

29th World Congress of
PUBLIC SERVICES INTERNATIONAL

Durban, South Africa
27-30 November 2012

AFFILIATES' RESOLUTIONS
And EMERGENCY RESOLUTIONS

Followed by:

- Resolutions deferred to the 2013 Executive Board by Congress
- Resolutions withdrawn before Congress
- Resolutions withdrawn by Congress
- Resolutions not adopted by Congress



Adopted Resolutions No. 3 to 49

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RESOLUTION No. 3) BUILDING A DISASTER-RESILIENT SOCIETY THROUGH THE ENHANCEMENT OF PUBLIC SERVICES

**The 29th World Congress of Public Services International (PSI),
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- RECALLING** that a massive M9 earthquake struck the whole of eastern Japan at 14:46 on March 11, 2011, setting off a tsunami and a nuclear power plant collapse that has thrown Japan and the surrounding into a state of fear;
- RECOGNISING** that the earthquake and tsunami claimed a large number of victims as well as destroying and washing away everything in the affected areas, that the damage resulting from the nuclear power plant collapse has affected not only the vicinity of the nuclear power plant but has spread across an extremely wide area, and that the nature of the damage is limited not only to nuclear exposure and contamination, including marine pollution, but also to a wide range of issues such as economic losses for business from groundless rumours associated with the region, the collapse of communities, mental health issues, and economic and employment concerns;
- And, as indicated, in the resolution adopted by the PSI Asia-Pacific comrades at the October 2011 APRECON and reconfirmed at the November 2011 EB, the World Congress therefore:
- TAKES NOTE** that disasters impact multiple facets of the economy and society, that while in most cases these are natural disasters that are also simultaneously man-made disasters, that public services assume an important role at each stage – from disaster prevention to emergency response, recovery, and restoration – and that the physical and psychology strain placed on public services workers who carry out these tasks is immeasurable, and that finally excessive and privatisation of public services have exacerbated these issues.
- RECOGNISES** the urgent need for the following efforts to be made expeditiously:
- i. Strengthening of the United Nations Disaster Relief Mechanism and creation of a fundraising system to secure necessary funds;
 - ii. Creation of new renewable energy sources that reduce dependence on nuclear energy and fossil fuel;
 - iii. Advocate internationally best practices to improve collaboration in environmental protection;
 - iv. Positioning of the “relationship between disasters and public services” as one of the central themes of the Global Unions QPS campaign;
 - v. Organisation of emergency workers and the establishment of trade union rights;
 - vi. Hosting of an international PSI conference to focus on energy policies;
 - vii. Strengthening and improved implementation of measures for disaster refugees.
- CALLS FOR** joint action by members of the global PSI affiliates engaged in public services to work towards building a safe and secure society.
- MANDATES** the Executive Board of PSI urgently to appoint a committee under its direction specifically to examine and develop suitable strategies to achieve the desired objectives outlined above.

RESOLUTION No. 4) PUBLIC SERVICES INTERNATIONAL SUPPORTS ACCESS TO HIGHER EDUCATION FOR ALL

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NOTING:

The presentation by the *Asociación del Personal de la Universidad de Buenos Aires* – APUBA [Staff Association of the University of Buenos Aires], an affiliate of Public Services International - PSI, Republic of Argentina, on behalf of the *Confederación de los Trabajadores y las Trabajadoras de las Universidades de las Américas* – CONTUA [Confederation of Workers of the Universities of the Americas], an organisation representing the technical and administrative staff of public universities in the Americas and which recognises the PSI as its international trade union representative.

NOTING FURTHER:

That at global level Public Services International takes a worker-based approach in defending public services as tools for building social equality in order to foster the advancement of the working classes.

That CONTUA is a trade union organisation that brings together the technical and administrative staff of public universities in the Americas and recognises Public Services International as its international trade union representative.

That higher education throughout the world is threatened by the negative impact of the neoliberal policies adopted by governments in many core countries which, under the pretext of the economic crisis, have seized the opportunity to adopt regressive policies that prevent the working classes from gaining access to high-quality state education.

That during the 2009 UNESCO World Conference on Higher Education (WCHE) in Paris, the neoliberal positions advocated by various core country governments clearly demonstrated that the appropriation of spaces for generating and disseminating knowledge is crucial, hence the aggressive attempts of such governments to exert a determined influence on state higher education systems.

That the trade union delegations at the WCHE were heavily involved in an ideological debate which focused in particular on identifying the public or private nature of education and knowledge, the trade unions' unanimous position being crucial in ensuring that the Conference's final declaration endorsed the importance and validity of declaring education and knowledge to be a PUBLIC GOOD, though this positive final outcome should not obscure the significant and alarming build-up of positions to the contrary highlighted at the Paris meeting.

THE WORLD CONGRESS OF PUBLIC SERVICES INTERNATIONAL THEREFORE:

ONE: DECLARES that the ideological principles on which Public Services International is based maintain that higher education must seek to change society so as to gradually even out the inequalities that exist in our countries. Higher education understood as a 'public good' in the final declaration of the WCHE must encompass and be complemented by the notions that it must be free and state-funded, equal opportunities in access to it must be guaranteed, as must excellence for all; it must respect diversity and it must be deeply democratic and participatory within a framework in which knowledge is produced and develops on a social basis.

TWO: DECLARES that state higher education should be protected without restriction, which is why Public Services International rejects any direct or surreptitious attempt to impose 'market' criteria on higher education, since such criteria are virtually always based on part-funding strategies, forms of governance, accreditation systems and the internationalisation of institutions.

THREE: DECLARES that public service workers call for a university education which is more humanist, more democratic, more inclusive, more accessible to the working classes, which protects human

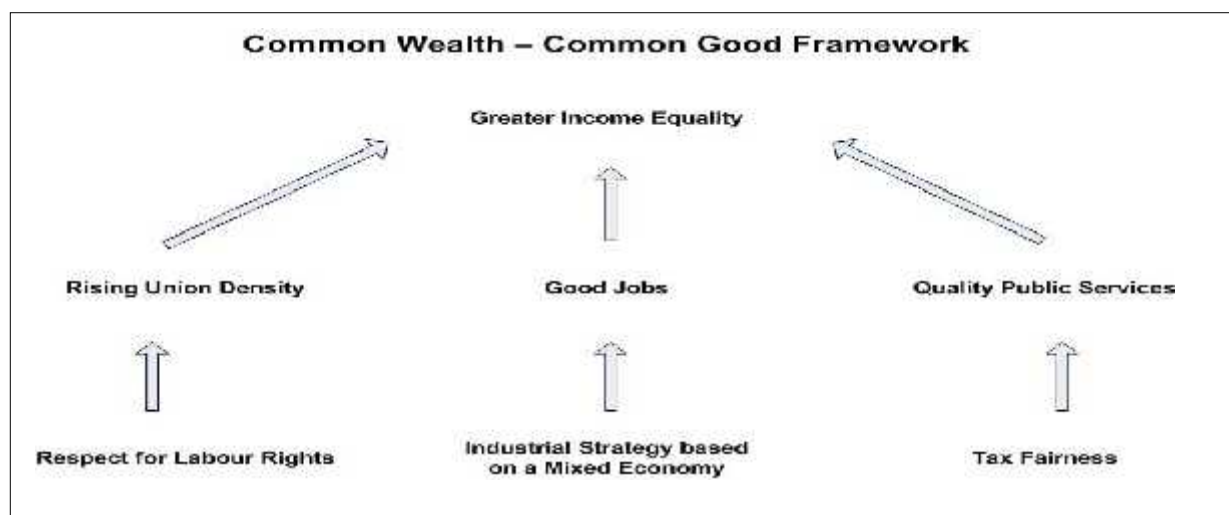
rights first and foremost, is free, integral and state-funded and is well managed on an ethical basis. We also reaffirm our opposition to the privatisation of education in general and higher education in particular.

FOUR: WELCOMES AND APPLAUDS the work carried out by CONTUA and reaffirms our commitment to the provision of support and cooperation.

RESOLUTION No. 5) COMMON GOOD – COMMON WEALTH FRAMEWORK

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RECOGNISES	growing income inequality as the greatest challenge facing many countries around the world today;
IS ALARMED	that the income gap between the richest and poorest citizens of most countries has been growing dramatically over the last 30 years, making national economies more unstable, damaging the social fabric of nations and diminishing the living standards of their citizens;
ASSERTS	<p>that growing income inequality around the world is exacerbated by four global phenomena:</p> <ul style="list-style-type: none">• An increasing lack of tax fairness in many nations which has resulted in increased government spending on tax cuts for corporations and the wealthy and less government spending on public services;• An unending attack on public services and programs around the world which has left more and more of the world's vulnerable citizens to fend for themselves;• A relentless attack on labour rights in favour of corporate rights which has led to shrinking union density in most countries and the inability of unions to achieve greater income equality for working people; and• The abandonment of proactive industrial strategies around the world in favour of hands-off strategies of deregulation, free trade, privatization and government spending on tax cuts to corporations without any corresponding commitment to job creation;
UNDERSTANDS	the value of public services as an expression of a nation's common wealth for the common good;
AFFIRMS	that public services provided by governments must be funded adequately through progressive tax systems based on fairness;
NOTES	the growing body of empirical evidence from international organisations, such as the ILO and the World Bank, which clearly shows that high rates of unionization lead to greater income equality;
SUPPORTS	the development of industrial strategies by nations which encourage mixed economies based on sustainable economic growth, green technology, fair wealth distribution and social justice;
CALLS UPON	<p>Public Services International to adopt a '<i>Common Wealth – Common Good Framework</i>' that is focused on:</p> <ul style="list-style-type: none">• Quality public services that meet the needs of all citizens and enhance values of equality and inclusion;• Tax fairness based on a progressive approach to wealth distribution;• Industrial strategies which encourage mixed economies based on sustainable economic growth, green technology, fair wealth distribution and social justice; and• Recognition that labour rights are human rights and is a critical instrument to achieve higher levels of economic equality and social rights for all citizens;



URGES

PSI to advance this framework as a smart economic policy approach to reducing income inequality in countries around the world;

FURTHER URGES

PSI to promote the framework in its **Quality Public Services – Action Now!** campaign as well as its dealings with national governments and international institutions.

RESOLUTION No. 6) SECURITY AT WORK

**The 29th World Congress of Public Services International (PSI),
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NOTES that:

Secure forms of employment combined with good conditions, a safe work environment and well-established social security systems for ill health, parental leave and unemployment, as well as good pension conditions create security in everyday life.

NOTES further that:

Our members' security is dependent on strong collective agreements and trade unions, on ILO conventions and on national social, health, labour market and education policy. There is a clear connection between security and employment.

A dynamic labour market requires job security. It is a politically aware offensive measure for social development that in turn forms the basis of sustainable growth, high productivity and better conditions for our members. An active labour market and social policy, structural and industrial policy that invests in education and research, supports innovation and development of social welfare contributes to creating job security and a dynamic labour market.

Our members' rights in working life are partly based on labour law, collective agreements and equal partnership. Being able to meet social demands for structural transition or employers' demands for rapid adaptation also requires sound conditions, education and social and trade union rights. As trade union organisations we have a joint responsibility with the employers to create security in adaptation.

National and international laws and regulations must aim to give members security and trade unions a strong influence.

PSI's member organisations must work to ensure that collective agreements and laws complement each other and to ensure better conditions adapted to the industries and conditions in the respective countries. The labour laws and collective agreements must be binding on both parties and protect members in various situations. Mutual trust between the parties creates the basis for cooperation and leads to better conditions for members as well as to a long-term perspective, stability and flexibility for the employer.

Collective agreements are to distribute risks between employers and employees when there are changes or cutbacks in the business. The agreement is to give the individual member protection when there are changes in working life as well as when there are changes in private life. It is to create the possibility of high employability through training and skills development. The agreement is also to promote compensation for parental leave and create the conditions for the member to combine working life with parenthood.

NOTES further that:

Providers of publicly funded services are entitled to a good work environment, characterised by secure and safe workplaces with a reasonable workload, good management and a working climate free of harassment and discrimination. No-one should be exposed to physical or mental ill health at their workplace.

NOTES further that:

The global crisis and economic uncertainty are used as reasons for employers' unwillingness to give workers secure forms of employment. In other countries it is stated that strong economic development requires insecure forms of employment for continued growth. In large parts of the world there are considerably more women than men who have fixed-term, insecure jobs. The difference between men's and women's working conditions is clear when it comes to forms of employment.

Fixed-term jobs for months, days, hours or seasons are not as secure as regards rights or conditions of employment as permanent employment. Insecure employment is particularly common among the young, women and migrant workers, who consequently have less protection against discrimination, a bad work environment and exploitation.

NOTES further that:

It is in times of crisis that the public sector and the welfare society are most put to the test. Cutting the standard of public welfare when tax revenue falls, meeting the crisis with major lay-offs and cutbacks and throwing hundreds of thousands of people into unemployment when the need for education, healthcare and social services is constant, is not a policy that leads to growth. It is important that efficiency gains and improvements are carried out on a regular basis in services. But it is even more important to maintain a large and strong public sector in times of crisis. This must be done through training initiatives, labour market measures and sound industrial policy. Partly to reduce the effects of the crisis, but also for a more rapid recovery after the crisis.

Economic and social security is one of the most basic prerequisites for public health. There is a link between good public health and a society characterised by economic and social security, equality of living conditions, equal opportunities and justice. Development of common social security systems that are flexible and based on each country's conditions and needs, is a prerequisite for achieving this.

NOTES further that:

Many countries in the world have a deficit in their pension systems or have no national pensions at all.

The pension systems must be changed and strengthened in almost all countries. For the foreseeable future pension system reforms will be a central issue. The task of the trade union movement is to take an active part in discussions, and in every way ensure that governments and decision-makers create fair solutions for their citizens. A pension is a long-term obligation. The systems built up and the collective agreements signed concerning pensions must be sustainable and able to function for many years to come.

