

# UNI EUROPA PLEDGE FOR EUROPEAN ELECTION CANDIDATES



There are good reasons why services contribute in excess of 70 % to both employment and output in the EU: Services fulfil essential functions in modern societies and complex economies. Thus, to make sure that Europe remains a great place to live and an economic powerhouse, we need good quality services.

A lot needs to be done at the level of the EU to ensure that the European services industry can live up to its responsibility. We – the European service workers union UNI Europa – strive to be a catalyst in defining a new approach to the governance of the European services industry that meets the challenge. With our Services Manifesto, we set signposts for the way to get there. We ask EU decision-makers to join us in this

endeavour and to make their commitment to this project visible by signing the UNI Europa Services Manifesto Pledge.

Together, we want to make sure that Europeans get the quality services that they deserve and rely on. Our joint work is based on one simple and straightforward principle: Understanding that quality, innovation, and productivity in services are functions of good working conditions in our highly labour-intensive industry, we strive to create **quality jobs for quality services**. Harnessing this virtuous circle – the better the employment conditions in services, the better the provided services – is our project for the 2014-19 period and beyond.



**THIS INFOGRAPHIC WILL PROVIDE YOU WITH MORE INFORMATION ON WHAT UNI EUROPA AND ITS SUPPORTERS ARE DEMANDING.**

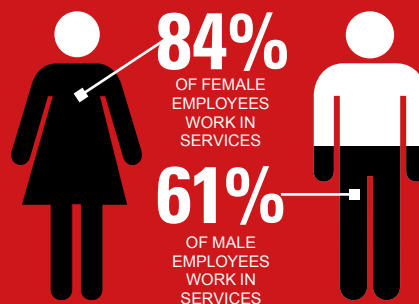
**SEE THE SERVICES MANIFESTO IN FULL - CLICK TO DOWNLOAD (PDF, 2.1MB)**



**1** Services contribute in excess of 70% to both output and employment in the EU. Despite this, **the European Union currently lacks a clear strategy for the European services industry.**

To boost competitiveness and quality of life, Europe needs a services industry that is **consistently governed based on the principle of 'quality jobs for quality services'**.

Services accounts for **71%** of EU workforce **THAT'S 150 MILLION PEOPLE**



**REALISING THIS, WE DEMAND: THE DEVELOPMENT OF A COMPREHENSIVE EU SERVICES POLICY BECAUSE A STRONG EUROPEAN SERVICES INDUSTRY REQUIRES A CLEAR POLITICAL STRATEGY.**

**2** Europe needs a large-scale investment programme of **at least 2% of GDP** annually to end the current crisis. Such an investment plan must support a services industry that proves fit to tackle pressing societal and economic challenges.

High social and economic returns can be realised if investment is focussed on:

- skills for social innovation processes that improve living and working conditions.
- infrastructure needs of growing service sectors such as e-services.

**UPTO 11 MILLION QUALITY JOBS** could be created by increasing annual public and private investment by at least **2% of GDP**



**REALISING THIS, WE DEMAND: A EUROPEAN INVESTMENT PLAN BECAUSE INVESTING IN SKILLS AND A MODERN SERVICES INFRASTRUCTURE WILL TURN THE SERVICES INDUSTRY INTO A DRIVER OF SUSTAINABLE GROWTH AND JOB CREATION.**



3

European services workers demand a voice in their companies' matters – and social dialogue makes sure their voice is being heard.

Social dialogue is an effective tool to establish and maintain the **high quality of employment** on which a strong and innovative services industry depends. At sector level, social dialogue is instrumental in addressing **specific challenges and problems for work in services sectors in socially balanced and democratic ways.**



With the rise of multinational companies, **the EU must strengthen worker rights in company policies affecting workers in more than one country.**

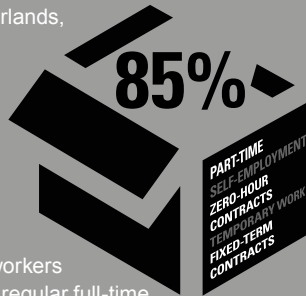
**REALISING THIS, WE DEMAND: SOCIAL DIALOGUE IN SERVICES BECAUSE SOCIAL PARTNERS KNOW BEST HOW TO DEAL WITH THE CHALLENGES OF THE FUTURE IN THEIR SECTORS.**

4

**Too many services workers are trapped in atypical or precarious forms of employment** such as forced part-time work, fixed-term employment, zero-hour contracts, or (bogus) self-employment. This often leads to low pay and lack of social security.

**The EU must respect and promote fundamental worker rights and effective and rigorously applied employment protection legislation.**

In some EU countries, such as Austria and the Netherlands,



of parcel delivery workers are not in regular full-time employment after EU liberalisation measures have been implemented.

