



PSI
2008 | annual
report

| CHANGING OUR WORK |



Public Services International

1 • Foreword

Looking back at 2008 the one word that comes to mind is CHANGE. We saw a dramatic change in the global economy, it was the keyword in the US election and we initiated changes in PSI.

The outlook of the global economy has changed in a very short period from booming, to recession and now into depression. The neglect of oversight from authorities, the abuse of our trust in banks, the trail of frauds and scandals, have all cost us dearly. Millions of workers and their families are now paying the price, by losing their jobs and by paying for 'bailouts' through taxes.

The plans for massive investments in the public sector in the US and other countries are a good opportunity to remind policy-makers of the crucial role of these services. Quality Public Services are the key to creating good and healthy societies. Together with our affiliates, PSI will ensure that the voice of public sector workers is taken into account.

In this annual report we focus on the change that has happened in the wide range of PSI activities in our cross-cutting sectors.

In 2009 change will remain high on the PSI agenda. The implementation of the recommendations in our ongoing organisational review will make PSI more focused and more results-driven.

Peter Waldorff
General Secretary





2 • Global Governance and Institutions

2008 has been a year of turbulence, upheaval and crisis on many fronts. The planet continues to witness the devastating impact of climate change, and the massive market failures leading to crises in the food, financial and energy sectors. PSI has taken every opportunity, at international meetings to highlight the importance of countries committing to quality public services at this time. PSI has joined with the ITUC and many others in calling for a major economic stimulus package, job creation in the public sector including green jobs and infrastructure, and rolling back the destructive neo-liberal agenda of deregulation and privatisation.

It has been a very full year for PSI in this area. We participated in many activities, including:

- PSI continues to challenge the corporate agenda at the WTO and in regional and bilateral trade deals such as Economic Partnership Agreements (EPAs), focusing on serious concerns about the GATS deal. PSI Chaired a Panel at the WTO Public Forum on GATS, and works closely with Education International and civil society partners. Peter Waldorff met with WTO Director Pascal Lamy and challenged him directly on this issue.

PSI celebrated the fact that the flawed Doha trade deal was once again derailed this year. PSI participated in the EU-Latin America trade meetings in Lima, Peru.

- The anti-corruption focus of PSI continues, with collaboration with UNICORN particularly on the issue of whistle-blower protection. PSI attended global anti-corruption meetings of the UN in January and in October, in which courageous PSI Vice-President and whistleblower Annie Geron participated.
- PSI was present and active at the G8 meetings in Hokkaido, Japan in July, with meetings coordinated by Asia-Pacific regional staff.
- Collaboration with partners in civil society on trade and human rights issues remained strong in 2008, with active PSI participation at the European Social Forum and in the global network Our World is Not for Sale, as well as preparations for the World Social Forum in Brazil in early 2009.
- PSI continued to represent the voice of our affiliates at OECD meetings on issues such as regulatory reform, procurement policy and public-private partnerships; in addition, PSI ensured that affiliates received OECD documents of interest in their country.

- The Asia-Pacific Region has achieved significant progress in efforts at the Asia Development Bank to ensure that labour's perspective is considered in decisions on financing and loans.

- PSI participated at the quadrennial UNCTAD Conference, to ensure that the public sector voice was heard at that important body, particularly on issues of concern to affiliates in developing countries.

- PSI continues to play a leading role on the issue of climate change. PSI has established a Working Group on Climate Change, which was represented by a number of delegates at the UN Conference in Poznan, Poland in December. PSI sponsored delegates from Peru, Nigeria and Latvia at this important event.

- PSI is active at the ITUC, ensuring that the absolutely key role of the public sector is underscored, as well as highlighting the gender impact of climate change and the need for global labour support for IPCC emissions targets.

- PSI will continue to work with affiliates as we prepare for the key UN meeting in Copenhagen in December 2009. The future of our planet rests on the outcome of this meeting.



3 • Trade Union Rights

Denouncing trade union rights violations

In 2008, PSI launched six Urgent Actions (Colombia, Ecuador, El Salvador, Turkey and Indonesia) and sent 43 letters denouncing violations of human and trade union rights, mainly in Eastern and Central Europe and Asia Pacific.

Urgent Actions – Turkey and Indonesia

PSI used the LabourStart website, for the first time, to launch a campaign for the release of Meryem Özsöğüt, management board member of Turkish affiliate the SES (health union). Ms Özsöğüt, was accused of “being a member of a terrorist organisation” and spreading “terrorist propaganda”, but she had long been a target for the Turkish authorities because of her trade union activism.

In addition to the 8586 people who responded to the LabourStart call, PSI's campaign was supported by the ILO, the EPSU, the ETUC and European Union Commissioners. Meryem Özsöğüt, was eventually released on 5 September 2008, after more than eight months in prison. However, the Turkish authorities have continued to target the leaders of the SES and Meryem Özsöğüt, was dismissed from her post a few months after her release. Ms Bedriye Yorgun, SES President, was also dismissed in November.

