

Trade union practices on anti-discrimination and diversity

Report



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Trade union practices on anti-discrimination and diversity

European Trade Union Anti-Discrimination and Diversity
study: innovative and significant practices in fighting
discrimination and promoting diversity

Report

European Commission

Directorate-General for Employment, Social Affairs and Equal Opportunities
Unit G.4

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Foreword

The Treaty on the Functioning of the European Union gives a clear mandate to the Union to combat discrimination based on sex, racial and ethnic origin, religion or belief, disability, age and sexual orientation when defining and implementing its policies, including employment.

The inclusion of the Charter of Fundamental Rights in the Treaty and Directive 2000/78/EC prohibiting discrimination in employment back up our mission to translate this purpose into reality in our labour environments.



We are, however, all conscious that discrimination still permeates all dimensions of employment from recruitment procedures to remuneration and career progression, which is particularly true in times of economic downturn.

Trade unions play a key role in fighting all grounds of discrimination, by means of a variety of actions and tools. These include negotiating with employers to ensure that discrimination in the workplace is eliminated and equal opportunities are promoted, supporting victims of discrimination, and monitoring discrimination in the workplace.

This is why the Commission launched this study, which provides a structured mapping of the most significant and/or innovative initiatives taken by trade unions to combat discrimination and promote diversity. I warmly thank the European, national and local trade union organisations for their decisive contribution to this work.

The 130 initiatives classified as being of particularly innovative or of particular significance cover all grounds of discrimination, including challenging issues, such as discrimination on the grounds of sexual orientation. They concern training, working with employers, adapting trade union structures, and co-operating with NGOs.

As Vice-President of the Commission, responsible for Justice, Fundamental Rights and Citizenship, I welcome this research, the wide dissemination of which will significantly feed the debate on equality and anti-discrimination in the workplace.

A handwritten signature in black ink, which appears to be 'V. Reding'.

Viviane Reding

Vice-President of the European Commission
Justice, Fundamental Rights and Citizenship

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Executive summary

This research identified 280 innovative and/or significant trade union initiatives that fight discrimination or promote equality in 34 European countries. An initiative was considered 'innovative' when it constituted a new form of trade union engagement and was considered 'significant' either in terms of its coverage or impact.

One hundred and thirty of these initiatives were classified as being of particularly innovative or of particular significance. These are the initiatives that form the basis of this publication.

The research was carried out by the Working Lives Research Institute (WLRI), based at London Metropolitan University, UK, and was commissioned by the European Commission, Directorate-General for Employment, Social Affairs and Equal Opportunities.

1. Overall findings

The study demonstrates that trade unions at all levels in Europe have developed initiatives that promote equality and diversity.

At European level, trade unions have supported their affiliate trade union organisations in creating new partnerships that bring together other social actors, including employers and non-governmental bodies. They have addressed challenging issues such as discrimination on the grounds of sexual orientation and Europe's Roma communities. EU-level funding has been an important source of support, particularly where unions have been engaging in new areas of activity or have been challenging strongly held prejudices.

At national level, trade unions across Europe have been engaging in a wide range of initiatives challenging both long-standing discrimination issues

and focusing on new areas for intervention and working with employers and other civil society organisations to promote equality in the workplace and beyond. Litigation cases launched by trade unions are also reported as a last resort measure to combat discrimination when negotiated solutions with employers cannot be found.

2. Grounds of discrimination ⁽¹⁾

- The majority of initiatives concerned racial and ethnic minority discrimination.
- A large number of initiatives promoted age diversity, with a strong focus on combating discrimination against young workers.
- While initiatives on lesbian, gay, bisexual and transsexual (LGBT) equality were less common, this may be a growing area of action.
- Disability equality initiatives were less common, and mainly focused on the provision of employment and the accommodation of disabled workers.
- Action on religion or belief discrimination is the least commonly identified ⁽²⁾.

3. Geographical spread ⁽³⁾

While the largest proportion of the initiatives identified came from countries in northern Europe one in three was located in the south and one in eight in the countries of central and eastern Europe. Initiatives on racial and ethnic origin dominated in all geographical areas but there were different patterns in different areas, for example, there was a higher proportion of initiatives relating to sexual orientation in central and eastern Europe than in northern Europe ⁽⁴⁾.

⁽¹⁾ The study focused on five of the six grounds foreseen under Article 13, i.e. racial and ethnic origin, religion and belief, age, disability and sexual orientation.

⁽²⁾ This may also be explained through the perceived overlap between discrimination based on race or ethnic origin and religion or belief.

⁽³⁾ For the geographical definitions of 'northern', 'southern', etc. countries, see Section 2.1.

⁽⁴⁾ See Section 2.

4. Thematic areas: National-level trade union initiatives covered four thematic areas⁽⁵⁾

4.1. Social dialogue and workplace practices to promote equality and combat discrimination (29 initiatives identified)

Many trade union organisations consider equality not just as an issue for large, multinational companies. It would also need to form part of the agenda of all public and private enterprises, public services as well as the non-profit sector in general. There is potential for increasing the role of the social partners in addressing equality issues in small and medium-sized businesses; examples were provided in the study.

Two main approaches can be identified: the first aims to find solutions to improve the situation of a disadvantaged group (e.g. the provision of training for skills; access to jobs for ethnic minority or LGBT workers). The second is through collective agreements aimed at eliminating criteria that have a discriminatory impact, for example age bars or age-based criteria. The surveyed agreements covered a variety of issues ranging from flexible working hours, recognising employees' religious practices, establishing equality plans for ethnic minority or disabled workers, to job protection agreements for older workers. Effective social dialogue ensures the establishment of more sustainable equality and diversity measures at the workplace, which can also ensure the involvement of workers themselves.

4.2. Practices promoting equality and combating discrimination (31 initiatives)

Some unions are changing their structures to respond to developing equality agendas. There is a widely acknowledged recognition of the need to raise awareness of the importance of combating discrimination and fighting for equality. Trade unions play a major role in challenging prejudices within their own memberships. Initiatives include: adapting internal structures by establishing discrimination departments or offices; appointing officers with a specific discrimination responsibility; promoting self-organised groups; encouraging candidates for union office from members of discriminated groups; and reserved seats on union executive boards.

4.3. Working with NGOs against discrimination (23 initiatives)

In some countries, trade unions work with NGOs on specific campaigns, for example, against racism and xenophobia or in support of LGBT rights. In other cases, unions have initiated or supported forms of close cooperation with independent NGOs. Unions are positive about the advantages that these kinds of cooperation have brought both in terms of their greater expertise in the strand of discrimination and in terms of their ability to put the union in contact with wider communities.

4.4. Union training to promote equality (47 initiatives)

The necessary requirements for success were identified as a combination of self-interest and public interest. The most common form of training is aimed at raising the profile of union anti-discrimination policies to educate their members and, in some cases, the wider public. But unions are also increasingly focusing on new ways to provide appropriate training to their activist members and union officials. The problem of securing financial resources for training is widely acknowledged throughout Europe's unions. Unions also see the need to empower their members so that they are able to act to defend their own interests directly.

5. Role of legislation

Differing views were expressed on the need for additional legislation: while some unionists prioritised revision of Directives 2000/78/EC and 2000/43/EC, extending them also to cover the provision of goods and services, there was a strong emphasis on the need to ensure that the existing legislation was effectively implemented and that infringement proceedings were pursued where necessary. But there was common support for the need for a coherent legislative framework at EU level, supported by a strong social cohesion agenda, and for guarantees that non-discrimination laws were effective across the EU.

⁽⁵⁾ See Section 3.

In addition to issues relating to the equal treatment of 'mobile' workers, some trade unions also referred to the need to strengthen non-discrimination rights through the inclusion of a non-EU nationality strand to tackle cases of discrimination against non-EU migrant workers.

The employers' preference was clearly for voluntary measures such as those focused on gender equality issues. Trade unions generally viewed voluntary measures as requiring the backing of more effective legislation.

6. Equality bodies

The need for strong and independent equality bodies and structures capable of addressing all strands of discrimination was stressed and the existence of such bodies was seen as fundamental for successful joint equality initiatives.

7. Identifying potential gaps in union initiatives

In the countries that acceded to the EU in 2004 and 2007, the three candidate countries and one potential candidate country, generally fewer initiatives

were reported. These initiatives focused on particular strands of discrimination, with age-based discrimination being a significant area of intervention. While some strands of discrimination were seen as more challenging in specific contexts, most of the strands had been addressed in one or more initiative.

Unions had few initiatives in relation to issues of multiple discrimination and of gender mainstreaming. This was primarily due to a lack of understanding of the concepts and how to apply them in relation to taking up new initiatives⁽⁹⁾.

8. Suggestions for further action (Section 5)

A number of concrete proposals for action flow from this study. These recognise the achievements of trade unions often working in partnership with employers, civil society organisations or public authorities, but they also provide direction as to how this work can be advanced further.

The proposals address the need for trade unions to publicise their activities better and to adopt systems that enable them to monitor their progress against targets. They also provide suggestions as to how trade unions can take action in relation to the areas where there are currently some gaps.

⁽⁹⁾ Section 4.

Definitions

The following terms are used throughout the study and the definitions provided below are either those drafted in the relevant EU legislation (i.e. direct and indirect discrimination, equal treatment) or used (i.e. diversity and equality) for the purposes of the study.

Direct discrimination

Direct discrimination shall be taken to occur where one person is treated less favourably than another is, has been or would be treated in a comparable situation, on the grounds of religion or belief, disability, age, sexual orientation or racial or ethnic origin, as regards employment and occupation.

Indirect discrimination

Indirect discrimination shall be taken to occur where an apparently neutral provision, criterion or practice would put persons having a particular religion or belief, a particular disability, a particular age, a particular sexual orientation or a particular racial or ethnic origin at a particular disadvantage compared with other persons, unless that provision, criterion or practice is objectively justified by a legitimate aim and the means of achieving that aim are appropriate and necessary.

Diversity

In the area of employment, diversity aims at understanding, recognising and valuing people's differences and similarities, as these present enormous potential for an organisation as sources of innovation, problem-solving, customer orientation and many more ⁽⁷⁾.

Equality

Describes an approach that intends to ensure that people have an equal chance to participate in society, activities and services such as employment education, healthcare, etc. The equal opportunities approach focuses on levelling the playing field through measures such as the elimination of prejudices and processes that lead to discriminatory outcomes, and through compensation of unfair disadvantages by means of public policies and any relevant private sector initiatives (such as, for instance, those related to corporate social responsibility, the business case for diversity, etc.) ⁽⁸⁾.

Significant initiatives

Significant trade union initiatives combating discrimination are those that have wide coverage, are likely to be sustained (or repeated if they were one-off initiatives), or are important to the national context in which the initiative took place.

Innovative initiatives

Innovative trade union initiatives combating discrimination are those which represent new ways of engagement for the trade union in the context in which it operates or engagement beyond traditional trade union communities.

⁽⁷⁾ This definition of 'diversity' is the same as that being used within the project 'Promoting diversity management in the workplace across the EU' funded by the EU Progress programme.

⁽⁸⁾ This definition of 'equality' differs from formal equality, which concerns consistent treatment of individuals. Individuals who are alike should be treated alike, not on the basis of their characteristics that are not objectively relevant in a given situation. Formal equality is enforced through a strict prohibition of discrimination. These concepts of equality are taken from the European handbook on equality data of 2006 produced within the confines of the 'Making equality a reality with adequate data (MERA)' project.

1. Background

The goals of the study

The Employment, Social Affairs and Equal Opportunities Directorate-General of the European Commission commissioned the Working Lives Research Institute (WLRI) of London Metropolitan University in November 2008 to undertake the research in all 27 Member States as well as the EFTA/EEA States (Iceland, Liechtenstein and Norway), three candidate countries (Croatia, Turkey and the former Yugoslav Republic of Macedonia) and one potential candidate, Serbia⁽⁹⁾. The study commenced in February 2009 and was completed in May 2010. The principal research methods used in the study were literature reviews, face-to-face in-depth interviews with trade union and NGO respondents and case studies of selected initiatives.

