



YEAR IN REVIEW

2022: WORKER POWER, GLOBAL IMPACT



A MESSAGE FROM OUR GENERAL SECRETARY

The past year was full of great transitions and big achievements at UNI.

We expected a return to “normalcy” and yet 2022’s early months brought continued hardship for workers. The war in Ukraine cast a dark cloud over Europe and caused collateral damage across the global economy. Inflation eroded the paychecks of essential workers everywhere, quickly dashing hopes that employers would continue to treat them as heroes.

But unions in UNI’s sectors fought back and won. We campaigned for wages with dignity. We demanded that the burden of inflation not fall only on workers’ shoulders, and we called for an end to corporate profiteering.

In 2022, we were finally able to come together in person again - at conferences like UNI Americas in Fortaleza and UNI Commerce in Atlanta. At dozens of other sectoral and regional meetings, we shared best practices, developed action plans and deepened solidarity.

We’ve also had breakthroughs with employers and in organizing. For example, our renewed global agreement with Carrefour strengthened unions’ role in the company’s due diligence implementation and included provisions against gender-based violence.

Our new agreement with Teleperformance not only establishes the right to organize for 410,000 workers in over 90 countries, it also covers issues like surveillance; health and safety for remote workers and content moderators; and the right to elected health and safety committees. It was made possible through determined cross-border organizing coupled with wide-reaching investor engagement, which harnessed shareholders’ influence to drive change.

UNI supported dozens of successful campaigns around the world which improved workers’ lives - whether a nursing home worker in Poland or a security officer in Colombia - many of which are described in this report. The UNI-backed #MakeAmazonPay drive grew even stronger both in its public reach and activity on the ground.

A personal highlight was visiting our COZZ organizing centre in Warsaw last April where I met with women organizing the care sector in Poland, Czechia and Hungary. These workers were full of hope that they could build upon the new rights established through UNI’s agreement with ORPEA.

Other bright spots include a victory for all workers at the ILO: Health and safety at work is now a fundamental right! And, after a full year of debate, the global brands finally agreed to expand the International Accord to Pakistan.

So, the year truly ended on a note of optimism for the importance of union power locally, nationally and globally.

We are rising together!

Christy Hoffman
General Secretary
UNI Global Union

2022 YEAR IN REVIEW

WORKER POWER, GLOBAL IMPACT

With member unions in more than 150 countries, UNI Global Union brings together service sector workers to win better jobs and build better lives. We use organizing, collective bargaining, broad stakeholder engagement and policy campaigns to create change on a global scale while strengthening capacity at a grassroots level.

Unions are essential for transforming an increasingly unequal and undemocratic world, and UNI works to turn the tide in some of the most difficult parts of our economy and in some of the most anti-labour countries.

We support unions everywhere, many of which are on the frontline of digitalization and just transition, with a wide range of tools including:

- Over **50 global agreements and protocols** covering more than 14 million workers, protecting fundamental rights such as the right to organize, gender equality and safe jobs.
- More than **20 global alliances** that bring together workers throughout a multinational corporation's operations.
- **Four organizing centres** in Europe and in Colombia; and added digital organizing capability in South Asia.
- Expertise and training in **organizing, research, campaign strategy and communications**.

FROM GRASSROOTS ACTIONS TO GLOBAL REFORMS, UNI'S FOOTPRINT IN 2022 WAS MASSIVE.



Signed or renegotiated new global agreements and protocols covering **3.7 million workers** - including new agreements with Teleperformance and Orpea.



Expanded the work of the International Accord into Pakistan to make work safer for around **750,000 garment and textile workers** in addition to the **2 million already covered in Bangladesh**.



Supported **84 organizing campaigns** and funded nearly **80 full-time organizers in 42 countries** to build power of local and national unions.



Enhanced the capacity of **over 2,500 union activists** through trainings, strategic organizing and campaigning.



Engaged with **300 investors with US\$67 trillion** in assets under management about improving human rights due diligence at investee companies.



Over **25,000 mentions of UNI's work and mission** across all media showcasing worker power.