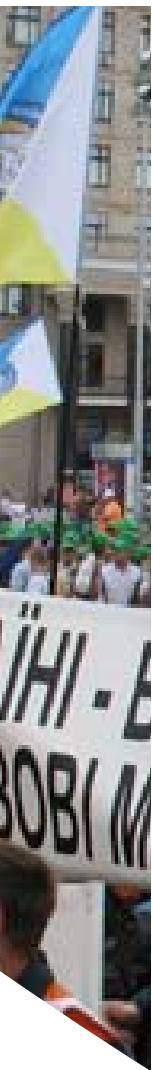
In Indonesia, PSI launched an urgent action after members of Angkasa Pura 1, the airport traffic service union, were suspended without pay for taking part in strike action. The strike was called after negotiations around the government's failure to implement a collective agreement hit an impasse. This was the first public sector strike in Indonesia and the government was as determined to break the back of the union as the union was to defend the rights of its members. The suspended workers were eventually reinstated but continue to be victimised and harassed. The government has refused to reinstate one employee who was dismissed and the union and PSI are continuing to challenge the acts of intimidation and violations of trade union rights.

ILO conference

During the ILO Conference we met with ministers from the Philippines, Mozambique, Ecuador, and Cameroon to advance the cases of affiliates who are suffering violations of Conventions 87 (Freedom of Association) and 98 (Right to Collective Bargaining). We also collaborated with colleagues in the Workers Group on cases concerning Indonesia, Colombia, Guatemala and Zimbabwe.

Defending trade union rights - Tackling Precarious Work

PSI is part of the Council of Global Unions Work Relationships group, whose main objective is to develop joint, effective strategies for addressing the growth in precarious work. Co-ordinated strategies at international level include meetings with relevant parts of the ILO, and participation in conferences and discussions where the issues of precarious work are particularly relevant. This ensures that there is better promotion of the Employment Relationships Recommendation and more action on the resolution that accompanied the recommendation at the 2006 International Labour Conference. Further research needs to be done on specific cases that may have arisen in the Committee on Freedom of Association and the Committee of Experts, where the violation of trade union rights is linked with an ambiguous employment relationship.



4 • Equality Equity and Diversity

Addressing gender wage differences

At international level, PSI continued cooperation with the ILO and other Global Unions to promote pay equity through the PSI/Global Unions Pay Equity Discussion Forum. At sub-regional and national level, affiliates continue to integrate pay equity in their collective bargaining and education agendas.

In response to demand from affiliates whose governments are implementing public sector reform programmes, PSI held a regional workshop on gender-neutral job evaluation methodologies in Botswana, Southern Africa. The two-week intensive workshop was designed to equip affiliates with the technical expertise to play an active role in the review of pay structures, to bargain for the elimination of existing pay inequities in grading systems and to make full use of the opportunity to improve public sector salaries based on objective methodology.

Gender and quality public water services

Affiliates again used International Women's Day (March 8) and World Water Day (March 22) to call on governments to keep water services in public hands and to highlight the gendered impact of a failure to invest in public ownership and management of water services.

Materials prepared by PSI and information on affiliates' campaigning activities can be found at www.psiwater.org

Violence against women

For the first time in 2008 PSI prepared materials for use by affiliates in their efforts to highlight the issue of violence against women, its impact in the workplace and the role of trade unions. The materials, which drew on the experience of affiliates and on PSI's advocacy efforts at international level, consisted of a booklet, postcards, posters and a dedicated web page. The materials were launched on 25 November, the official United Nations Day for the elimination of violence against women. There was strong engagement from affiliates on this issue which affects millions of public sector workers and presents a significant drain on the limited resources of public services. Information is available at www.world-psi.org/vaw.

Engaging young workers

In 2008, PSI undertook research at regional, sub-regional and national level to find innovative ways for trade unions to reach out young workers and to engage them in trade union activities. The results of the research will assist in developing tools to assist affiliates in recruitment and organising campaigns and in integrating young workers in their decision-making processes.



5 • Union Development and International Solidarity

PSI's projects make a difference because they provide unions who work in adverse conditions with opportunities to bring about change. In countries where wages are very low or not paid at all, union dues are only sufficient to manage the everyday work of the unions, and funding for activities like education programmes, campaigning or materials is just not available.

During the planning phase of a PSI sponsored project, the affiliates can decide on a priority to support their goals and the type of capacity building or activities needed to achieve the goal.

Evaluation and reporting, carried out as a part of the projects, indicate that activities make a difference and bring about change.

- Training strengthens collective bargaining, increases workers' income and helps to reduce poverty.
- Recruitment improves the union income, providing funds for better services to members.
- Campaigns change government policy on public services and improve services for communities.
- Shop steward education assists the unions to ensure that workers are not discriminated against at the workplace.

- Women are mobilised and empowered, changing the face of the unions and making them more inclusive.
- Workplace campaigns on occupational health and safety make the working environment safer and fewer workers are injured.
- Education for leadership assists unions to become stakeholders in government policy and raises the profile of the union.

In 2008, PSI managed 44 projects for affiliates in 75 countries in Asia Pacific, Africa and Arab Countries, Latin America and Central and Eastern Europe.

Every one of these projects helps to sustain both long and short term change, meeting the immediate needs of unions to promote and advocate for PSI policy and quality public services.

PSI recognises and acknowledges the important contribution that the Solidarity Support Organisations and National Affiliates (see list below) make to change the world to a better and safer place for workers and trade unions.