The WLRI was asked to provide the Commission with a structured mapping of the most significant and/or innovative initiatives taken by trade unions:

- to combat discrimination on five⁽¹⁰⁾ of the six grounds foreseen under Article 13 of the EC Treaty; and
- to promote diversity in the working environment across the 27 Member States as well as the EFTA/EEA States (Iceland, Liechtenstein and Norway), Croatia, Turkey, Serbia and the former Yugoslav Republic of Macedonia.

The WLRI was further asked:

- to classify these initiatives to assess their outcome and impact;
- to identify potential gaps (with a particular focus on the Member States that joined the EU in 2004 and 2007); and
- to provide suggestions for further action, in particular how best practices can be made more visible and used, and how the Commission can better support the awareness of trade union activities in that field.

The study identified 130 significant or innovative initiatives. These are listed in Table A1 in Appendix 1.

⁽⁹⁾ Serbia formally applied for candidate country status in December 2009.

⁽¹⁰⁾ Racial and ethnic origin, religion and belief, age, disability and sexual orientation.

From these initiatives 15 case studies were selected for in-depth analysis and brief reports of these are presented in Section 3 of this publication.

The criteria used to assess **significance** or **innovativeness** included: the coverage of the initiative; the likelihood of its being repeated (or if a one-off initiative); and the extent to which it engaged more widely within the union or within external communities. In general, the initiatives selected were recent but some examples of long-standing initiatives were included as their endurance was itself an indicator of significance. Sixty-two initiatives were classified as significant and 68 were classified as innovative.

A project steering group involving the WLRI, the Employment, Social Affairs and Equal Opportunities Directorate-General of the European Commission, the European Foundation for the Improvement of Living and Working Conditions, and trade union representatives of the European Trade Union Confederation (ETUC), the European Trade Union Committee for Education (ETUCE), the European Federation of Public Service Unions (EPSU), European Managers (CEC) and the Council of European Professional and Managerial Staff (Eurocadres) directed the study, accepting reports from the WLRI and selecting the 15 initiatives upon which the 15 case studies were based.

The legal framework

The legal framework at EU level, adopted on the basis of Article 19 of Treaty on the Functioning of the European Union (TFEU)⁽¹¹⁾, consists of Directive 2000/43/EC, which implements the principle of equal treatment between persons irrespective of racial and ethnic origin. In addition, Directive 2000/78/EC establishes a general framework for equal treatment in employment and occupation on the grounds of religion or belief, disability, age or sexual orientation.

These two directives set out the legal obligations in relation to equal treatment laws in all Member States. In relation to employment, they establish that no direct or indirect discrimination on any of the grounds covered should take place in relation to the conditions for access to employment, self-employment and any occupation and also cover access to all types of vocational guidance and training. All employment and working conditions are covered.

⁽¹¹⁾ Article 19 TFEU has replaced Article 13 of the Treaty establishing the European Community.

These equality directives are at the cornerstone of the EU's values of respect and dignity for the individual and trade unions play an important role in putting these values into practice at the workplace. It is worth recalling that the ETUC, together with some NGOs, mobilised its affiliates in favour of the adoption of these directives in Council.

The recent entry into force of the Lisbon Treaty gives a clear mandate to the European Union, which shall aim to combat discrimination (based on gender, racial and ethnic origin, religion or belief, disability, age and sexual orientation) when defining and implementing its policies.

Discussing good practices

A seminar was held in **Madrid** on 22 March 2010 where more than 60 participants discussed presentations on **15 initiatives** representing good practices in combating discrimination. Those present reflected on ways in which trade unions could continue to develop effective and sustainable initiatives at national and at EU level to challenge discrimination, considering the challenges posed and how obstacles could be overcome.

The seminar discussion focused on the four themes, with sessions devoted to each:

- union practices to promote equality and combat discrimination;
- union training to promote equality;
- social dialogue and workplace practices to promote equality and combat discrimination; and
- working with NGOs against discrimination.

The four themes also form the basis of this publication, with the 130 initiatives analysed in relation to them. The 15 good-practice case studies provided a springboard for discussion. Participants heard how these good practices had come about and what they had achieved.

They were encouraged to consider the extent to which the types of initiatives highlighted in the case studies were applicable within their own country and trade union contexts and discussed whether, in their experience, some types of initiatives were more achievable than others and whether this should be

reflected in their agendas for action. A wide range of trade unions' non-discrimination and equality initiatives throughout Europe was demonstrated. If different cultural, legal, and working environments necessarily require targeted approaches by unions, the mutual learning effect deriving from the interest shown by all participants in other unions' experiences was apparent.

The economic crisis and the future for equality initiatives

Unions participating in the study were aware of the impact of the economic crisis on many categories of people, including younger workers, on those with disabilities and on migrant and ethnic minority workers. However, there was a strongly voiced opinion that the crisis by itself should not mean that unions were less engaged on equality issues. There was the view that in many cases equality had not been at the top of the trade union agenda previously so it was not now being pushed off the agenda. There was also a view that the crisis itself provided an impetus for unions to raise equality issues, for example over dismissals of young, older and/or ethnic minority workers.

Employment is a cross-cutting dimension of the EU 2020 strategy for jobs and growth⁽¹²⁾, the main elements of which were agreed upon by the European Council on 25 and 26 March 2010. Trade unions will play a key role in implementing the EU 2020 strategy, including in the design and implementation of appropriate programmes at EU level and specific actions by Member States aimed at combating discrimination that are explicitly covered by the flagship initiative 'European platform against poverty' within the EU 2020 strategy⁽¹³⁾.

In November 2010 the annual equality summit will take place in Brussels. Its objectives are to promote equal rights and equal opportunities for all in the European Union and to share knowledge and experiences to develop more effective ways of counteracting all forms of discrimination. The summit will provide an opportunity for social partner engagement with the findings of this project, as the success of any initiatives rely on a good combination of the self-interest of employers and public interest — modernisation of unions' structures and policies, cooperation between unions and between unions

⁽¹²⁾ http://ec.europa.eu/eu2020/index_en.htm

⁽¹³⁾ http://www.consilium.europa.eu/uedocs/cms_data/docs/pressdata/en/ec/113591.pdf

and other players (i.e. NGOs, employers, public authorities, etc.), employers' positive action initiatives, and so forth.

This policy mix has been instrumental in the decisions taken for the equality summit to address discrimination in employment.

The report takes two approaches. The first approach (Section 2) looks at trade union initiatives on the basis of their geographical location, focusing on: those taken by trade unions at European level; those that have been assisted by European funding projects; and those where trade unions are engaged in projects jointly across national borders.

The second approach (Section 3) looks at trade union initiatives under the four themes also identified for the aforementioned seminar held in Madrid.

2. The distribution and focus of the anti-discrimination initiatives

The significant and/or innovative initiatives identified in the research occurred at both national and European level. This section first maps the geographical spread of the 130 initiatives and then focuses on European-level and cross-border initiatives on combating discrimination.

2.1. The geographical spread of the initiatives

Of the 130 initiatives identified as significant or innovative, half were in countries geographically located in the north of Europe (14 countries) while a third were located in the south of Europe (six countries)⁽¹⁴⁾. A smaller proportion, 1 in 10, were initiated by trade unions in central and eastern Europe (14 countries), comprising 10 of the 12 countries that joined the EU in 2004 and 2007, together with Croatia, Turkey, Serbia and the former Yugoslav Republic of Macedonia. Seven of the initiatives reported were pan-European, being initiated at European level and involving more than one country.

⁽¹⁴⁾ For the purposes of this study, north European countries were: Austria, Belgium, Denmark, Finland, France, Germany, Iceland, Ireland, Liechtenstein, Luxembourg, the Netherlands, Norway, Sweden and the United Kingdom. The south European countries were Cyprus, Greece, Italy, Malta, Portugal and Spain; the central and east European countries were: Bulgaria, Croatia, the Czech Republic, Estonia, the former Yugoslav Republic of Macedonia, Hungary, Latvia, Lithuania, Poland, Romania, Serbia, Slovakia, Slovenia and Turkey.

Figure 1: Regional distribution of reported initiatives

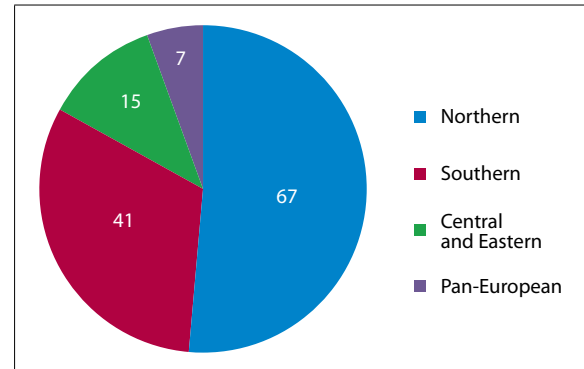


Figure 1 shows the regional distribution of the 130 reported initiatives, demonstrating that a majority came from countries in the north of Europe.

Although a large majority of the initiatives identified came from those countries that had been in the EU prior to 2004 (108 of the 130 initiatives), when examined by discrimination strand there are both similarities in terms of the strands covered but also different emphases in different parts of Europe:

- While **racial and ethnic origin** discrimination initiatives account for 4 out of 10 of the totals reported in the northern and southern European regions they only accounted for 1 in 4 in central and eastern Europe.
- In relation to **sexual orientation**, the highest proportion was 1 in 4 in the central and eastern region, followed by the southern and northern European regions at 1 in 10.
- For **disability** discrimination the highest numbers of initiatives reported were in the north European countries, where they were 1 in 6 of all initiatives, while in for central and eastern and southern Europe they were 1 in 10.
- In relation to **age** discrimination there were clear differences by geography, dependent on whether the initiative dealt with older or younger workers. Initiatives related to older workers were most frequently identified in the central and eastern countries (1 in 5), compared with 1 in 20 of the reported initiatives in the northern region and none at all in the south. Where protecting younger workers was concerned the picture was nearly reversed. As far as the initiatives identified by the participants were concerned, nearly 1 in 10 of the reported initiatives in the north and south of Europe covered young workers, while none of the initiatives in the central and eastern regions dealt with them.

- For **religion or belief**, the highest proportion of reported initiatives identified as significant or innovative was in the southern and central and eastern countries, where 1 in 20 dealt with this strand. By contrast in the northern region only 1 in 100 was reported on religion or belief discrimination.
- Some initiatives were general, dealing with **all forms of discrimination**. This was most likely with the initiatives based in the southern region, where 1 in 5 covered all strands, compared to 1 in 6 in the north and 1 in 20 in the central and eastern region.

Figure 2: Discrimination strands by geographical cluster

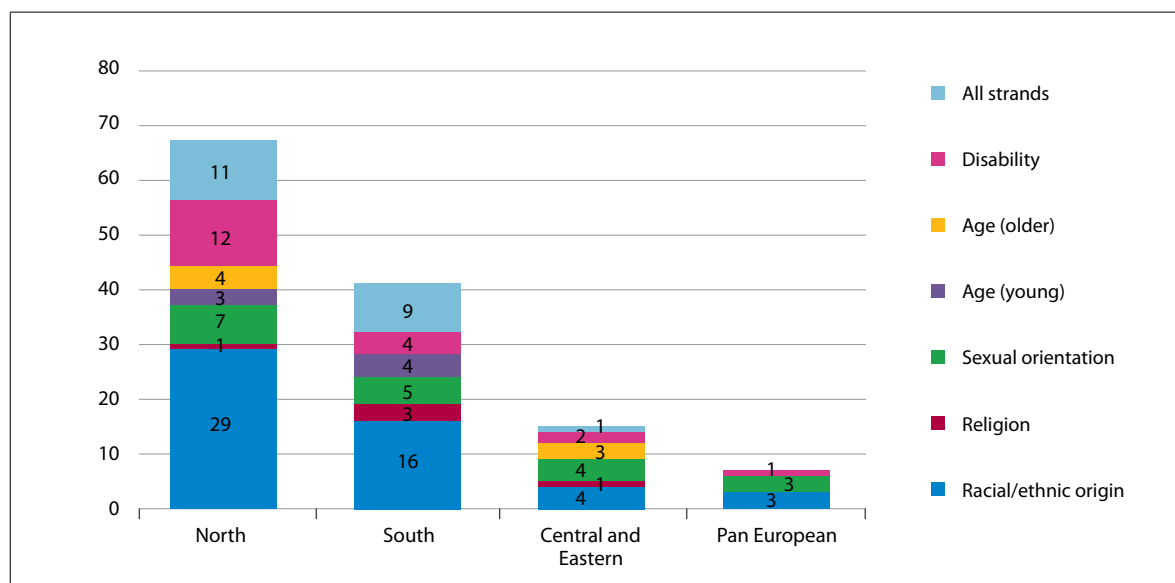


Figure 2 demonstrates that while the regional spread of initiatives differs, there were initiatives on all five discrimination strands in each of the country groupings.

