

2023



**ANNUAL
REPORT**

PSI

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Public service workers around the world are on the frontlines of multiple crises. They fight back the ravaging fires and floods caused by climate change. They halt the spread of pandemics and tend to those afflicted. They keep people safe through the terrors of war.

The tens of millions of members represented through our unions provide care, support and - most importantly - hope to billions of people.

Despite the compounding crises our world faces, PSI unions have made significant advances across the past five-year Congress Mandate, which we must draw on to steel ourselves for the challenges to come.

Throughout the Covid-19 pandemic, we made sure the voices of health workers were heard by becoming the global union federation with official status within the World Health Organisation, thus enabling us to ensure health workers shape global health policy.

We fought back corporate lobbyists to secure new Global Reporting standards, which will require corporations to publicly reveal where they do (or don't) pay tax.

We built on the momentum of the #MeToo movement to shape a new international labour convention against violence and harassment at work and supported dozens of unions with ratification campaigns.

We stood up to the tech giants, developing the first global database of collective bargaining clauses on digitalisation and data rights so unions can ensure technological change serves the public interest and protects workers' rights.

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INTRODUCTION

The work of your members, your unions and your global union federation has made sure people are put over profit, time and again.

This year, our 2023 Congress theme - “People over Profit in a World in Multiple Crises” - marked how unions around the world are fighting back against the forces that drive crises.

We heard from doctors in Kenya, standing up for health as a public right in the face of violent oppression. We heard how Ukrainian energy workers prevented nuclear meltdown at power stations faced with Russian bombardment. We heard from municipal workers in Brazil who helped send Bolsonaro packing. We heard from Community Health Workers across South Asia who, against the odds, won recognition as public service workers through their union. And we held a special session on organising, emphasizing the existential imperative of growing our numbers to build our power.

Our Congress condemned the targeting of civilians in the developing conflict in Israel and Palestine and the ongoing war of aggression by Russia against Ukraine.

Our Congress also marked a moment of transition for PSI with the departure of Rosa Pavanelli after 11 years as General Secretary and Dave Prentis after 13 years as President. Congress expressed its gratitude to Rosa for her decisive political leadership in steering PSI across her mandate - Rosa has placed quality public services at the heart of global debates on tax, development and governance and stood up to the privateers time and again. And to Dave, who has been a wise and stable guiding hand at the heart of PSI.

Our Program of Action for the next five years, unanimously approved at Congress, makes no pretence about the challenges we face. Only by building our power can we fight back against the toxic forces of finance and the far right, which seek to destroy public services and our unions. That is why this mandate will prioritise supporting affiliates to **organise to grow power**: in the workplace, community and across borders. And a strong, fighting global movement of public services unions requires a strong, fighting PSI that is organisationally strong and financially sound.

But this program also lays out our reasons to hope: “*Public service workers and their unions are the custodians of the seeds of an alternative world.*”

Every single time our members stand up in a moment of crisis, every time they put on their gloves and get to work on repairing the damage, defending the vulnerable and caring for those in need, they demonstrate that a world where people are put over profit isn't just possible - it's already here.

I look forward to working closely with you all across the next five years to stand up for public services and advance the cause of labour as the hope for our World.

Daniel BERTOSSA, PSI General Secretary





FIGHTING PRIVATISATION & PROMOTING

Remunicipalisation & QPS

Throughout 2023, PSI observed how governments used inflation, currency exchange fluctuations, and existing debt servicing loads as pretexts to adopt austerity policies that curtailed public spending and investments. Many countries turned to the IMF and World Bank, which used the Covid pandemic and the resulting economic crisis to push for privatisation and austerity measures.

Despite growing evidence of privatisation's failures, many governments, including at local and regional levels, felt they had no alternative. The World Bank, regional development banks, and UN agencies pressed forward with privatisation policies despite our evidence-based advocacy.

In Kenya, the Cabinet approved a new privatisation bill that would allow the Kenyan Treasury to bypass Parliament when approving

the sale of state-owned firms. The bill aimed to shorten the approval process for selling government assets and coincided with government plans to sell numerous state-owned firms through the Nairobi Securities Exchange. Our collaboration with OFIP partners in Kenya produced particularly promising results, establishing a model for future cross-sector resistance to privatisation initiatives. This represents a concrete outcome

of the Our Future is Public (OFIP) global conference held in Santiago, Chile, in November 2022, where PSI served on the organising committee and provided substantial logistical support.

We also expanded anti-privatisation campaigns in Nigeria, Kenya, Brazil and Pakistan - where PSI

supported affiliates to strengthen their fight against privatisation in response to IMF threats - and in South Asia where our Asia & Pacific office commissioned a report on the gendered impacts of water privatisation.



Our Future is Public Conference in Chile

REMUNICIPALISATION

PSI continued building and sharing with affiliates our collective union knowledge on how to return public services and their jobs back in-house.

We convened the PSI Working Group on Trade Union Strategies for Remunicipalisation/In-sourcing that featured campaigns and initiatives by UNISON (UK) "Bringing Services Home"; ASU/USU (Australia) "Council services by Council Workers"; CGT-FNME (France) "For a Public Energy"; and KPTU (Korea) "The Future is Public" magazine.

We led and organised a strategic workshop to further develop "Public Futures" - the only global remunicipalisation/deprivatisation database in existence - together with our affiliates the FNV Overheid, UNISON, UNITE, FOA and allied organisations including the ITF, the FES Geneva office, TNI, and the University of Glasgow.

PSI and EPSU secured 200,000 EUR from the EU Commission to develop a multi-lingual remunicipalisation/insourcing e-learning toolkit to support affiliates in developing their strategies, campaigns and actions to bring public services back in-house.

PSI, the ITF and Prof. Andrew Cumbers jointly held a session about "Public services re-municipalisation: public policies and tools to tackle the world's crises" for ILO and UN Geneva staff at the ILO.

Finally, PSI's advocacy led to the inclusion of the acknowledgement of remunicipalisation as one of key policy lever to fight inequalities in cities and territories in UCLG's 6th Global Observatory on Local Democracy and Decentralization Report (GOLDVI) "Pathways to Urban and Territorial Equalities Report".