Sponsor contributions in 2008


FNV Mondiaal, Netherlands	41%
Trade Union Solidarity Centre, Finland (SASK)	21%
Swedish Council of International Trade Union Cooperation (LOTCO)	16%
IMPACT (Irish PSI affiliate)	10%
AbvaKabo/FNV (Dutch PSI affiliate)	3%
Danish Trade Union Council for Int. Development Cooperation (LOFTF)	3%
Friedrich Ebert Stiftung, Germany (FES)	3%
Nordic Federation of Municipal Workers' Unions (KNS)	2%
ILO Workers' Activities Branch (ACTRAV)	1%

Budget distribution in 2008

Africa and Arab countries	€ 1,088,000 (36%)
Inter-Americas	€ 969,000 (32%)
Asia-Pacific	€ 683,000 (23%)
Europe	€ 159,000 (05%)
Global	€ 134,000 (04%)
Total Projects	€ 3,033,000 (100%)
Total project budget volume in 2007	€ 3,047,000



6 • Public Administration



2008 was indeed a year of transition and renewal in the PSI public administration sector. Following up on the mandate of the 2007 Congress in this sector, in April members of the Public Sector Steering Group met to consider its future structure and role. The PSSG agreed that there must be a strong international coordinating body in the public administration area, similar to the very positive role played by the Health Services Task Force. This body must have effective regional representation. PSI coordinated meetings with public administration affiliates in several regions, including Asia-Pacific (Bali APREC, and Japan), Latin America (Brazil and Southern Cone), Africa (Ghana and Nigeria), and Europe (ver.di, Germany). All reinforced the need for regional public administration networks and a global coordinating body. They also reaffirmed the need for a global body that can look at the "big picture" in the public sector, and cross-sectoral issues. PSSG Chair Larry Brown (NUPGE-Canada) met with the Organisational Review team who will make recommendations in this area.

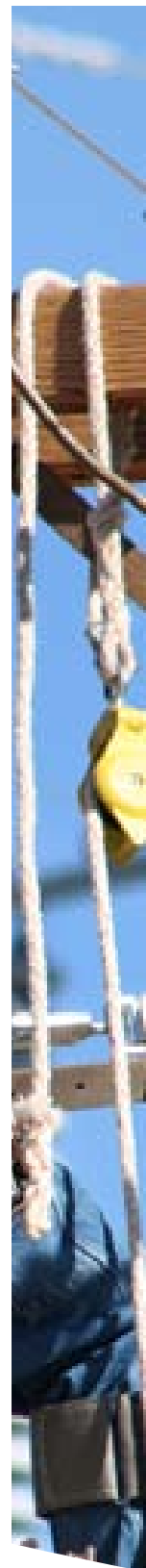
This was a significant year of change for the EPSU Standing Committee on National and European Administration as well. For the first time, a formal social dialogue process has been established with European public administration employers. PSI will be participating actively in this process with the upcoming merger between EPSU and PSI-Europe. EPSU NEA has also been very active on the issue of prison overcrowding, a serious concern affecting a number of PSI affiliates.

Other issues in the public administration sector in 2008 included:

- Focus on ILO Convention 94, aimed at strengthening protections for public sector workers and others affected by outsourcing and privatisation; this was the subject of a panel at the ILO Conference this year; PSI will seek to promote awareness, ratification and enforcement of this important Convention.
- Peter Waldorff spoke at the biennial European Quality Public Services Conference in Paris in October.

- PSI participated in the International AIDS Society Conference in Mexico City in August, and the Global Fund on HIV/AIDS, Tuberculosis and Malaria Partnership Forum in December.
- PSI is embarking on a major effort to identify and "map" our affiliates by sector, to enable us to better respond to sectoral priorities; a pilot project is underway in the Latin American region.
- Sectoral Officer Svend Robinson has returned to Canada

Finally, it must be observed that with the massive failure of the right's agenda of privatisation, deregulation, massive erosion of the tax base, and assaults on the public sector, there is now a real opportunity for PSI to work with our partners in labour and beyond to focus on the need for a strong, renewed and well-financed public sector.



7 • Utilities and Pensions

Pension forum

PSI hosted a very successful two-day Pension Forum at the ILO in Geneva in November, bringing together almost 100 people from around the world. A number of concrete recommendations for follow-up action were made by the delegates [full report of the Forum is posted on the PSI website www.world-psi.org/pensions]. It is clear that this will be a priority issue for PSI affiliates in the coming years, as neo-liberal governments, urged on by the World Bank and IMF, step up their attacks on public sector pensions.

Pension funds

In 2008, PSI started the planning process to bring together US affiliates to discuss the conjunction of the need for infrastructure investment in the USA and the need of pension funds for new, more stable long-term investment vehicles. PSI also invited the National Education Association, a 3-million member affiliate of EI. This was an outcome of the EI-PSI agreement on collaboration between the two global union federations on pensions and infrastructure issues.

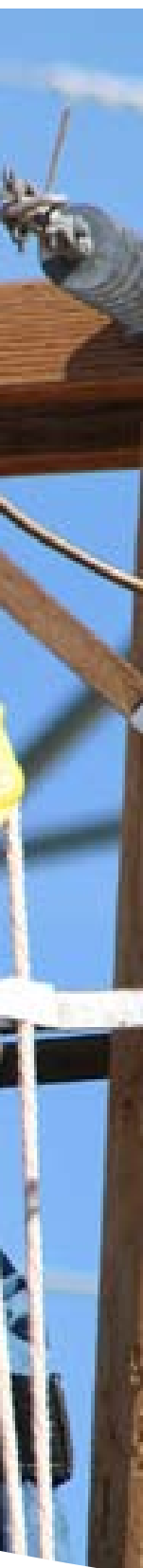
The meeting was held in early 2009, but all of the preparatory work was conducted during 2008. The focus of the meeting is how to create the conditions whereby Obama's infrastructure stimulus package will protect public services, public workers and the interests of citizens. At the same time, we need to encourage job creation, including with the construction unions.