ORGANIZING TO WIN MEANINGFUL CHANGE

The expansion of collective bargaining through successful organizing is the key to building worker power. It enables workers to win the family-supporting wages and safer jobs they deserve.

Through our global alliances and sectors, UNI brings together unions from across the world to share strategies and best practices. In addition, UNI helps unions through solidarity, capacity development and, in some cases, resources, so that they can grow their strength in numbers.

BREAKING NEW GROUND

In 2022, UNI helped unions break through with new employers. For example, **UNIPHIN in Nepal organized two private hospitals from the ground up and won collective agreements.** We also helped affiliates reach new kinds of workers, like supporting **IT bank workers' efforts to unionize with CONTRAF CUT in Brazil.**

BUILDING CAPACITY

With the support of our organizing centres, workers have formed new unions, like at printing multinational **Elanders, in Hungary and Poland.** We ran organizing efforts at food retail multinationals in Hungary that netted over 1,000 new union members. UNI also trained and supported established unions on organizing best practices and innovative strategies, such as unions representing **Lidl supermarket workers in Finland.**

Our Southeastern European centre helped Romanian affiliate **SITT expand membership by 50 per cent at technology giant, Infosys,** in the face of brutal union busting, eventually gaining recognition in late 2022.

With the support of UNI-funded organizers, our affiliate **SASBO in South Africa won a long, difficult organizing campaign with Old Mutual,** one of Africa's largest insurance companies.

Turkish union **TGS launched a UNI Organizing Fund sponsored project to strengthen unions across Türkiye's privately-owned media,** highlighting the need to ensure wages keep up with inflation.

The UNI Organizing Fund is supporting a project in the Pune region of India to **build union power in packaging multinationals.** With two organizers on the ground, UNI is also **strengthening cooperation** among nine unions representing workers at the gigantic Indian Security Printing Corporation.

Though trainings and support from our Colombian organizing centre, UNI helped affiliate **SINTRASSASS organize four Fresenius hospitals** and grow from a small organization with 30 members to a national union.

In Slovenia, UNI helped build a powerful new labour organization from the ground up. In 2022, this union signed its first collective bargaining agreement with a **massive wage increase** of up to 30 per cent for Fresenius dialysis workers across the country.

“Now we know how strong we are when we work together. We stood up for the staffing our patients deserve, and we won a life-changing pay rise that allows for a better quality of life for our families.”

Gregor Zagorc
President of the trade union in Fresenius
Slovenia

FIGHTING BACK

We've defended workers facing retaliation for exercising their right to freedom of association. For example, after **Peruvian Sindicato Único de Trabajadores de Entretenimiento, Casinos y Afines (SUTECA)** formed a union at two casino chains, the leadership of the union was fired. UNI's campaigning helped move the company to not only [re-hire these workers but restart collective bargaining](#).



DEEPENING ALLIANCES TO #MAKEAMAZONPAY

Amazon's tentacles wrap around nearly every part of the world's economy and, in 2022, workers across the world fought back for their fair share of the company's profits like never before.

The UNI Amazon Global Union Alliance is a leader in the global effort to transform this multinational giant. How we made this happen:

- Co-convened the [Make Amazon Pay campaign](#), which in 2022 carried out another major global day of action with strikes and protests in over 30 countries on the shopping day known as Black Friday. Thousands of workers across the world called out the tech giant for "squeezing every last drop it can" from "workers, communities and the planet" in the face of the cost-of-living scandal, global debt crisis and climate emergency.
- Released [a ground-breaking international survey of Amazon workers](#) in eight countries showing how Amazon's performance monitoring system makes its workers feel "stressed, pressured, anxious, like a slave, robot and untrusted." The study collected **2,000 responses** from self-identified Amazon warehouse workers, drivers and office workers that documented how a majority of respondents feel a tremendous physical and mental toll from the company's practices.

"Today, I received a write-up for 'unaccounted for idle time' due to my gastrointestinal disorder. I'm constantly harassed over missing work or restroom breaks due to my illness."

