.
- f) Elaborate its work on establishing Global Works Councils within multinationals for tasks which include information and consultation of workers regarding the strategy of multinational corporations.
- g) Continue to research and develop membership services through information technology, in particular the Internet. The impact of new technologies on membership demands a trade union response and FIET will expand its role in this field.
- h) Expand its role in those regions and countries where unions are being marginalised in rapidly developing free market economies. It is imperative for the trade union movement that support and assistance are provided for trade unions in these countries to establish strong union structures in an appropriate environment and to develop focused organising campaigns.

5. The FIET World Congress invites affiliates:
- a) To study and review the implications of this report and initiate a review of its organising and recruitment policies and programmes in terms of effectiveness and long-term planning.
  - b) To consider new orientation, training, leadership development, and communications programmes designed to increase the participation of the membership in the union and its organising and political activities.
  - c) To study structural changes and partnerships that will enable the co-ordination of organising, political action, bargaining and other activities. This should include reviewing policies and long-term strategies and how they are determined and implemented; the allocation of finances and staff, the individual work activities and attitudes of all officials and staff, organisational structures; and the day-to-day processes and methods of operation.
  - d) To ensure that the rank and file membership is engaged in any organising process, in particular, women, youth, ethnic minorities and part-time workers.
  - e) To keep in mind that organising requires resources, particularly financial. Organising expenditure should no longer lose out in the allocation of resources. Meeting the challenge of organising may require a substantial increase in spending. Unions may consider reallocating existing resources and finding ways to raise new income.
  - f) To consider the establishment of organising committees to effect long-term organising plans.
  - g) To consider developing membership capacity in terms of organising. Member organising is extremely cost effective and is critical to meeting the organising challenge in the face of restricted union budgets.
  - h) To look at increasing efforts to train organisers.
  - i) To study possibilities of exploiting information and communications developments. The media should be integrated into organising programmes. Unions should promote themselves through traditional and electronic media and, in particular, should publicise successful campaigns in terms of defending the interests of their members to attract the attention and interest of other workers in the same sector. Unions should research and develop their own publishing and promotional capacity using new information technology, especially the Internet.



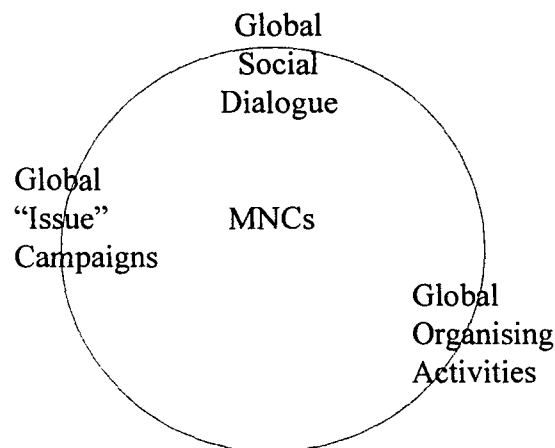
- j) To develop collective bargaining capacity in the promotion of good working conditions for their membership. Collective bargaining remains one of the most effective organising tools in promoting the image and profile of trade unions and attracting new members influenced by the activities of unions in their sector of work.
- k) To develop a greater awareness of international trade union activities at the regional and global level to stimulate trade union recruitment.
- l) To keep the FIET Secretariat fully informed of developments in the field of organising to ensure the most effective elaboration of an international database on this vital issue and to encourage an active exchange of information between affiliated trade unions.



## People First in Multinationals

### Future Priorities

1. International business is increasingly being controlled by MNCs, so FIET must do all it can to ensure that they are driven in a socially responsible manner. FIET must develop its three-pronged policies in a complementary and mutually reinforcing manner.



2. In addition to its policy of developing a social dialogue with MNCs, FIET must play a full part in efforts to obtain a social dimension to regional and global integration and to ensure that regional institutions develop measures to promote the provision of information and consultation by MNCs.
3. The Trade Sections in all regions will be the driving force for FIET's activities on MNCs and the secretariat should increase its IT capacity to develop databases and promote communications networks with affiliates.

## **Global Standards for Trade and Labour Relations**

4. FIET should continue to campaign for MNCs to respect core labour standards, including:
  - a) Freedom of association;
  - b) Rights to organise and bargain collectively;
  - c) Freedom from exploitation and discrimination, especially of women and young workers;
  - d) Minimum standards for health and safety;
  - e) Minimum age for work;
  - f) Abolition of forced labour and child labour;
  - g) Regulation of working time.