To succeed in taking the responsibility expected of us we must develop our cooperation and transnational exchanges. PSI considers that the vesting conditions of the pension system must be made gender-neutral and that people's future economic security should not be based on speculation.

NOTES further that:

The right to a living wage is in many countries not the same as the minimum wage. In a fifth of the world's countries the minimum wage is below the poverty line of 2 dollars a day. In the wake of the economic crisis there have been calls for wage reductions to meet competition.

It is important that in times of unease we remember the "Trade Union Vow" in which workers promise not to compete with each other for jobs through lower wages and poorer conditions. Because it is self-evident that lower wages do not give more jobs or lower unemployment.

On the contrary, both globally and regionally we need stimulus measures and an economic policy that leads to increased growth.

EXHORTS PSI

To give priority to and strengthen work under the Geneva Charter.

EXHORTS the affiliates

- 1) To participate and support the work of the PSI under the Geneva Charter and to adapt it to national circumstances.
- 2) On all fronts and using all democratic means, to work for an inclusive society with a well-functioning public sector free from corruption and enjoying strong public confidence.
- 3) To participate in an ambitious policy for combating unemployment through constant skills development of public sector employees, greening, and general welfare.

- 4) To mobilise on the issue that the right to a living wage is the same as a minimum wage or the lowest wages for full time.
- 5) Through collective agreements and advocacy to work for good public health and a society characterised by economic and social security, equality of living conditions, equal opportunities and justice.
- 6) To work to increase solidarity between workers with insecure forms of employment and workers with permanent jobs.
- 7) To adapt their constitutions to be able to organise workers with insecure forms of employment.
- 8) To encourage training of organisers to organise workers with insecure forms of employment.

RESOLUTION No. 7) UNIVERSAL ACCESS TO HEALTHCARE

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NOTING that:

- a) Health is a fundamental human right and should be accessible to all citizens.
- b) There is an increasing burden of diseases across nations especially in the developing countries.
- c) Health has become a commodity that is sold to the highest bidder and therefore marginalizes the poor.
- d) Health is fast becoming a privatized commodity and therefore its accessibility has become a privilege and no more a fundamental right.

Further NOTING that:

- e) Socio-economic status of societies is on a continuous basis negatively impacted by the gruesome effects of lack of accessibility to health services.
- f) The continuously dilapidated state of healthcare in the developing countries where skilled healthcare workers are migrating from developing to developed countries affect even the developed countries especially at the point of service delivery.

BELIEVES that:

- a) The state of healthcare in the developing countries in particular is mainly aggravated by extreme shortage of human resources and infrastructure.
- b) The cost of pharmaceuticals and medicine for developing countries is extremely high which makes it a challenge for the working class to access these.
- c) Lack of sufficient funds to train healthcare professionals in developing countries further worsens the state of healthcare in the face of chronic pandemics.

RESOLVES that:

- a) The Congress should develop a campaign that advocates for the universal access to healthcare for all, irrespective of their political, social and economic standing.
- b) Develop mechanisms for support towards promotion of healthcare for all across the nations especially in developing countries.
- c) Develop a campaign that advocates for non-privatization of health.
- d) Health human resource development should be the key priority and migration of health professionals should be discouraged.

RESOLUTION No. 8) DEMANDING STANDARDS AND QUALITY IN HEALTH CARE PROVISION

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WHEREAS

Guyana as a member state of ILO has ratified ILO Convention 149.

AND WHEREAS

The government of Guyana is obligated under ILO Convention 149 and has obligations under this Convention to ensure that the basic requirements regarding nursing education and training and the supervision of such education and training shall be laid down by national laws or regulations or by the competent authority or competent professional bodies, empowered by such laws or regulations to do so.

AND WHEREAS

Nursing education and training shall be coordinated with the education and training of other workers in the field of health.

FURTHER THAT

National laws or regulations shall specify the requirements for the practice of nursing and limit that practice to persons who meet these requirements.

ALSO ENSURES

that measures shall be taken to promote the participation of nursing personnel in the planning of nursing services and consultation with such personnel on decisions concerning them, in a manner appropriate to national conditions.

AS WELL AS

The determination of conditions of employment and work shall preferably be made by negotiation between employers' and workers' organisations concerned.

AND THAT

The settlement of disputes arising in connection with the determination of terms and conditions of employment shall be sought through negotiations between the parties or, in such manner as to ensure the confidence of the parties involved, through independent and impartial machinery such as mediation, conciliation and voluntary arbitration.

AND WHEREAS

The Ministry of Health has the responsibility to ensure that quality health care services are provided to the citizenry of this country through its health care personnel. Therefore, adequate and proper attention should be given to training facilities and conditions under which these trainings should be conducted.

AND WHEREAS

The Guyana School of Nursing, over the years, has been operating under appalling conditions where tutors and the nurse trainees are forced to conduct classes in an unsuitable environment viz:

- Over 500 students in the school with both males and females forced to share eight (8) sanitary facilities during a 15 minutes break and one (1) hour lunch period;
- There are only four (4) full time tutors for the professional programme, including retirees who most likely were rendering a service to their noble profession because of their care and concern; resulting in as many as 100 nurse trainees being in a classroom at the same time with only one tutor;
- Because of the limited space/accommodation students were taken in groups of 12 to the practical room for practicals, the single tutor assigned to the groups for this purpose became exhausted after dealing with about three groups;

- Classroom seating, ventilation and personal space were inadequate to accommodate numbers in excess of 100 students, and this was compounded by a public address system, of a single speaker, which was inaudible to many students;

NOTING

Because of the large size of the class examinations have been diluted. Even with this diminution, students progressed to other subjects without knowing whether they passed or failed the previous ones.

Further NOTING

There are overcrowding in clinical areas (wards and clinics of the hospitals) which impeded effective communication and compromised the teaching/learning process. As a result, there was no proper supervision and evaluation of the student nurses, who spend 2 weeks, instead of the required one (1) month rotation period, in the clinical areas; not every student nurse gets to rotate to all of the departments (especially the Intensive Care Unit, High Dependency Unit, Ear, Nose and Throat Department; Eye Clinic, and Paediatric Care Department) in the hospital, so as to gain the required knowledge and experience.

CONCERNED

That notwithstanding this overcrowding and undesirable situation the Ministry of Health intends to add another batch of student nurses (in excess of 100 to the nursing school).

RESULTING

The Guyana Nursing Association and the Guyana Public Service Union urging the Ministry publicly not to proceed to take this action.

OBSERVING

That at the Intermediate State Examination for second year student nurses there was an 80% failure rate of students who took the exam.

Further OBSERVING

That without regard to these developments the Ministry of Health is going ahead with its plans to admit another batch of nurse trainees to the institution and causing further congestion at the nursing school regardless of the implications for the students and tutors who have both expressed to them their displeasure and discomfort with what they are experiencing.

NOTES

The dangerous and devastating consequences this situation would result in to health care in Guyana which is already very compromised with the exodus of many competent health care providers.

URGES

All affiliates to support the Guyana Nurses Association and the Guyana Public Service Union's efforts to ensure proper training for nurses in a conducive environment.

MANDATES

The General Secretary to express PSI Congress' concerns and desires for conformity to health standards in keeping with government of Guyana's obligation under ILO Convention 149 to the government of Guyana and to bring this matter to the attention of International Labour Organization, World Health Organization and the Pan-American Health Organization.

RESOLUTION No. 9) HEALTH SECTOR

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NOTES the following:

The health sector is one of the Public Services International groups with the greatest presence and number of affiliates, including in the Southern Cone, and affiliates in Chile have undertaken a significant programme of work to promote quality public health services and reject public policies that promote the transfer of health service provision to the private sector.

Therefore, Congress **RESOLVES** that/to:

1. The Public Services International will continue to fight plans to privatise the health sector promoted by governments in Latin America and the rest of the world, in its various forms, including outsourcing, concessions or privatisation of health services.
2. The Public Services International will generate alliances with organised civil society actors, student groups and users of public health systems in order to take action to defend public health and guarantee quality public health for all the population.
3. The Public Services International will continue to develop its global policy to guarantee workplace health and safety for health workers, in the context of the wave of violence from users and the armed forces against health workers.
4. **STRENGTHEN and CONTINUE** the work of the Health Services Task Force, allocating more resources to it so it can have longer annual meetings of at least four days.

RESOLUTION No. 10) ESTABLISHING NURSE-TO-PATIENT RATIOS THROUGH COLLECTIVE PATIENT ADVOCACY

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NOTES the following:

As pressure on national health systems builds to cut budgets and “do more with less”, registered nurses have responded with a global effort to improve clinical outcomes, reduce facility-acquired infections, and maintain an experienced workforce. Establishing minimum ratios of patients per nurse is the key element of these efforts.

Based on the experience of such ratios in the state of California in the United States, nurse-to-patient ratios save lives. Linda Aiken of the University of Pennsylvania, who authored a key 2010 study of nurse-to-patient ratios, found that what happens in California is relevant for other jurisdictions. Specifically, the Aiken study of 1.1 million patients in 2005 and 2006 found that the nurse-to-patient ratios mandated in California could have saved the lives of 468 patients in New Jersey and Pennsylvania over a two-year period.

Linda Aiken, who led the study and directs the Center for Health Outcomes and Policy Research at Penn, said improved nurse staffing likely could save “many thousands a year.”

A review of this and other research, and based on the actual experience of registered nurses working under ratios, including in New South Wales, Australia, shows that

- As a result of the improved working conditions that ratios created, registered nurses are staying in the hospitals;
- As a result of the ratio law, there is no nursing shortage in California;
- Ratios ensure that the 15-30% of new grads who leave their hospital job in the first year, instead stay in the hospitals;
- Impact on patient care has been very positive - from the staff nurse perspective;
- Because retention rates go up, and there is less turn-over, more stable workforce and improved patient care, ratios save hospitals money.

Winning such ratios, requires collective patient advocacy. We recognize the importance of collective patient advocacy to the public health and the integrity of professional nursing standards of care, especially in the fight against erosion, restructuring, degradation, deregulation, and abolition through privatization schemes and expansion of the role of the large health care corporations, hospital chains, pharmaceutical corporations, and other powerful economic institutions and interests which today seek to control the availability, access, and quality of health care services for purposes of profit and surplus revenue generation against the interest of patients and health care consumers.

Implementing safe staffing in all clinical settings is part of making health security a fundamental human right, a guarantee and entitlement to humane health care for all people, providing health care services equally to all individuals according to uniform standards of care, and free from interference or denial by reason of the commercial, economic, or fiscal interests or priorities of private or public entities, enterprises, associations, or persons.

Nurse to patient ratios can help maintain publicly-funded universal health care systems and implement a single standard of care for all people.

Registered nurses must have sufficient control over working and practice conditions to allow for unfettered, independent determination and provision of care in the exclusive interests of patients, which can only occur when staffing levels permit the full exercise of clinical judgment

The establishment of such ratios can be achieved through public policy and through collective bargaining, which is the most progressive, democratic and presently effective means for registered nurses to achieve an effective influence and meaningful control over the terms and conditions of their work, necessary to provide care in the exclusive interests of patients.

Education and activism are essential to fulfilling our mission of patient advocacy--political and economic education enables us to find solutions to the corporate domination of our society; activism is the means to implement those solutions.

Moreover, the significant and increasing power of the global economic interests we have engaged in our struggle to control the conditions of our work and practice in order to protect our patients and the public health requires that we seek like-minded organisational and individual allies in the health care industries and all industries; because solidarity is the source of our power in our struggle against global corporate power, we seek to join forces with like-minded organisations without regard for internal distinctions without discrimination on any basis, such as race, colour, national origin, gender, sexual orientation, age, religion, or political belief.

RESOLUTION No. 11) REDRESS TAXATION SYSTEMS TO ADEQUATELY FUND PUBLIC SERVICES

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTING that

- 1. Whereas** several countries have made substantial budget cutbacks to their public services following revenue shortfalls due to the global financial crisis that began in 2007;
- 2. Whereas** due to major financial difficulties experienced in numerous countries, monies allocated to public services were reduced to repair the damages caused to national economies by the profligacy of commercial banks and financial institutions;
- 3. Whereas** Public Services International advocates that the regulation of world financial markets should be beefed up; demands that the guarantees given by national governments to the effect that public services would be protected from the impact of such financial crises should be fully respected; supports the intense efforts being made around the world to achieve the Millennium Development Goals;
- 4. Whereas** public services are rooted in human rights, the rule of law and social solidarity; and that accordingly, sufficient and continuous public funding to properly deliver them is necessary;
- 5. Whereas** public services are amongst the most important factors that contribute to the economic and social development of our societies, that they make the best possible services accessible to the greatest number of people, and that they play a central role in the redistribution of wealth;
- 6. Whereas** enormous amounts of earnings elude any kind of taxation thanks to tax havens and offshore jurisdictions, thereby depriving nation states of the revenues necessary to adequately fund public services;
- 7. Whereas** the harmful tax competition that is carried on by certain states or jurisdictions over taxation incentives play a key role in reducing the revenues that these states are able to allocate to funding public services;
- 8. Seeing** as companies profit extensively from the public services that are available to conduct their business activities and make a profit;
- 9. Deploring** the fact that numerous fiscal measures introduced over the past 30 years in most countries have led to a marked decrease in the contribution made by businesses to state revenues, and accordingly, to funding public services;
- 10. Deploring** the biggest single cause of corporate tax avoidance through what is called transfer pricing;
- 11. Demanding** accounts to be prepared on a 'country-by-country' basis so that they highlight the tax haven activities of companies and provide comparative data on labour conditions worldwide.