**REALISING THIS, WE DEMAND: COLLECTIVE BARGAINING, WORKER RIGHTS, AND EFFECTIVE EMPLOYMENT PROTECTION LEGISLATION AS SAFEGUARDS AGAINST PRECARIOUS WORKING CONDITIONS IN SERVICES.**

5

For more than 40 years, European legislation has served to **keep workplaces safe and healthy.**

On 2 October 2013, the **European Commission announced its refusal to transpose a social partner agreement on occupational health and safety in hairdressing into law.** The Commission's cynical explanation: **provisions that protect worker safety might impose 'bureaucratic burden' on hairdressing companies.**



Of hairdressers report musculoskeletal conditions such as back pain

Of hairdressers suffer from work-related skin diseases at one point of their career

Of annual turnover: cost of implementing purpose-built prevention measures in hairdressing companies as proposed by the European social partners in hairdressing.

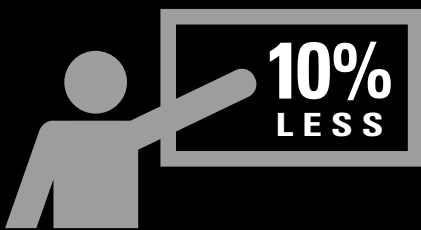
**REALISING THIS, WE DEMAND: EUROPEAN LEGISLATION THAT PROMOTES HEALTH AND SAFETY AT WORK IN SERVICES BECAUSE A SOCIAL EUROPE DOES NOT TREAT WORKER SAFETY AS RED TAPE.**

6

Quality services and successful innovation in services are a result of knowledgeable work in services. Addressing skills and qualifications needs is crucial for a strong services industry.

Ensuring excellent lifelong learning in services is of particular importance: it is usually employment in services that (re-) integrates vulnerable groups such as women, migrants, and long-term unemployed into the labour market.

IN SOME SERVICES SECTORS, SUCH AS RETAIL, EMPLOYEES ARE MORE THAN



LIKELY TO RECEIVE TRAINING THAN THE AVERAGE EUROPEAN WORKER.

**REALISING THIS, WE DEMAND: STRONG EUROPEAN COOPERATION FOR SKILLS AND LIFELONG LEARNING IN SERVICES BECAUSE WELL-TRAINED WORKERS ARE THE STRONGEST ASSET OF AN INNOVATIVE SERVICES INDUSTRY.**



**7** Customers have a right to get good services. Yet, this right is meaningless unless employees work under conditions that allow them to provide quality services. Sales targets for employees, for instance, entail the risk of bullying workers into maximising companies' profits instead of giving customers a good deal. The EU must support social partners in eradicating trade-offs between customer and worker interests or take own legislative action.



**REALISING THIS, WE DEMAND: EU POLICIES THAT ACKNOWLEDGE COMMON INTERESTS OF CUSTOMERS AND SERVICE WORKERS BECAUSE CUSTOMERS ONLY GET A GOOD DEAL WHEN WORKERS CAN FOCUS ON THEIR CLIENTS' NEEDS.**

**8** A services industry meeting high standards in terms of quality and innovativeness must be embedded in a single market that encourages fair competition and produces upward convergence. However, European single market integration – and the well-known services directive in particular – has enabled unfair practices such as wage and social dumping. **This deteriorates working conditions in services and, as a corollary, the quality of the provided services.**



**REALISING THIS, WE DEMAND: A CONSISTENTLY REGULATED EUROPEAN SINGLE MARKET FOR QUALITY SERVICES THAT IMPEDES SOCIAL DUMPING AND PROTECTS SERVICES OF GENERAL INTEREST.**

**9** The volume of international trade in services is growing – not least as a consequence of international trade agreements negotiated and signed by the EU. **Such agreements may have strong effects on working conditions and employment in services. Ample public scrutiny and respect for social rights must therefore be guaranteed in trade negotiations.**



**REALISING THIS, WE DEMAND: INTERNATIONAL TRADE AGREEMENTS THAT ARE NEGOTIATED TRANSPARENTLY AND IMPROVE WORKING CONDITIONS WORLDWIDE BECAUSE INTERNATIONAL TRADE MUST NOT COMPROMISE SOCIAL PROGRESS.**

**10** **A successful EU services policy** for a quality and innovation-centred services industry **must be based on scientific evidence.** This requires **policy-oriented research programmes** bringing together the various strands of excellent but underfunded services research. **Particular emphasis must be given to the involvement of stakeholders, such as policy-makers and social partners, in research processes.**



**REALISING THIS, WE DEMAND: SERVICES RESEARCH THAT IS SUFFICIENTLY FUNDED AND GEARED TOWARDS THE NEEDS OF PRACTITIONERS BECAUSE SCIENTIFIC EVIDENCE IS CRUCIAL TO IMPROVE THE GOVERNANCE OF SERVICES IN EUROPE.**

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