Annual Report

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Educational measures of the
European Centre for Workers’ Questions (EZA)
within the framework of the

European social dialogue

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Summary

70 education and training activities were carried out by the EZA in the 2013 budget year under the “European Social Dialogue” education and training programme. Of the 3,787 participants, 38.8% were from the EU-13 and the pre-accession countries; this attests to the successful integration of workers’ organisations from Central and Eastern Europe in the EZA’s education and training work.

The inclusion of Croatia in the European Union on 1 July 2013 and the nomination of Serbia as a pre-accession country show the European Union’s great interest in integrating the nations of the Western Balkans. The Special Project for Workers’ Organisations in the Western Balkans, which was started in 2012 with an opening seminar and nine other events, was continued in 2013 with nine more events, including various working groups, a conference and an evaluation seminar in conjunction with the European Economic and Social Committee (EESC). In the evaluation seminar, three issues were identified as the most important issues for the future work in this region: firstly, capacity building measures, as many organisations are still relatively young; secondly, imparting knowledge of directives, rights and legal instruments, as trade unions are often refused the full exercise of their rights and they are confronted with considerable resistance from their governments; thirdly, organising workers in SMEs and multinationals in the financial sector, as the social dialogue structures there are weak.

Trade unions in Europe face new challenges these days: dwindling numbers of members and the worrying impact of the crisis on the European labour markets mean that previous positions have to be reconsidered and new strategic approaches developed. Therefore the aim of the six-seminar project co-ordination on “Prospects for trade union action in Europe during and after the crisis” was to identify the main challenges for workers’ organisations, come up with possible strategic approaches and organisation-specific prospects for action, and analyse their self-conception and positioning.

Good sectoral social dialogue and collective bargaining are the ideal long-term mechanisms and instruments for meeting the increasing challenges in different sectors from the viewpoint of workers’ organisations in a responsible way with regard to the future. These include the European textile, clothing and leather sector, the European chemical industry, and the agriculture sector, all three of which are increasingly exposed to international competition. Plus the public sector, teachers and creative workers, who are under severe pressure from the necessity of spending cuts and are subject to increasing flexibilisation. These key points were discussed in the group of topics “Challenges in the sectoral social dialogue”.

The social dialogue in Europe faces major challenges now: the impact of the pressure from international competition due to globalisation and the economic and financial crisis on the European labour markets is particularly noticeable. The Economic and Monetary Union, the process of European enlargement, demographic changes and their consequences along with technological change have altered the prevailing circumstances. With this scenario, in its 2013 education and training year the EZA started a research project on “Conditions and criteria for successful social dialogue in Europe – the labour perspective” in collaboration with the
Onderzoeksinstuut voor Arbeid en Samenleving (HIVA). The focus of the independent first part was on defining and conceptualising social dialogue and organised labour relations as well as key concepts and common/different features of systems of social dialogue.

On the subject of “The ‘Europe 2020’ strategy and the EU Employment Package: workers’ organisations co-design more and good work”, in a joint academic working and strategy paper the EZA and HIVA looked into the question of how workers’ organisations can help achieve this aim and champion good quality work. A series of five seminars was held on these questions in the 2013 project year. One of the results was that numerous new jobs will be created in the three future sectors: the green economy, health and care services, information and communication technologies. At the same time, however, the focus must be on promoting the quality aspect of these jobs and satisfying the great demand for basic and further training.

Various seminars were held on “Sustainable growth and quality of work – a strategy for preventing poverty”, concentrating especially on the impact of austerity measures following the financial crisis and the advancing globalisation, and pointing up the impact on social security in Europe. The aim must be to achieve sustainable, quality growth that strengthens welfare in Europe, and to reinforce the protection of quality of work through collective bargaining.

The “Youth unemployment, vocational training, the dual system” issues throw light on the correlation between the youth unemployment figures in the different countries of Europe and their respective education and training systems. The crucial advantage of the dual system is the link-up between schooling and practical, in-company training. The lower youth unemployment rates in countries that practise dual training systems, such as Germany, Austria, Denmark and the Netherlands, compared to the European average, suggest a better transition to the labour market and a better skill set of the trainees, which is recognised by companies. At the same time, through the social partners the companies are involved in drawing up training schemes and carrying out exams. These points were also looked at in depth by a working group of vocational training experts.

In the 2013 education and training year, projects were co-ordinated on the issue of “Checking the balance between work and private life”, involving four EZA member centres. In particular they focused on the austerity measures resulting from the financial and economic crises primarily affecting the welfare state, including family benefits. Besides the increasing lack of equal opportunities for women, they also highlighted the consequences in countries like Macedonia, where such compatibility is lacking in every sector owing to economic constraints. There is, however, agreement that workers’ organisations ought to use collective bargaining on a sectoral level in order to implement new solutions for equal opportunities on a company level. Moreover, workers’ organisations should demand that governments replace labour market regulations based on the “breadwinner” model with concepts that accord with the EU’s equal opportunity aims, and to better harmonise the many different family policy measures that were introduced successively.

Five seminars concentrated on the current development of “Worker mobility and migration”. Besides the problems regarding equal opportunities for workers from other EU states, caused in particular by the crisis-induced inner-European migration
from southern to northern Europe, the seminars focused on the situation of migrants from non-EU states, their access to the labour market and their welfare rights. The task of workers' organisations in this respect is to stand up for the implementation of directives and rules that benefit mobile workers, as well as to inform migrants of their rights and train them accordingly. At the same time they have a key role in integrating migrants in the social dialogue and in collective bargaining.

Since 2009 the EZA has carried out a programme of education and training courses for workers’ representatives in collaboration with various member centres. In the 2012 education and training year, it started a second cycle with a regional focus in Central and Eastern Europe. There were two courses in the 2013 education and training year: one on the issues of negotiations, conflict management and harassment at work; the other on organisational development, macroeconomic policies, change management, new developments in the trade union movement’s principles, and strategic planning.

The opening seminar for the 2014 project year was held in Wieliczka, Poland, where together with the project leaders from every member centre involved new trends in the substance of the European social dialogue and in the EZA’s education and training work were presented, along with an outlook on the new year.
1. **Aims**

The *aims* were:

- To provide information on the current status and development of social dialogue, especially from documents published by European institutions
- To identify particularly critical (positive and negative) points
- To identify the participants’ role in their societal function as part of the social dialogue process
- To consider how the social dialogue process can be supported by suitable measures (e.g. through the recommendations produced by the seminars) and the added value of social dialogue identified
- To promote the development of social dialogue structures – like those in Western European countries – in the new member states and candidate countries (including the Western Balkans) through education and training, and thus make a contribution to workers’ participating and having a democratic say in these countries.

The *target groups* to address are representatives/multipliers of workers’ organisations and workers – especially from those groups that have problems in the labour market.

The *overall aim* was, as part of social dialogue, to inform on the development process envisaged in the objectives of the European Commission, the Council of Ministers and the European Parliament, and to promote it.