The PSI 29th World Congress recommends that the Executive Board and member organisations:

- A) demand that the bilateral and multilateral agreements that provide the means for using tax havens to circumvent the payment of taxes be abolished; and put pressure on governments, public bodies and international institutions to put an end to the phenomenon of harmful tax competition – preferential tax treatment or status, offshore jurisdictions, etc. – in order to increase the financial resources that are necessary to support quality public services.
- B) demand that fiscal measures be introduced or abolished, depending upon the particular context of any given country, to ensure that the contribution of business to state revenues is increased, so as to re-establish a better balance between the taxes paid by individuals and those paid by business towards the funding of public services.
- C) demand Tax Information Exchange Agreements with all identified secrecy jurisdictions so that they are forced to raise their standards of information exchange.
- D) demand that the European Union, the International Accounting Standards Board, the Organisation for Economic Cooperation and Development and stock exchanges must all require that multinational corporations prepare their accounts on a 'country-by-country' basis so it is known how much profit and tax was paid in each country in which they have operations.

RESOLUTION No. 12) EDUCATING AND MOBILIZING WORKERS AND THE PUBLIC IN SUPPORT OF FAIR TAX SYSTEMS TO FUND HIGH-QUALITY PUBLIC SERVICES

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

High-quality public services are integral to the common good, the needs of a modern society and the development of democracy. Research has demonstrated that the level of public spending is powerfully linked to the growth of the economy and benefits to society. There is, in fact, a direct correlation between public spending, and economic growth and social progress. It is our job to educate our members and the public about this connection and take action in support of policies that improve funding for high-quality public services.

David Hall, research unit director at the University of Greenwich in London, has shown that those nations with greater public investment in infrastructure and public services are better able to grow their economy and meet the needs of their citizens. However, stable funding for this type of investment requires a fair and equitable tax system that can provide consistent revenues over the long term. The Financial Transaction Tax, a small-percentage tax on institutional trades of currencies, stocks, bonds, derivatives and interest-rate securities, has improved the reliability of the tax system and made it fairer and more equitable for all citizens.

Workers, the general public and decision-makers need to be aware that forced austerity during these difficult times is a recipe for disaster that will lead to further recession and depression. We can make progress toward a better economy if we educate our members and mobilise the public around issues that support better tax policy and improved funding for high-quality public services.

Whereas expanded investment in public services can secure and create the high-quality services needed by employers, workers and citizens alike; and

Whereas public financing is essential for good transportation, electricity and water quality, as well as for services such as healthcare and education that are necessary for a properly functioning modern economy; and

Whereas economies that perpetuate inequality and poverty tend to limit tax revenues necessary to support public services, thus limiting economic development for the entire economy. Conversely, nations with progressive tax policies tend to support a cycle of economic growth, generating increased tax revenues for continuing investment in high-quality public services for the benefit of society. Additionally, high-quality public services can benefit those at the lower end of the economy and help bring about greater equality and opportunity for all; and

Whereas over the past several years, private financial institutions have engaged in market manipulation and anti-consumer practices that threaten the economy of nations around the world. These practices have led to wild swings in the market that have devastated economies, nations, communities and workers. This volatility has allowed for the creation of economic bubbles that burst with growing frequency, tearing at the fabric of our society; and

Whereas government spending on infrastructure, services and job programs can be our most effective tool in dealing with the volatility of the market. Also, in terms of adding jobs and efficiently addressing the needs of nations devastated by the recession, government spending has been much more successful than waiting for assistance from private financial institutions; and

Whereas the gap between assessed taxes and those actually collected is often extremely large due to widespread tax avoidance and evasion. Countries are simply failing to collect the taxes that are owed. This can be the result of illegal tax evasion, a culture of non-compliance or an inefficient and under-resourced tax collection system. In any case, such a culture sends a

negative message to all citizens, undermining the legitimacy of the government and the tax system that funds government services; and

Whereas “job creating” public investment is too often provided to corporations and businesses through tax subsidies that go untracked, and the corporations and businesses that benefit from such public spending end up not being held accountable for creating the jobs promised in return for this investment; and

Whereas public investment in infrastructure and government services also serve to provide extraordinary benefits to the wealthiest corporations, businesses and individuals in our society. Yet, these same corporations, businesses and individuals often end up paying taxes at a rate substantially below their fair share. The result is that those at lower income levels bear a greater share of the overall tax burden in order to maintain services to society; and

Whereas governments need to establish fair, equitable and progressive tax structures that can guarantee necessary resources for proper investment in high-quality public services well into the future:

PSI CONGRESS RESOLVES

that Public Services International will act to support the implementation of tax policies providing greater fairness, equality and progressivity in order to improve funding levels for high-quality public services. Such policies are necessary to address the volatility that has become a regular feature of the worldwide economy; and

RESOLVES

that Public Services International will act to support the adoption of financial transaction taxes as a means of implementing a fairer, more equitable and more reliable system of tax collection. Adoption of such a system will enhance revenue collection and help deal with market volatility; and

RESOLVES

that Public Services International will work with its affiliates around the world and with other Global Union Federations to educate workers, union leaders, and community and political leaders about the need for tax and revenue reforms in support of high-quality public services. This education can move people to take action at every level of government to bring about necessary policy changes in support of public services. Together, we can mobilise the public in support of changes, reforms and new directions that will lead to a better economy for the common good.

RESOLUTION No. 13) TAXATION

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

With the financial and economic crisis increasingly evident, a fair and redistributive tax system is needed more than ever.

A society based on solidarity requires a taxation system that provides it with the means to satisfy collective needs through effective public services.

The fiscal dumping advocated by international business and financial institutions leads governments to reduce taxes to the advantage of the wealthiest people and the multinationals.

Public services and collective social protection systems have been weakened, while social exclusion has increased, threatening democracy.

Therefore **DEMANDS** a genuine social and redistributive taxation policy:

- Income tax should return to being the main instrument of fiscal policy by strengthening its progressive character, which guarantees the correction of inequalities;
- A major reduction in indirect taxes such as those on consumption, which are unfair to people on lower incomes.
- A halt to regressive redistribution, which protects and prioritises income from capital;
- Higher rates of taxation on company profits, especially on profits that are not reinvested;
- A genuine readjustment of taxes on small companies and multinationals;
- A tax on financial transactions, which would produce considerable revenue;
- The fight against tax fraud, which deprives states of large amounts of revenue and must become a genuine priority. The use of tax havens must be ended and the banking system should be more transparent;

A new and better taxation policy is needed to respond adequately to the public and social needs of citizens and wage earners.

The PSI and its affiliates demand a fair taxation policy and sustainable quality public services, which are important for promoting solidarity and social progress.

RESOLUTION No. 14) THE GLOBAL FIGHT-BACK AGAINST AUSTERITY

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

Around the world, many governments are seeking to address the on-going economic crisis and the profound shortfalls in national revenues caused by it, affecting their most basic public services. Some governments are imposing harsh austerity programs and other governments understand that such programs are not only cruel and unjust; they simply do not work as a long-term solution to the financial crisis. One solution for this crisis is the institution of a ROBIN HOOD TAX on speculative trading. This tax could be the source of hundreds of billions of dollars (US) in total revenue annually, a critical counterforce to austerity budgets implemented in the name of fiscal crisis.

The crisis has had dire consequences, with no end in sight.

In Athens, where shuttered shops today form a literal backdrop to the growing population of homeless, to Spain's unemployed youth whose numbers have swelled to nearly half that demographic, to the United States of America where public infrastructure efforts have ground to a virtual halt, to mass layoffs in the ranks of public service employees across the board - in education, health care and transportation, amongst others - in scores of countries. No nation has been spared. Lay-offs in jobs, cuts in retirement plans, radically reduced social services and declining educational opportunities for children and young people combine in a spectre of real and impending demise on a monumental scale.

The Robin Hood Tax has the opportunity to turn the tide in a century whose first decade has witnessed an appalling assault on equality and community. Many now see that countering policies of low revenue and decline with austerity lead to deprivation and greater decline, with precarious political consequences.

The call for a global Robin Hood Tax comes at a time when critical resources are being withheld - the profits of financial and non-financial companies, alike, side-lined in corporate coffers. In the USA alone, this amount totals \$3.6 trillion — 23% of the country's GDP. Despite this unprecedented accumulation of cash, investment in society lags, with rates of growth ranging from low to flat.

Growth in the financial sector of our nations continues apace, as "financialization" takes on a larger share of GDP. Conspicuously absent from the growth of finance is the growth of jobs that sector offers. Nor does that sector provide adequate tax revenue to government, as it is exempt — all or in part — from sales tax.

The time for the financial sector to pay a fair sales tax on its trading is long past due. The argument has been made — and resounds - that working people pay sales tax on shoes, school supplies and personal computers, while financial speculators do not pay tax on the trading of stocks, bonds, derivatives or currency. Speculation is accompanied by no meaningful sales tax, at the very time growth in speculative trading is undergoing rapid expansion. While its share of economic activity in the world economy grows, its contribution to the societies in which it operates ranges from negligible to nil.

The Robin Hood Tax seeks to include in our respective national tax schemes the trading of stocks, bonds, derivatives and currency, with the specific intention to tax High Frequency Trading. In 2010 High Frequency Trading accounted for over 70% of equity trades in the USA and was rapidly growing in Europe and Asia, as well.

The Robin Hood Tax is to be paid, first and foremost, by the principal buyers/sellers of financial assets. An estimated 85% of taxable trades are carried out by banks and other financial institutions, such as hedge funds.

The effects are several:

1. The immediate injection of substantial tax revenue into national economies to meet the agendas of working people in reinforcing the public sector with job protection, employment creation, pension protections, social service stability and overall growth. We recognize that the purpose of Robin Hood Tax revenue – to revitalize communities – would be undercut if such funds were directed to national debt reduction, in the short run.

With public payrolls intact, job creation a priority, schools, health care, transportation and other public services vital to social welfare reaffirmed and in place, the call to private capital to invest the trillions of dollars now being withheld will be loud and clear. Those trillions, sparked by the Robin Hood tax's annual revenue raise, are essential to real growth and to the sustained health and welfare of communities around the world.

2. A sales tax on speculative trading will reduce overall speculation, the costs of which are added to the prices of such essentials as fuel and food. A large and growing sector of the populations around the world, and many others, are unable to meet their basic needs as prices outstrip the real wages of the majority. Eliminating costs attributable to trading is a key component of any plan to bring expeditious and enduring relief to communities under extreme economic duress.
3. Many economists contend that High Frequency Trading is disruptive and risky, undercutting liquidity rather than enhancing it when needed. They argue that regulation and reduction of these trades are key to economic stability and growth.
4. A Robin Hood Tax could to some degree offset regressive taxation (such as Value Added Tax), freeing up a greater portion of household income and allowing aggregate demand to rise.

A Robin Hood Tax, coordinated among many nations, assists in the standardization of trading, its appropriate taxation and moves the nations of the world towards a goal of greater economic collaboration overall. It would serve as a flash point in an era otherwise characterized by hyper-competition and the depletion of public service funding — such funding constituting the very backbone of decent living standards for the vast majority of societies around the world.

Congress therefore **REITERATES** its firm support for the Robin Hood Tax Campaign and will commit the necessary resources to seek its adoption around the world.

RESOLUTION No. 15) AGAINST IMPUNITY IN GUATEMALA

**The 29th World Congress of Public Services International (PSI),
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NOTES	with deep concern the alarming increase in extreme violence against trade union and social movement leaders in recent years in Guatemala;
DISAPPOINTED	by the lack of progress made by the authorities of this country in solving the killings of trade unionists and peasant and community leaders perpetrated by persons unknown;
ENDORSING	the denunciations made by the international trade unions, ITUC and the GUFs, against the Guatemalan government and judicial system;
CONSIDERING	the problems of impunity and the lack of respect for the rights to life, freedom of association and collective bargaining;
DISMAYED	by the killing of more than 20 health sector trade unionists in the last three years, most of whom were members of the national health union, <i>Sindicato Nacional de la Salud de Guatemala</i> (SNTSG);
REQUESTS	this 29 th World Congress to demand that the Guatemalan government speeds up the judicial investigations into the whereabouts of the physical and intellectual authors of these killings and severely punishes the guilty parties, in accordance with the criminal justice system;
SIMILARLY	demands full guarantees for the freedom of association in Guatemala, recognition and promotion of the right to collective bargaining for public service workers, an end to anti-trade union violence and an end to impunity for crimes against trade unionists;
FINALLY	urges delegates to the 29 th World Congress to send a copy of this resolution to the Guatemalan embassies in their countries.

RESOLUTION No. 16) AGAINST LABOUR REFORM IN MEXICO

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTING	that the Mexican Federal District Government Workers' Union (<i>Sindicato Único de Trabajadores del Gobierno del Distrito Federal de la República de los Estados Unidos Mexicanos</i>) has spoken out internationally against approval of the draft labour reform bill in this country, put forward in March 2011, which will seriously curtail the labour rights of millions of workers and, consequently, the well-being of their families.
CONCERNED	that a balanced labour market is no longer felt to be important and that informality and chronically high unemployment are deemed acceptable. Flexibility to cope with production demands has also changed the nature of employment and labour relations. As a result, there has been an increase in precarious work, temporary contracts and subcontracting of public services; which is why it is no surprise that workers migrate in search of work.
REGRETS	that these so-called reforms, as applied in other countries, have deregulated and flexibilised labour standards, making it cheaper to dismiss workers, make wages precarious, increase taxes, eliminate formal work and dismantle pension schemes and social security systems.
RECOGNISES	that the scope and pace of technical change has had a radical influence in all sectors of the economy and in all regions of the world, changing the world of work and the companies themselves. However, outsourcing only serves to increase controls on labour, reduce pay and increase the number of dismissals.
SUPPORTS	compliance with the provisions of the Mexican Constitution, mainly the precepts contained in articles 1, 5 and 123, in both sections, which have not been complied with from the start. If this new reform is approved, it will threaten the labour and social rights of all workers. Guarantees will be lost and ILO conventions, ratified by Mexico, will be breached. We agree that some adjustments are necessary, but only if they improve the situation and not if they harm the workers.
ASKS	all affiliates to SUPPORT the actions that PSI affiliates are taking in Mexico and provide resounding international support to prevent approval of the proposal for labour reform in Mexico.