The initiatives reported took place at five different levels: EU/international, national, regional, sectoral and local/workplace. National-level initiatives were the most common, with 101 of the 130 being of this type. These were followed by regional initiatives (10) and then EU/international-level (seven). There were six sectoral-level initiatives and four local or workplace-level significant/innovative initiatives reported.

Figure 3: Reported initiatives by level of coverage

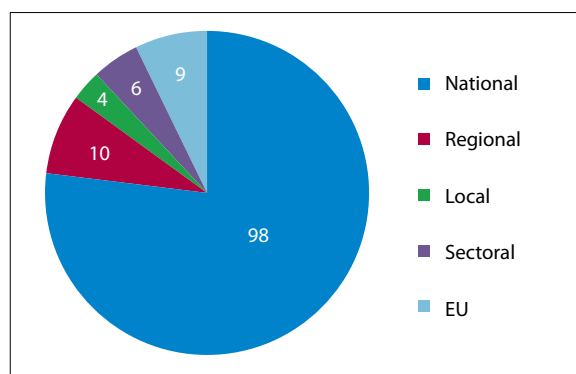


Figure 3 looks at the type of initiative by level and shows that the overwhelming majority of the 130 initiatives took place at national level.

2.2. Initiatives taken at European level or with EU support

Many trade unionists expressed positive views about EU-funded awareness-raising initiatives such as the 2007 'Year of Equal Opportunities'⁽¹⁵⁾. However, they emphasised the need to ensure that the initiatives developed were sustainable. European support, whether in the form of initiatives organised by European-level trade union organisations or with the support of EU-level institutions and/or funding, was a key element in 14 of the 130 initiatives identified.

European-level trade union organisations played a significant role in challenging discrimination and in encouraging affiliated trade unions to take up newer issues of discrimination or issues previously not identified as trade union issues. Seven of the 130 significant and/or innovative initiatives came from European-level trade union organisations.

⁽¹⁵⁾ <http://ec.europa.eu/social/main.jsp?catId=555&langId=en>

These were targeted on the different strands of discrimination, covering racial and ethnic origin, disability and sexual orientation. Selected examples are set out in Table 1. They involved unions engaging in new ways of working, including working in partnership with other civil society organisations and in pursuing emerging areas of trade union engagement such as around the issues of sexual orientation discrimination as well as in relation to discrimination against Europe's Roma population.

All are classified as significant as they were policy-setting initiatives providing the context for future initiatives: the ETUC Seville manifesto and the joint

declaration (see Table 1), the latter being the first time that trade unions at European level and the representative body for European social NGOs, the Social Platform, had joined together to develop a common agenda.

Through their engagement with NGOs and other civil society organisations European-level trade unions provided legitimisation for this form of cooperation for their affiliated national unions. Some national trade union interviewees specifically made reference to European-level work with NGOs as providing the impetus for their national-level engagement.

Table 1: Initiatives at European-level or with EU-level support

Ground	Background information	Impact/added value
Multiple discrimination (significant)	The Manifesto of the European Trade Union Confederation (ETUC) in addressing discrimination was adopted in Seville on 21–24 May 2007 ⁽¹⁶⁾ . The manifesto states that the ETUC is committed to: A Europe which is both 'more' and 'better'; a Europe which is integrated around rights and values including peace, liberty, democracy, fundamental rights, equality, sustainable development, full employment and decent work, social dialogue, the protection of minorities, universal and equal access to high quality public services, and a successful economy which supports social progress and employment protection. (http://www.etuc.org/a/3683)	The manifesto led to the development of discrimination-specific initiatives and therefore is of continuing relevance. The initiative on sexual orientation discrimination (see below), which involved the close collaboration of the ETUC and ILGA-Europe, is one example of an initiative developed consequent to the Seville manifesto.
Sexual orientation (significant)	An ETUC initiative that arose directly as a consequence of the affirmation of the Seville manifesto (see above) adopted a four-year action programme with a priority to address LGBT issues and established the 'Extending equality' project, working with ILGA-Europe. The project has conducted a survey of all ETUC member confederations and European industry federations, the findings of which were discussed at a conference in January 2008. The conference proposed ETUC representation on the Euro-pride march in Stockholm and supported a proposal for a new directive to extend the principles of non-discrimination to goods and services. Arising from the initiative the ETUC has issued a statement which commits it to a set of 11 actions and activities, including lobbying EU institutions for full recognition of LGBT people in policies, the setting up of LGBT groups within national organisations, working with employers. In relation to these subsequent national-level initiatives, they have resulted in engagement on LGBT issues in a number of European countries. Respondents in Italy, Ireland, the United Kingdom and Lithuania specifically raised these issues. (http://www.etuc.org/a/5808 ; http://www.ilga-europe.org/)	The project strengthened dialogue between the trade unions and ILGA-Europe, the NGO representing LGBT organisations at EU level. This cooperation continued around the organisation of the World-out Games. Importantly it also developed sustainable actions to be carried forward in relation to trade union policies in Europe and at national level. The impact of the initiative has been to legitimise union actions in relation to sexual orientation in a number of European countries. Without this initiative it is unlikely that all of the national-level initiatives identified in the study would have come about.

⁽¹⁶⁾ For the full text of the manifesto see: http://www.etuc.org/IMG/pdf_CES-Depliant_Manifeste-EN.pdf

Ground	Background information	Impact/added value
Ethnicity (significant)	The project 'Developing non-discriminatory quality education for Roma children' was led by the ETUCE, the European industry trade union representing the education sector, and concerned access to education for Roma children , focusing on Bulgaria, Slovakia and Hungary, Member States with large Roma populations. Over a two-year period, from 2005 to 2007, the project organised conferences, legal seminars, training seminars, workshops and a final conference. National action plans were established for each of the three countries, with concrete suggestions and actions on how to improve the situation of Roma children's access to quality education. The final aim of the project was to ensure that Roma children had equal access to education. An important element of the project was seen as the capacity of teachers to approach and deal with different cultures in the classroom.	During the project, tools to increase teachers' capacity to teach multicultural classes were developed and 750 teachers were trained in using these tools ⁽¹⁷⁾ . It went beyond issues of employment per se, to engage with issues of education policy in relation to social exclusion. In terms of its outcomes, the project has had a concrete impact through the establishment of national plans in the countries on which the project focused.
Multiple discrimination (significant)	The joint declaration 'Fight discrimination and guarantee equality for all' arose from the EU anti-discrimination conference held in June 2009. It was addressed to the EU and Member States and signed by the ETUC and the Social Platform (representing European-level NGOs) ⁽¹⁸⁾ . The Declaration was issued in October 2009 and calls for: Adoption by the European Council of the proposed Art 13 directive protecting discrimination on the grounds of age, disability, religion or belief, and sexual orientation in all areas of life; the tackling of remaining gender gaps and ensuring gender mainstreaming; investment in strong social policies and public services that support equality; the development of rights-based migration and integration policies; and work in strong partnership with trade unions and civil society organisations at European and national level. (http://www.etuc.org/IMG/pdf_091023_SP-ETUC_joint_declaration.pdf)	Representatives from European-level NGOs together with NGOs based in European states and trade unions, both at European and national level, have used the joint declaration to address the issue of working together for equality. The Joint Declaration has been published on the websites of both the ETUC and the Social Platform as well as on the website of equinet, the European Network of Equality Bodies.

Direct support from the European Commission, particularly in the context of funding, was relevant in a number of the 130 initiatives, they include:

- 'Open doors' (DEOK, Cyprus), which involved cooperation with employers, women's organisations, organisations for the disabled, NGOs and government departments. (http://www.equal-dipa.org.cy/main/data/pdf/cyprus_project_directory.pdf);
- 'Be equal, be different' (CER/CGIL, Italy) that developed training courses aimed at educating people to understand and appreciate diversity as an added value and not as an obstacle (<http://www.outhouse.ie/bebd/>);
- 'Social dialogue and equality in enterprises' (CGTP, Portugal) was aimed at promoting good practices in equality and non-discrimination by sharing social dialogue experiences within and between companies (Projecto Diálogo Social e Igualdade nas Empresas) (<http://www.cite.gov.pt/pt/dsie/index.html>);
- Keep Chances Office (OEGB, Austria), which supports disabled employees to remain in work; this is done primarily through the provision of courses concerning the law on the employment and equal treatment of disabled or chronically ill persons in companies (http://www.oegb.at/servlet/ContentServer?pagename=OEGBZ/Page/OEGBZ_Index&n=OEGBZ_3.7).

⁽¹⁷⁾ For more information see: http://etuce.homestead.com/ETUCE_2010_Roma.html

⁽¹⁸⁾ See *The role of NGOs and trade unions in combating discrimination*, European Commission, September 2009, <http://ec.europa.eu/progress>.

There are also several examples of successful inter-union engagement, either within a Member State or across borders. The fight against discrimination was an area where this form of involvement was particularly welcome and fruitful. Unions reported that they could also learn from one another through cooperation agreements and through exchanges of personnel. Several trade unions made reference to cross-border collaborations that had encouraged them to challenge discrimination and 8 of the 130 initiatives involved trade unions working beyond their borders, in collaborations both within and outside Europe. In particular, international-level cooperation had led trade unions to take up issues of discrimination in new ways. Some of the most innovative new approaches involved trade unions working with organisations in developing economies. These are listed below. They all had defined targets and outcomes and all were ongoing and sustainable projects.

- The union Delta (Norway) had several projects abroad, including in Zimbabwe and Russia, aimed at helping build up trade unions and advising on good practices. One project also involved building a shelter for children.
- the CCOO (Spain) had set up a foundation 'paz y solidaridad', created with the aim of helping women trade unionists in Latin America.
- the UIL Scuola (Italy) has participated in joint training between Brazil and Italy, bringing Brazilian teachers to Italy and sending Italian teachers to Brazil.
- the OPZZ (Poland) established a national LGBT officer following a period of collaboration between it and Unison (UK), including a secondment to the UK.
- Oskovo (Czech Republic) developed a cooperation pact between Czech and Slovak unions on the basis of the presence of Slovak migrants in the Czech Republic.
- the ETUC (EU level) participated in the organisation of the trade union presence at the World Outgames in Denmark in 2009.
- the CGIL (Italy) works with the NGO Nexus on cross-national cooperation projects related primarily to issues of discrimination on the grounds of racial/ethnic origin.

- the CGTP (Portugal) has a cooperation agreement with unions in other countries over migrant worker issues.

3. National-level trade union initiatives

This section reviews the 130 significant and innovative initiatives reported with reference to the four main ways in which trade unions combated discrimination:

- **social dialogue and workplace practices to promote equality and combat discrimination;**
- **union practices to promote equality and combat discrimination;**
- **working with NGOs against discrimination.**
- **union training to promote equality.**

Overall, the study finds that the reported outcomes from the initiatives are greater membership participation, recruitment of new members and a wider public profile for the union.