PSI sponsored research to bring the experience of other countries to the US unions such that they can use international comparative analyses to inform their decisions.

Utilities

In water, PSI continues the progress on water through alliance building and international lobbying and advocacy. The concept of public-public partnerships is taking hold at international level, as is the role of workers and unions in improving public services. However, the privateers continue to pressure to preserve their space and to block the PUPs. Much work remains, including finding more champions, focusing on the regional institutions (especially the development banks) and strengthening the empirical basis of these approaches. Much work has gone into the preparations for the 5th World Water in March 2009, where PSI will have a strong delegation.

In energy, PSI has finished the contribution to the multi-year Global Reporting Initiative Electricity Supplement, injecting some important new language on union rights, on subcontracting and on maintaining skilled workforce. Regional activities continue, notably in Latin America where a number of meetings have brought the energy unions together to develop common policies for the continent to strengthen lobbying and advocacy. PSI is discussing with the Italian and Spanish unions over international coordination within the multinational Enel/Endesa.



8 • Change in the Health Sector

The world faces unprecedented challenges to the capacity of national health systems to meet the health care needs of their population.

- In addition to the burden of diseases which have historically afflicted humanity, we face the challenge of rapidly spreading global pandemics, regionally entrenched epidemics and adverse health conditions created by industrialised, sedentary and urban lifestyles.
- Our capacity to address those challenges is hampered by a global health workforce shortage, with an estimated 4.25 million health workers needed to fill the gap.
- The drive to transform health systems by opening them up to outsourcing, privatisation and commercialisation have further strained their capacity to provide universally accessible quality health care.

PSI has launched programmes to assist our affiliates in the development of strategies to face privatisation, underfunding and understaffing.

The central component involves the mobilization of union members as agents of change, through the use of participatory methods for the development of union reform proposals to achieve quality health services. We are extracting lessons from experiences in the municipal sector and designing strategies to tap the knowledge and experience of health workers and their direct

relationship with patients to advance alternative reforms to increase the capacity of health systems.

Coupled with those efforts, we have initiated programmes to protect health workers from occupational health and safety hazards. These programmes are intended to:

- provide a benefit to our members
- contribute to alleviate the health workforce crisis
- facilitate the mobilisation and organisation of our members at their workplaces, thus building union strength.

Change is the central theme of our strategically-designed occupational health and safety programmes:

- Health worker unions are taking the lead in promoting the shift to safer injection devices as a means of preventing needlestick injuries, which are the main mode of workplace infection with over 30 blood borne pathogens like HIV, hepatitis, Ebola and malaria.
- We are addressing the risk of hepatitis B infection through programmes to immunise health workers against this debilitating disease.
- PSI is at the centre of global efforts to develop and implement innovative policies to prevent workplace violence.

- We are working on the dissemination and implementation of new WHO guidelines for post-exposure prophylaxis and treatment for health workers exposed to HIV.

PSI offers regional week-long training workshops on occupational health and safety. The focus is on risk reduction through the use of participatory methods that involve all workers in hazard mapping and the development and negotiation of proposals to improve workplace design and workplace procedures. Application of these methods not only yields positive results for occupational safety. They also train health workers to recognise and utilise their potential as agents of change, helping set the ground for the application of effective strategies to confront privatisation and achieve quality health services by implementation of worker-designed reforms.

PSI continues to promote the formation of effective regional health networks and has established innovative forms of electronic communication, like our interactive health weblog <http://healthblog.world-psi.org>.



9 • Change in the Municipal Sector

Over the last three decades municipal workers unions have been challenged by changes that have negatively impacted them and the institutions they work for.

- Decentralisation policies have resulted in the considerable transfer of responsibility for service delivery to local governments. This has frequently occurred without the transfer of sufficient funding, placing additional burdens on municipalities and their workforce.
- In addition, macroeconomic policies that emphasise budgetary constraints on public entities have led to a steady deterioration of the capacity of local governments to provide quality services.
- Unions have also faced aggressive policies that promote outsourcing and privatisation of municipal services. These policies, advanced as the solution to deteriorating service delivery, have negatively impacted the quality and accessibility of services, led to the loss of jobs and a decline in terms and conditions of employment for workers and rarely delivered promised cost-savings and efficiencies.

PSI has held discussions at regional meetings of municipal workers unions on how to best deal with these changes and surveyed its affiliates to determine what strategies have been most successful.

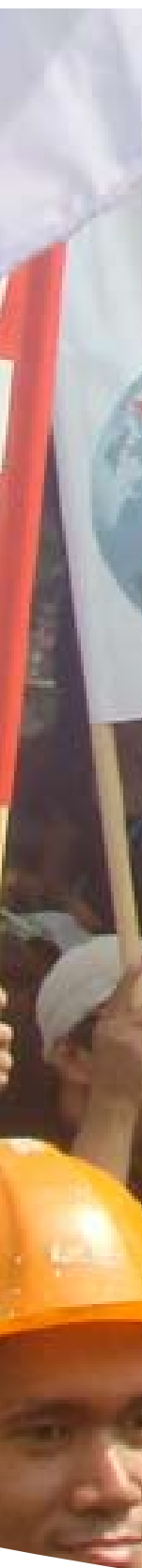
At the end of November 2008, a representative group of municipal unions from all PSI subregions met in Oslo to analyse the nature and outcome of privatisation policies and to exchange information about union strategies which have proved most successful.