RESOLUTION No. 17) IN DEFENCE OF DECENT WORK AND SECURING QUALITY PUBLIC SERVICE

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

WHEREAS

The public service of Guyana since colonial days has been a career professional service and positions are on the permanent pensionable establishment and the Public Service Commission (PSC) being responsible for the appointment of persons to these positions.

And WHEREAS

The government of Guyana since taking office in 1992 over time has been eroding the independence of the Public Service Commission by instructing the Commission when to fill vacancies and on occasions who to be appointed in the position.

And WHEREAS

The GPSU challenged the government to desist from doing this.

And NOTING

That the government continued this practice.

RECOGNISING

Its implications for public servants and the credibility of the public service, the GPSU filed a court action against the government for pursuing this unlawful practice which the court, after hearing the case, declared was unconstitutional.

OBSERVING

That the government continued with the practice resulting in the union bringing to its attention that it was in contempt of the court decision and demand that it should cease.

RECOGNISING

That the government of Guyana while ceasing to instruct the PSC has proceeded arbitrarily to appoint persons in these established positions on annual contracts at times clashing with the Commission's action to fill these positions.

NOTING

That the government has also proceeded to intimate to such persons that joining the union may compromise the renewal of their contracts.

OBSERVING

That these appointments obstruct promotional opportunities and upward mobility of permanent, pensionable persons in the public service causing frustration which results in many workers leaving their jobs.

Further OBSERVING with concern

That representation to the government to desist from that conduct and be more sensitive and appreciative of the unfairness of their actions viz.

- i. contributing to the erosion of workers' rights in compromising their career prospects;
- ii. removing security of tenure in employment thereby creating a situation that results in an increased number of precarious workers;
- iii. politicizing of the Guyana public service which compromises its integrity and credibility.

INVITES

All affiliates of the PSI to support the GPSU's pursuit of the full reestablishment of a professional and career public service where employees enjoys security of tenure are obligated to serve faithfully the government of the day and to treat without fear or favour in an even handed manner the citizenry of Guyana and all the other users of the public service.

MANDATES

The General Secretary to convey the concerns of Congress to the government of Guyana.

RESOLUTION No. 18) SUPPORT FOR GLOBAL CAMPAIGN FOR RIGHTS AT DEUTSCHE TELEKOM

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

As part of a vital effort to rebuild union power and density worldwide, the International Trade Union Confederation (ITUC) and the Council of Global Unions, of which PSI is a member, have agreed to rally their collective resources in support of a targeted global organising campaign model. This new initiative is focusing the combined support, resources and commitment of the world's labour movement on a campaign to win rights a specific multinational, which will then serve as a pilot and the first in a series of concerted global campaigns.

In January 2011, representatives of Global Union Federations, the ITUC and national trade union centres from around the world came together and selected Deutsche Telekom as the focus for a new global organising model. While not the first international campaign, this is the first time the global labour movement in its entirety has come together to work in concert and to demand that a global corporation uphold standards of respect for workers and decent work principles wherever it operates.

In their home countries, many European multinational corporations have a long tradition of collective bargaining and social dialogue with their national unions, based on respect for fundamental worker rights. While not without conflict, these bargaining partnerships have fostered productive and prosperous companies, economically stable workforces, and stronger national democracies.

Yet, as was recently documented by Human Rights Watch, many of these multinationals do not bring best practices in labour relations from their home countries when they expand into the United States of America and other countries around the world. Instead, they adopt the worst practices of their host countries: disrespect for workers, union-busting tactics, fear and intimidation for workers who speak up, and firings and reprisals when they seek to join a union. Instead of taking a high road on worker rights and serving as positive examples, these multinational corporations adapt to the host country's low road model for worker rights.

This is exactly what German multinational corporation Deutsche Telekom did when it expanded operations into the United States of America. American workers face anti-union behaviour that would be unprecedented in Germany, as part of an aggressive and comprehensive "union avoidance" strategy in pursuit of Deutsche Telekom efforts to achieve a "union-free environment". Workers deserve better from a company with a proven record of respectful labour relations in Germany.

For that reason, Communication Workers of America and its German counterpart ver.di joined together to create a transnational union, TU, that jointly represents the interests of German and U.S. workers. This organising locus now helps to coordinate a labour collaboration that is extending globally. Deutsche Telekom employs an estimated 250,000 workers in 35 countries.

In the past year thousands of ver.di members have shown support for T Mobile USA workers, rallying at the annual corporate meeting, sending delegations to the US to meet with workers at key organising locations, and building support in Germany using the theme, "We expect better." Hundreds of US employees at T Mobile have joined the TU and leaders have met with ver.di colleagues both face to face and in online forums.

The model campaign for workers' rights and voice at Deutsche Telekom is seeking to utilize unprecedented levels of international coordination and communication to link together the daily struggles of workers to build their unions and elevate their collective demands for respect of fundamental rights and a path to decent work in every possible arena. In the future, additional research will support the application of this global model in other sectors.

THIS CONGRESS THEREFORE RESOLVES,

- that PSI joins the global labour movement in endorsing this global campaign to help Deutsche Telekom workers win their basic labour rights, gain a voice on the job, and bargain for a better life for themselves and their families.
- that PSI will post updates on the campaign on its website and provide tools to help affiliates support the campaign through public procurement and workers' capital strategies, as well as through direct engagement and consumer campaigns, where possible.
- that PSI and its affiliates will demonstrate public sector solidarity with this private sector campaign as a means of promoting labour unity in a time of unprecedented threats.
- that PSI will call upon the ITUC to research potential public sector targets for future concerted campaigns, including the identification of multinational corporations involved in the privatization of public services.

RESOLUTION No. 19) DEFENDING AND PROTECTING LABOUR RIGHTS

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

REAFFIRMS

that labour rights are human rights.

Also REAFFIRMS

that workers' rights to freedom of association, to join a trade union, to engage in collective bargaining and to strike is guaranteed, respected and enforceable in any democratic society.

NOTES

that these rights are enshrined in the United Nations Declaration of Human Rights and ILO Fundamental Convention No. 87 – Freedom of Association and Protection of the Right to Organise.

OBSERVES

that a separate convention, ILO Convention 151 Labour Relations (Public Service) 1978 was necessary to facilitate these rights to be enjoyed by governmental workers (public sector workers) because of the special posers of their employer.

RECOGNISES

that democracy, social and economic justice, human rights and harmonious relations cannot be maintained and would not flourish where freedom of association, freedom of expression and labour rights are suppressed, abused and denied, and advocates of union rights are threatened, intimidated and are at severe risk.

Further RECOGNISES

that anti-union activities and actions have undermined democracy, economic and social justice, development and the wellbeing of citizens and have contributed to crimes against humanity.

NOTES

that the initial persons who perpetuate such crimes of denying workers the right of association and to be unionised, the right to collective bargaining, have also contributed to act of discrimination and victimization against them as a means of punishment to deter them from their commitment and determination to defend and represent their fellow workers from abuses and other forms of atrocities.

Further NOTES

that discrimination, intimidation, dismissals and other forms of abuses or atrocities against workers for their commitment and involvement in union activities have not only devastated their lives but also that of their families, in cases where helpless children who are left destitute and their future and career development shattered, even resulting in their health, welfare and lives being compromised.

URGES

all affiliates of PSI to collectively take steps to assert that trade union rights are human rights which should be respected internationally and nationally.

AGREES

that violators of trade union rights be branded internationally by establishing criteria for identifying and categorizing these individuals, developing an international website to publicly expose them and the crimes that they have committed against workers and to further explore effective means and ways in determining penalties as punishment for these anti-trade union atrocities and crimes.

RESOLUTION No. 20) VIOLATION OF TRADE UNION RIGHTS BY THE GOVERNMENT OF GUYANA

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

Whereas

The Cooperative Republic of Guyana is a member state of International Labour Organization (ILO) and as ratified 45 ILO conventions including conventions 87, 98 and 151.

And whereas

The Guyana Public Service Union (GPSU) has been issued a Certificate of Recognition to represent workers employed by the Public Service Commission (PSC) and has recognition to represent workers of several other semi- autonomous state agencies.

And whereas

Over a period of several years the GPSU and its members have experienced numerous violations of their rights enshrined in national laws and in accordance with ILO Convention by the government of Guyana.

RESULTING

In the GPSU, with the assistance of the Public Service International, submitted in 2002 a complaint to the ILO against the government of Guyana for violations of Trade Union Rights and acting in conflict with its obligations under ILO Convention 151 - Labour Relations (Public Service) Convention, 1978 classified as ILO Case No. 2187.

OBSERVING

That the government of Guyana in collaboration with several state agencies overtime has deliberately frustrated the progress of the ILO Committee in concluding the Committees' examination and conclusion of the complaint.

Also OBSERVING

That the Committee's examination of the complaint appears to be dormant.

RECOGNISING

However, that the violations and abuses have continued by the government of Guyana:

- (i) Denying the right to free collective bargain and imposing salary increases from 2000 to 2011 and other conditions of service;
- (ii) Not implementing arbitration decisions and not honouring collective agreements that are legally binding;
- (iii) Obstructing the GPSU's rights to represent its members;
- (iv) Act unconstitutionally and unlawfully by not appointing the Public Service Appellate Tribunal, a constitutional body;
- (v) Denying the GPSU representative to be appointed to the PSC;
- (vi) Acting in violation of convention 151 interfering in the internal affairs of the GPSU and intimidating members of the union.

INVITES

All PSI affiliates to join in solidarity within the GPSU and public service workers of Guyana in its struggle to have the privilege to enjoy trade union rights as enshrined in ILO convention 151 - Labour Relations (Public Service) Convention, 1978, and in the Declaration on Fundamental Principles and Rights at Work.

CALLS

On the government of Guyana to honour its obligations under ILO Convention 151, the laws of Guyana and legally binding collection labour agreements.

MANDATES

The General Secretary to request the ILO to continue and conclude its examination of Case No. 2187 taking into consideration current developments.

RESOLUTION No. 21) ON PUBLIC SERVICES

The 29th World Congress of Public Services International (PSI),
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NOTES the following:

PSI affiliates issue a reminder that the defence and improvement in the employment situation and working conditions of civil servants and public sector workers must be at the heart of our demands.

The PSI and its affiliates lead the fight to promote social justice and basic rights, and against social dumping and the exploitation of workers. They contest and condemn ultra-liberal economic policies, their anti-social character and the dogma of the free market. All these elements promote and accelerate the privatisation of public services.

The present crisis is a crisis of the capitalist system. It highlights the irresponsibility of the world of finance and the negligence and omissions of state regulation and condemns millions of workers to unemployment and ruin.

The PSI and its affiliates denounce the aim of governments to make workers pay for the crisis. The elimination of jobs, combined with destructive reforms, is gaining momentum in the public services. Civil service jobs, wages, pensions and services have become budgetary adjustment variables.

The most serious threats and dangers are to the basic principles of public service and the rights of civil servants. The equal access of citizens to public service and the impartiality of the civil service are in question.

For all these reasons, the PSI and its affiliates condemn these policies, which destructure the state and transfer public services to the private sector.

Whether they are caused by the crisis or not, the PSI and its affiliates oppose:

- The counter-reforms introduced by governments at the request of international trade and financial institutions and which dismantle public services and social regression.
- All attempts to subject our demands to economic and budgetary convergence, drastic reductions in public expenditure or public deficits.

Therefore, in opposition to these policies, which are destroying the public service, Congress **PROPOSES** to:

- **MAINTAIN and DEVELOP** job and career guarantees for civil servants and other public sector workers in order to protect them from pressure groups and preserve their impartiality in the fulfilment of their duties;
- **MAINTAIN and PROMOTE** high quality non-commercial public services that are accessible to ALL, to preserve and strengthen economic and social solidarity;
- **INCREASE** wages, improve workplace health and safety conditions;
- **FIGHT** against precarious work;
- **PROMOTE** gender equality;
- **FIGHT** all forms of discrimination;
- **PROMOTE** young people's access to sustainable quality public sector jobs;
- **PUT IN PLACE** a redistributive tax system that guarantees adequate funding for public services.

The effective application of International Labour Organization conventions and the defence of collective rights remain the priorities for the PSI and its affiliates.

Solidarity, international cooperation and the mobilisation of workers will allow us to win these battles.

RESOLUTION No. 22) TRADE

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

RESOLVES to

- **JOIN** global union federations, affiliated unions, and civil society allies to oppose international trade agreements which threaten the funding and delivery of public services globally;
- **JOIN** global union federations, affiliated unions, and civil society allies to oppose trade agreements with countries which systematically violate human and trade union rights;
- **WORK** with global union federations, affiliated unions, and civil society allies who oppose the Trans-Pacific Partnership Agreement (TPP) being negotiated in the Asia Pacific Region;
- **LEND particular SUPPORT** to unions in the global south who voice opposition to TPP and other bilateral and multilateral trade agreements;
- **WORK** with European trade unions, civil society allies in Europe and progressive members of the European Parliament to oppose the Canada EU Comprehensive Economic and Trade Agreement (CETA).

Because:

- International trade agreements such as the TPP and CETA are currently being fast-tracked and negotiated in secrecy;
- These agreements undermine local and national government decision-making power and increase corporate access to public services resulting in the privatization of critical public services;
- Privatization means unequal access to public services harming those who are most disadvantaged in our societies;
- Privatization and corporate profit-taking increases the costs of the delivery of public services and diminishes the quality of the services provided;
- International trade agreements in many countries around the globe overlook, and in many instances intensify, human rights violations against trade unionists, human rights defenders and indigenous populations.
- Work with European and Colombian unions to oppose the EU-Colombia Free Trade Agreement because of the severe violation of human and trade union rights in Colombia and the threat that this agreement poses to public services in the country.