Across 2023, PSI stood up to corporate lobbyists to shape global policy- making in the interests of public services and unions. Our unions played an instrumental role in pushing the UN to start negotiations on a global tax convention. For years, we have been leading efforts to raise awareness about how corporate tax dodging harms workers and public services and have advocated for inclusive tax governance and built coalitions to hold both governments and corporations accountable. We shaped the Global Reporting Initiative's new tax standard which requires corporations to publicly reveal their tax affairs and our campaigning helped secure the unprecedented (though unambitious) G20/OECD global tax deal.

After five years of campaigning, we also achieved a major breakthrough in the fight against global corporate tax dodging. The Australian Federal government released draft legislation requiring large multinational corporations to publicly report their tax payments worldwide - making Australia the first country to adopt this important PSI demand. Working with CICTAR, we exposed tax avoidance practices of Aged Care companies, Big Tech firms, and corporations profiting from government contracts while avoiding taxes that fund essential public services like healthcare, education, and infrastructure. The Australian campaign formed part of our global PSI strategy to work with unions to force corporations to disclose where they pay tax and where they do not.

The US decision to stop pushing big tech trade proposals marked another key victory for PSI, as we have advocated for years to keep these provisions out of trade agreements that would have entrenched and extended the privatisation of public services and digital infrastructure, leading to job losses and the erosion of workers' rights. This policy shift proves PSI unions had been ahead of the

curve in warning about corporate ownership of worker data and the failures of algorithmic decision-making in determining access to social benefits and other public services.

In December, we brought the voice of Gaza health workers into the WHO during its Executive Board meeting, when a resolution aimed at addressing the catastrophic

humanitarian situation in the Gaza Strip was adopted by consensus.

Throughout the continued pandemic response, we collaborated with the WHO on the Pandemic Treaty, advocating for IP waivers on essential medical products as well as supporting our affiliated unions with resources so they could lobby their own governments.

INFLUENCING

Global Policies



Our 31st World Congress, themed “People Over Profit in a World of Multiple Crises,” brought together over 1,000 delegates in Geneva in October: to celebrate our movement’s achievements and develop a strategic plan for strengthening PSI and public service unions.

The Congress elected a new Executive Board and World Women’s Committee while bidding farewell to our long-standing President and General Secretary, Dave Prentis and Rosa Pavanelli, respectively, two titans of the global trade union movement who were fondly celebrated for their service.

Ahead of the opening, we organized a protest where health workers “hung up their uniforms”

PSI’S

WORLD CONGRESS

by placing rows of empty scrubs in front of the United Nations headquarters. This action, covered in EuroNews and other outlets across the world, represented the global shortfall of medical staff and highlighted the urgent need for increased employment and better working conditions. This coincided with the release of our survey of over 2,000 healthcare workers that revealed a disturbing finding: 1 in 3 frontline health and care sector workers have witnessed patients die due to inadequate staffing.

Congress proved a chance to share valuable lessons about building union power globally through compelling presentations from speakers from Ukraine, Kenya, Australia, and India. We also discussed digitalisation’s impact on workers and the public sector, emphasizing the need to reclaim control of data from corporations. Additional sessions focused on lessons from the COVID pandemic and strategies to counter the resurgent right-wing movement. We also launched the PSI Factbook - a comprehensive collection of statistics, graphs, maps, and quotes - to strengthen our arguments universal quality public services and workers’ rights.

Britta Lejon was elected as the new President and Daniel Bertossa as General Secretary to succeed them. Lejon’s appointment builds on her distinguished career as President of Sweden’s Union of Civil Servants (ST) since 2012. Her diverse experience spans parliamentary service, ministerial leadership, and successful EU negotiations on transparency, making her well-equipped to guide PSI’s future direction.

Bertossa brings a depth of experience as PSI’s former Assistant General Secretary, where he led policy initiatives in trade, tax, and public services for ten years. He has a background in politics as a senior civil servant in Australia and in public service unions in both Australia and UK.

In their acceptance speeches, both Lejon and Bertossa articulated a clear vision for PSI’s future. They pledged to strengthen the organization’s focus on **organizing union power**, creating a more sustainable PSI through expanding membership, developing stronger regional structures, and ensuring financial stability to support the critical work of public service unions worldwide in an increasingly challenging political landscape.





HEALTH & SOCIAL SERVICES

In 2023, PSI's health sector prioritised four key areas: strengthening pandemic preparedness, developing the healthcare workforce, enhancing mental health support, and fighting healthcare privatisation.

In pandemic response, we collaborated with the WHO on the Pandemic PPR international instrument, advocating for IPR waivers on essential medical products and participating in UN High-Level Meetings to champion universal public health coverage.

We advanced workforce development through the Global Forum on Health and Care Workforce, pushing for increased public investment and better working conditions. During the forum, PSI participated in the roundtable on Gender Equality in the Health and Care Workforce, focusing mainly on the care sector. We highlighted the urgency for the social redistribution of care in line with the PSI Manifesto, and the need to ensure decent wages and working conditions for care workers.



Our mental health initiative expanded significantly—we launched research across five countries (Australia, Brazil, Canada, Liberia, and Sweden) examining Covid-19's impact on health workers' mental health and worked with the WHO to develop workplace mental health guidelines.

We also made significant progress in regional organisation to fight healthcare privatisation. PSI's Interamerican Health Network emerged as a powerful voice for healthcare workers, uniting

70 leaders from 15 countries in the region. In the Philippines, the United Private Hospital Unions (UPHUP) consolidated 25 unions into one coalition. The formation of the All-African Health Sector Unions further strengthened continental solidarity. Lastly, the first steps towards an organising campaign in healthcare multinational corporations in the Global South were taken with the mapping exercise covering Ghana, Indonesia, Kenya, and the United Health Company (which is a behemoth across Inter-America).



Interamerican Regional Health Network met in São Paulo, Brazil, supported by SASK.



Seoul PASS workers on strike holding the banner "Seoul PASS ensure the public nature of care services and labour rights for care workers!"

CARE

PSI implemented in 2023 a comprehensive care strategy to support our affiliates representing workers from childcare, long-term care, nursing, social services, and community health sectors. This strategy focused on campaigning, organising, and advocating for decent work for all care workers and promoting a public system of care that values both service users and workers.