The greatest number of initiatives was 47 in the area of union training and awareness-raising (36%), followed by 31 initiatives relating to union practices (24%), mainly involving changes to structures or new ways of organising, and 29 on social dialogue (22%). Fewer than one in five (23) of the initiatives were in relation to joint work with NGOs.

Figure 4: Reported initiatives by type of approach

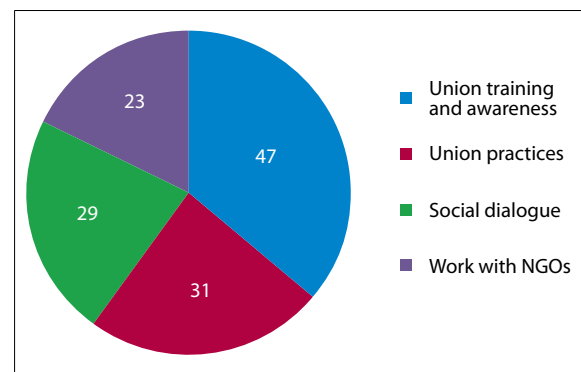


Figure 4 provides an overview of the 130 initiatives by the main thematic areas they covered and shows that the largest group of initiatives were on training and awareness-raising.

Of these 130 initiatives the largest number (52) related to racial/ethnic origin. After that came initiatives covering all strands of discrimination (20) and then initiatives on sexual orientation and on disability (19 each). In contrast there were

just 14 initiatives on age, with seven focusing on younger workers and seven on older workers, although three of the initiatives on disability also focused on young workers. Six initiatives covered religion.

Figure 5: Reported initiatives by discrimination strand

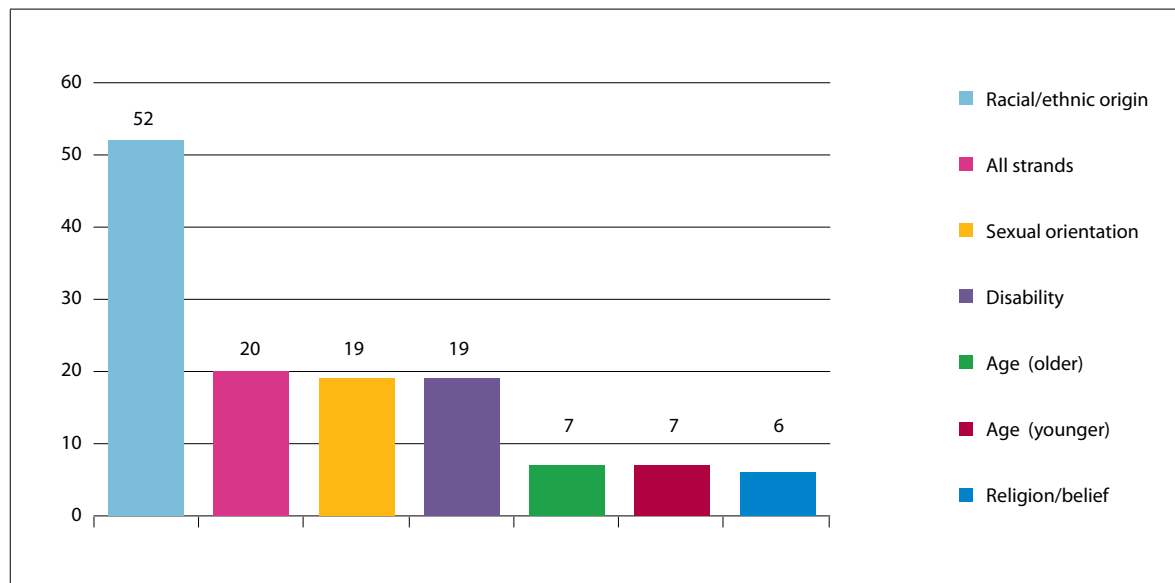


Figure 5 is an overview of all of the initiatives by strand of discrimination. It shows that the most common initiative mapped in the study concerned combating discrimination on grounds of racial or ethnic origin.

3.1. Social dialogue and workplace practices to promote equality and combat discrimination

The study found a considerable number of initiatives involving social partners working together on equal opportunity measures, with 29 of the 130 identified as significant or innovative. Two thirds of the initiatives concerning working with social partners took place at national level (20). Regional-level social dialogue was the next most frequent (five) followed by social dialogue at local or workplace level (three). Only one of the social dialogue initiatives was at sectoral level.

Figure 6: Social dialogue by level

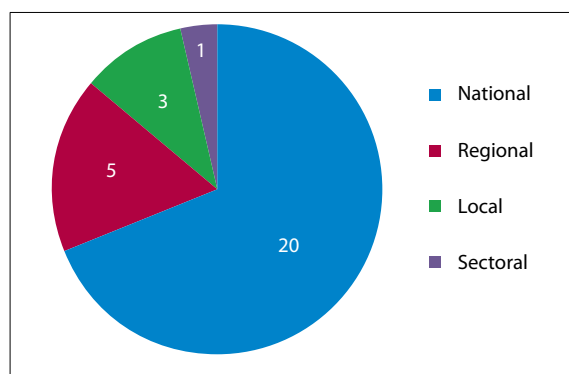


Figure 6 provides information on the social dialogue initiatives and shows them by level of initiative. It demonstrates that most initiatives were taken at national level.

By far the most common significant and innovative initiatives were concerned with issues of racial and ethnic origin (10). These were followed by equal numbers concerning either all five discrimination strands (five) or disability (five), while initiatives on discrimination against older (three) and younger (two) workers, if counted separately, were slightly lower still. Less common were social dialogue initiatives on religion and belief or on sexual orientation.

Social partner cooperation generally took two forms. The first consisted of where the social partners had concluded an agreement on a course of action related to equality of opportunity and in some cases such agreements were framed within a diversity strategy. This meant finding solutions that improved the position of the disadvantaged group, such as the provision of training. The second was where a collective agreement covered terms and conditions directed at non-discrimination objectives, for example eliminating criteria which had a discriminatory impact. In some cases these agreements were general, covering all strands of discrimination, but in others they were specific to one strand of discrimination and had been introduced to respond to a particular situation. Some of the initiatives reported were at an early stage of social partner joint working.

Sixteen of the 29 initiatives are categorised as social partner engagement. This meant that although they were joint actions, they did not have the status of collective agreements⁽¹⁹⁾. Recruitment and training were the principal issues in these forms of engagement. There were six social partner initiatives on training, including the territorial pact on training, concluded by the social partners in Belgium, or the Danish scheme to provide training to young ethnic minority workers who might seek jobs in the construction sector. In relation to recruitment, the initiatives were aimed at opening up recruitment to workers who had traditionally been excluded from the labour market, such as the disabled (three cases). In terms of the discrimination strands that they dealt with, the largest number (eight) were on racial or ethnic origin discrimination. The second largest number was on the grounds of disability.

The remaining 13 social partnership initiatives were based on the conclusion of collective bargaining agreements. These covered a number of mainly non-pay bargaining issues, chiefly around holidays or breaks from work, although some also dealt with recruitment. The collective bargaining agreements were more focused than were the social partner engagement agreements, as they set out specific

Figure 7: Social dialogue and workplace practices by discrimination strand

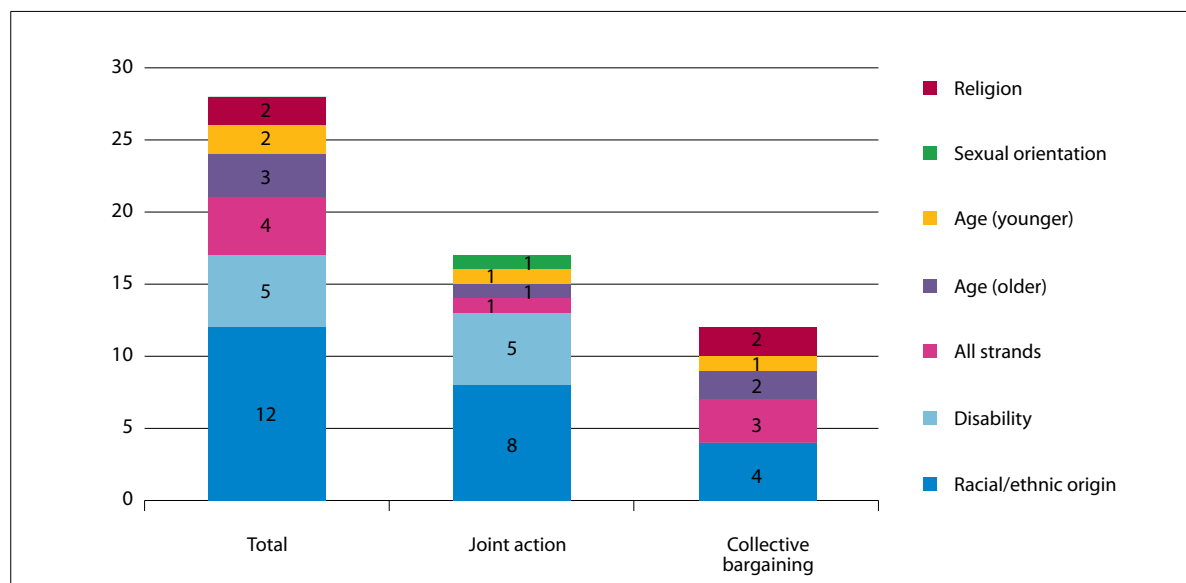


Figure 7 shows the social dialogue initiatives by the strands of discrimination they covered. It shows that disability was more likely to be covered by joint engagement than by collective bargaining.

⁽¹⁹⁾ See Appendix 1, Table A.1, for information on the initiatives.

areas of coverage, had clearly defined outcomes and a clear commitment to implement them. The largest number (four) related to time off or holiday arrangements to allow ethnic minority workers to either practise their religion or to return home for extended leave including for reasons of family bereavement. Two agreements were related to the recruitment of workers from disadvantaged groups and two others were in relation to older workers and dealt with restructuring and job protection. One agreement dealt with equal pay for ethnic minority workers.

The social partnership initiatives demonstrate that joint working with social partners has delivered considerable benefits to the trade unions concerned, while also advancing their equality agendas. Reported impacts are that the initiatives have led to better working relationships between the social partners, resulting from a shared understanding of the need to jointly tackle inequality. They have also provided improved access to the labour market to groups that might previously have been excluded. Where these initiatives involved collective bargaining and collective agreements, the unions were also able to show that they demonstrated the unions' commitment to represent diverse groups of workers ⁽²⁰⁾.

Focusing on the regional spread of the social partnership initiatives, the majority (16) came from countries in the north of Europe. In contrast eight came from countries in the south of Europe and five from countries in central and eastern Europe.

Figure 8: Regional distribution of social dialogue and workplace practices

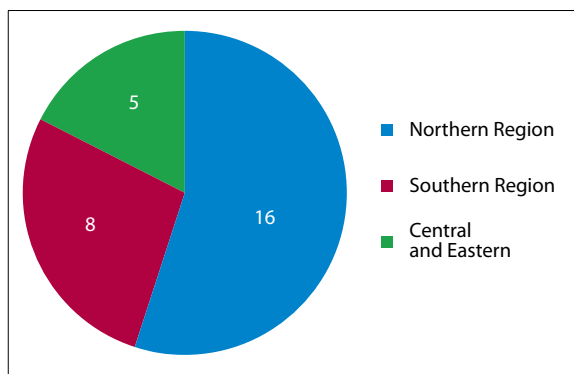


Figure 8 shows the regional distribution of the 29 social dialogue initiatives, demonstrating that a majority came from countries in the north of Europe.

⁽²⁰⁾ See Appendix 2 for two tables detailing the joint action and collective agreement initiatives.

The greatest number of social dialogue initiatives were at national level, with 10 of the 29 initiatives falling into that category. Regional initiatives were also significant in the context of social dialogue and 4 of the 29 initiatives were regional. Looking at specific sectors covered by social dialogue initiatives, manufacturing had the highest number (four) followed by public administration and public and commercial services (three each). Figure 9 shows the sectoral breakdown of the social dialogue initiatives.