RESOLUTION No. 23) AN ALTERNATIVE CRISIS POLICY

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES that:

In the wake of the economic crisis there is an evident risk that politicians will decide on excessively far-reaching proposals which will affect countries' fiscal policy, wage formation and inhibit growth. In an increasing number of countries politicians are focusing too narrowly on the debt crisis, which is one of the consequences of the economic crisis.

A narrow focus on the debt crisis ensues in a policy of restraint intended to reduce national debt through welfare cutbacks and worsening the wages and conditions of public sector employees.

The debt crisis is not due to a public sector that is too large or to spending too much on social services, elderly care and childcare, education and suchlike. Nor is it due to public sector salaries or pensions or employment conditions being too good. The debt crisis is the result of the financial and economic crisis and a result of enormous state support to banks and finance companies.

NOTES further that:

Focus must be shifted from debt crisis to sustainable growth, to a current and active policy that can take on the challenges that the economic crisis is presenting to societies right now.

The public sector has the world's most important task; offering citizens a high standard of secure quality welfare.

The public sector can offset economic fluctuations through its stabilising function. Maintaining attractive, profitable jobs and scope for investment in the public sector is therefore of the greatest importance.

NOTES further that:

A high standard of welfare through our members' services, for both citizens and companies, is in many ways a precondition for other social development and production. However we see it, basic welfare must function in order to give society and the business community a sound structure for the future. A policy of restraint with drastic cuts in the public sector and welfare services is not the answer to an economic crisis, it only contributes to a downward spiral of increased unemployment, increased social divides and injustice.

An alternative to a policy of restraint is investment in the welfare sector, in infrastructure, in education and research – in workplaces. We see this alternative in other parts of the world, for example in Brazil, South Africa and Australia. The result in these countries is not negative or low growth, but more jobs, fewer differences and injustices, less poverty and better welfare.

NOTES further that:

It is of utmost importance that the sovereign right of countries to control economic development in the form of increased investment, reduced income differentials and more ambitious social insurance is recognised as these function as automatic stabilisers in times of economic downturn and level out cyclical fluctuations.

Societies with democracy, legal security and a high general standard of welfare are better equipped in times of economic crisis. For such societies to continue to develop, it is necessary that the companies, institutions and individuals that supply welfare services can do so with a high level of public confidence. Citizens are entitled to expect a high level of competence and effectiveness and no corruption in services and welfare. This in turn requires that welfare provision is by competent providers with good wages, secure jobs and conditions of employment.

NOTES further that:

Resources are needed to counteract unemployment in recessions. Few politicians today dare to refrain from action when a major crisis becomes apparent. It is common to resort to tax cuts, despite the fact that the most effective weapon against both unemployment and economic downturns is increased public spending and investment.

The trade union movement must stand up for its members in the public sector and procured activities so that wage formation, the right of association and the right to strike are not eaten away in crisis management. As a trade union organisation for public sector employees we must join with various parties in formulating an alternative economic policy for sustainable growth.

This means in the short term an active policy for new and better jobs, special measures to fight youth unemployment, better qualifications as an alternative to lower salaries and high quality welfare services. This must be done through investment in infrastructure, education and research, in green jobs. A green reorientation of production and green energy will not only improve the economy fast but will also create new possibilities for growth in the longer term.

In the longer term we must tackle the structural challenges. Public finances must build on funding based on solidarity and equal distribution. We want fair and progressive taxation to be able to guarantee appropriate (adequate) public finances. This is to ensure a sustainable society with social protection systems and pensions for everyone that are possible to live on. Sustainable measures against poverty and differences are required. We must break the power of the financial markets, for example by splitting large banks and finance companies, introducing taxes on financial transactions and moving capital from speculation to investment in innovation, green jobs and social welfare.

EXHORTS the PSI to:

- Strengthen its knowledge and skills on economic policy, contribute to the economic discussion at global level and formulate clear alternatives and develop tools to help national trade unions to participate and contribute to the debate on economic policy.
- To form networks within PSI to augment its efforts.

EXHORTS the affiliates to:

- Endeavour to turn the political trend away from solving economic fluctuations through savings/restraint in the public sector, so as to move towards developing growth and increased demand for public sector services.
- Support broad, long-term infrastructure investments in nursery schools/pre-schools, schools, public buildings and roads and railways.
- Support the introduction of a global tax on financial transactions.

RESOLUTION No. 24) AUSTERITY AND PRIVATISATION

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTING that

The European Commission and the European Union response to the economic crisis is to adopt approaches which are causing serious economic damage across Europe and unease among trade unions and global federations. Many of the initiatives being agreed or proposed would have the effect of making workers pay the costs of an economic crisis which they did nothing to cause.

Congress deplores the fact that all over Europe governments target public sector workers, pensioners, unemployed and the public services as a scapegoat for a crisis caused by the financial markets.

Congress recognises and condemns the policy of some European governments to transfer public services to “any willing provider”, and that one of the reasons that public sector pensions are attacked is to make it easier for large scale privatisation.

Congress welcomes the Public Services International (PSI) / European Federation of Public Service Unions' (EPSU) “No to Austerity” campaign, and supports EPSU’s call for a change in European Economic Policy; No to Austerity; and for Jobs, Public Services and Social Rights.

Further NOTING that

Congress is encouraged by the shows of solidarity in the UK and across Europe, and welcomes initiatives aimed to better co-ordinate future action across Europe in furtherance of countries’ anti-austerity campaigns.

CALLS UPON the PSI Executive Board to:

- **SUPPORT** co-ordinated activities and take forward any campaign on austerity issues that have an impact on members, and consult with affiliates to seek to co-ordinate days of global action in opposition to austerity.
- **DEVELOP** and share with affiliates a better understanding on austerity issues and the need to campaign together against what is happening in Europe and worldwide.
- **ENCOURAGE** affiliates to build and develop bilateral links with key unions in those countries worst affected by austerity measures and the economic crisis.
- **CAMPAIGN** with the widest possible alliances with trade unions and other organisations to challenge the policies of bodies such as the IMF and the World Bank; to promote the case for public ownership, and to support and assist union campaigns to protect public services.

RESOLUTION No. 25) LABOUR BROKERS/EMPLOYMENT AGENCIES IN THE PUBLIC SECTOR

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

- a) The increasing use of labour brokers in the public sector globally, and their emergence as powerful multinational companies operating across national boundaries.
- b) The increased role of labour brokers in encouraging and exploiting opportunities through privatisation and outsourcing in the public sector.
- c) The manipulation of exploitative short term contracts by labour brokers in order to deny workers the benefits associated with full time employment.
- d) The anti-union bias exhibited by labour brokers, and the culture of fragmentation and marginalisation that they reinforce amongst vulnerable workers.
- e) The absence of regulation of labour brokers in many countries, and the opportunities that exist and are exploited of corrupt practices in the awarding of labour broking contracts.
- f) The relatively small but important lessons that have emerged for recruiting casualised workers into unions.
- g) The importance of developing guidelines for public sector unions to challenge the role and use of labour brokers, and to argue for alternatives based on quality public services.

This Congress therefore RESOLVES:

- 1. To immediately establish through research and evidence submitted by affiliates, the extent to which labour brokers are active in the public sector.
- 2. To identify the ownership patterns of multinational labour brokers, and to gather information on their practices and policies and the impact they make on workers' living standards.
- 3. To launch an international campaign to complement the QPS campaign to expose the exploitative practices of labour brokers, and to work towards their eradication in the public sector. This will include the further submission of evidence to the ILO.
- 4. To develop campaign material to effectively counter the misleading claims made by the labour broking industry, and which exposes the true nature of this form of modern day bondage.
- 5. To work with unions in other sectors and sympathetic social movement organisations to ensure that workers employed by labour brokers are given union protection and that strategies are developed to establish permanent employment.
- 6. To engage employers and governments to prevent privatisation in all of its forms, and to work towards the eradication of labour broking in favour of decent work and permanent employment, including the filling of all vacancies, and an expansion of public works to meet the needs of communities.

RESOLUTION No. 26) INTERNATIONAL TRADE UNION SOLIDARITY WITH CENTRAL AMERICA

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTING	with concern that the Central American sub-region is going through one of the most complex periods of the last two decades, with worrying economic, environmental, social, labour and political problems;
AWARE	that these countries face a series of challenges, most of them documented by the United Nations Development Programme (UNDP), the ILO and the World Bank, whose main reports highlight social exclusion, poor health and education services, low incomes and a deterioration in the environment;
CONSIDERING	the long history of human and trade union rights violations denounced internationally by the ITUC and the GUFs, as well as the increase in the number of killings of trade union leaders and the increase in public insecurity caused by the scourge of drug trafficking, which swells by thousands the number of killings throughout the sub-region;
IN THE KNOWLEDGE	that 35% of children under the age of five in Central America suffer from chronic malnutrition and that this figure reaches 50% in some countries. More than 20% of young people between the ages of 12 and 24 or in either education or employment and there is a high rate of emigration of skilled labour, 40% of households (18 million people) are abandoned by the free market system and the state and no Central American country has more than 55% of the population in the formal economy, most people have precarious jobs, social security coverage is on average only 24% and investment in education and health is on average only \$19 per capita and none of these countries has an efficient, fair, equitable and progressive tax system, and does not guarantee quality public services;
COMBINED	with the fact that there are major floods in the sub-region, which is also vulnerable to climate change, which is aggravated by the lack of appropriate land management, which makes human development increasingly unsustainable;
ALARMED	at the high consumption of resources, which is greater than the sub-region's biocapacity to produce them and the increasingly frequent climate events that threaten the sub-region, the temperature of which is estimated to rise by between 2.5 and 4 degrees centigrade in the next 40 to 50 years;
GIVEN THAT	Central America produces less than 0.5% of the emissions responsible for climate change but is the most affected by this phenomenon;
THEREFORE	this 29 th World Congress RESOLVES that the PSI secretariat should take the relevant measures necessary to prioritise use of the financial resources provided by international solidarity to give continuity to trade union development in this sub-region in response to these major challenges.

RESOLUTION No. 29) ENSURE THE COMMON GOOD WITH PUBLIC SERVICES AND A SOCIAL PROTECTION FLOOR

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

- 1. Whereas** the common good is a social glue that enables people to live together, which fosters collective rights that are a fundamental priority for healthy communities, and which is in the best interests of society;
- 2. Affirming** that states have the responsibility to develop and maintain public services and social security that can ensure equality of opportunity and reduce social inequality;
- 3. Affirming** that public services and social security are essential for maintaining the necessary social bonds for living in a society and building solidarity between individuals;
- 4. Whereas** the maintenance and development of public services and social security must be rooted in the following principles:
 - a) To be accessible to everyone regardless of their status, income or where they live;
 - b) The responsibility for the foregoing is borne by the state or equivalent public authorities;
 - c) The foregoing must not be regulated by international free trade agreements;
- 5. Based upon** the *International Covenant on Economic, Social and Cultural Rights*, that notably considers the rights to health, education and social security as the foundations of freedom, justice and peace in the world;
- 6. Whereas** societies that are educated, in better health and that enjoy adequate social security are generally more egalitarian and enjoy a better quality of life;
- 7. Whereas** it is however clear that social needs, as well as the tax revenues that are used to fund public services and social security, differ from one country to the next and therefore require approaches and solutions that are adapted to the particularities of any given country;
- 8. Declaring** that the introduction of a social protection floor net can constitute a potent instrument to combat poverty and better distribute wealth for the greater common good;

The PSI 29th World Congress RECOMMENDS that the Executive Board and member organisations:

- **PUT PRESSURE** on governments, public bodies and international institutions to ensure that public education, health and social services systems, as well as accessible, universal social security measures be developed or reinforced in every country in order to put genuine social protection floors into place.

RESOLUTION No. 30) PENSIONS ACT TO PRESERVE, CONSOLIDATE AND IMPROVE OUR COLLECTIVE SOCIAL PROTECTION SYSTEMS

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

It is clear that since the last PSI Congress in Vienna, our social protection systems, essential tools for promoting fraternity, equality and liberty, have been under constant attack and even dismantled in many countries.

In the light of this situation, PSI and its affiliates

ARE

CONCERNED that governments are conducting a permanent campaign claiming that collective pension schemes are a drain on public finances and have reached their limits. They do not hesitate to question civil service and public sector pension schemes and allocations.

AFFIRM

That the financial crisis and the slowdown in economic activity that we are experiencing is hitting public sector workers hard and shows the vulnerability of funded pension schemes, which are suffering from a decline in their relative performance. Some of them have even gone bankrupt. This is especially the case for many workers in the United Kingdom, the Netherlands and the United States of America.

REFUSE

Any unilateral measures from governments, anywhere in the world, that harm the interests of workers and pensioners by lengthening the period of contributions, deferring the age of retirement, withdrawing family benefits and, in particular, lowering the level of pensions.

DECLARE

That these policies are socially unacceptable and economically ineffective.

REFUSE

The consequences of these measures, which are leading to a significant rise in unemployment among seniors and an explosion in the number of poor pensioners, without creating jobs for our young people.

In the light of this stark reality, and in addition to creating a specific working group on pensions, the PSI and its affiliates will organise a large-scale response to pressure governments to reverse their austerity policies, which inevitably promote social injustice and lead to the gradual disappearance of our public services.