PSI actively engaged with the World Health Organisation's Pandemic Treaty process throughout the year. We brought together unions representing care workers from the public, private, and not-for-profit sectors to discuss the treaty's implications. We analysed the Zero Draft for references to systems of care and care workers, and produced a briefing that summarised the

care-related content, which was circulated to all affiliates. We also conducted a survey asking affiliates to rank their priorities for inclusion in the Pandemic Treaty. More than 80 affiliates across all regions participated in this process. Based on this input, we prepared draft wording advocating for better protections for care workers and systems to submit to the Intergovernmental Negotiating Body (INB).

PSI gained a seat in the WHO Technical Expert Working Group on Integrating Health and Care Workforce - the only global union federation to do so. This position allows us to influence future WHO policy on systems of care and care workforce on issues ranging from professionalization, system resilience, occupational health and safety, pay, and recruitment and retention.

Following the Our Future is Public Conference in November 2022, in Chile, PSI organised an event specifically for our care affiliates in Latin America and key stakeholders to engage in PSI's care work; examining the crisis within care and why we need a public system of care.

We also published a report documenting how unions have contributed to establishing public systems of care. The paper examined the efforts of the Korean Public Service and Transport Workers Union (KPTU) in their work to improve care services across South Korea for the benefit of workers and service users.

LOCAL & REGIONAL GOVERNMENT/ MUNICIPAL WORKERS

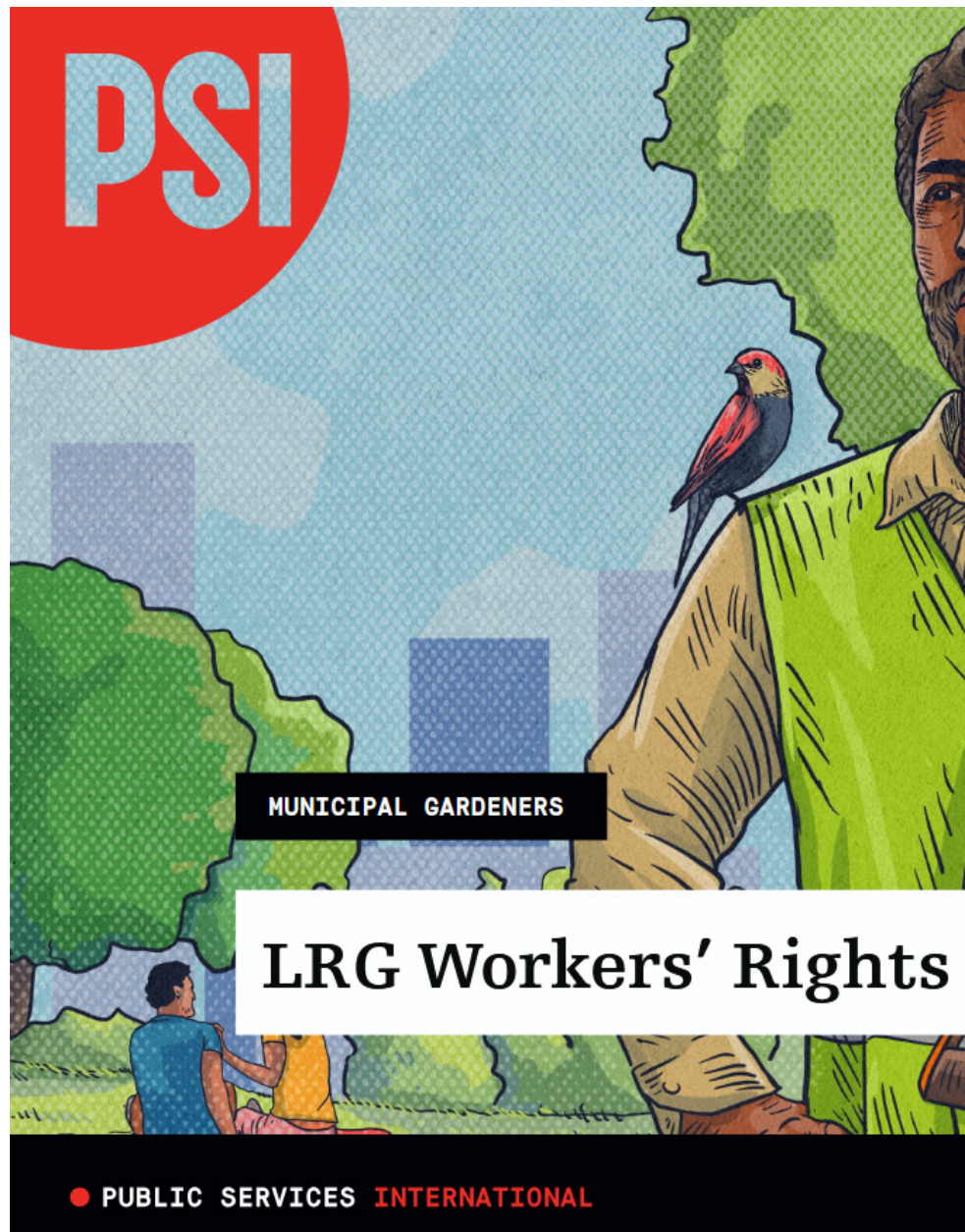
The 6th and 7th PSI LRG Global Networks meetings were held in 2023 to implement the sectoral Charter and Plan of Action 2022-2028 "Building the Future of Local Public Services" that was adopted by the PSI Congress in October 2023.

We continued to strengthen LRG work in the regions. With the support of the FNV, the PSI A/P Region held an LRG workshop in Kathmandu (Nepal) to enhance affiliate capacity on LRG megatrends, funding, engagement with LRG employers, and remunicipalisation.

With the support of FÓRSA, the PSI Caribbean Sub-Region developed research on the conditions of LRG workers there and held a workshop on building power for LRG workers in Trinidad and Tobago in collaboration with the Cipriani Institute.

The African Municipal Local Government Union Network (AMALGUN) gathered in Nairobi, Kenya. AMALGUN leaders decided to strengthen and deepen their collaboration under the leadership of the Kenya County Government Workers Union (KCGWU) and the Tanzania Local Government Workers Union (TALGWU).

