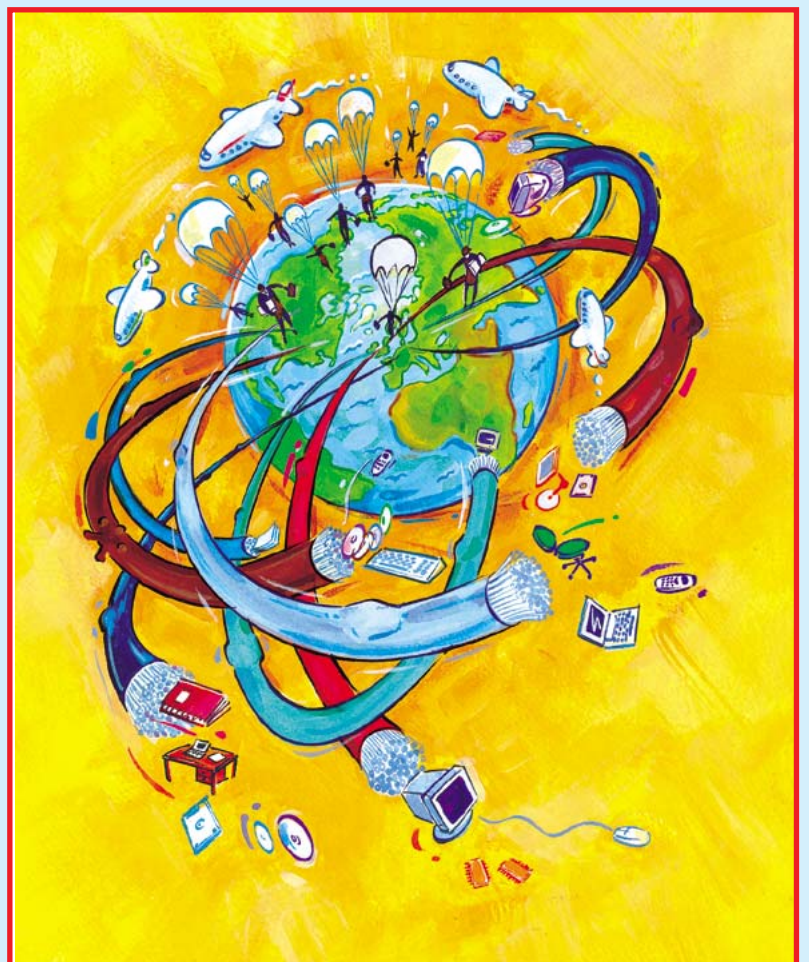


UNI's offshoring charter



UNI Charter on offshore outsourcing

Union Network International (UNI) represents 15 million members in 150 countries in more than 900 unions worldwide. An overwhelming number of UNI members are in IT and services jobs and they are directly affected by the decisions of companies to out-source those jobs. This is an issue that has become a key challenge for UNI members and will affect workers in the developed countries and equally dramatically change the job markets and economies and working conditions of our members in developing countries.

Today's offshore outsourcing projects involve high-value services. In addition to software development, the market is growing fast particularly for so-called ITES (IT enabled services) and BPO (business process outsourcing) - including customer service functions such as contact and call centres. Sectors primarily involved in offshore outsourcing are banks, insurance companies, media, graphical, IT services and telecommunications, health care providers and manufacturers.

What UNI observes today is the globalisation of work organisation in the services sector at an unprecedented scale and speed with an increase in offshore outsourcing of service jobs to all continents. With the globalisation of services provision, more people in UNI sectors throughout the world are being exposed to the realities of globalisation. UNI is adamant that this process must not become a race to the bottom, as regardless of where we are in the world, this is not in the best interests of workers, consumers, national economies or sustainable development.

UNI believes that the human dimension is missing in the discussions on this issue and is seeking to influence the work programmes of intergovernmental organisations in this regard.

The lack of sufficient economic growth to reduce unemployment and offset the effects of offshore outsourcing is a key problem in developed countries. There must be public policy debates to ensure that there is consideration and solutions found for the disproportionate effect that will be felt in those regions which - having borne the brunt of the massive job losses in traditional industries - then saw the growth of the call centre and service industries. This requires active labour market policies and public investments in education and training.

UNI believes that it would be ill placed to respond to employer initiatives to relocate work overseas with arguments that could be misconstrued as racist, xenophobic or protectionist. We want decent work for all. Our aim is to ensure job security for our members and ensure compliance with decent labour standards through agreements between the employers, the national unions, and UNI at the appropriate levels wherever the work is undertaken. UNI believes that the only way to ensure that there is compliance with decent labour standards is for companies and UNI to establish Global Framework Agreements. These Global Framework Agreements should include clauses on workers' rights, union rights, health & safety, elimination of discrimination, minimum wages and working conditions, employment stability, respect for others at work and respect for the environment.