## **Codes of Conduct**

5. FIET should continue to campaign to ensure that the ILO tripartite declaration and OECD code of conduct are followed by MNCs.
6. FIET, together with the affiliates, should develop a model code based on the ILO and OECD codes of conduct and national regulations in force with a view to concluding agreements with multinational companies on conduct and social responsibility. This work should be linked to the long-term efforts of FIET and its affiliates to awaken public opinion and increase pressure on the multinationals to behave in a socially acceptable manner. Important areas for this work are, for instance:
  - a) elimination of child labour;
  - b) minimum standards of employment;
  - c) corporate governance;
  - d) transparency and disclosure;
  - e) health and safety;
  - f) guaranteed trade union rights for all, including professional and managerial staff and workers in atypical employment relationships

## **Ethical Investment**

7. Working people are important investment "stakeholders" through pension funds and other means. FIET advocates the adoption of a policy for investment in freedom, where MNCs will be expected to conclude agreements with relevant trade unions on, for example:

- a) **apply ILO conventions to their own staff,**
- b) **ensure these are also applied to sub-contractors;**
- c) work with suppliers to promote employment rights;
- d) social accountability will be used as a means of respecting social and ethical values in addition to traditional economic parameters.

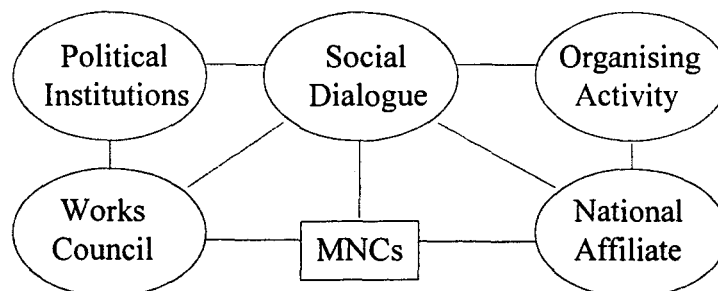
#### Global Social Dialogue

8. **The development and the effectiveness of a global social dialogue are central** to the FIET strategy.
9. Of all the regions, it is in Europe where there is currently the greatest opportunity for progress. The European employees of MNCs have a statutory right to be informed and consulted about the company's transnational business plans. Trade unions have the possibility to make their case to the European institutions and to negotiate with employers at the European level. Agreements thus reached have to be incorporated into European legislation. This is why in Euro-FIET the task of developing European Works Councils and Social Dialogue generally is given such a priority.
10. By developing the following strategy, advances in Europe can then be a springboard to complement and link in with progress in other regions:
  - a) establish European Works Councils as a matter of priority;
  - b) push for these to embrace "non European Union" European countries, for example, Central and Eastern Europe;
  - c) develop effective union networks in individual MNCs and also IT networks to provide databases and global strategic information;
  - d) **press for enlargement of the terms of reference of European Works Councils** to include a real say prior to the employer's decisions on all matters affecting relations between the employer and employees and also on wider labour related issues. FIET will ensure that relevant information is transmitted to affiliates in other regions;
  - e) link in "issue" campaigns (for example, Child Labour) with organising activities;
  - f) Confront excesses in Human Resource Management policies by working for approaches and values, which promote investments in human capital/people;
  - g) push for global voluntary agreements (for example, on ILO core standards) and for global works councils.

## Global "Issue" Campaigns

11. FIET has many policy objectives as part of the World Action Programme and MNCs should be judged according to their compliance with these demands. The Programme should be available to all European and global works council members. FIET should further develop advice to affiliates on how the Programme may be implemented. The priority should be campaigns on the following:
  - a) the drive for quality jobs and quality working hours in the enterprise;
  - b) the need to develop general as well as vocational education and training;
  - c) the problems of inequality and exploitation, particularly based on age, race, gender or immigrant status;
  - d) aim for quality in work and improvement in occupational safety and concern for the environment;
  - e) to ensure respect for human and trade union rights and collective bargaining.
12. Other issues will be of special relevance to one particular sector or one particular MNC and these campaigns should be directed by the trade section concerned.
13. Where an issue becomes a campaign, the objective will be four-fold:
  - a) raising social/political awareness of the problem;
  - b) achieving a concrete resolution of the problem;
  - c) using the issue to promote social dialogue;
  - d) linking the issue with corporate organising activities.
14. Whichever the means, whether by cyber campaigns, lobbying, demonstrations, being present at stockholders' meetings, etc., the aim will be to strengthen and complement FIET's solidarity work and implementation of the World Action Programme.

### Integrated Campaigning



## **Global Organising Activities**

15. Rising unemployment, de-regulation and attacks on trade union rights have made it harder to organise. And these problems are often compounded by the growth of employment practices which are based on fear and insecurity and which seek to bypass the union and the notion of collective bargaining.
16. But if a strategy of developing global social dialogue is to succeed, then the unions must be representative of the employees. In other words, recruitment and organisation has to be a complementary feature of general campaigning and an essential ingredient in developing meaningful progress towards global bargaining structures.
17. FIET must use its comprehensive Corporate Campaigning Strategy to build up an active and involved membership capable of balancing the power of the MNC with a positive voice. But there is also a need to help and organise those who so often are the less visible part of a MNC operation such as:
  - a) women and young people;
  - b) part-time and casual workers;
  - c) workers in the informal sector;
  - d) home workers and other distance workers;
  - e) agency and sub-contractor employees.