Leaders also engaged with the UNEP plastic treaty process as many LRG unions organise waste workers whose conditions and OSH are severely affected by plastic waste. As part of its work to build social dialogue with LRG employers, PSI brought the





voice of LRG workers at the 7th UCLG Global Congress in Daejeon (Korea), where it advocated for the respect of labour and trade union rights, adequate staffing levels, public funding, occupational health and safety (OHS) for all LRG workers worldwide.

We contributed as experts to the OECD-EU project to improve the methodology and collection of subnational public employment data for selected OECD and EU member countries, a longstanding PSI demand.

PSI supported the trade union rights of Canadian affiliate CUPE to defend its Local 1490 members in an escalated industrial dispute in the village of Black-River Matheson, Ontario, where municipal workers and CUPE members were locked out and then went on strike for over 150 days.

PSI made submissions to the Office of the UN High Commissioner for Human Rights (OHCHR) on the issue of LRG capacity-building for local governments to incorporate human rights into all their work.

We also brought the voice of LRG workers to the 2nd UN-Habitat Global Stakeholder Forum and the UNEP Intergovernmental Negotiating Committee (INC) on Plastic Pollution as part of the Workers and Trade Unions UN Major Group delegation coordinated by the ITUC representing waste collection, disposal and sanitation workers.

EDUCATION SUPPORT & CULTURAL WORKERS

In 2023, the Education Support and Cultural Workers Network (ESCWN) continued to address the critical issues facing the sector, which experienced significant challenges due to the global economic crisis and the ongoing effects of the pandemic, including widespread shortages of education support workers. In developing countries, the situation worsened as governments reintroduced austerity measures including employment freezes in the public sector and increased privatisation/outsourcing as part of post-Covid economic recovery strategies.

We strengthened our collaboration with both ILO and UNESCO to address global challenges facing education support and cultural workers. This collaboration was a continuation of the PSI declaration for the UNESCO World Higher Education Conference that called for greater recognition of, and participation by, education support workers.

We also participated in the Education International World Conference in Portugal. This participation strengthened our collaboration with Education International in addressing challenges including global worker shortages, outsourcing, and precarious employment conditions.



UTILITIES



In 2023, PSI actively opposed the UN Water Conference's push for increased private sector participation in water infrastructure. We successfully raised concerns about using public subsidies to attract private finance for developing countries. Our partnership with Dutch union FNV proved strategic, as the Netherlands remains influential in promoting neoliberal water policies globally.

PSI mobilised against Kenya's attempt to push through sweeping privatisation legislation affecting water, health, energy, and education sectors. We collaborated with unions and civil society organisations under the Our Future is Public Kenya chapter to counter government efforts to concentrate decision-making power in the Treasury and bypass parliamentary oversight.

We achieved a significant victory when UN Habitat's Global Water Operators Partnership Alliance (GWOPA) received substantial EU funding, demonstrating that privatisation is not inevitable. PSI secured two seats on GWOPA's steering committee, strengthening our influence in promoting public-public partnerships as viable alternatives.

Another policy win came when United Cities and Local Governments (UCLG) integrated remunicipalisation into its global policy framework. This advancement supports PSI's dual strategy of resisting privatisation while promoting public service alternatives.

We also supported the expansion of Trade Unions for Energy Democracy (TUED) into developing countries through TUED South. Our research highlighted the private sector's failure to adequately invest in low-carbon energy systems, while public utilities face barriers to renewable integration.

NATIONAL ADMINISTRATION

& INTERNATIONAL CIVIL SERVANTS

PSI continued its global advocacy for whistleblower protection in 2023. Building on our momentum from the ITUC Congress in Melbourne (November 2022), where we organised two key events on whistleblower protection including “Advancing rights for whistleblowers in international labour standards and beyond” with partners from the Whistleblowing International Network (WIN), Transparency International, and Eurocadres. This represented our third major initiative in this area, following successful webinars in Africa (2020) and the Caribbean (2021) with FÓRSA’s support.

We also participated in the 22nd Session of the UN Committee of Experts on Public Administration (CEPA), advocating for stronger public administration systems that protect those who speak out against corruption.

We further strengthened our anti-corruption work by attending the 2023 OECD Global Anti-Corruption & Integrity Forum, where we emphasised the crucial role of public service workers in maintaining integrity systems.

Shuar Arutam people protest against mining projects developed by Canadian and Chinese multinationals, which proceeded without proper consultation, violating the ILO Convention on Indigenous and Tribal Peoples.



TRADE UNION RIGHTS

PSI actively engaged in the 111th Session of the International Labour Conference. This marked the first fully in-person ILC since the pandemic. Our staff and affiliates made significant interventions in the Committee of the Application of Standards, participating in the General Discussion, the discussion of the General Survey, and several individual cases affecting public service workers.

We established a working group to coordinate our affiliates’ and allies’ submission to the Inter-American Court of Human Rights regarding a request for an advisory opinion on “The content and scope of care as a human right, and its interrelationship with other rights.” This important initiative, promoted by the Argentinian government

under Article 64(1) of the American Convention on Human Rights, represented a significant opportunity to advance care work recognition.

Our efforts contributed toward an Advisory Opinion that will have normative force to promote legislative changes throughout the Americas and influence other regions through its interpretation by the African Court and European Court of Human Rights, as well as the ILO. The opinion addresses critical issues including unpaid and paid care, the relationship between care rights and labour rights, and parental leave provisions.

We coordinated with IndustriALL and IUF to support our Algerian affiliates facing repression, submitting a joint report to the ILO Committee of Experts in

March. Additionally, we submitted an update to our Article 24 Reclamation against the Ecuadorian government for non-compliance with the ILO Convention on Indigenous and Tribal Peoples. And, working closely with VPOD and EPSU, we supported a former union leader who was forced to flee Türkiye and seek asylum in Switzerland after facing fabricated criminal charges related to his legitimate trade union activities.

Additionally, we strengthened our global advocacy by participating in the 9th session of the UN Open-ended intergovernmental working group on transnational corporations and other business enterprises with respect to human rights (OEIGWG), collaborating with ITUC and other Global Union Federations to submit joint observations.