RESOLUTION No. 31) AGAINST FEMINICIDE IN MEXICO, CENTRAL AMERICA AND THE DOMINICAN REPUBLIC

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

REAFFIRMING

that the organisations affiliated to Public Services International have participated in the construction of women's human rights and protection mechanisms for the eradication of the many expressions of gender, ethnic, class and racist-related violence in our region;

WITH REFERENCE to,

among others, the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), the Inter-American Convention on the Prevention, Punishment and Eradication of Violence against Women (Convention of Belém do Pará) and the Brasília Consensus of the 11th Regional Conference on Women in Latin America and the Caribbean;

CONCERNED

at the alarming increase in recent years of the statistics on violence against women or **feminicide** to use a term commonly used in this subregion to describe the killing of women and the prevailing impunity of the perpetrators caused by the judicial system;

RESOLVES, therefore, to:

1. **SUBMIT** this resolution to the 29th World Congress in repudiation of all forms of violence against women and girls, continue to demand compliance with all international treaties ratified by states and demand the implementation of effective measures to stop violence against women and girls;
2. **CALL ON** states to take urgent measures against feminicide and all forms of violence against women and girls;
3. **URGE** affiliates of Public Services International to continue developing alliances and strengthening the dialogue with women organised in our trade unions and social movements and stand up to all forms of violence against women and the institutional violence of the state, as represented by the impunity promoted by the judiciary;
4. **EXHORT** PSI affiliates to commit themselves to continue taking affirmative action so that states promote public policies aimed at achieving change on the issue of social and sexual violence against women;
5. **STRENGTHEN** the PSI's plan of action to eliminate economic, social, cultural, civic and political inequalities and promote the effective participation of women in the construction of a new inclusive, equitable and egalitarian society;
6. **WORK WITH** social and feminist movements to take joint action against the many expressions of violence against women and girls;
7. **PROMOTE** and support inter-generational dialogues, facilitating and strengthening the full participation of young people in order to provide them with new opportunities for social, political, economic, cultural and labour development.

RESOLUTION No. 32) AFTER COP 17: CAMPAIGNING FOR GREEN JOBS AND POLICIES

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

- a) The disappointing but somewhat predictable outcomes of COP 17 in terms of concrete action and binding policies on governments.
- b) The continuing challenge of finding a sustainable response to environmental degradation and the desperate need to address the question of unemployment.
- c) The importance of maintaining and asserting a worker/people friendly dimension in the climate change discourse.
- d) The special role that could be played by local and national government structures in developing, implementing and monitoring green policies.

This Congress therefore RESOLVES to:

- Establish a Green Jobs Campaign Task Team that will over the next year develop a comprehensive campaign strategy to complement the Programme of Action and to include:
 - a) Strategies for ensuring that whatever agreements emerge at international or national level that central to them must be the creation of meaningful jobs, and the protection of existing workers in periods of transition from a non-green to a green economy.
 - b) The filling of vacancies and an increase in public sector quality jobs to address unemployment through increased service delivery and to address environmental challenges.
 - c) Develop a critical checklist to enable affiliates to engage governments on how to ensure that they follow through on COP 17 outcomes and initiate campaign action at national level, and monitor challenges and advances that arise.

RESOLUTION No. 33) EDUCATION SUPPORT WORKERS

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

- WHEREAS** PSI represents workers in thousands of different job categories and promotes recognition and voice for all those who provide public services. At the same time, however, PSI recognizes that there is great benefit to bringing together across borders people who do similar work so that they can share more specific experiences and strategies. For this reason, PSI has established working groups in the sectors of energy, essential services, health, public administration, and water and sanitation.
- WHEREAS** PSI also represents a large and growing number of support workers in the education sector. These members have a broad range of job titles, including office employees, custodians, maintenance workers, bus drivers, instructional paraprofessionals, food service workers, school nurses and health aides, nursery workers, technicians, groundskeepers, secretaries, bookkeepers, mechanics, special education assistants and hundreds more.
- WHEREAS** education support workers provide essential services from the early childhood level straight through to university. However, their contributions often go unrecognized, and that lack of respect manifests itself all too frequently in poor pay and working conditions and inadequate training. Many education support workers are forced to accept part-time or precarious positions without job security.
- WHEREAS** education authorities around the world have demonstrated an alarming propensity to privatize education support work. Many of the companies receiving private contracts to do that public work are multinational in scope and have a history of attacking the pay, terms and conditions of workers and the unions that represent them. PSI believes that education is best delivered as a public service.

Therefore, Congress RESOLVES that PSI:

- Survey its membership to determine which affiliates represent workers in the education sector and better understand what types of work they do;
- Facilitate networking and communication among relevant affiliates on matters of concern to education support workers;
- Support research to identify multinational corporations that seek to benefit from the privatization of education support services and explore the viability of coordinated campaigns to organise the workers in such corporations;
- Assert the right of all education support workers to form or join a union and to bargain collectively their terms and conditions of service;
- Support the work of affiliates to organise and mobilise education support workers; and
- Work with other global union federations and international bodies to lift up the voices of education support workers, improve their wages and working conditions, and highlight their contributions to the delivery of quality public services.

RESOLUTION No. 34) PSI SECTOR NETWORKS

The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012

NOTING that

There are at this time many challenges facing public sector workers. The challenges are great and the issues often the same. The challenges in each sector are almost identical in direction and term.

Whilst there are limitations on what a network can do they do represent an opportunity to bring unions together, explore common issues, exchange ideas, plan some work, provide feedback, and build solidarity as well as common interests, they can also be the basis of an organising dimension.

FURTHER NOTING that

The issues faced by affiliates are often the issues that unit them. We need to be able to share these challenges and outcomes.

We represent unions and members in the sectors (below) but we don't have an ability to share or exchange information from affiliate to affiliate, within each sector.

CALLS UPON:

- **PSI affiliates** to establish their own sector groups and as necessary develop a sector-based steering committee of interested sector affiliates, with all affiliates able to participate; the sector steering committees will be coordinated by affiliates supported by PSI Secretariat.
- **PSI as part of its work and planning** seek to increase both the number of affiliated unions and affiliate numbers through work and activities that relate to the challenges affiliates face.
- **To assist affiliates in working together –**
 - PSI will through direct consultation with affiliates develop a sector work plan and industry approach to the sectors of PSI including areas such as –
 - Health and social care services
 - Water & electricity – utilities
 - Local government
 - State and federal government services
 - Education, arts and the media
(additional sectors can be added but not removed)
 - The work plans will be developed through input from PSI affiliates through electronic means, physical meetings of PSI affiliates as necessary (and at affiliates own expense where needed).
 - Work plans should cover the issues faced by affiliates, including workplace safety, industry trends & new horizons, how affiliates can react, share knowledge and expertise, as well as a union **organising** dimension.
 - The sector work plans will be underpinned by PSI core principles of **quality public services, equity, trade union rights, and the PSI Programme of Action.**
 - Affiliates should be encouraged to use PSI work plans and activities in their own union work where it makes sense.

Congress therefore RESOLVES

- to endorse and support the above action call.
- PSI should in addition to the affiliates' networks examine thoroughly which existing or future structures are most useful for sectoral work within PSI. This should involve solid and dependable structures that would work closely with the PSI Secretariat. Informal networks are a start but will not be enough in the longer term.

RESOLUTION No. 35) MIGRATION PROJECT

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTING that

1. The English-Speaking East and West sub-regions have continuously benefited from the support of the PSI Migration Programme.
2. The PSI Migration Programme has reduced the attrition rate of health workers to an appreciable level in the sub-regions, particularly in Ghana.

FURTHER NOTING that

1. Awareness of health workers about the Migration Programme and its benefits was high.
2. There is a high demand from members for continuous sensitization on the migration of healthcare providers in the sub-region.

RESOLVES that

1. The Migration Programme in Ghana and Kenya should be continued and expanded in Africa, because the sub-region has continuously benefited from the support of the Migration Programme.
2. PSI should ensure its mandate on the Migration Programme e.g. to be spearheaded by affiliates from the health unions in the sub-region.

RESOLUTION No. 36) MIGRATION AND DISCRIMINATION

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES that

Migration throughout the world is increasing. In the past 25 years the number of people moving to another country in the world has doubled and is now about 200 million. Europe itself is a clear example that the knowledge, labour and diversity that has come here has had great significance for growth and development. Human migration is a fundamentally natural process. It imposes high demands on our societies to enable good integration and rapid routes to employment.

NOTES ALSO that

The reasons for a person's migration may be many and complex. It may be a matter of a low standard of living in general, but also of a non-functioning rule of law or political oppression, of persecution on religious, cultural or ethnic grounds, sexual orientation, of war and unrest in the home country, but most often it is a matter of finding a job to provide for oneself and one's family. A job that does not exist in the home country or a job that does not provide a living wage. Migration involves great challenges for the people who move. It is not unusual for them to be exposed to various types of discrimination such as low wages, the lack of an employment contract, long working days or simply being swindled in the country they move to.

NOTES FURTHER that

Trade unions play an important role in ensuring that migrant workers' rights are respected. This trade union role must be fully recognised at both national and international level. Trade unions must work to increase the level of organisation among migrant workers. Organisation of migrant workers into trade unions reduces the risk of exploitation and reinforces workers' strength and negotiating position, helps to deepen social cohesion and contributes to building fairer societies.

FEARS that

The principles of equal treatment and non-discrimination in working life, which form the core of the ILO decent work agenda and which must be a cornerstone in all migration policy, are ignored by many states in the world. The absence of these principles creates injustices and exploitation of migrant workers and creates conditions for downward pressure on working conditions for all workers, which in turn often leads to migrants being seen as a threat rather than an asset.

The cuts to public services and the economic uncertainty create fertile ground for the politics of division, and for some to blame unemployment on migration and immigration and not the financial collapse and the cuts in public services.

CONCLUDES that

We can never accept that competitiveness is created through lower wages, worse working conditions, over-exploitation of the environment and a lower standard of welfare. We will work in support of more countries endeavouring to reach the top instead of the opposite, allowing the possibility of development and fair distribution.

CONCLUDES ALSO that

Human and trade union rights are universal, indivisible and individual. It is not acceptable to have religious or cultural exceptions.

SUPPORTS

The PSI in its work to maintain workers' rights in international organisations such as the International Monetary Fund (IMF) and the World Bank.

ENCOURAGES

Contacts between affiliates when temporary or major migration flows are discovered, to create the best possible conditions in the recipient country.

EXHORTS

The PSI member organisations to intensify the work of demanding ratification of ILO Conventions 97 and 143 on migrant workers, and the 1990 UN Convention on migrant workers and members of their families.

FURTHER EXHORTS

The PSI and its affiliates to ensure compliance with international agreements to protect workers against exploitation and social dumping and protect workers' health and safety.

ALSO EXHORTS

PSI affiliates to make further efforts to organise these workers.

ALSO EXHORTS

The PSI and its member organisations to work more vigorously to free the workplace from xenophobia and all forms of discrimination and oppression, as well as to build alliances and to campaign with local communities and trade unions to fight the far right.

DEMANDS that

The ILO labour standards must be incorporated into international trade agreements and regulations.

DEMANDS FURTHER that

All labour is paid in accordance with laws and collective agreements that regulate the labour market of the country of work regardless of whether the work is only for a fixed term or not. People arriving in a new country to work shall not be discriminated against but have the same rights and obligations as everyone else in the country. This is a fundamental principle.

RESOLUTION No. 37) ETHICAL INTERNATIONAL RECRUITMENT

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

WHEREAS

PSI has been an early and active leader among global unions in developing effective campaigns to support the needs and rights of migrant workers. PSI's international campaign on migration and women health workers generated important new insights on the push and pull factors influencing international migration trends and helped document the impact of migration on health service delivery in source countries. Importantly, the campaign also identified cross-border union strategies to support informed decision-making among migrant health workers. This foundation provides a valuable platform from which to continue advocacy for worker and patient rights within a migratory labour context.

WHEREAS

the precarious legal and work eligibility status of migrant workers makes them vulnerable to exploitation and increases their need for proactive union defence and support. For-profit international recruitment agencies operate with virtually no regulation in the current global market, and far too many migrant workers suffer dramatic and reprehensible abuse at the hands of unethical recruiters.

WHEREAS

private recruitment and staffing agencies have helped to accelerate migration trends and contributed to the privatization of public jobs and services. They have found new ways to extract private profit from public systems by collecting exorbitant fees from employers and/or migrant workers themselves.

WHEREAS

in the absence of effective government regulation of recruitment agencies, unions must seek alternative channels to establish standards for ethical international recruitment and to monitor recruitment practices. One such model is the development of voluntary codes of practice through multi-stakeholder negotiations that include the voices of employers, recruiters, unions, and migrants themselves. Although limited in their enforceability, such codes can be valuable tools for identifying best practices and shoring up behaviour through increased scrutiny and accountability.

This Congress therefore RESOLVES that PSI:

- **ENCOURAGE** affiliates to take a leadership role in the development at national level of standards for the ethical international recruitment of health and other public service workers and seek all available means to monitor and enforce those standards;
- **SUPPORT** efforts to expose abuses of migrant workers' rights and spread the word about unethical agencies within the international recruitment industry;
- **ENCOURAGE** affiliates to actively organise migrant workers into and within their unions and support and defend issues of concern to those members;
- **CONTINUE** to track international migration patterns and recruitment practices in order to assess the impact of these trends and guide the development of effective union policy and advocacy; and
- **PROMOTE** solidarity and cooperation between PSI affiliates in sending and receiving countries in order to better represent and defend migrant workers and amplify the call for secure jobs and quality public services in all countries.