U.S. warehouse worker



- Led an effort to use the GDPR to [collectively demand transparency in the data Amazon collects from workers](#). UNI coordinated unions' requests from five countries to get this information.
- Brought together unions from Amazon's largest markets in person for the first time since the start of the pandemic under the **UNI Amazon Global Union Alliance to share best practices and formulate an international strategy**. Through the alliance, UNI helped coordinate the first-ever joint strike action between French and German workers.



USING GLOBAL AGREEMENTS TO SECURE KEY RIGHTS FOR ALL WORKERS

Global agreements are a pillar in UNI's strategy to create a more just economy through corporate accountability. These pacts with multinational corporations [secure fundamental rights for working people](#), like freedom of association and collective bargaining, as well as address a growing number of other pressing issues such as gender equality and health and safety - including mental health. In 2022, UNI signed or renegotiated global agreements and protocols that cover 3.7 million workers worldwide.

BRINGING CHANGE TO TELEPERFORMANCE

With more than 410,000 employees in over 90 countries, outsourced customer service giant Teleperformance is one of the world's largest employers of remote workers, and it is on the cutting edge of technology shaping the new world of work.

After years of engagement, UNI signed a global agreement with Teleperformance that will empower workers' voices at the company. The legally binding agreement guarantees the right to form trade unions and engage in collective bargaining - while also advancing principles on key issues such as health and safety and workplace monitoring. It emphasizes the need to protect the mental health of social media content moderators at the company.

UNI is currently working with Teleperformance to implement these commitments and further improve conditions for roughly 60,000 workers in five pilot countries.

"This agreement brings us many expectations - expectations of improvements and better working conditions. The agreement takes away employees' fear and allows us to talk calmly about worker and union rights."

Marcela Huertas
Teleperformance Colombia worker

TRANSFORMING LONG-TERM CARE

As part of a multi-pronged, multi-year effort to transform work in private long-term care, UNI signed its [first ever global agreement in the sector with residential care multinational ORPEA](#). The 2022 agreement, which is legally binding, has already helped worker organizing. For example, **in Poland the UNI-supported union has [tripled its membership](#)** and expects to begin negotiations on raising pay, worker safety and humane staffing.

PROTECTING ESSENTIAL WORKERS

UNI is implementing its global agreement with the French retailing giant Carrefour at their rapidly growing franchised operations. The agreement, [renewed in 2022](#), supported **FEDOTRAZONAS in the Dominican Republic triple its membership and protect essential workers** by ensuring that labour rights negotiated at the global level are being applied in the Dominican Republic. This work with a franchisee was made possible through language in the renewed agreement and could set a precedent that will impact tens-of-thousands-of-workers around the world.

GROWING WORKER VOICE IN RETAIL

With the global agreement and global solidarity behind them, **H&M workers in Peru organized a union and reached a ground-breaking first collective agreement** with the company that includes a significant pay rise, safer jobs, improvements to child healthcare and more.

Additionally, UNI's global agreement with Spanish fast-fashion retailer Inditex was used in 2022 to **successfully organize at Zara stores in the United States**.

FORGING A NEW WORLD OF WORK

After the pandemic changed how - and where - millions of people work, the global agreements covering topics such as **telework and digital disconnection became even more important**. **In 2022, ICT unions in Brazil and Argentina used the UNI global agreement with Spanish multinational Telefonica to reach their own collective agreements on these topics.**

UNI built a research [database of union-negotiated agreements](#) and clauses on remote work - 119 agreements from 25 countries. All but 16 were negotiated during the pandemic, and they cover a wide range of issues including surveillance, right to disconnect and safer remote work.

UNI is also using global agreements to support platform workers like those at **Ninja Van Indonesia**, which is partially owned by DPD-GeoPost. With support of the global agreement, union Serikat Pekerja Platform Daring (SPPD) - the first ever in platform logistics in the country - [is making steady progress organizing delivery drivers](#), who work **14-hour shifts with no holidays or weekends off**, for better paying, more humane jobs.