The key element of successful strategies has been the mobilisation of union members as agents of change. They depart from the recognition that our members are a valuable source of knowledge and experience on how to improve service delivery. They also best understand what citizens want and their current sources of dissatisfaction. Thus, through participatory processes, unions have developed proposals for improvements which they have negotiated with management, leading to positive changes in service delivery, improved labour-management relations and public satisfaction which have effectively halted privatisation efforts where this strategy has been applied.

We are developing materials and resources to assist PSI affiliates in the development of strategies, appropriate to their circumstances, which use participatory methods to develop and advance reforms to improve the quality of municipal services and prevent privatisation.

PSI has changed the way it organises its work in the municipal sector. Rather than organise activities centred around Geneva, we have taken steps to develop regional networks of municipal workers' unions. Some of these emerging networks have met to organise activities to confront privatisation, defend and promote trade union rights and to receive training on how to organise effective campaigns. We are also developing networks and activities aimed at targeting specific international entities, such as the Commonwealth local government forum and United Cities and Local Governments.

PSI communications will be relying more on innovative means of electronic communications. We have launched a weblog with participatory and interactive features, which will serve as a resource for communications and coordination of campaigns <http://municipalblog.world-psi.org>.



10 • Inter-Americas

In the Inter-American region, 2008 was a year of building and renewal.

PSI continued to build up sectoral networks for electricity, judiciary, university and health workers and has supported a regional confederation for university and judiciary workers. The constitution of the confederation stipulates that in order to participate, unions must be a member of PSI. This has resulted in an increase in the number of affiliates in these sectors.

PSI worked in collaboration with the ITUC/GUF office in Washington on the role of the World Bank and ADB in offering loans to some Inter-American countries for the public sector, more specifically in the university and electricity sectors. The next step will be to define how to influence these policies at regional level.

PSI participated in important summits where Free Trade Agreements and regional integration were discussed. During the Latin America, Caribbean and European Union summit held in Lima, Peru, 16-17 May, PSI expressed its strong opposition to deals that damage developing countries, particularly when they concern public services like water, energy, health and education.

At the founding congress of the Trade Union Confederation of the Americas (TUCA/CSA) held in Panama, 27-29 March, PSI had the largest delegation with 25 representatives. PSI called for decent work for all and policies to ensure that women and young people did not face discrimination, as well as a more general call for workers' rights and quality public services. Shortly afterwards, PSI held its Inter-American Regional Committee meeting at the same venue.

PSI has also been improving its presence in national structures. In Peru and Paraguay, National Coordination Councils have been created. In Paraguay, PSI sent a 10-person delegation to a forum on human rights and quality services in the public sector in September. SUBRACs are also becoming more participative, with more than 50 participants in each meeting.

The PSI Inter-American regional secretary was one of the signatories to the trade union statement on the international financial crisis and the WTO that was signed by 35 regional TUC representatives.





11 • Asia Pacific

ADB research in Jabalpur

On 15 February, the Asian Development Bank (ADB) and PSI Asia Pacific Regional Organisation (PSI-APRO) agreed to implement joint research on the ADB electricity project in Jabalpur, Madhya Pradesh, India. However the ADB had to withdraw because they did not get approval by the Indian government and MP state government. PSI-APRO therefore decided to implement the research only by PSI members. The local unions shared information on the non-implementation of labour issues and they strongly objected to the completion report of the ADB which mentioned that all outstanding employees' issues had been resolved. The PSI team found that this was not the case for the majority of employee issues. The research team members agreed to report this error to the ADB and to raise their concern on these issues.

QPS workshop

The workshop on Quality Public Services was held on 4-6 December in Manila, Philippines. Delegates from the affiliates reported their activities and followed up on the QPS campaign. Prof. Leonor Briones made a presentation on public finance, Dr. Walden Bello on the financial crisis and Prof. Takehiko Uemura on the global tax.

A session on pensions and a training seminar on vocational health and safety were facilitated by Glenn Barclay (NZPSA). He also facilitated

the group discussion on health and public and state administration. Greg McLean (ASU) facilitated the session on climate change and the group discussion on utilities and municipal and local government.

Prior to the workshop, 15 PSI members had a meeting with ADB on 3 December and Violeta Corral (PSIRU-Asia) gave a report of that meeting to the QPS workshop. The 2008 activities report and the proposal for the activities in 2009 were approved by all participants.

Firefighters and Ambulance workers network

The founding conference of the Asia Pacific Firefighters and Ambulance Workers Network was held on 2-3 October in Seoul, Korea. PSI General Secretary Peter Waldorff gave a keynote address and Mr. Tim de Meyer from the ILO made a presentation on the trade union rights for emergency workers. The conference decided unanimously to establish the network.

Global Union Forum on Migration

The 2nd global forum on migration and development (GFMD) was held on 27-30 October in Manila, Philippines. The Asia Pacific regional organisations of PSI, BWI and UNI organised this global union forum together with ITUC, other GUFs and NGOs. Various events were held from 24th October under the slogan "Union without Borders" .