2. **Results**

2.1 **Topics**

- Social dialogue in the process of European enlargement and integration (17 activities)
- The role of the social partners, information and consultation, the involvement of workers (13 activities)
- Structural challenges in the labour market (21 activities)
- More and better jobs (5 activities)
- Social security (3 activities)
- Equal opportunities for men and women in the labour market, the compatibility of family and work (5 activities)
- Mobility and migration of workers (6 activities)
Relation of theme groups – 2013 *

European enlargement and integration: 17
Social partners: 13
Challenges in the labour market: 21
More and better jobs: 5
Flexibility and security: 3
Equal opportunities and compatibility: 5
Mobility and migration of employees: 6

Number of realized activities

Relation of theme groups - 2013 *

European enlargement and integration: 24%
Social partners: 19%
Challenges in the labour market: 30%
More and better jobs: 7%
Flexibility and security: 4%
Equal opportunities and compatibility: 7%
Mobility and migration of employees: 9%

Diagram 1

Diagram 2
2.2 Methodology

The methodology applied in practically every seminar consisted of conveying information through presentations (generally PowerPoint presentations), discussing those presentations and drawing up recommendations for action/final declarations in working groups. Some seminars were chaired throughout by an expert, guiding the discussions with regard to content and guaranteeing the process of ensuring results in the course of the seminars. At the end of every project conclusions were drawn, concrete models for future action elaborated, their further use discussed and, in some seminars, demands addressed to policy-makers were formulated.

The EZA is especially committed to encouraging the active involvement of workers’ representatives and their exchanging experiences and examples of good practice in the seminars. That is why at the beginning of the 2013 education and training year a working group of education and training experts was set up, and it met for the first time in Königswinter on 11 July 2013. Based on the procedure already successfully applied with advisers and supervisors from 2001 to 2005, participative methods were tried out in the seminars, and a pre-designed evaluation sheet was tested in three tandems of education and training experts and project leaders. As evidenced by an evaluation of the meeting of experts on 24/25 March 2014, it is important to consider in the seminar methods the different traditions of education and training and cultures in the various European countries and regions. Five new education and training tandems were set up for the 2014 education and training year.

2.3 Project co-ordination

Project activities were co-ordinated in terms of organisation and content on the topics of Prospects for trade union action in Europe during and after the crisis: challenges, strategic approaches, self-conception and positioning and checking the balance between work and private life. As in previous years, the aim was to put project activities on the same main topic but with different emphases in a common context and create synergy effects in this way.

2.4 Numbers of participants

A total of 3,787 people took part in the “European Social Dialogue” 2013 education and training seminars. At 54.1, the average number of participants per seminar was almost exactly on a par with the previous year’s figure (2012: 54.6). An average of 21 participants per seminar (= 38.8% of the total number of participants per seminar) came from the EU-13 and the candidate countries.
This shows that the integration of workers’ organisations from Central and Eastern Europe in the “EZA European Social Dialogue” 2012 education and training programme events is now a matter of course, and that the special project for the Western Balkans is bringing more workers’ organisations from the region into EZA’s seminar work.

Some project organisers opened their events up to participants living in the vicinity of the event venues and matching the participant profile. This clearly enhanced the effect of the seminars and the direct implementation of the seminar results in the organisers’ surroundings.

![Diagram 3](image)
2.5 Topics

2.5.1 The enlargement of the European Union to the Balkans – EZA special project on strengthening the social dialogue continued

The inclusion of Croatia in the European Union on 1 July 2013 and the nomination of Serbia as a candidate country (after the former Yugoslav Republic of Macedonia and Montenegro) demonstrate the European Union’s considerable interest in integrating the countries of the Western Balkans.

At an EZA seminar, Jean-Paul Tricart, Head of the “Social Dialogue, Industrial Relations” unit of the European Commission’s “Employment, Social Affairs and Inclusion” Directorate-General, called on the representatives of workers’ organisations from the Western Balkans to take an active part in accession negotiations; this, he said, was their natural role in the social dialogue.

Jean-Paul Tricart said the major challenges for workers’ organisations in the Western Balkans included the structural weaknesses in relations between the employers and employees, the difficulty of identifying representation structures, the tradition of a dominating tripartite social dialogue, the very informal nature of the economy, and corruption. In view of this, he said, it was important to strike a balance and come up with the optimum strategy in relations with the employers. He called on workers’ organisations to take advantage of the opportunities of the European works councils, strengthen the sectoral dimension, and invest in capacity building.

The EZA and a number of its member centres have already had contacts with workers’ organisations in the Western Balkan states for years. They include MCL/EFAL, which has partners in several countries, and the international trade union associations EUROFEDOP, BIE International and WOW, which have national member organisations there. Moreover, the EZA has some member centres in the region, including the Macedonian trade union association UNASM.

The EZA attaches great importance to the development of the social dialogue in the Western Balkans. That is why a special project for workers’ organisations was started in the 2012 education and training year – modelled on the very successful special project in Central and Eastern Europe from 2004 to 2009. MCL/EFAL, EUROFEDOP, BIE International, WOW, UNASM and the EZA carried out seven education and training activities in Belgium, Croatia, the former Yugoslav Republic of Macedonia, the Netherlands, and Serbia.

In the countries of the Western Balkans – such as the former Yugoslav Republic of Macedonia and Montenegro – the social partners are still relatively young organisations and very much involved in developing their own organisation. Trade unions from the region should therefore exchange ideas, also because the situation in the Western Balkans is very similar everywhere (UNASM: 01-05-13-SP-AG1).

With this scenario the trade unions are grateful for the help they receive from fellow trade unionists in other European countries (EUROFEDOP: 01-05-13-SP-AG3 Part 1), and welcome co-operation projects, e.g. the development of transnational
networks promoting the further training and specialisation of young workers (EZA: 01-05-13-SE-AG7).

Great efforts are required on the part of the trade unions in the Western Balkans to establish structures for a real social dialogue (EUROFEDOP: 01-05-13-SP-AG3-Part 1). The instruments of social dialogue must also be made more effective. For instance, in the former Yugoslav Republic of Macedonia there is a significant number of collective agreements, but in most cases they are either obsolete or no different from the Labour Code and general collective agreements (UNASM: 01-05-13-SP-AG1). The labour legislation also encompasses anti-discrimination laws, but the fundamental problem is they are not implemented. However, the trade unions are aiming to further strengthen the legal framework (UNASM: 01-11-13-AG).

In Skopje (Macedonia) the participants in the YHACM - UNASM – UIATUM seminar stressed that in order to succeed social dialogue requires the observance of fundamental values.

Another important factor for trade unions having the ability to act in the social dialogue is that they have a broad base in society (EZA: 01-05-13-SE-AG7). The economic crisis has caused trust in trade unions to dwindle; in Serbia only 15% of the population trusted the trade unions (WOW: 01-05-13-SP-AG6).

To regain this trust, trade unions must have a voice in the media, not just during strikes but also to make the public aware of trade union activities, the social dialogue, collective bargaining etc. (EUROFEDOP: 01-05-13-SP-AG3-Teil2; WOW: 01-05-13-SP-AG6).

Trade unions’ communication with their members should also be intensified; more and new services ought to be offered to members and potential new members (WOW: 01-05-13-SP-AG6).

Young people in particular should be addressed by the trade unions and signed up as members (BIE International: 01-05-13-SP-AG4), for young people are underrepresented in trade unions compared to the percentage of the total population they make up (EUROFEDOP: 01-05-13-SP-AG3-Part 2). A special focus of trade
union work ought to be on improving vocational training (MCL/EFAL: 01-05-13-SP-AG2).