RESOLUTION No. 39) SWAZILAND

The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012

NOTES the following:

- a) The courageous and vital action of the Swaziland democracy movement, led by the new united Trade Union Congress of Swaziland (TUCOSWA) and the PSI affiliate within its ranks who have continued to campaign for democracy despite the repressive nature of the ruling royal elite.
- b) The emergence of the Swaziland United Democratic Front (SUDF) as an initiative of the trade union movement to bring together all civil society organisations including faith-based organisations, youth and students, women's groups and urban and rural community organisations.
- c) The refusal of the Swazi regime to engage with the democratic forces other than through repression, and its unwillingness to release its grip on power and the wealth it plunders for its own purposes.
- d) The need to acknowledge that the question of the monarchy and the nature of a democratic Swazi state is a matter that must be resolved by the people of Swaziland themselves.
- e) The continuing crisis facing the majority of the people of Swaziland, 70% plus who live on less than one US dollar a day, and who live in abject poverty with virtually no access to services, while the Head of the Royal Family is listed as one of the wealthiest people in the world.
- f) The inactivity of governments in general, and in the African Union and SADC in particular demanding that democratic norms be observed in Swaziland, and that repression is not used to resolve political challenges in Swaziland.
- g) The growing support for the Swaziland Democracy Campaign outside of Swaziland through PSI, and ITUC Africa and the breaching of the 'wall of silence' that surrounded Swaziland in the media and popular consciousness.

This Congress therefore RESOLVES to:

- 1. **URGE** all affiliates, social movements and all democratic forces to support the campaign for democracy in Swaziland, and especially through the Swaziland Democracy Campaign which is the campaigning wing of the trade union inspired Swaziland United Democratic Front (SUDF) and especially its actions that take place annually on April 12th that commemorates the suspension of democratic rights in 1973 to the current date, and the Global Week of Action on Swaziland that takes place in September.
- 2. **GIVE SUPPORT** to our sister Union NAPSAWU and TUCOSWA, its federation, to help build capacity to assert a democratic agenda and prepare for effective activity in a democratic Swaziland.
- 3. Where possible to **BUILD CHAPTERS** of the Swaziland Democracy Campaign to coordinate action on the dates outlined above.
- 4. **ENSURE** that PSI makes Swaziland democracy a key campaign for the next period, and to raise the matter with governments in general but especially within the African Union and SADC to delegitimize the Swazi regime.

RESOLUTION No. 42) PALESTINIAN SOLIDARITY: SUPPORT FOR THE BOYCOTT DISINVESTMENT AND SANCTIONS CAMPAIGN (BDS)

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

- a) That Israel continues to ignore or flaunt UN resolutions aimed at reducing conflict, and continues to use lethal force and occupations of land to marginalise the Palestinian population in the region.
- b) That Israel continues to be a major recipient of US arms and development aid despite the fact that it frequently and unapologetically transgresses international conventions.
- c) That given the armaments and political support that Israel receives from the US and its allies, this Congress rejects the notion that there is an equal responsibility between Israel and the Palestinian people for the continuation of the crisis, and that the aggressive and divisive character of Israel and its occupation remain major stumbling blocks in arriving at a peaceful settlement.
- d) That there is a growing opposition within Israel of those who are no longer prepared to support a military solution of the crisis, and within the broader Palestinian community of those who have rejected minority action in favour of building popular mass-based campaigns.
- e) The courageous and vital role played by the PSI regional organisation in supporting independent and democratic trade unionism, and providing support for workers in struggle.
- f) That in many parts of the world, an understanding of Israel being an apartheid state has gathered momentum and not least in South Africa where the characteristics of an apartheid state, and the implications for the oppressed are understood, and not evoked without serious consideration of the facts.
- g) The launch of the BDS campaign in Palestine, and the broad global support that it has gained over the last two years from a very wide range of organisations including trade unions.

This Congress further NOTES:

- h) That one of the principal aims of the BDS campaign is to draw attention to the systemic discrimination that takes place against Palestinians by Israel, and which have earned it the dubious title of being an apartheid state.
- i) That attempts to impose a solution of any description on the peoples of Israel and Palestine are unlikely to succeed as long as there continues to be widespread discrimination and manipulation of the Palestinian people, including attempts to marginalise them.
- j) That only a democratic, inclusive and non-sectarian approach can provide a lasting peace to the conflict, and this is conditional on the dismantling of all oppressive instruments, including legislative, military, political, social, economic and political barriers. At the very least this must involve:
 - Recognising the fundamental rights of the Palestinian citizens of Israel to full equality;
 - Respecting, protecting and promoting the rights of Palestinian refugees to return to their homes and properties;
 - An immediate end to Israel's illegal settlements, and blockade on Gaza.

This Congress therefore RESOLVES:

1. To endorse the BDS Campaign and support its associated activities including the annual Israeli Apartheid Week.
2. To share the activities of PSI affiliates in this regard, including campaigns to make every municipality/government department an Israeli Apartheid-Free Zone.
3. To continue to give maximum support to our PSI regional office (for North Africa and the Middle East) and its work to build representative, independent and democratic unions throughout the region including in Israel and Palestine.
4. To call upon all governments to acknowledge the divisive nature of the Israeli state and to argue for its isolation until it is prepared to dismantle its apartheid infrastructure in favour of democratisation and commit to abiding by UN resolutions.
5. To raise the demand in trade union and governmental forums for stopping the arming of the Israeli state by the United States of America and its allies.
6. To continue to speak out against all forms of discrimination including anti-semitism, islamophobia and other sectarian sentiments in favour of a secular and tolerant approach to the crisis in the region.

RESOLUTION No. 44) MALVINAS

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTING that

The United Nations have expressed their desire to end colonialism everywhere in all its manifestations, including the Malvinas, South Georgia and South Sandwich Islands, and that the continuing existence of colonies is incompatible with the ideal of universal peace;

Argentina and the United Kingdom are in dispute over the sovereignty of the Malvinas, South Georgia and South Sandwich Islands and the surrounding maritime areas, as recognised by many United Nations pronouncements, in particular, General Assembly Resolution 2065 and nine subsequent resolutions;

The United Nations have called on Argentina and the United Kingdom to resume negotiations with a view to finding a peaceful solution to the dispute over sovereignty of the said islands;

The Argentinean government has displayed a permanently constructive attitude and willingness to reach a negotiated, peaceful and definitive solution to the controversy over sovereignty;

United Nations General Assembly Resolution 31/49 calls on the two parties to refrain from taking decisions that would imply introducing unilateral modifications in the situation while the islands are going through the process of negotiation recommended by the General Assembly;

That the United Kingdom has been taking unilateral action in the disputed area, including the exploration and production of natural and non-renewable resources and conducting military exercises;

EXPRESSES

Its concern at the unilateral actions taken by the United Kingdom in the disputed area, including the exploration and production of natural and non-renewable resources and the conducting of military exercises, contrary to United Nations General Assembly Resolution 31/49;

URGES

The governments of Argentina and the United Kingdom to resume, without delay, negotiations to find a peaceful solution to the dispute over sovereignty, taking due account of the provisions and objectives of the United Nations Charter and General Assembly Resolution 1514 (XV), (particularly the principle of territorial integrity) and also the interests of the population of the Malvinas Islands.

RESOLUTION No. 45) THE STRUGGLE OF THE NGÖBE-BUGLÉ PEOPLE OF PANAMA

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

INFORMED

of the repeated international protests by FENASEP, Panama, against the aggression suffered on two occasions by our indigenous Panamanian brothers, the Ngöbe Buglé people, because of their struggle to protect their environment against outside interests whose aim is the indiscriminate and excessive exploitation of natural and water resources which have been protected for untold generations;

CONCERNED

by the number of victims of physical and psychological aggression waged against the indigenous Ngöbe Buglé people as a result of the brutal repression meted out by Panamanian police and elite troops in February 2012;

DEPLORES

this uncalled for attack, the second such violent incident ordered and carried out in less than two years by the Head of State of the Republic of Panama, Mr. Ricardo Martinelli;

AND incontrovertibly REAFFIRMS

the violation of ILO Convention no 169, ratified by Panama, which expressly recognises that indigenous peoples have *the right not only to use their own language but also to be recognised as a collective entity, together with other rights, such as the right to land and to their territories*;

THEREFORE, this 29th World Congress CONDEMNS

the government of the Republic of Panama in the strongest possible terms for these repeated assaults and also calls for the Panamanian justice system to explain the excessive use of force by the police against our indigenous brothers, and for the persons responsible to be identified and punished; and

FINALLY URGES

the delegates to this 29th World Congress to send a copy of this resolution to the embassies of the Republic of Panama accredited in their countries.

RESOLUTION No. 47) GLOBAL TRADE UNION UNITY

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES:

- a) The challenges that are faced by workers all over the world in this period of severe austerity, and the undermining of the public sector and public services it delivers.
- b) The conservative alliances that have been established by employers, financial institutions and their governmental partners to pursue an agenda based on neo-liberal premises, which consolidates the power of the powerful, and directs their coordinated action to undermine social benefits and union organisation.
- c) The degree of union fragmentation that exists in many countries, and the necessity of forging mergers and alliances to defend workers' living standards.
- d) The absolute necessity of developing a credible programme to address the global economic crisis that is based primarily on the needs of the working class and the poor, and which seeks to decisively shift power away from those who currently control wealth in favour of social control and accountability.
- e) The absolute necessity of building a single united, democratic and independent world trade union organisation that is capable of defending the global working class through effective solidarity action, and which dispenses with the residue of the Cold War.
- f) The need to build complementary global trade union organisations that bring unions in the same sector together, and which are capable of contributing to a global alternative to austerity, and to undertake decisive solidarity actions to challenge neo-liberal policies.
- g) Attempts that are underway at continental levels, e.g. in Africa, to unite the ITUC Africa, and the Organisation of Trade Union Unity (OATUU).
- h) The wastefulness and divisiveness of having competing world and continental trade union organisations, and the opportunities this provides for undermining trade union unity.

This Congress therefore RESOLVES:

- 1. That the PSI will position itself in the forefront of encouraging a dialogue between the ITUC and the WFTU to ascertain the possibilities of building a united, independent and democratic world trade union organisation.
- 2. That PSI affiliates will be encouraged to engage affiliates of other trade union federations at national level, and with independent unions in the public sector to open a discourse on united action and future unity.

RESOLUTION No. 49) PALESTINE AND THE MIDDLE EAST

**(Composite resolution based on Draft Resolutions No. 40, No. 41, No. 43
and the Amendment No. 15 to Resolution No. 40)**

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTING THAT

- PSI supports the belief that only when a sovereign, independent, democratic, contiguous and viable Palestinian state is created, living side by side with a secure Israel; there will be a chance for peace and stability in the Middle East.
- Essential to the long-term solution for peace is organised workers resistance and Congress resolves to continue to build links with both Palestinian and Israeli workers organisations supporting equality human rights and international law, stressing the need to take collective action and recognise their common interests to build unity and peace.
- PSI condemns all forms of injustice in breach of international law, but believes that the occupation of the West Bank, blockade of Gaza and existence of illegal Israeli settlements prolongs instability and violence in the region.
- Congress believes that the end of the isolation of Gaza would be an important step towards resolving the conflict and calls on the lifting of the blockage on Gaza and for Israel to end the occupation of the West Bank and to remove the settlements.

FURTHER NOTING THAT the annexation of massive swathes of land by Israel in defiance of international law, using walls and checkpoints and destroying Palestinian homes in the process is a deliberate strategy to undermine the viability of the West Bank and thereby the potential for an independent Palestinian state.

Therefore ENDORSES the call from the Palestinian General Federation of Trade Unions for the international trade union movement to support the bid, launched by the Palestinian Authority and the Palestinian Liberation Organisation, for the immediate recognition of Palestinian statehood by the United Nations.

INSTRUCTS PSI to:

- Endorse PGFTU call for recognition of Palestinian statehood.
- Work with other Global Union Federations to develop campaign aimed at persuading companies, who are complicit in the occupation to withdraw from any economic activity in the illegal settlements and industrial zones in the occupied West Bank and East Jerusalem.
- Work to expose and end the exploitation of Palestinian workers in the settlements and industrial zones.
- Call on the trade union movement worldwide to do whatever possible to influence and put pressure on the Israeli government in order to respect and comply with UN resolutions and to end the illegal occupation and settlements of Palestinian land and exploitation of Palestinian natural resources.
- Commit resources to help build democratic trade unions throughout Palestine and the sub-region as a whole, and to facilitate contacts between Palestinian trade unionists and their sisters and brothers in other countries, so as to provide opportunities for education and the extension of effective solidarity action.

CALLS UPON affiliates to:

- Endorse the PGFTU call for recognition of Palestinian statehood and to lobby their national governments likewise.
- Make representations to their governments and the international community to secure lasting peace through a negotiated settlement based on mutual respect and self-determination, on justice for Palestinians and on security for Israel.
- Increase the pressure to end the Israeli occupation of Palestinian Territories and the removal of the separation wall and the illegal settlements, by campaigning for disinvestment by companies associated with the occupation as well as engaged in illegal settlements and the separation wall, by

enforcing the application of international law which prohibits the exportation of products which come from the settlements.

- Call on the governments of the Member States of the European Union to apply European legislation concerning traceability of products.
- Act, within the framework of corporate social responsibility, with the salaried staff of the enterprises concerned so that they cease all activity in the illegal settlements or linked to the illegal settlements.
- Put pressure on enterprises established in Israel and on the Israeli government to respect decent work for all, in accordance with the eight core conventions of the International Labour Organization (ILO) and as specified in the conclusions of the final resolution of the Rio +20 Conference.

Emergency Resolutions

EMERGENCY RESOLUTION ON BASIC LABOUR RIGHTS OF PUBLIC SERVICE WORKERS IN JAPAN

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012,
adopted the following emergency resolution:**

The Japanese Government reluctantly presented a bill to the national parliament regarding the right to organize of the firefighters as well as the basic labour rights of Japanese public service workers which we have been calling for over 60 years. However, due to objections from the conservative forces, this bill was rejected on 16th November 2012.

PSI strongly **URGES** the Japanese parliament to receive the recommendations of the ILO in good faith so that the Japanese parliament can enact the bill urgently. We call on PSI to monitor the situation and lend solidarity where necessary.