Figure 9: Sectoral distribution of social dialogue and workplace practices

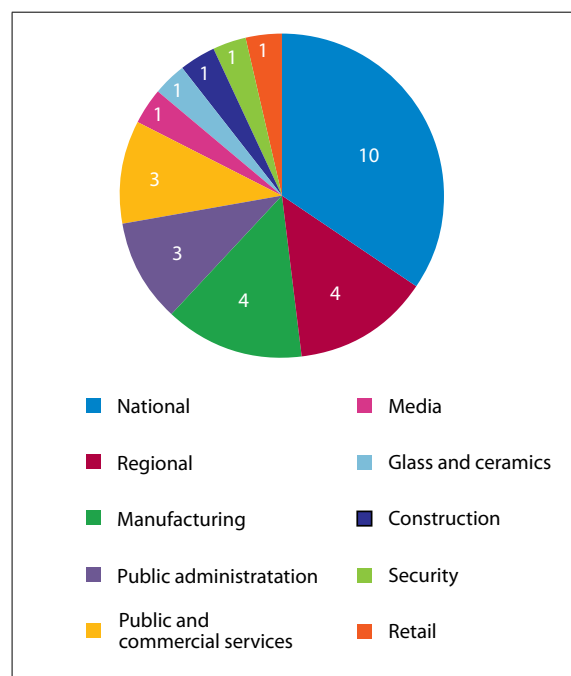


Figure 9 shows the sectoral distribution of the 29 social dialogue initiatives, demonstrating that a majority were at national or regional level and in terms of specific sectors, manufacturing had the highest number of initiatives.

3.1.1. Diversity management and the business case

The business case for diversity at work is based on the observation that developing and sustaining a diverse workforce offers the enterprise quantifiable organisational benefits, through attracting and retaining the best workers, creating harmonious work environments and by having staff that can better respond to a more diversified society, customer base and market structure. There were many references to working on diversity issue initiatives, usually in the context of social dialogue. Trade unions from Belgium, France, the Netherlands and Spain, in particular, made

reference to the use of diversity strategies. These mainly focused on racial or ethnic diversity, in some cases around the enforcement of discrimination strategies or through training agreements, as in the case of an agreement in the Netherlands that was concerned with young, disabled workers.

The need for more joint work between the social partners and the potential usefulness of the business case for diversity and equality were acknowledged by many unionists at the Madrid seminar. However, this was an issue on which view differed: some warned against presenting the issue solely in terms of enterprise benefits, as there was also a need to conceptualise the business case in a wider sense including a social business case that recognises the costs of exclusion arising from discrimination or inequality. In relation to the public sector, in particular, some public sector participants believed that there was a need for employers and trade unions to make the link between equality and the quality of public services and that procurement had to be advanced on the basis of equality and not on the lowest cost.

This was also an issue in relation to social partner involvement at EU level, as it was viewed as the best way to give visibility to the different experiences (national/sectoral/company) of social dialogue tackling discrimination and promoting equality. A suggestion was made to the EU social partners to negotiate a framework of actions on the different discrimination grounds.

There was widespread agreement on the need for equality issues to be embedded within collective bargaining. There was also discussion on the need to address equality issues in small and medium-sized businesses, and not just rely on agreements with large employers. The 15 case studies provide examples of how this could be achieved. The limited extent of trade union coverage in small and medium-sized enterprises (SMEs) was a cause for concern, however, although some examples were given where broader partnerships involving unions, public authorities and SME employers' associations had developed.

The case studies reported here testify to the following positive results from the initiatives:

- relationships with employers have been improved;
- when litigation cases of discrimination occurred, the union was better able to successfully take up these cases on behalf of their members, while members themselves have been empowered to challenge discrimination directly (CGT, France);
- there is a greater awareness of equality issues within the membership (CCOO, Spain; CNV, Netherlands);
- there has been an increase in activist members (OEGB, Austria).

Social dialogue and workplace practices to promote equality

Case study 1: Taking aim against discrimination

The CGT (Confederation of Labour) is one of the five major French confederations of trade unions. This case study deals with three significant CGT initiatives on combating discrimination: the Expanded Committees on Diversity; the 'panels method' of proving discrimination; and engagement in an EQUAL project.

CHALLENGES AND SOLUTIONS

The Expanded Committee on Diversity was proposed within the ANI National Collective Agreement for Diversity concluded in 2006. Expanded Committees for Diversity (ECD) have been established in companies with more than 50 employees, and are composed of members of the works council, staff representatives and trade union representatives. They meet annually, giving workers the opportunity to share ideas and build effective collective action against discrimination with all social partners, who are also responsible for assessing the company's achievements and/or failures as far as diversity and discrimination are concerned. The initiative has made it possible for trade unionists to bring cases of discrimination to the courts and in the last five years the CGT has supported many legal cases to successful conclusion. Importantly most of the workers engaged in these collective actions were themselves members of discriminated groups

The 'panels method' represents a major CGT initiative. It was introduced and developed by a technician and CGT member at the car manufacturer Peugeot. Although originally used to deal with discrimination on trade union activity grounds it now covers other strands of discrimination. The method requires a comparison of the career path of one employee who might be susceptible to discrimination, with the career paths of other employees with the same characteristics in every aspect except that they have a different (presumed or real) ethnic origin. The 'comparative tables' are shown to the courts and it is then up to the employer to justify the inequality using objective factors.

The CGT's engagement in an EQUAL project on combating discrimination allowed it to develop a number of different tools, including consciousness-raising through the use of a survey on stereotypes, together with educational sessions for workers, trade unions, elected staff representatives and the management in three pilot companies: Adecco, Casino and Oyonnax. One practical example of its effect was the action by the CGT in the Rhône-Alpes region to develop a system for identifying and acting on discrimination and for understanding discrimination not as an individual but an institutional problem.

IMPACT AND SUCCESS STORIES

These different types of actions have led to the creation of groups dedicated to fight discrimination in several industrial federations (fast food, metal, the hotel and restaurant sector) and at local level with Departmental and regional unions organising on this specific issue, for example an agreement in the Rhône-Alpes region between the regional unions of five trade unions confederations (CGT, CFDT, FO, CFTC and CFECGC): a collective agreement between those trade unions' regional unions and Adecco, a temporary work agency. The union reports that dialogue with employers has improved as a common culture is built up between staff representatives and human resources managers through training sessions on stereotyping and the law. Moreover, the EQUAL project introduced the activists to EU law and to new perspectives in terms of fighting discrimination.

The panel method has increasingly been used to prove discrimination in a statistical way. Many cases that are brought to court succeed thanks to the panel method, and companies found to have discriminated have had heavy compensation costs imposed on them. The panel method is becoming a fundamental tool for workers being discriminated against, who are increasingly learning to use it in an effective way. For example, there are websites that tutor employees in creating a panel for their own case.

► **Further information:** <http://www.cgt.fr/>

Case study 2: Collective agreement on diversity management

The Comisiones Obreras (CCOO) consists of both regional and sector-based organisations. Its main areas of activity are the metalworking sector, transport, communication and chemicals. The case study concerns a diversity initiative within a large hotel chain.

CHALLENGES AND SOLUTIONS

During its last Spanish-wide convention, held in December 2008, it renewed its commitment to include migrants in the organisation and also changed its constitution, replacing the references to a 'multi-ethnic approach' to a 'diversity approach' to incorporate all discrimination strands. This trade union's growing involvement in these issues is directly linked to its mission statement which is committed to the joint management of diversity issues. The union argues that signing up to diversity charters⁽²¹⁾ by themselves does not guarantee concrete results without the involvement of the union, which can work to transpose these agreements into concrete outcomes which assist in ensuring a basic standard of rights as well as diversity management.

Grup Majestic is one of the companies that signed a collective agreement with the CCOO in June 2009. Grup Majestic owns the Hotel Majestic, a five-star hotel located in the centre of Barcelona. Roughly half of its workforce has a migrant background and it was this that encouraged the parties to look to a new kind of collective agreement that not only stressed the importance of a multicultural approach but also set out the company's commitment with regard to recruitment, training and time management measures.

The agreement was achieved thanks also to the support of the SOC (Catalan Service of Employment)

and was co-financed by the Employment Secretary of the Generalitat of Catalonia and by the European Social Fund. For this reason it was implemented at regional level.

In general the union did not experience any major opposition to its work in this area, however, there was an internal debate based on the concerns expressed that some groups of workers might have more rights than others. These concerns were resolved through the adoption of a common vision based on the global framework of time management that enabled the accommodation of different workers' needs for time off. The current collective agreement provides for: training based on interculturalism; the promotion of diversity; clear and communicated recruitment, promotion and training policies; training to be delivered in Catalan but with translations of relevant texts; and work-life balance measures to include bereavement and religious needs. The agreement was achieved due to the active participation of the whole workforce who subsequently voted in favour of it.

IMPACT AND SUCCESS STORIES

The new agreement has encouraged a growing awareness among new activists, within the hotel sector and in the union as well as in civil society. The initiative has a strategic relevance because it supports the acquisition of new and different experiences and is transferable to other companies. Currently the CCOO is sending leaflets to companies that potentially might be interested in the initiative and it is in the process of signing another eight similar agreements. Currently, development of the collective agreement with Majestic Hotel is continuing, in particular the HR department is drawing up a draft of the internal reception plan.

- **Further information:**
<http://www.ccoo.es/csccoo/menu.do>

⁽²¹⁾ A diversity charter is comprised of a written commitment to fight discrimination and promote equality.

Case study 3

Case study 3: Ethnic diversity and strategies aimed at young and disabled workers

The National Federation of Christian Trade Unions in the Netherlands (CNV) has 11 affiliated unions, each operating independently. This case study focuses on three major initiatives: ethnic diversity; age discrimination, focusing on young workers; and young disabled workers. The initiatives encouraged social partner engagement to resolve the issues of discrimination identified. Engagement in these initiatives encouraged trade unions to work together, to engage with new groups of members and to secure important changes, both legislative and in workplace conditions.

CHALLENGES AND SOLUTIONS

The union faced three challenges: the weak labour market position of ethnic minority workers; discriminatory dismissals of young people; and the poor integration of disabled youth.

In 2008 CNV initiated a research project 'Ethnic diversity for success?', aimed at strengthening the weak labour market position of ethnic minorities and helping companies and sectors attract sufficiently qualified personnel. The project aimed to gain better insight into companies' motives for and experiences with ethnic diversity as a factor of success, by collecting good-practice examples and by looking at the kinds of collective agreements that had been concluded.

CNV Jongeren, the union's youth arm considered that the supermarket practice of dismissal prior to issuing permanent contracts was discriminatory. The initiative was important as it encouraged joint work between the youth wings of CNV and FNV, another trade union federation. The main challenge was to prove that age discrimination was the main obstacle, but the union succeeded in this by urging its members to come forward with their stories and experiences.

CNV also initiated research on the young disabled, looking at their earnings and the barriers they experienced in finding and staying in paid jobs, again focusing on diversity policies and on the conditions

for their successful introduction and the role of collective agreements. This 'Work must pay' project set up a dedicated telephone number for young disabled members to report their personal experiences of work and pay.

IMPACT AND SUCCESS STORIES

The research on ethnic minority workers showed that companies in various sectors felt they had benefited from employing ethnically diverse staff. It provided a list of suggestions for collective negotiation on specific diversity topics. It also stressed the importance of unions urging companies to acknowledge their social responsibility to ensure that the composition of the workforce reflected the ethnic diversity of their specific social context. It has led to greater CNV participation on diversity issues. The union believes that the information from the research will enable CNV unions to make more specific and more effective agreements on encouraging ethnic diversity.