A seminar evaluating the EZA special project for strengthening the social dialogue in the Western Balkans was held from 6 to 7 November 2013 in Brussels in conjunction with the European Economic and Social Committee (EESC). The reports from the education and training alliances again reflected the results above derived from the seminars.

The education and training alliances drew up the following key issues for their future work: organising the workers in small and medium-sized companies and reinforcing the presence of workers’ organisations there; capacity building of representatives of workers’ organisations; conveying information on directives, laws and legal instruments to strengthen workers’ structures on a national and EU level; the role of workers’ organisations in EU accession negotiations and supporting workers’ organisations’ representatives in this process with expertise in labour and social law; signing up new members and improving the image of the workers’ organisations; social dialogue in multinationals in the financial sector; burn-out and stress at work (EZA: 01-05-13-SP-1).

All the workers’ organisations involved regarded the special project as very important in terms of strengthening their role in the social dialogue; its continuation in the 2014 education and training year therefore meets the urgent need on the spot.

Since it was set up in 1989 the Conference on Trade Union Co-operation in Europe (KGZE) has been a platform for workers’ representatives from Western, Central and Eastern Europe to meet and exchange ideas; it celebrated its 25th anniversary in 2013. This time around the conference focused on the prospects of the Western Balkan countries joining the EU and the part workers’ organisations could play in this. The 160 participants from 23 European nations stated that the social dialogue and the role of the trade unions in the individual European states vary, and so it was of prime importance to learn from one another. The impact of the crisis on workers’ organisations and the social dialogue in the individual countries was discussed. In the Western Balkans, besides territorial boundaries there are more than anything religious and cultural boundaries, something that everyone involved in the social dialogue should bear in mind at all times (ÖZA: 01-07-13-KO).

2.5.2 Prospects for trade union action in Europe during and after the crisis: challenges, strategic approaches, self-conception and positioning (project co-ordination)

In the 2013 education and training year, projects were co-ordinated on the topic of “Prospects for trade union action in Europe during and after the crisis: challenges, strategic approaches, self-conception and positioning”, involving Recht en Plicht, Cartel Alfa/Coresi, Krifa, EUROFEDOP, Solidarność and C.F.T.L. The project co-ordinator was Volker Scharlowsky from Germany.

The economic and financial crisis has confronted workers’ organisations throughout Europe with major challenges: the rise in unemployment, the increase in precarious jobs, pressure on wages and working conditions, cuts in welfare benefits, greater
flexibility in the job market and at work, bigger health risks, more difficult reconciliation of family and working life – workers in Europe have had to take a severe deterioration in their situation on the chin.

It is precisely now, when negotiations in the social dialogue are needed more than anything, that the social dialogue seems not to be working or not working properly in a number of countries (like Romania, Poland and Spain). This is due to the general lack of interest of governments (Solid: 01-08-13-KO) and/or employers’ associations, poor training structures, and also the fact that unpopular austerity measures or labour market reforms are being undertaken without consulting the social partners.

Hence the aim of the project co-ordination was to analyse challenges for workers’ organisations, possible strategic approaches, their self-conception and positioning in 2013.

Workers’ representatives in the European textile, clothing and leather sector are in a particularly difficult situation. Between 2008 and 2012, the sector lost 1.1 million jobs through factory closures and restructuring measures. The greater flexibility introduced so widely in industrial relations had no positive effect on employment; it led to job and wage insecurity and gave greater scope for precarious jobs. The general outcome has been a loss of interest in trade union work, less involvement in trade union work, and a drop in numbers of members. So the call is for trade unions in the sector to strive for greater representation in small and medium-sized firms and to try and conclude more collective agreements (Recht en Plicht: 02-08-13-SE).

The education and training sector is also suffering from severe cuts. Trade unions are called upon to counter this trend by championing better pay for teachers, more training opportunities (including new information and communication technologies), as well as projects on stress, health and safety at work (Solidarność: 02-09-13-AG-II).

Precarious jobs predated the economic and financial crisis: the temporary work and low-wage sector has been spreading in countries like Germany for about 20 years already, just like the conversion in Portugal of jobs into poorly paid/unpaid work experience, disorientating and demotivating young people and making them want to emigrate. In this scenario, more than anything workers’ organisations ought to champion the quality of working conditions, including the application of the principle of “decent work” (C.F.T.L.: 05-01-13-SE).

Even though the social dialogue is suffering from the strain of the economic crisis, the European Federation of Employees in the Public Sector (Eurofedop) still believes in the sense and value of further consultations between the social partners, referring to the key concepts of the social market economy and corporate social responsibility (CSR) (Eurofedop: 02-02-13-SE).

A raft of measures was drawn up in the seminar organised by the Romanian trade union umbrella organisation Cartel Alfa. Trade unions should reorient themselves, involve their members in key decisions, diversify trade union services for members, promote further training, and work more closely with employer organisations. On a European level they should do more to exchange ideas with trade unions from other countries and to lobby the European institutions, as well as conduct concerted
campaigns to overcome the challenges created by multinationals (Cartel Alfa / CORESI: 02-04-13-SE).

WOW, the World Organisation of Workers, advocates a pluralistic trade union approach. Trade union pluralism derives from the particular history, tradition and culture of a nation, and is positive when used for a good cause and not as a means to block other, competing trade unions. The understanding of social dialogue is based on seeking solutions together with, and not against, the employers. Christian-social trade unions must focus on coming up with answers to the needs of people, members as well as non-members (Krifa: 02-05-13-SE).

The participants in the Krifa seminar organised in Berlin (Germany) addressed the different variants of trade union pluralism in the various countries.

In the co-ordination of the projects, recommendations for action for workers’ organisations were drawn up, the most important being:

**Income situation and living conditions**
- Secure or develop minimum wage provisions
- Develop education and training opportunities
- Regulate the reduction or prohibition of (unpaid) work experience after education and training
- Aim for a reduction or prohibition of temporary or agency work

**Work situation**
- Reduce or prevent further “brain drain”
- Make more state and European funding available in education, including for the training of staff there
- In the public sector ensure or restore reliability and continuity in dealings with workers
- Eliminate precarious working conditions (low wages, short employment cycles, no prospect of social security, frequently inadequate for training)

**Social dialogue**
- Altogether develop the social dialogue at national level
- Make social dialogue a more binding institution
- Make the right to trade union membership more natural in companies
- Extend collective bargaining

**Exchange of experience**
- Acquire new members
- Modernise the organisation
- Make experiences transferrable
- Make trade union work more Internet-friendly

**Organisation-specific prospects for action**
- Extend Internet-supported advertising, support and informative work
- Interlink work and aims of NGOs and trade unions
- Improve social awareness of and about trade unions
- Secure right to freedom of association and trade union membership
- Communicate the EZA’s objectives in Europe more strongly
- Extend international trade union and cross-association co-operation
- Promote co-ordinated work in multinational companies

**Political prospects for action at national and European level**
- Combat corruption structures
- Reduce/prevent further brain drain
- Do not further worsen public services
- Do not further privatise public services
- Modernise public services in a targeted way, e.g. in e-health, e-tools in education and training

(Excerpt from: Prospects for trade union action in Europe during and after the crisis: challenges, strategic approaches, self-conception and positioning, EZA Contributions to the Social Dialogue 20, author: Volker Scharlowsky).