DEEPENING EXISTING PARTNERSHIPS

UNI has helped affiliates around the world grow their membership and power by implementing well-established agreements based on decades-long relationships with employers. For example, **the Post and Telecom Union in Sierra Leone has**

successfully organized telecoms multinational Orange through using the global agreement, first signed in 2006 and since expanded. UNI has provided training on how to use digital capacity building tools to the union there as well.

Additionally, UNI has used the OECD protocol with **DHL** to [support affiliate organizing and bargaining, resulting in 2022 collective agreements in Cameroon with union Syntacos](#). In **Côte d'Ivoire and Niger**, the unions - respectively SYNAPOSTEL and SYNPOSTEL - secured union representation within the company.

“With the support of the alliance and the global protocols, we are able to relay our issues effectively to management and find solutions.”

Armand Etchian
Union member at DHL in Côte d'Ivoire





BUILDING POWER IN SECTORS

UNI builds worker power at employers and across sectors through bringing together unions in international alliances and facilitating cross-border strategy. Here are a few examples of initiatives to elevate workers' rights across the global economy in 2022:

UNI organized the [first-ever global tech and game worker assembly](#) in June 2022. This event brought together over 80 participants from 20 countries around the Americas, Europe and Asia & Pacific regions. New research on how workers and unions can improve conditions through bargaining and regulation was released at the meeting, which received global media attention.

With the support of the Japanese Auto Workers Union (JAW), UNI is uniting commerce affiliates organizing in automobile retail [to share best practices to build trade union influence](#) in the sector. So far, unions from nine countries throughout Asia, Europe and the Americas have participated.

In September 2022, UNI ran [Organizing for Change at Contact Centres](#), which brought together 120 participants from unions active in 26 countries where this sector is growing. Unions strategized on common solutions to shared issues surrounding remote work, algorithmic management, digital monitoring and psycho-social health risks.



MAKING WORK SAFER, PROTECTING MENTAL HEALTH

Covid-19 reinvigorated global action on worker health and safety. Long-standing issues, like inadequate staffing and missing personal protective equipment, were exacerbated, but the pandemic put other issues into focus, like the growing plague of third-party violence and the psycho-social risks caused by extreme employer surveillance often linked to remote work.

RESEARCHING BEST PRACTICES

UNI is uniquely positioned to support and share best practices on occupational safety and health with service sector unions around the world. For example, in March 2022, we released [an innovative set of case studies in commerce and care to provide guidance](#) to our affiliates - regardless of industry - on how to make work safe.

Based on a [survey of 1,400 media and entertainment workers in 16 countries](#) across the Americas, UNI issued a guide to help affiliates combat sexual harassment at the national level. The survey - the first regional study to include trans and non-binary workers - highlights an engrained culture of sexism, violence and harassment.

Along with the Sports Rights Alliance and the Amy of Survivors, UNI's World Players Association has pushed for [research-backed principles and processes to be embedded in sport to stop the appalling, systemic abuse of athletes](#).

APPROACHING HEALTH AND SAFETY WITH A GENDER PERSPECTIVE

In 2022, UNI launched a campaign to move employers to [address health and safety through a gender perspective](#). Too often, protective gear or necessary equipment is not designed for women

or people assigned female at birth. Additionally, traditional workplace health programmes ignore key issues such as reproductive and sexual health, ovarian and breast cancer, and pregnancy and loss, amongst others.

Third-party violence is a workplace issue that disproportionately affects women and LGBTI+ people. Across all sectors - but particularly care, commerce and call centres - UNI kicked off a **campaign focusing on the growing harassment, threats and violent attacks that public facing service workers endure**. This campaign is coupled with an ongoing effort to move governments to **ratify ILO Convention 190**, aimed at eliminating violence in the world of work.



CREATING A MORE EQUAL, DEMOCRATIC WORLD

Understanding that equality is a cornerstone for democracy, [UNI grew its mentoring programme in 2022](#) to develop women leaders and reach activists in Bangladesh, India, Indonesia, Malaysia, Pakistan, Philippines, Sri Lanka, Thailand and Vietnam.