As part of the supermarket campaign the CNV took a test case to a tribunal and won. The campaign obtained a lot of media attention since it was a new perspective on age discrimination. Until then the discussion around age discrimination had mainly concentrated on rights of older employees. CNV believes that its campaign in support of young supermarket workers has benefited it, as well as improving the employment position of its membership. More young people have joined the union and there is a general increase in age awareness among the young. CNV unions have found their position in collective bargaining has strengthened and the work has directly influenced the collective agreement for the sector.

Finally, as a result of its research on disability, the law has been amended, shifting the focus from receiving benefits to getting work on fair pay. The union views its greatest achievement as the 'Work must pay' campaign and the amendment of the law. The union is now lobbying employers to take on disabled workers and has an annual magazine targeting young disabled workers.

- **Further information:**
<http://www.cnv.nl/speciaal/english/>

Case study 4: Youth representatives: supporting young people in companies and vocational training

The Österreichischer Gewerkschaftsbund (OEGB - Austrian Federation of Trade Unions) is the only trade union federation in Austria. Since 1972 youth representatives have been part of the statutory mechanism of representation in Austrian companies employing more than five young persons. Through the legal establishment of youth representatives, the OEGB's youth organisation has evolved into a fully representative body of young workers. While previously leisure time activities and the politicisation of young people dominated its agenda, it has lately begun not only to formulate demands but also to promote solutions to identified problems.

CHALLENGES AND SOLUTIONS

The presence of youth representatives has enabled the trade union to develop responses to three challenges: gender segregation; falling membership; and training for young workers.

Youth representatives have been pioneers in promoting gender equality at the workplace, demanding that more female apprentices should be taken on and encouraging trade unions to address the under-representation of young women. The executive board of the OEGB's youth organisation now has a 50% gender quota, while at the same time the union has been organising in female-dominated sectors such as catering and hotels. The union also aims to reach and organise young workers in small and medium-sized companies.

To meet this challenge the OEGB's and the sector unions' youth organisations have begun contacting young workers directly, at work as well as in youth centres. The Austrian Federal government has adopted a Youth Employment Package guaranteeing the right to training for young people. The youth organisation of the union has proposed the introduction of youth representatives at the training centres, together with an annual meeting of

potential youth representatives, the social partners and the regional management bodies, to ensure that arising problems can be directly relayed to the responsible bodies.

A further challenge has been in relation to voting rights for youth representatives. The fact that individuals are now commencing apprenticeships later than 15 or 16, and are spending longer periods in full-time schooling, has resulted in the raising of the age for voting qualification for young worker representatives, from 18 to 21.

IMPACT AND SUCCESS STORIES

Youth representatives are generally an important point of contact for young people at the workplace and there are currently more than 2000 such representatives. Especially in large companies they form an essential part of the company's culture. The youth organisation of the union has always been an 'engine to recruit members'. The work of youth representatives is one of the main routes to reaching and gaining new members. In addition it is an important vehicle for identifying the needs of unions' young members, as youth representatives can maintain direct connection between young workers and the union. The youth organisation has had a continuous rise in its membership — even in times of a general fall in union membership. The positive impact of the presence of youth representatives in training centres is the overall participative opportunities they give young people in relation to their own perceptions and involvement in the democratic processes.

The establishment of youth representatives encouraged other legal amendments in the youth employment laws, such as the expansion of protective regulations with respect to probation and dismissal. The existence of youth representatives is reported to enhance young people's understanding of the democratic processes.

► **Further information:** http://www.oegb.at/servlet/ContentServer?pagename=OEGBZ/Page/OEGBZ_Index&n=OEGBZ_0

3.2. Union practices promoting equality and combating discrimination

A total of 31 (24%) of the 130 initiatives consisted of implementing changes to union practices to promote equality and combat discrimination. These practices concerned either the adaptation of internal structures to accommodate issues of discrimination, the promotion of new ways of organising, or changes to structures to encourage participation. Almost all (90%) were national-level initiatives. There was one initiative that was sectoral only — the collaboration project between the UIL Scuola (Italy) and Brazilian teacher trade unions covered the education sector. Two initiatives were European/international in their scope — the Delta (Norway) project on cross-border collaboration supporting trade unions in other countries and the CGTP (Portugal) project of cooperation over migrant issues.

Figure 10: Union practices by coverage level

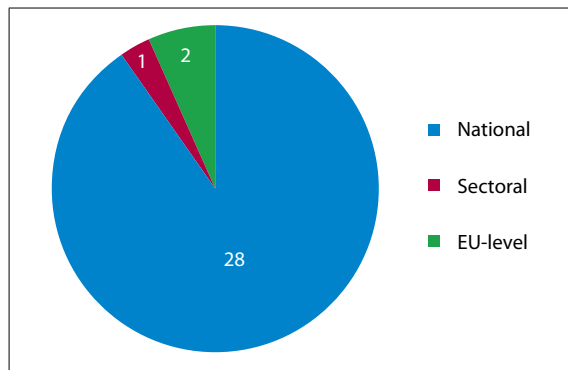


Figure 10 provides information on union practices and shows them by level of initiative. It shows that most of the changes in union rules and behaviour occurred at national level.

Figure 11: Union practices by discrimination strand

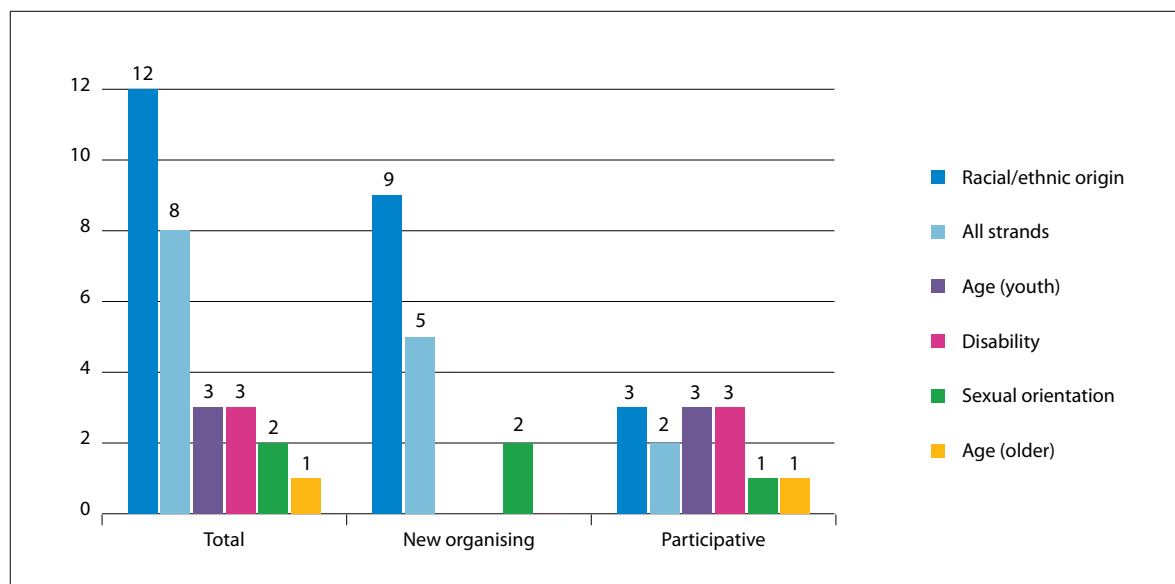


Figure 11 shows the initiatives trade unions have taken in terms of their own practices, analysed by the strands of discrimination they dealt with. Thus while only three of the discrimination strands involved new organising initiatives, there were initiatives that aimed to improve participation of those affected by discrimination covering all strands.

By strand, the most common innovative or significant changes in union processes concerned discrimination on racial/ethnic origin (13 of the 31 initiatives), followed by initiatives aimed at all strands of discrimination (8 of the 31 initiatives).

It is also possible to analyse these general equality initiatives in terms of their content, on the basis of whether they were concerned with increasing the participation of existing members or with new ways

of organising, aimed at recruiting new members from among discriminated groups. Figure 11 shows that elements aimed at encouraging participation (participative) were reasonably consistent throughout all the strands, whereas new ways of organising (new organising) were focused on racial/ethnic origin, all strands and sexual orientation.

The disability discrimination initiatives included the Keep Chances Office (OEGB, Austria) and the

promotion of candidates from disabled members (GdG, Austria). In relation to ethnicity they included the establishment of a centre for paperless workers (Handels, Sweden), the establishment of a new body for migrant teachers (OAJ, Finland), a weekly open-house meeting for Ethnic Minority Workers (Byggmakerforening, Norway) and the creation of a Standing Committee on ethnic discrimination (DGB, Germany). In relation to age discrimination, they included changes to rules to eliminate age requirements that excluded some age groups from standing for office (TSSA, UK). As the initiatives were in many cases relatively recent, unions had not had the opportunity to evaluate them; however, an innovative example is shown in case study 5 (TUC, UK) on the use of auditing strategies.

Unions adapted their internal structures through a variety of means. These included: changing their structures specifically to encourage wider participation; adopting specific budgets in relation to the union's equality agenda; taking action to increase the number of union activists from discriminated groups; taking action to recruit members from among discriminated groups; promoting networks or other forms of self-organised groups; and organising in new ways. Examples include the creation of an equality unit (3F, Denmark), the establishment of a diversity committee (CGT, France) and the provision of non-employment related services to ethnic minority workers (UIL, Italy).

Focusing on the regional spread of the union practices, the majority (22) came from countries in the north of Europe. In contrast, seven came from countries in the south of Europe and two from countries in central and eastern Europe.

Figure 12: Regional distribution of union practices

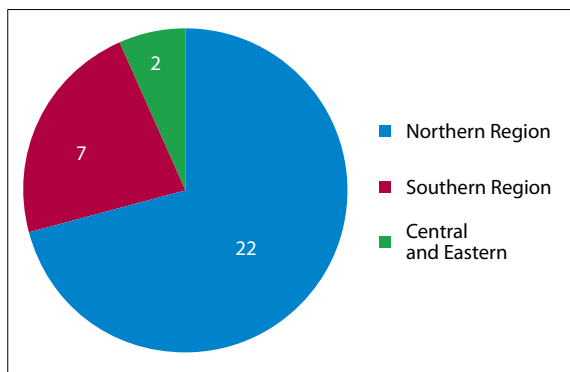


Figure 12 shows the regional distribution of the 31 union practices, demonstrating that a majority came from countries in the north of Europe.

3.2.1. Changes in structures to encourage participation and new methods of organising

Creating special structures to represent specific groups of workers and to give them a voice in the union was a widely adopted strategy. Structural changes aimed at encouraging participation were more likely in relation to racial/ethnic origin discrimination (four participative structural changes related to this). Examples of these types of structural changes include the promotion of candidates from under-represented groups (GDG, Austria), the establishment of self-organised bodies (INTO, Ireland), a focus on the recruitment of young workers (FNV Jong, Netherlands) and the establishment of disability champions (UK, TUC).

Sixteen of the 31 union practices concerned new ways of organising in relation to discrimination issues. These mainly involved research surveys, public campaigns or through offering special services to disadvantaged groups. New ways of organising were most common in relation to issues of ethnicity (eight), followed by initiatives covering all grounds of discrimination (five). Many unions were also successfully filling representation gaps within their own structures with regard to discriminated categories of workers. This is beginning to have positive effects in terms of membership, leadership and image. The reported impacts include increasing membership levels and encouraging more members to participate in the union as members and activists. Other reported outcomes are that by adopting the initiatives unions demonstrated that they are able to take a leadership role in challenging existing prejudices and stereotypes⁽²²⁾.

In the four case studies reported here the outcomes were:

- better integration of the union's equality and negotiating agendas and bringing to light gaps in policies which could be rectified (TUC, UK);
- establishing the union as a legitimate collective actor in the equality policy field (DGB, Germany);
- an increase in activist members and greater awareness of discrimination issues (INTO, Ireland);
- greater societal awareness of migrant worker abuse, resulting in such discrimination becoming less common (ASÍ, Iceland).

⁽²²⁾ Nine examples are provided in Appendix 3.