**2.5.3 Challenges in the sectoral social dialogue**

Many sectors of the European economy face severe problems. The reasons for this are manifold. In the European textile, clothing and leather sector it is the international competition from – often Asian – countries with lower wages and worse working conditions that has resulted in factories closing and jobs being lost in production (Recht en Plicht: 02-08-13-SE). The European chemical sector is also confronted with chemicals being imported from other countries in the world where standards (decent work, energy, the environment) are lower, resulting in unbalanced competition (ACV - BIE International: 03-15-13-SE). The necessity for public sector spending cuts arising from the financial crisis is affecting public services (Eurofedop: 02-02-13-SE), especially teachers (Solidarność: 02-09-13-AG-II), as well as creative professionals (CNV-KB: 05-02-13-AG).

This development impacts on workers in every sector in a similar way and to a similar extent. In recent years the European textile, clothing and leather sector has seen job losses and a rise in precarious jobs (Recht en Plicht: 02-08-13-SE). The building industry, the building materials sector, forestry and wood production are experiencing
a continual reduction in officially employed workers and a growth in informal work. The consequences of this are an increase in working hours and a reduction in wages, social protection, working conditions, employment and trade union rights, trade union freedoms and actions (ACV - BIE International: 01-05-13-SP-AG4). As some teachers are poorly paid, qualified computer scientists amongst them are leaving the profession for the business world (Solidarność: 02-09-13-AG-II). Budget cuts in art/culture quickly create unemployment and result in lower pay, meaning that workers have to put up with very long working hours to earn enough (CNV-KB: 05-02-13-AG). In agriculture it is especially the young who find no prospects in the sector (ICRA: 03-13-13-SE).

The term “flexibilisation” is ubiquitous – both in the labour market and at the workplace – even though it generally has no positive effect on the employment situation (Recht en Plicht: 02-08-13-SE). All too often the result for the worker is only work-related stress and consequently mental illness (NBH: 04-04-13-SE). In the art sector, very long working hours put workers under stress, exposing them to health risks (CNV-KB: 05-02-13-AG). Teachers face increasingly frequent physical attacks and violence in schools (CSDR: 04-02-13-SE; NKOS: 04-05-13-SE). Trying to reconcile work and family life is becoming harder and harder for workers in a number of sectors (Solidarność: 02-09-13-AG-I; CNV-KB: 05-02-13-AG).

In Košice (Slovakia) those attending the seminar organised by NKOS sought strategies for improving health and safety at work in the European Union. Good collaboration between the different parties involved, i.e. the trade unions, the European Agency for Safety and Health at Work (EU-OSHA), the national contact points, the supervisory authorities, the Ministries, company management and workers themselves results in better working conditions.

In the view of workers’ organisations, good sectoral social dialogue and industry-wide collective agreements are the ideal mechanisms and instruments for facing these challenges in the long term and responsibly with regard to the future (ACV - BIE International: 03-15-13-SE; Eurofedop: 02-02-13-SE). Industry-wide collective agreements prevent companies competing with one another over workers’ wages, with the proviso that individual companies can only enter into collective agreements if they contain more favourable provisions for the worker (WOW: 02-06-13-SE). The challenge workers’ organisations from Central and Eastern Europe face is that either there are often no industry-wide collective agreements or they are not respected (WOW: 02-06-13-SE).
The causes of the varying effectiveness of collective agreements and how these agreements can become more efficient were the focus of the workshops of the WOW seminar held in Belgrade (Serbia).

Topics for the sectoral social dialogue can be strengthening small and medium-sized companies in the textile, clothing and leather sector (Recht en Plicht: 02-08-13-SE), reconciling work and family life in the education sector (SolidarnośĆ: 02-09-13-Ag-I), integrating environmental aspects and promoting rural areas in agriculture (FEDER.AGRI.: 03-12-13-SE) and health and safety at work (NKOS: 04-05-13-SE).

Trade unions should never take their eye off capital and labour market relations whilst taking into account the real situation of people. This was stressed by Milan Katuninec [left], the Vice Rector of the University of Trnava, also a founding member and Honorary President of NKOS, seen here along with Lubica Černá, the President of NKOS [right].

Another opportunity for exercising influence on a sectoral level is created by the European Works Councils Directive (WOW: 02-06-13-SE). European works councils have proven their worth, as they provide workers’ representatives with access to multinationals’ decision-making levels. It is precisely in times of crisis that workers’
representatives have a greater strategic influence, if they are supplied with the requisite information and have enough time to contribute their opinion and proposals (PODKREPA: 02-07-13-SE).

2.5.4 Conditions and criteria for successful social dialogue in Europe – the labour perspective

The social dialogue in Europe currently faces major challenges: the impact of the pressure of international competition caused by globalisation and the economic and financial crisis is tangible in the European labour markets. The Economic and Monetary Union, the process of the EU enlargement, demographic trends and their consequences, and technological change have altered the general circumstances. The trend towards smaller companies and dwindling numbers of members in their own ranks mean a challenge for trade union representativeness. Future tasks include ensuring the quality of work and working more together with NGOs on individual issues.

It was against this background that in the 2013 education and training year the EZA began a research project entitled “Conditions and criteria for successful social dialogue in Europe – the labour perspective” in conjunction with the Onderzoeksinstituut voor Arbeid en Samenleving (HIVA).

The independent first part focused on defining and conceptualising social dialogue and organised industrial relations, as well as key concepts and common/different characteristics of the systems of social dialogue. The special feature of the research approach is elaborating quality criteria for good interaction between the social partners in the course of social dialogue, drawing up recommendations for action by workers’ organisations in the EZA seminars, and incorporating ethical considerations on a Christian-social value basis.

This (...) report conceptualises “good” social dialogue by analysing this European model of socio-economic governance and political exchange. A national perspective complements this conceptualization. The following aspects were discussed and emphasized:

- The fundamental link between this system of political exchange and the employment relationship (employer-employee) and the inherent contradictions of the wage-labour nexus;
- The collective and organized bi-partite or tri-partite nature of social dialogue;
- The key institutional features of recognised or representative trade unions, collective bargaining systems and formal information and consultation bodies at workplace level; social partnership depends on the development of social consultation.
- The basic compromise underlying the system, starting with mutual recognition and striking the right balance between efficiency and equity as a successful strategy;
- The particular role of this system and its complementarity with the European model of democratic governance;
- How can this European model be seen as something worth striving for from a Christian-ethical perspective of work and the economy?
- How can its performance be expressed not as simple ‘yes’ or ‘no’ questions, but as open-ended ‘it depends’ questions?
- Why has this European model come under attack again since the onset of the crisis, especially in the countries hit hardest by the crisis?

(Excerpt from: Jan Van Peteghem, Sem Vandekerckhove, Guy Van Gyes & Caroline Vermandere: Conditions and criteria for successful social dialogue in Europe – the labour perspective. Part I: Conceptualising the European way of social dialogue) (HIVA: 02-12-13-FP-N)

2.5.5 The “Europe 2020” strategy and the EU Employment Package: workers’ organisations co-design more and good jobs

In March 2010, the European Commission launched its new “Europe 2020” strategy, in whose consultation process the EZA had been involved. With its Employment Package accompanying the “Europe 2020” strategy the EU’s aim is to promote the employment potential in three future sectors: the green sector, health and care services, and information and communication technologies.