MULTINATIONAL CORPORATIONS

PSI advanced its multinational enterprises (MNE) strategy through collaborative efforts to: map public service MNE membership, operations, and labour practices; secure resources to support affiliates' efforts to build workplace power; and develop robust global union and workers' networks in strategic MNEs. Throughout the year, we enhanced our monitoring and intervention capabilities regarding corporate due diligence legislation and regulations, as demonstrated in our work with the following companies:

EDF Group: Following the French government's announcement to take full control of EDF by purchasing the remaining stake in the power utility, PSI and our affiliates remained vigilant about potential unbundling and

privatisation of energy distribution. We worked closely with affiliates to monitor GFA implementation, participated in key meetings, and maintained our strong affiliate network within EDF.

ENGIE: Building on our new GFA signed in January 2022, PSI participated in follow-up meetings focused on due diligence and whistleblowing protocols. We successfully established a structural role for unions in risk mapping and problem resolution processes.

ENEL: Our negotiations for a renewed GFA made significant progress in 2023. Through digital exchanges and online meetings, the parties advanced toward finalizing an agreement that will strengthen workers' rights protections.

Fresenius: PSI continued strengthening the Fresenius Global Union Alliance despite management's persistent refusal to enter GFA negotiations. We participated in meetings with global management and contributed to discussions on union involvement in human rights due diligence. We remained actively engaged as the company pursued plans to divide and sell portions of its operations, with anticipated staff layoffs and restructuring.

United Health: PSI coordinated strategic research with CICTAR and a Brazilian law firm to map operations, assess current practices, and identify potential organizing targets within this healthcare giant, which ranks as the 7th largest company globally by revenue.

TAX JUSTICE



PSI continued its leading role in advocating for tax justice globally throughout the year. Building on our comprehensive tax justice strategy adopted after Congress 2017, we made significant progress in key areas including fighting tax competition, establishing a minimum global corporate tax, promoting tax transparency, and supporting a UN tax body.

A major success came in Australia, where after five years of campaigning, the Federal government introduced legislation requiring multinational corporations to publicly report their global tax payments through Public Country by Country Reporting (Public CBCR). This important decision makes Australia the first country to adopt this key PSI demand, setting a precedent for global corporate tax transparency.

Another major achievement came when the UN General Assembly granted the UN a mandate to begin intergovernmental talks on tax, a significant achievement for PSI's long-standing advocacy. The Resolution to "promote inclusive and effective tax cooperation at the United Nations", moved by the African Union, represents a major step towards UN Tax Cooperation that could lead to a global tax convention.

We expanded our influence through the "Unions for Tax Justice" network, supported by PSI and FES, which coordinates global labour in the fight for tax justice and currently has over 60 members. The network co-hosted a high-level event on the global minimum tax with the Swedish union SACO and the EU Tax Observatory. Sweden's former finance minister, as well as the Head of the Finance

Committee in the Parliament, discussed with the unions ways forward on corporate tax reform, in particular how Sweden intended to implement the recently adopted EU directive on a global minimum tax.

We continued our partnership with FES, conducting national work in Tanzania, Ghana, and Nigeria, as well as regional work across Africa, Asia Pacific, and Latin America. We also actively participated in the Global Days of Action on Tax Justice for Women's Rights in March and continued to chair the Steering Committee of ICRICT, effectively promoting our key demands on the international stage.

In 2023, the first-ever Ministerial Tax Summit for Latin America and the Caribbean was held in Cartagena, Colombia. This historic event, initiated by Colombia's Minister of Finance and former ICRICT Chair, José Antonio Ocampo, marked



a significant milestone for the region, as it successfully promoted tax coordination, addressed tax competition concerns, and established a regional agenda to contest the OECD's work on tax reform.

PSI strengthened its collaboration with CICTAR (Centre for International Corporate Tax Accountability and Research) to equip unions with evidence of corporate tax avoidance for their bargaining and organising work. Throughout 2023, CICTAR and PSI released influential research on tax avoidance in UK privatised care homes in the UK and gained significant media coverage across Europe, Australia, Canada, and the UK regarding tax avoidance in various industries. Additionally, PSI and CICTAR worked closely with Kenyan health unions to oppose harmful privatisation legislation.

We expanded our influence through the "Unions for Tax Justice" network



DIGITALISATION

Our Digital Future Programme completed its third year, during which we trained over 200 Digital Rights Organisers, bargaining officers, and union leaders. These trainings equipped them with the necessary information and skills to negotiate stronger workers' data rights and the co-governance of algorithmic systems, while also familiarizing them with PSI-produced tools to support strategic digital transformation in their unions.

A major highlight of 2023 was the launch of the Digital Bargaining Hub and PSI's Digital Resource Centre. The Digital Bargaining Hub became the first-ever global database of digitalisation collective bargaining clauses designed to support unions and workers in negotiating digital rights.

The Hub, available in French, Spanish and English, serves as a practical tool for union negotiators at workplace, company, and sector levels to find real-world clauses and guidance on digitalisation.

In addition to the Digital Bargaining Hub, we finalised several tools to support our affiliates in 2023, including:

- Guide to Co-Governance of Algorithmic Systems: A guide that provided workers and unions with 19 questions to direct at management to ensure inclusively governed algorithmic systems in workplaces.
- Assessing your union's readiness: Offering tools to assist unions in making the digital transition.

- Digital Impact Framework: An interactive guide to help unions assess their digital readiness, assisting union leaders in identifying organisational, political, and strategic areas where union practices could be strengthened.

We consolidated these resources, along with PSI research and other tools, on our website into PSI's Digital Resource Centre. The centre organises tools and resources under three main headings:

- Understanding Digitalisation: Containing PSI research and reports on digitalisation issues to help unions understand the challenges facing workers and public services.
- Digital Bargaining Hub and Negotiating tools: Providing resources to support unions in negotiating better digital rights and protections for workers.

In March, PSI participated in the sixty-seventh session of the United Nations Commission on the Status of Women (UNCSD). The session focused on "Innovation and technological change, and education in the digital age for achieving gender equality and the empowerment of all women and girls." Our delegation of over 30 representatives demanded that public service workers rights be included and made important gains in terms of gender equality in the world of work in the digital context.