This programme is part of a larger global offering which **built leadership for women in 90 unions in 26 countries in 2022**.

In March 2022, UNI's COZZ Organizing Centre in Warsaw set up [Unions Help Refugees, which has taken thousands of calls and handled over 200 cases of exploitation](#) from refugees of the war in Ukraine. The team has helped workers win compensation for injuries, unpaid wages, fight unfair dismissals, secure written contracts as well as help refugees find a place to live, legalize their stay and receive the benefits they are entitled to.

UNI was also part of **high-level international electoral observation missions in Colombia and Brazil** that helped ensure a free and fair vote.

Since the progressive Petro administration was elected in Colombia, UNI has worked with the labour ministry to secure workers' rights in call centres and other sectors.

We continued to be an ardent supporter of restoring democracy in Myanmar. UNI's Finance sector has used its relationships to call for [banks to divest from shareholdings](#) in companies linked to the military junta in Myanmar.



EMBEDDING HUMAN RIGHTS IN MULTINATIONALS' OPERATIONS

To ensure workers' voices are heard at their workplaces, multinational corporations must address human rights concerns at a global level. UNI has advanced an effective, multi-pronged approach to make sure human rights are embedded in companies' operations and value chains.

PUSHING FOR HUMAN RIGHTS DUE DILIGENCE

We are a leading voice pushing for **strong mandatory human rights due diligence legislation** on a European Union level, and we have worked with our affiliate unions around the world to explain how they can use existing due diligence laws in countries where multinationals are headquartered, such as France and Germany.

UNI has **strengthened its relationship with Société Générale on human rights due diligence**. We have worked with the French multinational to identify where and how to mitigate risks related to freedom of association, collective bargaining, discrimination, health and safety, and working conditions. UNI is working with affiliates to develop national action plans to address the identified risks.

Several of our other, recent global agreements, for instance in DHL and Teleperformance, make UNI a

partner in evaluating human rights risks throughout companies' operations and supply chains.

World Players and its affiliates worked to further embed the human rights of players into sport globally in 2022. After years of advocacy, the World Anti-Doping Agency (WADA) announced a new assessment of the current anti-doping system's negative impacts on the rights of players and athletes. Additionally, World Players partnered with interested player associations to enhance the unions' human rights capacities, and worked with them to shift their attention towards utilizing human rights as a tool to strengthen relationships with global sport bodies and other external actors.

BUILDING INVESTOR SUPPORT FOR WORKERS' RIGHTS

UNI's robust investor engagement programme reached **300 investors with US\$67 trillion** in assets under management about improving human rights due diligence at investee companies, including those in care, call centres and Amazon.

After a decade of pushing from UNI, [NBIM, the world's largest sovereign wealth fund, has adopted new policies](#) that explicitly recognize the importance of workers' fundamental right to organize and bargain, sending a strong message to investors everywhere.

With the Committee on Workers' Capital, we co-authored a ground-breaking guide explaining [why respect for the fundamental labour rights of collective bargaining and freedom of association is important to investors](#). The guide was launched at PRI, the world's leading responsible investment conference with UNI presenting a strong case to investors from both a human rights and financial standpoint.

UNI also brings together investors to hear concerns of our affiliates. For instance, we organized an investor forum of BT investors to support striking CWU telecoms members.

THE PAKISTAN ACCORD: TRANSFORMING WORK IN THE PAKISTANI GARMENT AND TEXTILE SECTOR

Building on the success of the International Accord in Bangladesh, UNI and IndustriALL Global Union announced the Pakistan Accord on Health and Safety in the Textile and Garment Industry in December 2022. The three-year legally binding agreement between global unions and dozens of brand signatories - including H&M, Inditex, Carrefour, Aldi and KIK - establishes a comprehensive workplace health and safety programme in supplier factories. It will improve jobs for 750,000 workers in Pakistan, and potentially more as new brands sign the agreement, and is part of a broader effort to make garment and textile production in exporting countries more just.



Photo: ILO



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