In a joint academic working and strategy paper the EZA and HIVA studied how workers’ organisations could help achieve this goal and champion good quality work (HIVA: 03-02-13-FP). In the 2013 project year one of a series of five seminars addressed these questions.

At the final conference in the series of seminars the results of the preceding seminars and the joint EZA and HIVA study were presented and discussed, and further recommendations on substance were drawn up (USO: 03-06-13-KO).

Creating high-quality, sustainable working conditions was regarded in the seminar organised by USO – CCFAS in Madrid (Spain) as currently the most pressing task in the social dialogue. Approaches to solutions were developed.
It cannot be disputed that a large number of new jobs will be created in three future sectors: the green sector, health services and care, and information and communication technologies. For instance, 381,000 new jobs were created by climate protection in Germany between 2004 and 2011 (KAB: 03-03-13-SE). In the care sector the increase in jobs is due primarily to demographic change (FLC: 03-01-13-SE).

The seminar run by the KAB in Berlin (Germany) discussed the ways towards future-oriented work in a sustainable economy.

This development produces a great need for basic and further training. In care this is due to the increasing diversification and complexity of the services in demand (FLC: 03-01-13-SE); in green jobs it is due to the introduction of new environmental technologies, both in new and existing jobs (LKrA: 03-04-13-SE). Lifelong learning has a special role to play in this (LOC: 03-05-13-SE). Moreover, it is important that the member states promote the recognition of vocational qualifications and worker mobility (FLC: 03-01-13-SE). For the latter it is absolutely essential to acquire foreign language skills (USO: 03-05-13-SE).

The task of workers’ organisations is to keep an eye on the quality of jobs in the transition to a green economy (LOC: 03-05-13-SE). The expanding market in the eco-industry and the environmental industry is resulting in start-ups and time-limited investments, meaning that the often small firms do not pay pay-scale wages, seldom have a works council and have hardly any trade union ties, demand overtime, and altogether offer poor working conditions. Green jobs are therefore not necessarily good jobs; concrete standards are required (KAB: 03-03-13-SE).

There is a similar challenge for workers’ organisations with regard to home services and care. People employed in private households often have no contract of employment, no agreed working hours, and they receive no social security benefits. The employers are often small families that try to make up for the deficiencies of the welfare and healthcare network system (ACLI-ENAIP: 01-01-13-SE, outside the series of seminars on the “Europe 2020” strategy).
The participants in the seminar organised by ACLI – ENAIP in Brussels (Belgium) sought ways of tackling workers’ problems brought on by the economic crisis. Social network initiatives using collaboration between the different countries in the European Union ought to be promoted and strengthened.

The only way out of the crisis is to create high-quality jobs with fair pay that boost consumption and therefore create jobs. The social security systems can only be maintained with high-quality jobs. This applies to every job created in the three future sectors of the green economy, health services and care, and information and communication technologies (USO: 03-05-13-SE).

Here is a summary of the academic results of the project (HIVA: 03-02-13-FP):

**Green jobs**
Green jobs [...] can in general be split into new emerging eco-industries and greening traditional and emission-intensive industries. With the estimate of 3.4 to 4.8 million new jobs by 2020, these green jobs clearly have a large employment potential. [...] some typical characteristics of the eco-industries seem to impose risks on job quality. First, the industrial character of these industries can be linked to lower levels of job quality. The high percentage of SMEs also has a potential (negative) impact on job quality. [...]  

**ICT jobs**
The ICT sector is a rapidly changing and growing industry with a considerable demand for highly skilled workers. By 2015, the European Commission expects 700,000 unfilled ICT vacancies. [...] the growing workload and pressure can lead to deteriorating job quality. Furthermore, the typical nature of the ICT sector, with rapid changes - linked with high (self-)learning requirements - and high numbers of SMEs and self-employed can threaten job quality. The low levels of workers representation in this sector might also hinder the protection of job quality.

**Health and care jobs**
The health and care sector [...] continued to grow during the crisis. Today this sector is already confronted with large numbers of unfilled vacancies. [...] By 2020, 8 million jobs will be available, with 1 million new jobs and 7 million jobs becoming vacant due to replacement needs. Apart from the lack of skilled labour, the sector has been
confronted with several changes during recent years. Growing privatisation of healthcare, combined with a shift towards more domestic care, has largely impacted on the employment and working conditions. These changes also seem to lead to an increasing segregation between high-skilled healthcare workers and lower-skilled personal care workers, with large differences in their working and employment conditions.

**Workers’ strategies**

[...] Europe is confronted with societal challenges as well as a shortage of skilled labour. [...] workers’ organisations should be convinced that promoting job quality is an essential strategy [...] in facing these challenges. Hence they can and should play a key role in promoting and improving job quality. [...] workers’ organisations should abandon their old defensive strategies towards employers, and take a more co-operative attitude and role in the change processes. By participating and creating new forms of social dialogue, workers’ organisations can actively work together with employers and other stakeholders in implementing the changes.

**Green sector**

[...] workers’ movements should [...] broaden their scope of diagnosis of what goes wrong in the organisation. Workers should also be encouraged to participate in the changes to become partners of the employers in the search for strategic answers. In addition to increasing employee representation [...] workers’ organisations can play an important role in raising awareness of and support for the changes among workers [...].

**ICT sector**

[...] changes within the ICT sector cause employment relationships to change and become more flexible. Workers’ movements can play a role in the creation of new ways of protecting workers under these specific employment conditions, and ensure job quality. [...] raising the employability of ICT workers and supporting their learning activities and the development of transferable skills. [...] to create a basis for negotiations. [...] in tackling major threats to job quality by supporting job mobility and career planning, improving work-life balance, counteracting pressures and stress issues etc.

**Health and care sector**

[...] The privatisation trend has led to a deterioration and scattering of workers’ representation. Improving and strengthening this should be a primary focus. Because many care workers see their work as a vocation, ensuring and improving job quality is a main measure to prevent vocation and motivation turning into self-exploitation. Improvements in job quality should be achieved inter alia by securing decent wages, providing sufficient training for the growing number of unskilled staff, raising awareness of racism and harassment risks, training to limit ergonomic risks etc. [...] Providing flexible working time arrangements and sufficient time for tasks is a key issue. [...]
During its series of seminars on the process of implementing the headline targets of the “Europe 2020” strategy, in the 2014 project year the EZA will focus on how youth unemployment in Europe can be tackled by vocational training; an academic handout on this is being drawn up in conjunction with the Institute for Advanced Studies in Vienna (03-24-12-FP-N).

2.5.6 Sustainable growth and quality of work – a strategy for preventing poverty

The extremely high level of national debt in some countries of the European Union induced the governments to introduce austerity measures, which were often adopted unilaterally, rapidly and without any real social dialogue (MCL/EFAL: 01-03-13-SE), causing a further heightening of social inequality, especially in Southern Europe (LOC: 03-05-13-SE). Austerity measures bring about a reduction in social rights and have an impact on workers, families and generations (N.Si: 05-03-13-SE).