PSI also worked with allies to form the Global Digital Justice Forum, an alliance of civil society organisations concerned about Big Tech's influence on global governance of data and technologies. This initiative aimed to shape the UN Global Digital Compact, scheduled for adoption at the "UN Summit of the Future" in 2024. PSI Asia & Pacific region played a key role by participating in the Academy for a New Digitality where the proposed compact was discussed.

MIGRATION & REFUGEES

In 2023, we witnessed alarming assaults on migrant and refugee rights across the globe. Governments, struggling with domestic social and economic challenges, implemented restrictive measures to deter migration including border externalization, expanded offshore detention centers, and mass expulsions. The UK and US set particularly troubling precedents by enacting legislation that barred asylum claims from those entering through irregular channels - a clear violation of the UN Refugee Convention and human rights laws.

These restrictive policies were implemented while legal migration pathways remained severely limited, discriminatory, or entirely absent. As a result, desperate migrants and refugees were

forced into increasingly dangerous situations, becoming vulnerable to human smugglers and traffickers. We observed how these anti-migration measures often served as political distractions from pressing issues like unemployment, inflation, and austerity measures. Meanwhile, escalating conflicts, climate disasters, and widespread poverty continued to displace more people globally, with workers and their families - especially in the health sector - often turning to migration out of necessity.

We made significant progress on several fronts. We secured approval for the next phase of both our MENA Refugees and Migrants Project and Nigeria IDP Project with support from Union to Union and Swedish affiliates.

At the WHO, we completed our work in developing the WHO Guidance on Bilateral Agreements on Health Worker Migration and Mobility. This guidance, which complemented the UN Guidance on Bilateral Labour Agreements, contains rights-based elements that we can use to enhance the capacity of our affiliates to deal with bilateral agreements in the health sector.

We continued to engage with the UN Migration Network in the implementation of the UN Global Compact on Migration in the different working groups on decent work, climate migration and pandemic preparedness.



Nigeria IDP Project

CLIMATE CRISIS

PSI and KPTU published a comprehensive report examining climate financing by the Korea-based global Green Climate Fund (GCF). Our analysis revealed that GCF funds were heavily steered towards private sector and market initiatives, with project funding processes that proved both slow and cumbersome. Working alongside Trade Unions for Energy Democracy, we made the case for strong public management and finance of climate initiatives.

COP27 in Egypt was, as expected, heavily controlled by authorities, with little or no civil society action. Many of the outcomes were also expected; very tentative, and stronger on promises than commitments. However, developing countries finally, after more than ten years, managed to get a working group to examine loss and damage, though no financial commitments were made at that time.

We noted with concern that the oil companies and their lobbies were once again the single-largest delegation with 630 representatives. There was no mention of fossil fuels in the final text, and the oil group lobbied African governments to sign up to the 'dash for gas', as natural





gas is to be the 'transition fuel' as we move away from coal. Nor did the final text mention human rights or labour rights. PSI's Egyptian affiliates, all autonomous unions, were unable to register for the climate summit in their own country.

The UN panel of climate scientists, IPCC, released a final report in its multi-year cycle which warns of the need for much more speed in reducing carbon emissions and dealing with adaptation. Global energy-related CO2 emissions grew by 0.9% in 2022, and more than 6% in 2021, a result of growth following the Covid lockdowns.

Throughout 2023, PSI mainstreamed climate work across our different areas of focus. Our unions in Latin America established a regional climate and environment committee spanning all sectors, creating an effective platform for information sharing and mobilization. We emphasised that all public services and public policies are impacted by the climate crisis, and that a just and equitable transition is not just about moving away from fossil fuels or towards low-carbon activities. It is about changing the ways we decide collectively on what people and planet need.

PROMOTING GENDER EQUALITY & EQUITY

In 2023, our intersectional framework strengthened our equalities work, particularly regarding feminised identities and workers with disabilities, while decolonial approaches informed our efforts against racism and xenophobia.

For the Global Day of Action on Care, we launched the “Rebuilding the Social Organisation of Care” advocacy guide for union leadership and women’s committees, complemented by an activities workbook implementing the 5Rs of our Care Manifesto.

We conducted training with the Women’s Committee in Peru on influencing the national care system legislation under parliamentary consideration. A second training session with Latin American women leaders assessed the Buenos Aires Commitment and explored opportunities around emerging regional care systems. Initiatives on the right to care are now active in Argentina, Mexico, Colombia, Ecuador, Peru, Chile, and Brazil.

At the Our Future is Public Conference, PSI organised a cross-sectoral panel on “Feminist alternatives and gender-transformative public services,” addressing the care crisis and gender impacts on public service provision.

We formally announced “Gender-Transformative change here and now” as a working policy on International Women’s Day.

To develop evidence-based approaches, PSI is conducting case studies on sexual and reproductive health services in India, Nigeria, and Paraguay to inform country and global action with our women’s committees.

PSI’s participation in the 67th UN Commission on the Status of Women included our call for a gender-transformative digital new deal to create a bold alternative gender approach to global discussions on digitalisation.

On the International Day for the Elimination of Violence against Women, PSI urged political leaders to end workplace violence by ratifying ILO C190 and addressing feminicides through public policy. To date, 27 countries have ratified C190, with Chile set to become the 28th. Notable achievements include a collective bargaining agreement with Mexico’s Social Security Union and a model survey for Colombia’s health sector.

We also commissioned a discussion paper to approach our anti-racism and xenophobia work through a decolonial lens. The paper “Decolonising labour regimes: Tackling Racism, racial discrimination, xenophobia and other forms of intolerance in the context of workers’ and labour rights and access to universal quality public services for all” was discussed with PSI’s global and regional staff to gather feedback for future initiatives.

LGBT+



Congress provided an opportunity to assess PSI’s progress on LGBT+ work. Despite training and resources in the lead-up to Congress, tensions among participants confirmed what our survey with affiliates had already indicated: LGBT+ work remains challenging for some of our members and regions.