12 • Africa and Arab Countries

The Africa and Arab countries region has suffered from the serious global upheavals of 2008 throughout the political, economic, financial and social spheres. The energy crisis has been particularly felt due to the increase in the price of oil, which has resulted in a severe price hike in food and basic necessities. This has in turn led to mass social and worker uprisings which have ended in severe and bloody punishment, and arbitrary arrests by police forces in some countries.

Democracy and good governance also suffer from the crisis, and some leaders are doing everything they can to stay in power by tweaking their countries' constitution.

- Military coups d'état in **Mauritania and Guinea**. The African Union, the political commission which rejects any military seizure of power, is trying to call these military forces to order.
- In the **Democratic Republic of the Congo**, the Kivu region faces a situation of armed rebellion marked by harassment, rapes and killings. The international community's attempts at mediation remain in vain. This situation has had a negative impact on trade union and civil society activities. PSI affiliates' negotiations and social benefits have been frozen. The PSI Regional Secretary for Africa and Arab countries, Têko Kpodar, visited the area and met with government officials to discuss this matter.

- The situation in **Kenya**, after very controversial presidential elections which claimed dozens of lives, is returning to normal and a new prime minister has been appointed. PSI and its affiliates were able to resume their activities.
- In **Liberia**, pressure exerted by labour unions and civil society has helped to establish a national tripartite board of workers, employers and the government. The workers' rights procedure was evaluated by ILO labour law consultants and is being examined by the government as well.
- In **Sierra Leone**, the former government withdrew unions' collective bargaining certificates, hoping to convince them to form a stronger trade union federation. Unfortunately, trade unions and the government were unable to reach agreement on modalities. The new government drew up and reissued these certificates to unions, enabling them to establish themselves and conduct their activities on a full-time basis. The government also set up a national tripartite board of workers, employers and the government to conduct a joint assessment of workers' rights in accordance with international labour standards.
- In **Zimbabwe**, the persecution of unionists and acts of violence and harassment against political opponents and the population are common practice. Mugabe remains impervious to any attempt at mediation made by neighbouring countries or the international community.
- The Arab region has also experienced a hike in food and fuel prices. The impact of the financial crisis is beginning to be felt, particularly in Gulf countries, where many migrant workers are losing their jobs. This indirectly affects these workers' countries of origin, resulting in a rise in unemployment in many countries of the sub-region.
- The situation in Gaza, in **Palestine**, remains unstable. The siege, imposed by the Israeli occupying forces, ended in a military invasion and acts of violence which continue to leave thousands dead or wounded in their wake. PSI sent a message of solidarity and support to the Palestinian authorities.
- **Algeria's** autonomous trade union of public service employees (SNAPAP), a PSI affiliate, reported that some of its members were arrested on 5 and 12 August while participating in union activities. The unionists were released a few days after their arrest.





13 • Europe

2008 brought a major change for our European region. PSI and EPSU, after four years of consultations, were proud to successfully finalise the negotiations on the merger of PSI Europe with EPSU. After the adoption of constitutional changes at the forthcoming EPSU congress, the way is free for coordinating all Europe related union activities in Brussels as from 1st January 2010. This is an important change for both PSI and EPSU and the answer to new challenges appearing in the context of globalisation, such as border crossing attacks on public services and workers rights or social dumping and deteriorating social standards that can no longer be tackled satisfactorily by national union actions only.

EPSU, as an autonomous organisation, will represent the International in Europe from the Atlantic to the Pacific. Both organisations are represented in each other's decision-making bodies, matters of international relevance will be on the agenda of the European Federation. All unions on the continent, whether they organise workers in EU member states or in countries of the former Soviet Union or of ex-Yugoslavia, will be equally represented by national delegates in the European Federation. An agreed outline of future activities will involve equally all public services unions – to summarise, we are marching ahead to a new quality of trade union cooperation at times when crucial decisions influencing the conti-

ment and the world are not taken any more by national governments only, but by transnational institutions in New York, Brussels or Geneva.

The new and enlarged EPSU will continue supporting those unions that wish to improve their capacities and currently do not have sufficient means for doing so on their own. Some examples of the work of PSI Europe in 2008 may demonstrate the impact of these activities.

- The 2-year trainers training project in Moldova in cooperation with SKTF, Sweden, enabled each of our four affiliates to run two rounds of local education seminars on their own, which contributed to significant changes in the life of the organisations including the image of the unions among the members. The new trainers, mostly young people, had learnt to use new technologies and modern teaching methods, which even led to curriculum changes in the Medical College of Kishinev. During the evaluation, participants reported that after the seminars they were able to stand up for their rights and confront their boss in an electricity company, something that nobody had dared to do before. Women spoke about former psychological barriers, new self-esteem and respect they are gaining now at the workplace and in their families. One of the union leaders summarised: "We were pleasantly surprised at the

way in which the project brought to the surface the skills and capacities of our young trainers, who are now our hope for a positive change."

- A PSI/ILO project enabled the Health Workers' Union in Tajikistan to make a broad survey of occupational diseases in their sector. They could demonstrate that official statistics are misleading and many health workers are forced to go to work with infectious diseases. The union agreed on measurable improvements with the Ministry of Health, and Tajikistan will implement now education and prevention programmes on HIV/AIDS.
- PSI seminars on gender aspects in collective bargaining and the impact of migration on workers and trade unions responded to demands of our affiliates in all constituencies in Central and Eastern Europe. Affiliates in Georgia, Latvia, Lithuania, Ukraine and Estonia became more active in organizing different forms of protest actions and appreciated the support by PSI. PSI workshops in Armenia, Georgia and Ukraine developed amendments to legislation, which later became effective at least partially. Further to a round table in Kiev, the Ukrainian Energy Workers approached the government with their own proposals on the social dimension of the national energy policy. A conference of Municipal Workers from ex-Yugoslav countries



developed strategies on achieving quality public services as a tool to prevent services from privatization. PSI continues to facilitate cross border union cooperation in the water and energy sector by organising workshops and conferences; government or EU representatives were invited to some of these events, which give a platform for influencing policies, developing union standpoints and strategies or to agree on joint actions. The South-East Europe Energy round table has been established for eight years already and has influence on the internal energy market, reforms and restructuring.