There has been increasing awareness in Europe recently that austerity policies have a negative influence on employment (ACW – Ter Munk: 01-09-13-AG). Although balanced budgets and observance of the European economic criteria are desirable, they should not be allowed to be applied with such severity that they result in social protection and wage rights being destroyed (CFTC: 01-02-13-KO).

Because of globalisation and the financial and economic crisis, which showed us the limits of extensive globalisation (ACW-Ter Munk: 01-01-13-KO), Europe is experiencing a worrying social development being manifested in these four trends: an increase in poverty and social exclusion within the general population; a rise in the number of children directly affected by poverty and social exclusion; an increase in the working poor; a higher risk of poverty for EU citizens living in households without family members in stable jobs (EUROMF: 01-04-13-SE).

Austerity measures are not the only solution for coping with the debt crisis. It is also important to increase the income side of the budget by creating new, high-quality jobs (N.Si: 05-03-13-SE). Quality takes priority over quantity in job creation (CET: 04-01-13-SE). The work must be decent, and secure an adequate livelihood for the workers and their families (LOC: 03-05-13-SE). Good quality work means a decent wage, decent working conditions and genuine social protection, especially in the case of sickness and retirement. The concept of a decent wage is to be drawn up as a new idea for social Europe (CFTC: 01-02-13-KO), and the question asked to what extent low-wage groups should have to pay taxes (MOSZ: 03-16-13-SE).

The aim must be to achieve sustainable, quality growth in Europe that strengthens the social dimension (ACW – Ter Munk: 01-09-13-AG). Sustainability that is based on less consumption must not contradict the necessity for constant economic growth (ACW – Ter Munk: 01-10-13-KO). It is the task of workers’ organisations to fight for a change in the policies of extreme austerity and for the basis of a dynamic, substantial restoration of the social dimension in Europe (ACW – Ter Munk: 03-21-13-AG-N). The social partners must negotiate a framework of actions to counter the policy of...
austerity in Europe (ACW – Ter Munk: 01-09-13-AG), for the social partners are the driving force behind sustainable, quality growth (ACW – Ter Munk: 04-03-13-KO).

“Social partners as driving forces of competitiveness and qualitative growth” was the subject of the seminar organized by ACW / VCW - Ter Munk in Bielefeld (Germany).

The quality of work can only be protected by collective bargaining, which is the only way of guaranteeing the precedence of the people over the economy and the financial markets (LOC: 03-05-13-SE).

Sustainable, decent working conditions in Europe are only possible if social standards are observed the world over; the ILO core labour standards must be systematically implemented everywhere (AZK: 03-07-13-SE).

2.5.7 Youth unemployment, vocational training, the dual training system

A few years ago the EZA along with some of its member centres set up a Platform for Young Workers in Europe, for which Nowy Staw is responsible. In 2013 the Fourth Conference of Young Workers in Europe was organised with the assistance of the platform, and 30 young representatives of workers’ organisations from different European countries attended it. The theme was: “Youth unemployment: How can Europe close the gap between the training system and the labour market? An urgent challenge for the social dialogue” (ETÖK: 03-11-13-SE).

There is obviously a connection between the youth unemployment rates in the various countries of Europe and their respective training systems: countries like Germany, Austria, Denmark and the Netherlands (all with the dual vocation training system) have youth unemployment rates below the European average. A crucial advantage of the dual system is the link between the school and practice in the firm (EZA: 03-18-13-AG), for the lack of professional experience is one of the main reasons for companies not taking on young people (ETÖK: 03-11-13-SE).
The special focus of the seminar on youth unemployment was on the “Gap between the system of education and training and the labour market”. ETÖK organised this seminar in Tallinn (Estonia).

As the European Commission’s progress reports on the fourth target of the “Europe 2020” strategy show, countries with a higher percentage of graduates and fewer students in vocational training (such as Portugal and Spain) have a higher youth unemployment rate than countries with a lower percentage of graduates and more widespread vocational training (e.g. Germany and Austria) (CIFOTIE: 03-09-13-SE). It is absolutely essential to further reduce the much too high number of school drop-outs, primarily in Southern Europe, (even though there are already signs of progress in this respect), as these young people are hardest hit by unemployment and social exclusion (C.S.T.: 03-10-13-AG).

A key element of good vocational training is the involvement of the social partners. In Austria they have an institutionalised role in setting priorities in the curricula and the framework conditions of the vocational training system. The social partners also set up vocational schools (EZA: 02-01-13-AG). In Germany the curricula of the 350 professions are developed in close co-ordination with companies, guaranteeing that the apprentices learn the skills companies really need (ETÖK: 03-11-13-SE). The companies’ commitment is called on most when it comes to offering young people enough apprenticeships. It is particularly in the Southern European countries in crisis that small and medium-sized companies are not always in a position to make the requisite resources available for this. That is why large companies should be called upon to offer apprenticeships above and beyond their immediate needs (C.S.T.: 03-09-13-SE). As a matter of principle companies should take on more responsibility for vocational training and the recruitment of young people, for these are suffering very frequently nowadays from precarious employment conditions, and it is not only they that suffer but also society as a whole if young people are unable to plan their lives (JOC Europe: 03-14-13-SE).

Implementing/restructuring vocational training systems (like the dual system) with the involvement of the social partners requires a lot of time, as experience in Germany and Austria has shown. Nor can dual training systems be copied from one system onto another, because of the different traditions and cultures of education and training (EZA: 02-01-13-AG).

What is important for the success of a vocational training system is that it is socially accepted. In Estonia – as in Portugal (CIFOTIE: 03-08-13-SE) – the biggest problem
of vocational training is its lack of reputation, as talented students often embark on other career paths (ETÖK: 03-11-13-SE).

Besides initial vocational training, lifelong learning is also an integral component of professional qualifications in the modern world (PODKREPA: 02-03-13-SE). Acquiring new skills should help those out of work to find a new job and those in work to cope better with changes and new technologies (CIFOTIE: 03-08-13-SE).

In the seminar organised by CIFOTIE in Lisbon (Portugal) education and training, including for the long-term unemployed, was underlined as the key factor for more and better jobs.

The representatives of the Platform for Young Workers in Europe addressed the situation of young people in the labour market in Europe in two working group meetings (Nowy Staw: 03-17-13-AG-I, Nowy Staw: 03-17-13-AG-II). Their aim is to encourage young workers’ representatives to become more involved in education and training work (e.g. EZA seminars). They also want to make young people aware of the benefits of being a member of a trade union, and to prepare them for taking on trade union leadership roles in order to ensure the sustainability and modernisation of trade unions (Nowy Staw: 01-17-13-AG-I).

In collaboration with the European Trade Union Institute (ETUI), the EZA held a working group on “Youth unemployment in Europe: one of the biggest challenges for workers’ organisations in the social dialogue” in Brussels from 18 to 19 February 2014.

They analysed the European Commission’s actions for tackling youth unemployment, and discussed whether all these measures were at all sufficient for just cushioning the impact of austerity policies. It was stressed that they must not entail drastic economy measures on a national level and a weakening of the social dialogue.

The working group expressed great concern that youth unemployment was not a temporary phenomenon, because the question what young people do when no new jobs are created has not been answered.

Solidarity means also regarding the unemployed and people working in precarious jobs, especially young people, as target groups of trade union activity.
Schooling and vocational training must be more broadly understood than with just one specific profession in mind. Altogether education and training should be a factor in young people becoming European citizens and not just workers (EZA: 03-18-13-AG).