Changes to union practices to promote equality and combat discrimination

Case study 5: Auditing union equality work and advancing workplace equality

The Trades Union Congress (TUC) has an active role in promoting equality both among its affiliated unions and through campaigning and influencing government policy and legislation. This case study highlights three significant initiatives. The first is a rule change introduced in 2001 committing the TUC and its affiliated trade unions to promoting equality in all aspects of its work and to conducting regular equality audits. The second is through the establishment of trade union equality representatives. The third initiative is on sexual orientation, where the TUC works to get affiliated unions and employers to address issues affecting LGBT employees.

CHALLENGES AND SOLUTIONS

The key challenge for the TUC has been to have an accurate account of what trade unions are doing to promote equality. A 2001 congress decision to audit unions every two years has led to published reports. These are not only a way of the TUC collecting information on what its affiliates are doing on equality, but are also a tool for the unions to progress their own work in this area, by monitoring what they are doing, identifying any gaps and taking action to address these. A challenge, however, has been getting all its affiliates to respond to the audit questionnaire, but each time the response rates improve, with the last survey covering 99% of the TUC's membership.

An example of an initiative identified in the audits was a ground-breaking project by broadcasting union BECTU called 'Move on up', aimed at improving opportunities for ethnic minority broadcast professionals. By putting workers directly in touch with employers the union reports that real jobs and commissions have followed on from the events it organised. It is a particularly innovative example that is both very different and measurable.

The TUC has played a key role in the development of equality reps (workplace union representatives

with a specific remit to address equality issues) through a project to train more than 200 reps, running from April 2008 to December 2009. With government funding it appointed a dedicated project coordinator. Ten TUC affiliated unions have also trained their own equality representatives and the TUC has set up an equality project group to share good practice and provide a forum to discuss ideas. A network of project coordinators was established to keep all projects up to date with developments in particular unions and to comment on policies and training materials. A TUC conference on the project in 2009 attracted 160 equality reps and union officers.

Education sector trade unions have been very active in relation to LGBT initiatives. An example is LGBT 'History month' (following on from the success of 'Black history month') that has been taken up in schools and libraries, supported by education trade unions. At TUC level there is an LGBT committee, which, recognising issues of multiple discrimination, has reserved seats for black and disabled LGBT members.

IMPACT AND SUCCESS STORIES

External evaluation of the first TUC equality audit concluded that overall the process of auditing union structures and equality work had been a valuable one for most unions. Many said that it had helped to integrate the union's equality and negotiating agendas and a majority felt it had brought to light gaps in union policy and action on equality which they planned to rectify. It also highlighted monitoring for equality and the ability to analyse sufficiently the membership database. An evaluation of the impact of trained equality reps in the workplace is currently taking place. In relation to its LGBT work, and following on from its work in the UK, the TUC has worked with the ETUC and organisations such as ILGA-Europe to promote LGBT equality in Europe (see Section 2.2, Table 1).

► **Further information:** <http://www.tuc.org.uk>

Case study 6: Lobbying and organising against the discrimination of migrant labour

The DGB represents eight unions today: IG Metall (metalworkers), Verdi (united services), IGBCE (mining, chemicals and energy), IG BAU (construction, agriculture and environment), GEW (education and science), Transnet (railway workers), NGG (food, beverages and catering), and GP (police). In its federative role the DGB brings together the individual unions into an effective whole and represents their joint interests. Besides coordinating union policies, its main task is as the political voice of these unions in discussions and negotiations with the government, political parties, employer associations and local government. It does not have the right to conduct collective bargaining but offers support and training in the establishment of works councils. The case study concerns a range of DGB initiatives on racial/ethnic origin discrimination.

CHALLENGES AND SOLUTIONS

A key challenge over the last decade for the DGB has been the fight against growing xenophobia in Germany. Besides gender issues, discrimination against migrant labour has traditionally been the main focus of the DGB's anti-discrimination policy. This is not only due to the specifics of German history during the Nazi regime but also to the fact that Germany has a long history of foreign workers (*Gastarbeiter*) since the 1960s, whose integration into German society has not reached the hoped-for levels.

The DGB uses an array of different approaches in its initiatives against ethnic minority discrimination; the most relevant are lobbying, coordinating, initiating, supporting and campaigning.

Lobbying: The DGB not only tries to influence national policies but is also active at European level, playing an active role in the development of EU directives. Together with the German Ministry of Justice and the Interior Ministry, the DGB was present in Brussels in attempting to influence the character of Directives 43 and 78. Once the directives were passed the DGB negotiated intensively with the ministry of justice about their transposition into German law, focusing especially on the rights of works councils and trade unions to consult and support victims of discrimination. Thus, the DGB successfully man-

aged to introduce the right of works councils to sue employers under certain circumstances if they violate the regulations of the anti-discrimination law.

Coordinating: The DGB has a standing committee at federal level on migrant labour and ethnic discrimination made up of those responsible for the issues in the eight DGB member unions. The committee coordinates the policies of the different unions and is working towards a common position. The DGB also has a successful history of collaboration with relevant NGOs in the field of discrimination based on ethnicity. It coordinates the most important NGO network in this policy field: the German forum against racism.

Initiating: In some cases the DGB has taken the initiative to push affiliated unions or works councils towards implementing innovative measures to fight discrimination against migrant workers (and other forms of discrimination). An example is the initiative taken following the 1995 Florence social partners' joint declaration on racism and xenophobia in the workplace

Supporting: The DGB has traditionally supported member unions and works councils in their anti-discrimination policies, either by developing 'model agreements' or by collecting and publishing good-practice examples of anti-discriminatory action. One of the most relevant supportive policies is the general legal protection of union members against discrimination that is provided through the DGB.

Campaigning: In recent years the DGB has increased its direct involvement in campaigns against discrimination towards Nordrhein-Westfalen against the so-called *Gesinnungstest* (i.e. attitude test), a test that has to be taken by members of certain national groups if requesting a residence permit.

IMPACT AND SUCCESS STORIES

As a result of all these different approaches that the DGB has taken to fighting discrimination, the union federation has managed to become one of the most legitimate collective actors in this policy field. Parties and the government respect it as a serious partner when it comes to anti-discriminatory legislation.

► **Further information:** <http://en.dgb.de/>

Case study 7: Working on LGB and disability issues

The Irish National Teachers' Organisation (INTO) organises primary school teachers in the Republic of Ireland and primary and secondary teachers in Northern Ireland. It has an Equality Committee that advises the union's Central Executive Committee (CEC) on equality and initiates equality policies, activities and projects.

The LGB Teachers' initiative began when four union members independently contacted the union's Head Office requesting the establishment of an LGB group. The union agreed to facilitate a group whose fundamental objectives were to provide mutual support and to enable gay, lesbian and bisexual union members to be more visible and more vocal within the union, particularly in working towards the elimination of homophobia in schools.

Since 2007 there has been an increase in activity around encouraging disabled teachers to stay in the workplace if they so wish. This is primarily as a result of the actions of a disabled retired senior INTO National Committee member who challenged the Equality Committee on the received wisdom of retiring people out of the job.

CHALLENGES AND SOLUTIONS

In relation to the LGB initiative the main challenge for the union has been in awareness-raising and in countering entrenched prejudices. The first action of the union was to provide a confidential contact phone number for the group, as well as a contact e-mail address within the union's e-mail system. From 2005, support for the LGB Teachers' group has featured as an item on the Equality Committee's annual work programme. The group has 'special interest group' status in the union and is funded by the union. The group represents INTO in the annual Gay Pride parade, and is accompanied by the union President. The Union's magazine, *In Touch*, has consistently facilitated publicity, support and positive image-building for the LGB Teachers' group. The group has addressed the union's Equality and

Annual Congress and in 2009 held its own first conference where good-practice guidelines for creating an inclusive classroom for lesbian, gay and bisexual teachers were launched. The conference and the guidelines were widely reported in the national media.

With regard to disability, the main challenge was to combat the assumption that a teacher, on becoming disabled, should leave work. The Equality Committee deals with disability issues. The union also has two representatives on the Irish Congress of Trade Unions' (ICTU) Disability Committee, one of whom is a trained 'disability champion'. The INTO Annual Congress of 2008 carried a motion demanding the accommodation of teachers with disabilities who wished to remain at work. The union also carried out a member survey on disability that found low numbers reporting a disability, reflecting the policies of excluding disabled teachers from employment. An INTO representative attended the North/South ICTU Disability Seminar in November 2008 and the Equality Committee has participated in a disability training event. The union magazine is also used to draw attention to disability issues and regularly features items on disability.

IMPACT AND SUCCESS STORIES

The number of LGB activists has grown from 14 in 2004 to over 50. The success of the initiative is visible in that more LGB members are now willing to speak publicly and to the media about the reality of what it is like to be an LGB teacher in Irish schools.

As a result of the disability survey a small number of respondents indicated a willingness to participate in planned further research. The survey has also raised awareness of and activity around the issue of disability and at its 2010 Equality conference the union intends to invite teachers who have retired on disability grounds to address the conference and share their experiences and advice about what could be done differently to accommodate teachers with disabilities.

► **Further information:** <http://www.into.ie/>

Case study 8: 'Equal rights — no exceptions' campaign against social dumping

The Icelandic confederation of Labour (ASÍ) is one of three confederations in Iceland. There is a reported increase in migrants joining and this has meant greater emphasis on issues concerning migrants and policies regarding foreign workers, and the case study examines its initiatives on this discrimination strand.

CHALLENGES AND SOLUTIONS

Many migrant workers were working in the construction industry, being paid less, sometimes undocumented and working without social insurance. The trade unions realised that they had to inform such workers about their rights. In 2005, ASÍ launched a campaign 'Equal rights — no exceptions', aimed at defending the conditions and rights of all wage earners on the Icelandic labour market. When the initiative started, the representatives from ASÍ approached local managements and asked to speak to workers. They established whether workers were being paid the agreed rates and where they were unable to negotiate settlements they took legal action against the companies.

Two people based at the ASÍ head office led the initiative and established three work groups working with ASÍ workplace representatives. One focused on workplaces in the construction industry, informing workers of their rights; a second visited companies in the food industry, for example restaurants; and the third visited different kinds of companies. The workgroups visited workplaces every day during their busiest periods. They put up posters in cafeterias and spoke to people on the shop floor. They realised that they needed information in languages the workers could understand and published a brochure about the rights and duties of migrant workers in Iceland in 10 different languages. The work groups produced press releases to inform the public about their progress, findings and outcomes, and they placed adverts in the mass media.

As a result of the initiative, members of the union, both Icelandic and foreign, became much more aware of the situation and many of them called ASÍ

to complain either of employers who were not playing by the rules or to say they were being treated incorrectly. At its peak some 20 people were working on the initiative.

The ASÍ workers kept records of any complaints about social dumping and illegal working and passed on information to the relevant parties such as the tax authorities, the police and the Directorate of Immigration. ASÍ emphasised that the campaign was aimed at companies that were abusing foreign workers in various ways, paying them less than their Icelandic colleagues and not informing them about their rights and that the campaign was not against the workers themselves. Their aim was to help such workers to get their rights. Employers planning on hiring migrant workers were also informed about their obligations and Icelandic wage earners and the public in general were advised how important it was to eradicate social dumping and undeclared work.

IMPACT AND SUCCESS STORIES

As a result of the campaign ASÍ gained a couple of thousand new members. The union campaign was viewed as an important success and as an eye-opener for all involved. The aim of the campaign was to defend the conditions and rights of all wage earners in the Icelandic labour market. Due to the campaign, there is a greater awareness in the community of companies trying to abuse migrant workers, paying them less and taking advantage of their situation. This awareness has meant that discrimination on the basis of racial/ethnic origin is less common. More foreign workers now come straight to ASÍ to enforce their rights and Icelandic workers have also become more active in getting information to them and organising for their employment rights. The initiatives are continuing but on a smaller scale. The Directorate of Labour together with the trade unions in the capital area still visit construction workplaces and hotel and restaurant businesses to inform workers of their rights. This initiative has also made ASÍ realise that by making direct contact with people on the shop floor it can improve its own organisation.