Due to these successful activities the number of PSI affiliates in Central and Eastern Europe continues to grow. In Central Europe, for instance, four unions with 41,500 members joined PSI last year.



14 • Migration and Women Health Workers

2008 marks four important changes achieved by PSI and its affiliates through the Migration and Women Health Workers Project.

Change in Policy towards Ethical Recruitment...

PSI's Ethical Recruitment Campaign has contributed to the establishment of the Code of Practice in the Hospital Sector at the EU level through the work of EPSU; the Code of Practice in the Pacific Region through lobbying by the Oceania affiliates; the USA Voluntary Code of Practice through contributions from the American Federation of Teachers (AFT); and on-going efforts to establish a national Code of Practice for the Philippines and the Netherlands. All these initiatives have set the building blocks towards the consideration of a WHO Code of Practice in 2009.

Change towards achieving better salaries and working conditions...

Affiliates have used the capacity built in the Project in winning better salaries and working conditions for health workers in order to lessen the pressure of migration. In South Africa, the Occupational Specific Dispensation (OSD) for nurses has increased the salary for specialist nurses up to 69%. In the largest public hospital in Kenya, the unions have won salary increases of up to 56% for various categories of health workers, in addition to increased benefits and improved maternity leave package. In Ghana, unions won across the board salary increase for all health workers.

Change towards a more vigorous drive to organise health workers...

Project activities were effective in organising health workers into unions and informing them of their rights. For instance, intensive organising drives undertaken by the Project in Kenya have recruited 350 new members into the unions.

A changed attitude towards a safe and informed migration...

The PSI Pre-Decision kit and the National Pre-Decision kits developed in Ghana, Philippines, South Africa, Netherlands, Canada and the USA were useful tools in providing information and in counselling potential migrant workers of their rights and the perils of uninformed migration. Over the last 3 years, an estimated 4000 health workers have received the kits. Testimonies from the health workers themselves show how the information has helped them in dealing with private recruiters and in carefully weighing their decision to migrate.



15 • New PSI affiliates in 2008



AFRICA AND ARAB COUNTRIES

Syndicat des Agents du Secteur de l'Énergie, Côte d'Ivoire

Sindicato Nacional de Funcao Publica (SINAFP), Mozambique

Nigeria Agricultural and Allied Workers Union of Nigeria (AAWUN)

Sierra Leone Electricity Employees Union

Public and Allied Workers Union of South Africa

Syndicat général des fonctionnaires de la Justice

Zimbabwe Rural District Council's Workers Union (ZRDCWU)

Re-affiliations:

SYNAPECO-CI, Côte d'Ivoire

Electricity and Allied Workers Union of Uganda (UEAWU)

ASIA-PACIFIC

New South Wales Nurses Association, Australia

Cambodia's Independent Civil Servants Association (CICA)

INTER-AMERICAS

Antigua & Barbuda Workers' Union (ABWU)

Asociaciones Tribunales de Empleados del Poder Judicial de la Provincia de Santa Fé, Argentina

Federación de Sindicatos Municipales Bonaerenses, FESIMUBO, Argentina

Bahamas Electrical Workers' Union

L'Alliance du Personnel Professionnel et Technique de la Santé et des Services Sociaux (APTS), Canada

CSPB- Confederación de Servidores Públicos do Brasil

CONDSEF- Confederación de los Trabajadores del Servicio Público Federal, Brazil

FENAJUD – Federación Nacional de los Servidores Judiciales en los Estados, Brazil

FESSERGS – Federación de los Servidores Públicos del Estado de Rio Grande do Sul, Brazil

FETAMAL – Federación de los Trabajadores Municipales del Estado de Alagoas, Brazil

SITRAEMPAGUA, Guatemala

Jamaica Enrolled Nurses' Association (JENA)

Federación de Sindicatos funcionarios de la Universidad Nacional FESIFUNA, Paraguay

Sindicato de Inspectores del Trabajo del Ministerio de Trabajo y Promoción del Empleo (SIT Perú)

EUROPE

Trade Union of Energy Sector of Republic of Srpska, Bosnia-Herzegovina

Czech Trade Union of Workers in Cultural Facilities

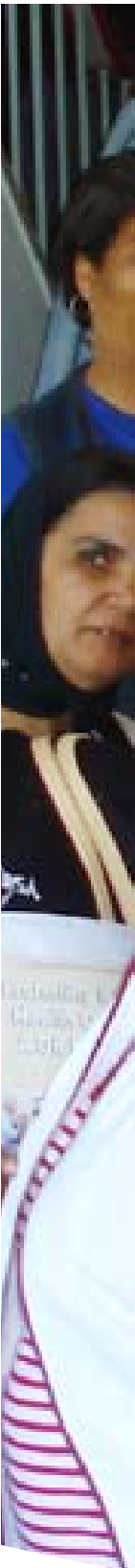
The Danish Association of Lawyers and Economists

Federation of Employees in Local & Central Administration (COLUMNA), Romania

Trade Union Federation of Public Services, Romania

Srbijagas Trade Union, Serbia

Trade union of Nurses and Medical Technicians of Serbia



16 • New Staff at PSI



Peter Waldorff

PSI's new General Secretary was elected at the World Congress in September 2007, but took office on 1 January 2008. Waldorff had been President of HK-Stat since 2001 and a member of PSI's executive board since 1998.