A working group of vocational training experts drew up the following demands and criteria of success for vocational training systems:

Vocational training systems are successful if
- they have a practical orientation;
- they are well accepted and have a positive image in society (i.e. being as equal as possible to academic education);
- the social partners and the public sector are involved and contribute in a variety of significant ways;
- they can be adapted quickly and expediently through reforms and corrections to newly arising requirements;
- they offer the apprentices special protection and a clear legal status;
- they provide modules on the jobs and impart the associated social skills and experiences;
- they are geared to lifelong learning.

Vocational training systems must:
- be continually geared to demand, even in a fast-moving world of work;
- be able to promptly adapt and change job profiles;
- come up with solutions with regard to new kinds of automation in work processes that devalue knowledge and make jobs superfluous;
- develop core professions on a European level that are valid throughout Europe as a “common thread” for vocational training;
- make sure that professional qualifications acquired are recognised throughout Europe.

(ÖZA: 03-19-13-AG-N)

As part of its major project on the “Europe 2020” strategy, in the 2014 education and training year the EZA will focus on the issue of “Tackling youth unemployment in Europe through vocational training”. In conjunction with the Institute for Advanced Studies (IHS) in Vienna, the EZA drew up an academic handout to be incorporated in the 19 projects being carried out on the issue in the 2014 education and training year.

2.5.8 Checking the balance between work and private life
(project co-ordination)

In the 2013 education and training year, projects were co-ordinated on the issue of “Checking the balance between work and private life”, which involved AFB, KAP, Nowy Staw and UNASM. The project co-ordinator was Anna Moskwa from Poland.

The financial and economic crisis has given the governments, especially those of heavily indebted nations, the chance to take austerity measures that hit the welfare
sector, including family support, the most (KAP: 06-03-13-SE). Family policy is, however, very important as the demographic situation in the majority of the European countries is dramatic because of the constantly falling birth rate (Nowy Staw: 06-04-13-SE).

In times of crisis it seems more difficult than ever to achieve equal opportunities for women, as the percentage of women in the sectors and forms of employment hardest hit by the crisis is particularly high (AFB: 06-02-13-SE). In some countries – like the former Yugoslav Republic of Macedonia, where one in three people lives in poverty – there is no possibility of work-life balance being achieved, as workers have to work under any conditions to be able to cover at least part of their daily outgoings. The working hours are either much too long or spread out over the day to the disadvantage of the worker (UNASM: 06-05-13-AG).

There is agreement that forms of employment which promote the co-ordination of family and work should be supported (KAP: 06-03-13-SE). Workers’ organisations ought to use collective bargaining on a sectoral level to come up with and implement new equal opportunity solutions on a company level (AFB: 06-02-13-SE). They ought to co-operate with employers (Nowy Staw: 06-04-13-SE), because the latter can also benefit from a culture of equal opportunity and family friendliness (AFB: 06-02-13-SE). In companies, the organisation of labour should be adapted to the workers who have children or care responsibilities (AFB: 06-01-13-AG). More women should be active in trade unions and assume leadership responsibilities in them, to enable gender equality to be given greater importance in collective agreements (AFB: 06-01-13-AG). In the former Yugoslav Republic of Macedonia, UNASM is organising demonstrations, political lobbying, media campaigns, and e-campaigns to make the general public more aware of the issue (UNASM: 06-05-13-AG).

There are many people responsible for gender equality; it will succeed only if they work together (AFB: 06-02-13-SE). Workers’ organisations should call on governments to replace labour market regulations that are based on the breadwinner model with concepts that chime in with the EU’s new equal opportunity aims (AFB: 06-01-13-AG). Governments should also better harmonise the many different family-policy measures that are often introduced successively (AFB: 06-02-13-SE).

A good balance between work and family life has a positive impact on workers’ job satisfaction and health; a lack of balance between work, leisure and family can result in professional burn-out or family problems (Nowy Staw: 06-04-13-SE).

The project co-ordination produced the recommendations below:

*It is necessary to continue and develop educational initiatives, social campaigns led by educational institutions aiming at promoting families with children, equal opportunities and equal rights between women and men in the labour market and in social life. Placing the burden of having more children, working more and caring for the growing number of elderly on women is neither practical nor fair – this is why new policies, mentalities and attitudes are required to tackle the EU’s demographic challenges. These campaigns and educational initiatives (seminars, conferences, and publications) should promote good existing practices.*

The employment of young people and women should be a priority both at the European and national level. Without raising the employability of those groups, we
cannot change the demographic situation. There was a positive assessment of the new EU programme to stimulate youth employment. The EU is aiming to reduce youth unemployment and to increase the youth employment rate in line with the wider EU target of achieving a 75% employment rate for the working-age population (20-64 years). The Youth Guarantee seems to tackle the problem from the roots.

Flexible labour solutions cannot be the tool for exploiting the most vulnerable in the labour market. Instead, there should be family-friendly solutions supporting the reconciliation of individual and family needs and the employer’s interests. This issue should be watched doggedly by the trade unions.

The more instruments supporting the family by all possible means, such as tax reductions, financial support, institutional support, solutions enabling work and family life to be combined, the better the demographic situation. Family well-being means demographic growth.

To balance work and family life better, the European Social Model needs to be modernized. Europe’s demographic changes mean it needs more children, a higher percentage of working women, and care for the increasing number of elderly. The EU can tackle this ‘magic triangle’ if everyone helps share the burden, through new ways of balancing work/family life. But failure to do so would directly lead to a deeper economic crisis. There should be long-term planning. Gender equality at work, a more flexible retirement age, fewer barriers to higher birth rates, reconciling family care and paid work, and managing migration and integration are the key solutions to all the challenges mentioned. All these solutions should be consulted, implemented and assessed though regular, constant social dialogue where all partners are equally involved and on an equal footing at every stage.

The economic crisis cannot be the excuse for neglecting these issues; it should be treated as a long-term investment in future EU growth and the development of social capital.

(Excerpt from: Checking the balance between work and private life, EZA Contributions to Social Dialogue 19, author: Anna Moskwa)

2.5.9 Worker mobility and migration

Migration is an issue of pan-European importance. We must differentiate between the principle of the free movement of EU workers and the migration of people whose country of origin is outside the EU.

The financial and economic crisis and the attendant worsening situation in the European labour markets have also affected immigrant workers in particular. Most member states have shown an unexpected weakness in upholding and putting into effect the EU principle of equal opportunity and equality at work for mobile and/or migrant workers from the EU (K IKEA-DEOK: 07-01-13-SE). Development trends in social rights (work, health, residence and education) are downward, particularly for migrants from outside the European Union (EBCA: 07-02-13-SE; UNAIE: 07-07-13-SE).
Despite all the difficulties, however, the principle of equal rights and duties for locals and foreigners must be applied: all must have equal access to work, health, education and training, social security, justice and all other areas (FIDESTRA: 07-03-13-SE).

Yet the crisis has not only worsened the situation of migrants, it has also resulted in increased inner-European migration, chiefly to emigration from Southern to Northern Europe (H+D: 07-05-13-SE). More than 300,000 people are registered as having emigrated from Italy in the last ten years. The majority of them are skilled workers wishing to find an opportunity abroad they do not have at home, or to gain experience (UNAIE: 07-07-13-SE).