"We are going through a Global Mobility Revolution - and the impact on our members and on our work will be far reaching. "At UNI we are globalising our organising campaigns and relations with employers to achieve our objective of decent work for all."

Philip Jennings, UNI General Secretary

'Striving to build unions in the new markets where offshoring is occurring'

UNI is committed to developing its global organising work, with particular emphasis on multinational companies, and is striving to build unions in the new markets where offshoring is occurring. UNI's aim is to build local union capacity to spearhead organising drives and promote workers' interests in these markets.

UNI is opposed to the opening of offshore activities in export processing zones where labour and health and safety laws are suspended.

Unions must have the opportunity, in good time, to challenge the business case to offshore activities and UNI will assist affiliates when they do so.

UNI's aim is also to ensure quality services for customers and quality jobs for workers. This can only be achieved if, regardless of where the work is carried out, there are standards for customer service and back office work. In that regard, UNI-Europa Telecom has reached agreement with the Telecom employers social partners, ETNO (European Telecom Network Operators), on a Customer Service Charter, which includes workers' rights, union rights, the provision of minimum workplace conditions, pay and benefits, performance targets to be based on providing high quality customer service, training and skills' development, provision of sufficient staffing levels, and work organisation that enables communication of changes in company policy and product developments prior to implementation.

Right: recently signed guidelines with ETNO



UNI's Asia & Pacific Regional Secretary Christopher Ng outlines plans to launch a new union in India aimed at the growing number of 'back office' workers



UNI's Executive held a key debate on offshore outsourcing at Nyon, Switzerland



Globalisation or offshoring agreements

UNI has members in countries from which jobs are moved and to which jobs are moved. Where there are proposals for jobs to be moved, UNI insists that there must be prior negotiation with appropriate trade unions to establish globalisation or offshoring agreements before change is introduced. Such agreements between companies and unions at the national level and with UNI should ensure:

- **Public Policy Support:**

Before decisions to outsource are taken, there will be proper public policy debate to ensure that unions, employers, governments and local community authorities are informed, in full possession of the facts and have had meaningful consultation on the socio-economic effects of the decisions and initiatives to counter the adverse effects. This will include effective support for workers and their communities where jobs are threatened and the creation of new jobs.

- **Consultation and Negotiation:** Before decisions to outsource are taken, they will be the subject of consultation and negotiation with the national unions concerned, with works councils and, where appropriate, with UNI. National unions will seek to extend their national agreements with employers on offshoring to cover and include the right to collective bargaining in the places where the jobs are being transferred, as has already been done in a number of cases.

- **Job Security:** No compulsory redundancy will arise from remote outsourcing or offshore outsourcing of work.

- **Redeployment of Displaced Workers:** Effective redeployment will protect career value and terms and conditions of employment. Workers affected will have the right to training, assistance and support in finding alternative employment.

- **Labour Standards:** Where work is outsourced the companies will observe all the core labour standards of the International Labour Organisation (ILO), in particular those dealing with the right to organise and bargain collectively. Mechanisms will be established, such as Global Framework Agreements, which include the national trade unions and UNI, to detail and monitor observance of these standards.

- **Standards for Call Centre Workers:** Companies will observe the "UNI Call Centre Charter", which is a set of broad principles relating to the call centre industry.

- **Decent Wages:** To prevent "a race to the bottom", there will also be agreement on decent wages and working conditions.

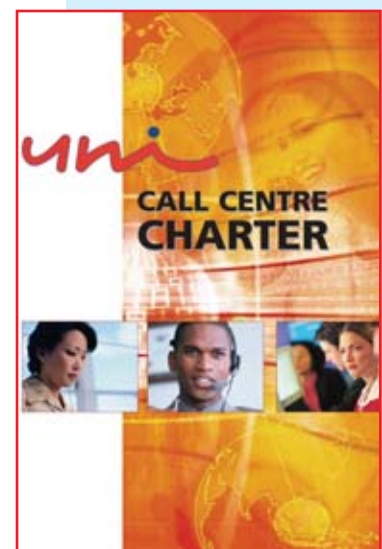
- **Re-investment of Savings:** A share of continuing financial savings will be invested in skill development and a higher place in the skill chain to anticipate and better manage change and increase the adaptability of workers whose jobs are at risk.

- **Consumers' Rights:** Consumers will be protected and consulted on the quality of services provided, including data protection.

- **Long-term Job Security in Outsourcing Countries:** In the countries where outsourced work is going, companies will work with the national union and UNI to ensure there is ongoing career development and investment in the industry in that country to ensure long-term job security.

- **Management of Change:** Both in the country where the work is outsourced and in the recipient country, national employment offices, employers and trade unions will seek to establish mechanisms to anticipate and better manage change.

UNI's Call Centre Charter



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