Hans Hodimont

Hans was employed by PSI on a temporary basis in 2006, but in December 2008 it was decided to offer him a full-time permanent contract. Hans works as Assistant Accountant In the PSI Finance Department.

Rosa Piévy

Rosa started working at PSI in December 2008, replacing Veronika Darras who has taken a 12-month sabbatical leave. Rosa works with Jürgen Buxbaum as European Project Assistant.

César Ricardo Buitrón Cisneros

Ricardo was engaged on 1 May 2008 to work as Water Project supervisor for the Andean Region, based in Ecuador. His contact will last until the end of 2009.

Nalda Marcela Arellano Villa

Nalda Marcela is employed as Equality Project Assistant in Ecuador since 1 June 2008. Her contract will last until the end of 2009.

Angie Loh Yean Ling

Angie is employed as Administrative Secretary in the PSI Regional Office in Singapore, since January 2008.

Darlina Lumban Toruan

Darlina is based in Indonesia. She has been employed since 11 August 2008 as Assistant Project Coordinator for the Indonesia project.

Martina Dwinita

Martina is Part-time Project Administrative Assistant for the Indonesia project. She was employed on 1 August 2008. Her contract lasts until the end of 2010.

Patrick Malatji

Patrick is Finance Officer in the South African sub-regional office. He started employment on 1 October 2008.

Malibongwe S. Puzi

Mailbongwe is Project Assistant for the UNISON/PSI HIV/AIDS project, based in the South African sub-regional office. He started work on 17 June 2008 and his contract will last until March 2010.

Departures in 2008

The following people left PSI's employment in 2008:

Maria Salomon

Yvette Bartolo

Dominique Latham

Hans Engelberts

Peter Tierney



17 • Financial Overview

Main trends

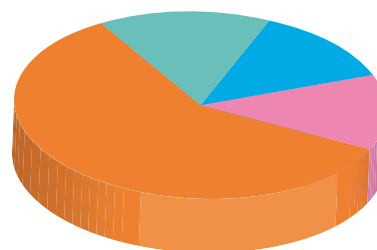
- Despite the fact that 2008 was a post-Congress year, fee payments have remained stable at an acceptable level.
- As per 2007 Congress recommendations, PSI is focusing more resources on sectoral activities and strategic activities.
- A wide-range Organisational Review was carried out from mid-2008 till Spring 2009: its conclusions and recommendations will lead the way to the overhaul process which PSI will undergo in the future months.

Income

PSI has three main sources of income: affiliation fees, sponsored projects and humanitarian appeals.

Affiliation fees (in Euros)

During 2008, the affiliation fee was based on a rate of € 0,895 per member (100% index). They resulted in a total income of € 7.348.000, including payment of arrears. There are large numbers of indexed bands, so lower income countries pay proportionately less. PSI had a total of 10,544,844 paying members during 2008, of which:



- 13% from Africa and Arab countries
- 13% from Asia Pacific
- 59% from Europe
- 15% from Inter-Americas

Humanitarian appeals (in Euros)

AF/AP solidarity funds	75,980
Centennial solidarity fund	6,244
Peru Earthquake	7,807
Tsunami fund	977
Total	91,008

Sponsor contributions (in Euros)

FNV Mondiaal, Netherlands	1,232,000	42%
Trade Union Solidarity Centre, Finland (SASK)	621,000	21%
Swedish Council of International Trade Union Cooperation (LOTCO)	471,000	16%
IMPACT (Irish PSI affiliate)	300,000	11%
Other sponsors*	280,000	10%
Total	2,904,000	100%

* other sponsors are:

- AbvaKabo (Dutch PSI affiliate)
- Danish Trade Union Council for Int. Development Cooperation (LOFTF)
- Friedrich Ebert Stiftung, Germany (FES)
- ILO Workers' Activities Branch (ACTRAV)
- Nordic Federation of Municipal Workers' Unions (KNS), co-funding with SASK
- American Centre for International Labour Solidarity (ACILS)

Expenditure

PSI

Campaigns and activities (incl. PSI/EPSU merger & representation)	1,117,272
Statutory meetings (incl. Congress arrears, head office and regions)	1,310,510
Regional Offices and staff**	2,312,000
Headquarters and staff	3,783,000
Organisational Review	56,000
Annual coordination meeting	96,000
Total	8,674,782

Sponsored project actual spending

Africa and Arab countries	972,000	33%
Inter-Americas	906,000	31%
Asia-Pacific	560,000	19%
Europe	172,000	6%
Global	308,000	11%
Total	2,918,000	100%

**of which 527,600€ contribution from sponsored income



Public Services International

45 avenue Voltaire, BP 9 • 01211 Ferney-Voltaire Cedex, France

Tel.: +33 450 40 64 64 • Fax: +33 450 40 73 20 • psi@world-psi.org • www.world-psi.org