EMERGENCY RESOLUTION ON MALI

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTING	The invasion of the north of Mali, a united and undividable country, by groups practising injustice who have seized power in the current century, where only democracy and respect of human rights have shown their value in the process of sustainable development of the people;
SHOCKED	<p>By the exactions perpetrated on unarmed populations of the towns of the north of Mali to intimidate them from rebelling against the aggression of which they victim;</p> <p>Having witnessed with bitterness that this violence has been concentrated on the most vulnerable part of the population who are the women and children, as for example the case of the woman stoned for living with her partner without being married;</p>
REVOLTED	By the unilateral proclamation of the territory's independence which has been divided without the consent of the indigenous peoples and with the national defence forces being completely powerless;
CONSIDERING	That the exactions and the whole situation in the north of Mali is an unashamed violation of human rights and flouts all the fundamental rules and rights of the ILO and the Universal Declaration of Human Rights, a situation which is intolerable for the actors of justice and solidarity which we represent;
SUPPORTS	The international community and the African Union in all their decisions aiming to bring back peace and unity to Mali;
URGES	All the PSI affiliates in Mali to join with all actions put into place by their government and the international community in order to liberate the north of the country;
URGENTLY APPEALS	To all dissident groups in this part of the country to lay down their arms and come back to the negotiating table, on the basis of democracy and respect of human rights;
RESOLVES	<ol style="list-style-type: none">1) To put PSI at the disposal of all Malian affiliates requesting mediation in view of bringing peace back to the north of Mali;2) To ensure that PSI supports affiliates in making democracy in Mali a priority leading to development of the people and the well-being of workers in this country.

EMERGENCY RESOLUTION ON THE DEMOCRATIC REPUBLIC OF CONGO

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012,
adopted the following emergency resolution:**

For almost six months now, the Congolese people and the whole world have looked on powerless at the resumption of flagrant violations of human rights perpetrated by neighbouring countries disguised in the form of an internal rebellion.

NOTING THAT the rebellion is an expression of the secret ambitions of these countries to control the wealth of provinces that have been invaded or are being invaded and to continue with their daylight robbery in full view of the entire national and international community,

CONSIDERING THAT those who are backing this rebellion are using the legitimate wish to share power of a sector of the population to interfere in the country and destabilise it in order to satisfy their secret ambitions,

NOTING THAT this situation makes the life of the country's workers worse, contributes to a deterioration of their living and working conditions and opens the way to further human rights violations, especially the kind of violations perpetrated against women in time of war,

EMPHASISING THAT disputes within the same population can be resolved through dialogue and that the government has already made a genuine offer to negotiate,

CONSIDERING THAT the failure to observe the agreements already signed between the rebels and the government have increased the resentment felt by the rebels,

URGES the Congolese government to do everything possible to resume the dialogue with the rebels and all political leaders as well civil society in order to avoid the country falling into chaos,

LAUNCHES AN URGENT APPEAL to all the rebels to accept dialogue without which they cannot succeed in achieving their legitimate aims because, even if they win the war, they will be forced to negotiate with the defeated party in order to legitimise a new government;

As a human rights defender, the PSI:

RECOMMENDS all its affiliates to strengthen their solidarity with the union SOLSICO and its members in North Kivu in order to help them endure their living conditions until the problem is completely resolved,

REQUESTS the United Nations to ask the countries implicated in this attack to abandon their despicable ambitions with regards to the Congolese people or risk finding their way blocked by affiliated workers in their own countries,

RECOMMENDS all affiliates and public sector unions in the Congo to mobilise to prevent this war.

EMERGENCY RESOLUTION ON TUNISIA

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012,
adopted the following emergency resolution:**

Following the successive and sad events which took place in some Tunisian towns especially since the general strike which started in the region of Siliana, and following the armed repression by police which injured more than two hundred and fifty people, some of whom are in a critical condition;

And in the context of support to militants in the region, and indignation vis-à-vis this policy, the Congress participants gathered in Durban on the occasion of the 29th PSI World Congress:

- | | |
|------------------------------|---|
| EXPRESS | their support to the struggle of <i>Union Générale des Travailleurs Tunisiens</i> (UGTT), for social justice, reduction of unbalanced regional development, the employment, and the improvement of work conditions. |
| DENOUNCE
STRONGLY | the repressions exercised by the police against the protesters demanding social and political reforms. This behaviour recalls the dictator who has been deposed by Tunisian citizens. |
| URGE | the Tunisian government to release the detainees for exercising their right to freedom of expression and gathering, and to work for a positive and democratic transition through the socio-political reform based on dialogue and expansion of civil and political participation of all components of the Tunisian society. |

In this context, Public Services International:

- | | |
|-----------------|--|
| SUPPORTS | the initiative of national dialogue carried by the UGTT aiming at alleviating the social and political tension and creating a favorable climate to overcome the crisis; |
| APPEALS | the trade unionists to participate massively and efficiently to the Global Social Forum planned for the month of March 2013 in Tunisia, as a sign of support for Tunisian affiliates in their struggle for the achievement and the consolidation of democratic transition and relapse prevention, against the threats of hegemony of some groups on the political scene. |

EMERGENCY RESOLUTION ON UGANDA

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTING THAT

- PSI upholds the right of all people to equal opportunities irrespective of sex, marital status, ethnic origin, national identity, disability, sexual orientation, age or religion, at the workplace, in the trade unions and in the broader political, social, economic and cultural context;
- PSI is committed to defending the rights of lesbian, gay, bi-sexual and transgendered (LGBT) workers everywhere;
- PSI is profoundly disturbed by the nature, content and potential impact of the Anti-Homosexuality Bill ("the Bill") that was recently tabled in and is currently being considered by the Parliament of Uganda;
- PSI believes that the Bill, if enacted, will cut deeply into the fabric of Ugandan society by:
 - Violating the rights of an already vulnerable and severely stigmatised group of people by attacking their dignity, privacy and other constitutionally protected rights;
 - Disrupting family and community life by compelling everyone, by the threat of criminal sanction, to report those suspected of engaging in same-sex sexual activity;
 - Seeking to withdraw Uganda from the family of nations by reneging on the country's international law obligations;
 - Undermining public health interventions such as HIV prevention, treatment, care and support;
 - Promoting prejudice and hate and encouraging harmful and violent action to be taken against those engaging in same sex relations.

FURTHER NOTING THAT civil society and relevant stakeholders have not been involved in the preparation of this bill and it is in clear violation of Uganda's Constitution.

THEREFORE calls for the Ugandan government to withdraw this law from Parliament immediately.

INSTRUCTS PSI to:

- Call on the trade union movement worldwide to condemn discrimination against LGBT workers;
- Call on trade unions worldwide to make representations to their governments requesting them to pressure the government of Uganda to withdraw this law;
- Provide support to Ugandan PSI affiliates unions to campaign for equal rights for LGBT workers and meaningful social dialogue.

EMERGENCY RESOLUTION ON PSI AFFILIATION FEES 2013-2017: FOR A MORE EFFECTIVE AND SUSTAINABLE PSI

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

Congress has adopted an ambitious Programme of Action setting the direction for PSI's activities in the coming 5 years. PSI has resolved to contribute to social justice by fighting for quality public services and trade union rights. This fight is multi-faceted and requires strong commitments to a variety of objectives. In light of the current global political and economic situation, strong international cooperation is necessary.

Congress therefore **expects** an efficient implementation of the programme in the coming years.

Congress **recognises** that in order to be able to undertake this challenging programme, more resources are required. The secretariat has already achieved rationalisation and productivity gains through improved working methods and modern technologies. However, these measures have reached their limits. The present affiliation fee rate of €0.895 per member is the lowest of all the Global Union Federations, and there has been no increase since 2008.

Therefore, 29th World Congress of Public Services International, meeting in Durban, South Africa, on 30 November 2012, delegates to the incoming Executive Board:

- to define the rate of the fees for 2013 at its first meeting;
- to adopt at its 2013 meeting a budget for 2013 accordingly;
- to define the rate of the fees for 2014, 2015, 2016 and 2017 at its annual meetings.

Resolutions deferred to the 2013 Executive Board by vote of Congress, on recommendation by the Executive Board

DRAFT RESOLUTION No. 28) STRENGTHENING THE PSI AND INTERNATIONAL SOLIDARITY

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

NOTES the following:

- a) The need to ensure that the PSI is able to respond effectively to the impact of the global financial crisis on public sector workers, the services they deliver, and the attacks that are being made on the legal and organising rights of public sector workers as a whole.
- b) The need to develop popular and practical alternatives to the measures currently being implemented in precarious economies globally which have at their heart severe austerity, and the further impoverishment of the poor.
- c) The need to reassert the centrality of solidarity, nationally and internationally, and in so doing to revisit the terms of the solidarity that we offer one another, and discuss ways in which solidarity actions can be made more effective, and capture popular support within and across national borders.
- d) The need to consciously enlist the support of all workers, in and out of the public sector in PSI campaigns to save public services which are under attack.
- e) The need to develop campaign approaches that call upon best effective actions, and that are mindful of the conditions that exist in the North and South of our world, and which provide clear and meaningful demands that can rally our membership into mass action.
- f) The need to help build the campaigning capacity of PSI affiliates, including how to make linkages with poor communities and how to respond effectively to government proposals based on austerity and forms of privatisation.
- g) The need to support networking within across national borders to strengthen solidarity activities and support projects.
- h) The need to address the absence of internal democracy in PSI affiliates that limit the ability to mobilise and build effective campaigns that strengthen the union movement.
- i) The work that has been undertaken at a regional level through Think Tanks and other initiatives to explore the challenges and responses and find creative, sustainable strategies for building PSI and its affiliates.

This Congress therefore RESOLVES to:

- 1. Embark immediately upon an international review of PSI solidarity work, towards developing material that will inform discussion on how we can draw upon best practice to enhance our national and international solidarity work.
- 2. Commit itself to escalating the distribution of accessible and inspiring information to help encourage solidarity actions, and to break from approaches that have become formalistic and routine, and often ineffective. In so doing to ensure that solidarity is premised on working class unity and should not be limited by sector, or be dependent on a particular ideological orientation.
- 3. Develop appropriate 'tools' for each affiliate to undertake a 'democratic audit' of itself, and PSI structures at national level that will help to identify the most effective means of strengthening membership involvement and unity, of being gender-active, ensure accountability and transparency and allow us to claim that we are practising what we preach.
- 4. Strengthen the capacity of PSI to be able to develop a vision and practical proposals for Quality Public Services in the face of austerity and neo-liberal inspired responses to capitalist crisis. These should constitute alternatives that are based at least on progressive policies of redistribution, state intervention, transparency and anti-corruption and which enhance workers' power.
- 5. Encourage the establishment of networks to be built on a self-reliance basis to develop closer cooperation between affiliates nationally and internationally, and which can strengthen opportunities for on-going solidarity.
- 6. Explore the possibility of NCC's appointing a solidarity officer to help monitor and coordinate effective solidarity actions nationally and beyond.

**DRAFT RESOLUTION No. 46) DEDICATING AND INSTITUTIONALIZING
G. KANDASAMY INTERNATIONAL TRADE UNION AWARD
IN PUBLIC SERVICES INTERNATIONAL**

**The 29th World Congress of Public Services International (PSI),
meeting in Durban, South Africa, on 27-30 November 2012**

RECOGNIZING

the extraordinary leadership and valuable contributions of Brother G. Kandasamy to the growth and development of PSI in the Asia-Pacific region;

GRATEFULLY APPRECIATING

his deep commitment and dedication to the vision, values and goals of the PSI, his precedent setting initiatives by starting the Asia Pacific Fund, for pushing the decentralization of PSI operations and for his outstanding services as long time serving member of the regional body until chairing the then Asia Pacific Regional Advisory Committee (APRAC) now known as APREC;

STATING

the need for his legacies and struggles both in Singapore as General Secretary of AUPE and in the larger labour movement to be known by PSI members and leaders especially young workers in the region as source of inspirations and motivation;

PAYING TRIBUTE

to the memories, life, achievements and leadership of Brother G. Kandasamy which is long overdue;

HONORING

him by dedicating and institutionalizing a *G. Kandasamy International Trade Union Award* (GK ITUA) in PSI is an appropriate way to do it;

CREATING

a GK ITUA Board of Trustees to take charge of developing criteria, mechanics, search, selection and administration of the award which will be given to deserving trade union members of PSI in the Asia Pacific Region once every five years of the PSI Congress period, starting in the 2017 World Congress of PSI in Asia Pacific Region;

ALLOCATING

a percentage of the Asia-Pacific Fund as part of resource pooling and mobilisation to support the GK ITU Award; and

CALLS UPON

the PSI to create this award and instruct the Executive Board to follow up with its implementation.

Resolutions withdrawn prior to Congress

**DRAFT RESOLUTION No. 27) UNION DEVELOPMENT AND
GLOBAL SOLIDARITY**

DRAFT RESOLUTION No. 38) GLOBAL FRAMEWORK AGREEMENTS

Resolutions withdrawn by Congress

**DRAFT RESOLUTION No. 40) PALESTINE & THE MIDDLE EAST
(withdrawn in favour of Composite Resolution No. 49)**

**DRAFT RESOLUTION No. 41) PALESTINE
(withdrawn in favour of Composite Resolution No. 49)**

**DRAFT RESOLUTION No. 43) PALESTINE
(withdrawn in favour of Composite Resolution No. 49)**

Resolution not adopted by Congress

DRAFT RESOLUTION No. 48) ANNUAL AFFILIATION FEE

Public Services International is a global trade union federation representing 20 million working women and men who deliver vital public services in 150 countries. PSI champions human rights, advocates for social justice and promotes universal access to quality public services. PSI works with the United Nations system and in partnership with labour, civil society and other organisations.

2 April 2013