In light of this reality, we will move forward by asking affiliates to complete the LGBT+ progress survey, share information with activists, and appoint representatives to the PSI LGBT+ working group. These focused initiatives will help us achieve our strategic objectives while fostering greater understanding of LGBT+ issues and developing stronger regional and global networks of LGBT+ workers across our membership.

25

November



**INTERNATIONAL DAY FOR THE
ELIMINATION OF VIOLENCE
AGAINST WOMEN**



ENDING FEMINICIDES:

the transformative power of
public services

PUBLIC SERVICES **INTERNATIONAL**



Behind
the Mask



Stages of Hope

TUNISIA

PSI
PUBLIC
SERVICES
INTERNATIONAL



**“We are workers!” –
Winning rights in
Pakistan**

PAKISTAN

COMMUNICATIONS & CAMPAIGNS SUPPORT

25k FACEBOOK
FOLLOWERS

8k TWITTER
FOLLOWERS

1500 INSTAGRAM
FOLLOWERS



Out of breath in Manaus

BRAZIL



Zimbabwe Nurses: Arrested on the Job

ZIMBABWE

The interactive documentary “Behind The Mask” was launched in 2023, showcasing four frontline workers’ experiences during COVID-19 in Zimbabwe, Brazil, Pakistan, and Tunisia. Each story features a worker on the frontlines during the pandemic, presenting a global picture of how austerity and understaffing hampered the ability of healthcare workers to respond effectively to the crisis.

Our media presence expanded through a partnership with Woodrow Communications, enhancing our global visibility and supporting regional voices. This collaboration enhanced our

communications effectiveness in two key ways: providing on-call support for promoting PSI publications and major stories to influential outlets, and conducting regional training sessions to develop our staff’s capacity to identify and prepare worker voices for media engagement.

We also made significant technological advances by integrating AI-powered translation capabilities across our digital platforms, including the PSI website, People Over Profit platform, and our custom Motyrō union-website builder. This innovation enabled instant, high-accuracy translation of content into

multiple languages, substantially reducing our translation costs. We continued our transition to an ‘online first’ approach for publications, moving away from PDF formats toward more accessible, searchable, and mobile-friendly digital formats.

As in previous years, PSI Comms hosted and maintained the joint Global Unions blog for the 67th Commission on the Status of Women while actively supporting communications around the numerous parallel events PSI hosted and co-hosted.



Gender Equality Project in the MENA region

With the Covid-19 pandemic under control, in-person activities resumed in 2022. PSI Union Development (UD) staff, several Trade Union Solidarity Support Organisation (TUSSO) representatives and affiliate representatives were able to travel to assess implementation and results in a number of projects, together with the project coordinators and participating affiliates. The UD team cooperated with other Global Union Federations (GUFs) on matters of common interest in the project environment and on developments in relation to the SSOs.

Project coordinators reported good results in the regions especially with regards to organising, capacity development of unions, addressing gender issues, violence, and harassment, and development of youth in unions, making a significant contribution to the implementation of the PSI Programme of Action.

An agreement between PSI and the Swedish affiliates was renewed ahead of the start of the new project cycle of Union to Union. Applications to renew support were submitted to FNV (Netherlands), with one project already renewed. Two OSF grants were completed and a third grant started.

Work continued under current projects supported by SASK (Finland), FES and DGB (Germany), DTDA (Denmark), FNV (Netherlands), Wellspring, and OSF (United States), as well as those supported by our affiliates directly including UNISON, KOMMUNAL, VISION, KNS, PSAC, CUPE, and FÓRSA.



EUROPE (EPSU)

The war in Ukraine continued, following the Russian aggression that began on 24 February 2022. The number of casualties remained high, with enormous damage to Ukrainian infrastructure, towns, and villages. The International Criminal Court issued a warrant for Russian President Putin for alleged war crimes. The ILO published a detailed report on the situation for workers and the general population. EPSU actively supported Ukrainian unions throughout the year, advocating for their involvement in discussions about the country's future as the EU issued a progress report on Ukraine's membership status. We maintained our support for the IAEA's call for a security zone around the Zaporizhzhya Nuclear Power Plant (ZNPP), where the situation remained precarious.

2023 witnessed unprecedented industrial action across Europe. Major strikes for improved wages

in the UK and Germany captured headlines, alongside extensive protests against pension reform in France. Similar actions occurred in Belgium, Portugal, the Netherlands, and Greece, the latter following a terrible railway accident that highlighted the impact of austerity. A private sector strike in Norway also involved our affiliates. While these actions secured higher pay in many cases, the gains often fell short of workers' full demands. The health and care sector remained particularly active as staff shortages dominated the agenda, prompting EPSU to engage directly with EU Presidency health ministers to push for concrete action.

As union activity intensified, we faced significant challenges to trade union rights. Right-wing and corporate interests targeted public service workers by pressuring governments to impose minimum service levels. The UK saw the most severe attack through new

legislation in Parliament, with similar measures emerging in France and Germany. The EPSU Executive expressed strong solidarity with Europe's public service workers and addressed trade union rights with the European Committee on Social Rights of the Council of Europe. Our joint report with Euromil/Eurocop on violations of union rights for uniformed workers significantly influenced the Committee's findings.

2023 marked EPSU's 45th anniversary

Our engagement with European social dialogue remained a priority. Throughout 2023, EPSU demanded: more clarity from the Commission on the process for converting European agreements between employers and unions into legislation; greater stability regarding financial and administrative resources for European social dialogue; a rapid decision on our joint request with employers to establish a European social services social dialogue committee; transparency regarding the Commission's approach to the European agreement on digitalisation in central government administrations, particularly given parallel negotiations at the inter-sectoral level.

We also focused on several key areas: implementing the Directive on Adequate Minimum Wage and enhancing collective bargaining; reforming European economic governance to prevent coordinated austerity measures; addressing migration and asylum policies, particularly potential abuses within the EU's talent pool proposals; advancing our remunicipalisation project with PSI and supporting the Firefighters Network's asbestos initiatives; advocating for improvements to the Urban Wastewater Directive and electricity market reform; and contributing to the WHO-Europe Bucharest Declaration on strengthening the health and care workforce.