Europe needs migration from countries outside the EU because of the demographic change. This becomes apparent when dependent relatives are looked after by immigrants from Eastern Europe or South America (H+D: 07-05-13-SE).

Workers’ organisations have a particularly important role with regard to worker mobility and migration. It is their duty to champion the implementation of directives and regulations in favour of mobile workers (KIKEA-DEOK: 07-01-13-SE), as well as to inform migrants about their rights and train them accordingly (EBCA: 07-02-13-SE). In doing so they should also incorporate the commitment of private initiatives and charities supplementing their own services (GEPO: 07-04-13-SE).

Workers’ organisations must play a key role in integrating migrants in social dialogue and in collective bargaining (FIDESTRA: 07-03-13-SE). In Italy the consolidation of migrants’ work in some sectors of the economy (building, cleaning, hospitality, the trades) has increased the membership of workers’ organisations (UNAIE: 07-07-13-SE).
2.5.10 Education and training courses – an urgent need of workers’ organisations in Europe

In conjunction with various member centres, the EZA has been running a programme of education and training courses for workers’ representatives since 2009.

Following an initial cycle of courses focusing on and held in Southern Europe, in the 2012 education and training year the EZA began a second cycle of courses with a regional focus on and in Central and Eastern Europe run by Nowy Staw. The target group is nine trade union leaders each from Poland, Lithuania and Romania aged between 23 and 52. There were two courses in the 2013 education and training year.

Bargaining, conflict management and bullying at work were the topics of the course run by LDF from 12 to 17 May 2013 in Vilnius in conjunction with the Mykolas Romeris University. The issue of mobbing in particular aroused considerable interest among the participants, as this phenomenon is becoming increasingly common at work but often workers’ representatives do not have enough knowledge to deal with these situations, and are not sufficiently prepared to help the victims of bullying. At the end of each day of the course, the participants were given practical assignments to learn to apply the theoretical knowledge they had acquired (LDF: 02-11-13-KU).

The IFES course, organised in co-operation with the Babes-Bolyai University from 20 to 26 October 2013 in Cluj, dealt with the subjects of organisational development, fundamental macroeconomic indicators, macroeconomic policies, change management, new developments relating to the trade union movement’s principles, and strategic planning.

The second cycle of courses ends in the 2014 education and training year with an evaluation seminar at Nowy Staw.

2.5.11 Outlook on 2014: kick-off seminar in Wieliczka/Poland

For 14 years now it has been an EZA tradition to arrange a kick-off seminar towards the end of the project year in order to look forward to, and make a start on, a new year together with the project leaders from all the member centres involved.

The aim of the kick-off seminars is to present and discuss new trends in the European social dialogue and in the EZA education and training work, as well as demonstrate new methods of education and training.

The kick-off seminar 2013 was organised by Solidarność in Wieliczka/Poland (Solidarność: 01-08-13-KO).

The new project year 2014 will focus on continuing the project to implement the “Europe 2020” strategy with the involvement of workers’ organisations; the project will concentrate on “the Europe 2020 strategy and the situation of young people in the European labour market”.

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In 2014 projects will be co-ordinated on “Trade union strategies for promoting good working conditions in a changing industrial environment” and “Mobility and migration: co-ordinating social security – a stabilising element for living and working in Europe”.

The second cycle of education and training courses started in 2012 is to be completed in Poland in 2014.

In 2014 the EZA will continue the special project for workers’ organisations in the Western Balkans started in the 2012 education and training year.

The aim of the project activities planned for the 2014 education and training year is therefore to continue, update and develop the content-specific results and recommendations for action from the 2013 education and training year.
3. Prospects

3.1 Disseminating the seminar results

If one is asked about the lasting effect obtained by implementing these measures, besides achieving the objectives listed in the proposal one should point out that the publication of the seminar results covers considerably more people than the seminar-goers. For instance, they are published in many association newsletters mailed out on a national and European level. Many seminar organisers also invite the television and the press along, and in this way address additional parties interested in the issues tackled. Moreover, an increasing number of project organisers post the results of their seminars – and in some cases additional material as well – on their websites. In the 2012 budget year, EZA again published the brief reports and final declarations from the member centre seminars on its website. Many project organisers also send a summary of the seminar results to political decision-makers on a local, national and European level. EZA reports on the key events and results of its work in the EZA News newsletter, which appears four times a year in German, English, French, Spanish and Italian.

3.2 Networks and platforms

EZA currently oversees the content of a network that has its own legal personality and was set up by EZA:

★ **UCEM**

**Objectives**

Union of Research Centres in the Mediterranean
Development of the Mediterranean, including Portugal, bringing North Africa closer to the EU

Five international platforms were set up in recent years with the involvement of EZA. They were incorporated in the seminar work:

★ **IPCM**

International Platform for Cooperation and Migration

★ **IPEO**

International Platform for Equal Opportunities

★ **PED**

Platform for Education

★ **PYW**

Platform for Young Workers
4. Conclusion

★ With its education and training measures EZA achieves a socio-political effect on a European level and makes an important contribution to the process of European integration and to the shaping of a social Europe.

★ The content and aims of the project work accord with the basis of the collaboration (partnership agreement for four years).

★ The procedure in terms of content – (1) academic work, (2) application in every seminar on the issue, (3) evaluation and (4) overall report – represents added value for the EZA education and training programme.

★ The selection of the participants and the ongoing evaluation of the education and training measures ensure that the seminar results are applied in the workers’ organisations.

★ It was possible to improve the reporting on the seminars and dissemination of their results with lasting effect, not least because of the online publication of brief reports on the project activities on the EZA website in several languages.

★ The special project for workers’ organisations in the Western Balkans was very well received and noticeably meets the target group’s need for exchange and networking on the issue, so continuing it in future education and training years is highly recommended.

★ The education and training course for trade unionists, workers’ representatives and company stakeholders meets an urgent need in the EZA member centres.

★ Co-ordinating the content of the projects and publishing them in the series “Contributions to Social Dialogue” has clearly boosted the generation of tangible results applicable throughout Europe.

★ With the newly started working group to encourage participative methods in the seminars, the EZA is able to provide fresh impetus for the greater active incorporation of participants, and thus encourages greater use of the “Participative workers’ education and training in Europe. Orientations and methods for seminars – taking the example of the working poor” project brochure, which was created as the result of the “Transforming research into education and training” project in 2009.

★ In some cases the seminars led to further activities that open new perspectives and bring social dialogue to additional target groups.

At the end of the 2013 project year, the EZA had 59 members, three associate members and seven observers. Last year again saw a continuing positive development in the strengthening of contacts between the members and the collaboration between the EZA and its partners.
The improvement in the quality of the EZA’s work has again been certified. The EZA last had its Quality Management System certified in 2012. The certification was successfully completed. In April 2014 it underwent a repeat audit relating to the 2013 budget year; owing to the very successful result the certificate – certificate registration no. 09 100 70723 – was extended until the next main audit in 2015.

Königswinter, July 2014

Roswitha Gottbehüt
Secretary-General

Matthias Homey
Academic Assistant
5. Organisations involved and co-operation partners

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<th>Organisation</th>
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With kind support of the European Union