FINANCE REPORT

Consolidated Statement of Activities @ 31/12/2023

	Balance	Balance	Budget
	2022	2023	2023
REVENUE			
Affiliation fees	€ 7,725,776	€ 7,631,775	€ 7,870,000
Reimbursements	€ 18,451	€ 98,213	€ 30,000
Interest and investment income	€ 40,169	-€ 61,279	€ 30,000
Extraordinary income	€ 121,376	€ 67,952	€ 0
Total Core Revenue	€ 7,905,772	€ 7,736,662	€ 7,930,000
Contributions to Aid Fund and Regional Solidarity Funds	€ 213,496	€ 76,014	€ 100,000
Sponsors' funding of project activities	€ 3,964,477	€ 3,468,797	€ 3,556,000
Other contributions to projects	€ 5,612	€ 6,000	
TOTAL REVENUE	€ 12,089,357	€ 11,287,472	€ 11,586,000
EXPENDITURE			
Strategic Activities			
Priority Areas			
Fighting Privatisation	€ 59,801	€ 34,595	€ 60,000
Influencing Global Policy	€ 60,751	€ 71,623	€ 60,000
Organising and Growth	€ 25,000	€ 24,745	€ 23,000
Trade Union Rights	€ 38,414	€ 17,517	€ 38,000
Gender Equality, Equity and Diversity	€ 37,006	€ 98,272	€ 37,000
Total Priority Areas	€ 220,972	€ 246,753	€ 218,000
Sectoral Activities			
National Administration	€ 8,592	€ 11,099	€ 15,000
Local and Regional Government	€ 43,319	€ 44,326	€ 41,000
Health and Social Services	€ 66,905	€ 53,893	€ 60,000
Utilities	€ 18,404	€ 15,413	€ 24,000
Education Support and Culture Workers	€ 1,254	€ 19,804	€ 10,000
Total Sectoral Activities	€ 138,474	€ 144,535	€ 150,000
Generic Activities			
Migration	€ 28,030	€ 14,056	€ 14,000
Capacity Building	€ 7,265	€ 0	€ 2,000
Union Development Projects (UD)	€ 41,378	€ 22,456	€ 40,000
Research	€ 69,643	€ 39,174	€ 57,000
Emergency Workers and Climate Change	€ 16,681	€ 14,945	€ 11,000
Total Generic Activities	€ 162,996	€ 90,631	€ 124,000
Communications	€ 128,663	€ 159,636	€ 135,000
Special Activities	€ 80,000	€ 0	€ 0
(Sub) Regional Activities	€ 153,118	€ 107,985	€ 150,000
Total Strategic Activities	€ 884,223	€ 749,540	€ 777,000
Constitutional Bodies			
Congress	€ 7,830	€ 2,484,415	€ 1,750,000

Executive Board (EB)	€ 190,264	€ 168,335	€ 150,000
World Women's Committee (WOC)	€ 43,185	€ 32,948	€ 40,000
Steering Committee (SC)	€ 24,458	€ 783	€ 0
Regional Conferences	€ 2,006	€ 14,932	€ 0
Regional Executive Committees (RECs)	€ 105,577	€ 135,906	€ 105,000
Regional Women's Committees	€ 1,145	€ 4,167	€ 30,000
Subregional Advisory Committees (SUBRACs)	€ 130,694	€ 210,242	€ 185,000
Constitutional Review	€ 7,255	€ 7,235	€ 5,000
Total Constitutional Bodies	€ 512,415	€ 3,058,962	€ 2,265,000
Meetings and Events			
Management Representation/Co-ordination	€ 28,774	€ 38,765	€ 75,000
Head Office Controlling/Co-ordination	€ 2,811	€ 1,783	€ 6,000
Total Meetings and Events	€ 31,586	€ 40,548	€ 81,000
(Sub) Regional Representation	€ 70,979	€ 82,002	€ 100,000
PSI-EPSU Co-operation Agreement	€ 700,000	€ 650,000	€ 650,000
Kluncker Wurf Award	€ 15,000	€ 12,500	€ 15,000
Contributions	€ 9,709	€ 9,547	€ 8,000
Staff Costs			
Head Office Staff Costs	€ 3,504,310	€ 3,545,222	€ 3,660,000
(Sub) Regional Staff Costs	€ 1,146,466	€ 1,259,854	€ 1,480,000
Total Staff Costs	€ 4,650,777	€ 4,805,076	€ 5,140,000
Office Costs			
Head Office Costs	€ 350,109	€ 438,312	€ 330,000
(Sub) Regional Office Costs	€ 252,420	€ 276,497	€ 280,000
Total Office Costs	€ 602,530	€ 714,810	€ 610,000
Net Staff/Office Costs	€ 5,253,306	€ 5,519,886	€ 5,750,000
Audit	€ 140,706	€ 112,411	€ 115,000
Extraordinary expenditure	€ 23,726	€ 138,875	€ 0
COVID-19 extraordinary expenditure	€ 3,112	€ 7,443	€ 10,000
Depreciations	€ 56,516	€ 61,172	€ 93,000
Provisions	€ 500,492	€ 410,658	€ 160,000
Drawn down from provisions	-€ 56,500	-€ 1,710,500	-€ 1,675,000
Total Core Expenditure	€ 8,145,269	€ 9,143,043	€ 8,349,000
Aid Fund and Regional Solidarity Funds			
Donations from Funds	€ 51,406	€ 71,323	€ 100,000
Balance of Funds	€ 162,089	€ 4,618	€ 0
Total Funds Expenditure	€ 213,496	€ 75,941	€ 100,000
Projects			
Activities	€ 4,065,022	€ 3,670,190	€ 3,556,000
Project Balances	-€ 94,933	-€ 195,394	
Total Project Expenditure	€ 3,970,089	€ 3,474,796	€ 3,556,000
TOTAL EXPENDITURE	€ 12,328,855	€ 12,693,780	€ 12,005,000
Change in Net Assets	-€ 239,498	-€ 1,406,308	-€ 419,000



THE GLOBAL UNION FEDERATION OF WORKERS IN PUBLIC SERVICES

Public Services International is a Global Union Federation of more than 700 trade unions representing 30 million workers in 154 countries. We bring their voices to the UN, ILO, WHO and other regional and global organisations. We defend trade union and workers rights and fight for universal access to quality public services.

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