► **Further information:** http://www.asi.is/desktop-default.aspx/tabid-382/521_read-1115/

3.3. Working with NGOs to combat discrimination

Of the 130 reported initiatives, 23 involved trade unions working with NGOs to combat discrimination. Four key types of engagement were identified:

- the establishment of trade union initiated or supported independent associations;
- the utilisation of the expertise and knowledge of NGOs and campaigning organisations;
- joint campaigning with such organisations; and
- working with equality bodies.

Although national-level initiatives were most common, accounting for 4 out of 10 of the initiatives in relation to working with NGOs, European/international initiatives were more significant in relation to cooperation between trade unions and NGOs than in the other thematic areas, with one quarter of the initiatives being of this type. Six were European-wide cooperations, two on sexual orientation, one on disability and three on racial/ethnic origin. There were fewer regional arrangements than was the case for the social dialogue theme, with just two, one of which was from the USOC (Spain) on sexual orientation. Another was a local-level cooperation between USOC (Spain) and an NGO working on issues related to Africa. The UIL (Italy) was collaborating with an

NGO in relation to its work on rights for migrant workers in the beverages sector.

Figure 13: Working with NGOs by type

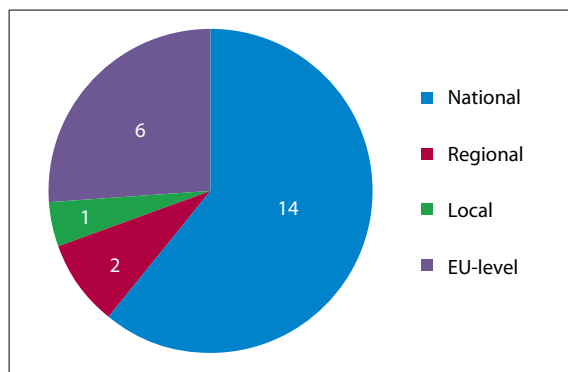


Figure 13 provides information on the initiatives involving unions working with NGOs. It shows that although most were at national level, a significant proportion (six) were with EU-level NGOs.

Figure 14 shows that the largest number of initiatives involving trade unions working with NGOs concerned combating discrimination on the grounds of racial and ethnic origin (10) and sexual orientation (seven). Over a third of all initiatives on sexual orientation reported had NGO involvement. Disability issues were represented by two initiatives and age had one initiative for older workers and one for younger workers where there was NGO involvement. There were no NGO activities in relation to religion or belief discrimination.

Figure 14: Working with NGOs by discrimination strand

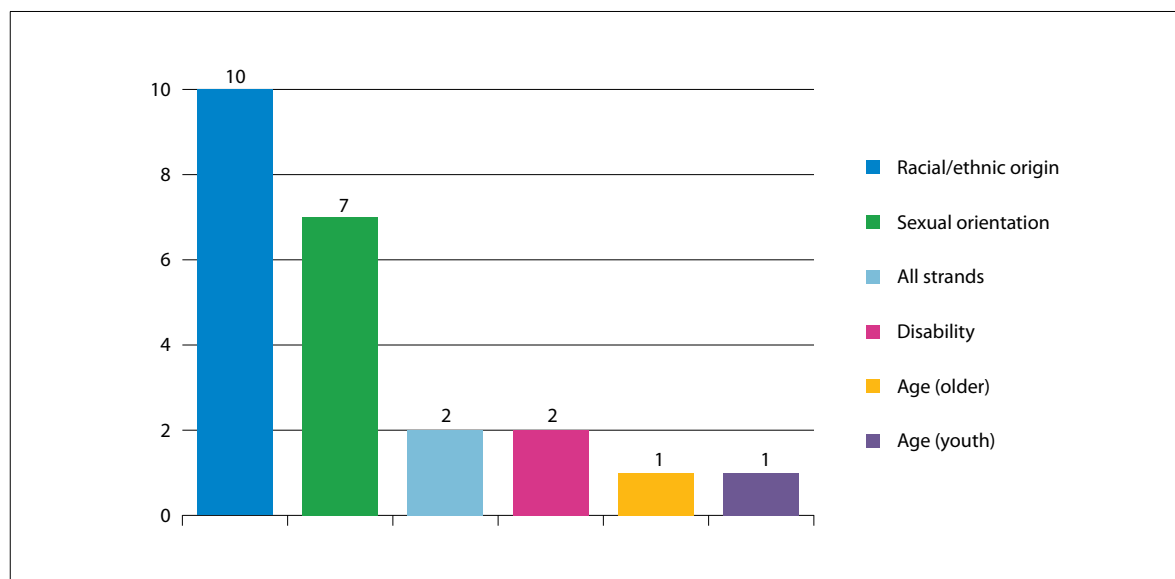


Figure 14 shows that in relation to working with NGOs the two strands of discrimination principally covered were racial/ethnic origin and sexual orientation.

In two of the 23 initiatives the union had actually been the creator of the NGO, helping to form and support it, although allowing it subsequently to develop independently. This was the case with the CGIL (Italy) and the UIL (Italy). Nearly half (11) of the initiatives were innovative since they represented engaging with bodies outside the union. Four others were classified as innovative for engaging in new areas of work. Four initiatives were significant in terms of their sustainability and five in terms of their context⁽²³⁾.

Working with NGOs was recognised as a fruitful form of engagement and, as one trade unionist commented: ‘without NGOs it would be difficult to identify people, even within the union, who are prepared to come forward to challenge discrimination’. Working with NGOs was also a way of giving a voice to those who had experienced discrimination. Overall there were positive results from joining forces and also a role for NGOs in encouraging workers to become trade union members⁽²⁴⁾.

The range of issues covered in the initiatives jointly taken with NGOs was very broad. They included ETUC work on migration, the ETUCE project on Roma children and on disability, production of an LGBT guide and a campaign on young workers (CER, Italy), working with NGOs on transport issues for the disabled (OGBL, Luxembourg) and involvement in citizen’s forums with local community organisations (CCOO, Spain). In some cases there were examples of trade unions playing an important role while engaging with community organisations, although community was almost always defined by ethnicity or religion. Thus often this work was in the context of anti-racist campaigns, campaigns against deportations or general campaigns in support of undocumented migrants.

The case study examples demonstrate how working with NGOs resulted in:

- the union adopting a change in direction, in relation to issues of discrimination (ZNP and OPZZ, Poland);
- a greater understanding of the need to incorporate all forms of diversity within the union’s equality agenda (CSC, Belgium);
- improved working conditions for migrants and an increase in their membership levels in the union (CGIL, Italy);
- encouraging the exchange of good practices and bringing together employers, trade unions, governmental public bodies, researchers and NGOs (ZSSS, Slovenia).

Focusing on the regional spread of the trade union initiatives working with NGOs, the majority (11) came from countries in southern Europe. The second highest number of initiatives was Pan European (six). In contrast five came from countries in northern Europe with just one from a central and east European country.

Figure 15: Regional distribution on initiatives working with NGOs

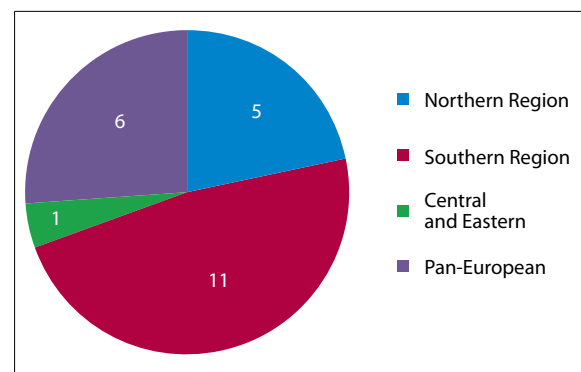


Figure 15 shows the regional distribution of the 23 initiatives that involved trade unions working with NGOs, demonstrating that in contrast to the other types of initiatives, the southern region countries had the highest number of initiatives.

⁽²³⁾ The numbers add up to more than 23 as some were classified as both significant and innovative, see Appendix 2, Figure A5.

⁽²⁴⁾ See Appendix 2, Table A5 for detailed examples of working relationships with NGOs, some of which go beyond simply engaging with them.

Working with NGOs against discrimination

Case study 9: Coming out of the union's closet

The case study focuses on two trade unions: the OPZZ is a confederation of 89 unions and union federations; ZNP, a teachers' union, is the largest member of the OPZZ.

The case study documents two separate LGBT initiatives. The first was initiated in 2006 when ZNP took action to support gay and lesbian teachers after anti-gay comments from a member of the newly elected government. The Board of ZNP, with the specific support of the union's international affairs' officer, mounted joint action with the NGO KPH (the Campaign Against Homophobia) to draw up a common strategy on protecting LGBT teachers. Several meetings between the ZNP and KPH Boards took place. This cooperation is a part of a longer-term strategy within ZNP of promoting equality within the union and the union is preparing an ethical code that will include issues related to sexual orientation and other strands of discrimination.

The second initiative occurred in August 2009 when the OPZZ created a gay and lesbian officer post. The proposal came as the result of the experiences of an OPZZ officer (a KPH activist) who had been working with UK trade unions to assist Polish migrant workers there. He was inspired by Unison (UK) activity on LGBT issues and successively encouraged the adoption of a similar strategy in the OPZZ itself. For the OPZZ, support for LGBT initiatives is also seen as way of potentially increasing union membership as well as a recognition of the prominence which LGBT issues have been given at a European trade union level.

CHALLENGES AND SOLUTIONS

The main challenge that the unions face is the strong homophobic current still present in Polish

society. ZNP has published several articles on LGBT discrimination in its newspaper *Głos Nauczycielski* ('Teacher's Voice') and responses to them on the union's Internet forum were very varied, including some homophobic criticism. This led its executive body to begin by firstly trying to raise awareness of LGBT issues among the membership. Workshops are being organised to take place during the EuroPride workshop week that will precede EuroPride parade in July 2010 in Warsaw. ZNP plans to prepare a day of workshops about LGBT issues and education and employees' rights.

The post of LGBT officer was inspired by ideas of self-organisation. The aim therefore is to develop first an informal network group to support gay and lesbian members and to organise meetings and strengthen links between LGBT members, with the aim of creating an LGBT commission at the OPZZ that would organise conferences once or twice a year.

IMPACT AND SUCCESS STORIES

In both cases the initiatives are a change of direction from the unions' former policies. In the case of ZNP there is a broader change that will take shape through the adoption of the ethics code. In the case of the OPZZ, the initiative represents a completely new direction for it, which cannot be compared with anything either in the OPZZ or in any other trade union in Poland. While the initiatives are too new to assess their impact, their main aim is to alter consciousness on LGBT issues and to underline the fact that homophobic attitudes at the workplace are a violation of labour law.

► Further information:

http://opzz.org.pl/english/about_us.html

<http://www.znp.edu.pl/elements/main/angielski>

Case study 10: Union negotiation on religion

The Christian trade union confederation of Belgium (Confédération des Syndicats Chrétiens de Belgique) is part of the Christian workers' movement and the Christian religion is a relevant component of its trade union identity. This case study concerns the actions that union representatives have taken in response to the needs of mainly Muslim workers, relating to working hours; accommodation; time for prayer, particularly during Ramadan; the wearing of the hijab; prayer areas; kosher meals; days off for Muslim holidays; and leave to undertake a pilgrimage to Mecca. The significance of the action is in the way that the union has engaged with relevant NGOs.

CHALLENGES AND SOLUTIONS

The union traditionally had processed cases on an individual basis at a local level but changing its strategies towards the provision of collective solutions has allowed it to respond to developments, such as those at a local public hospital in Verviers (Wallonia). Muslim inhabitants, together with a Muslim NGO, had asked the hospital to provide a prayer and funeral rites room for Muslims, as there was already a chapel for Christians. The management, social services and a group of staff members (doctors, nurses and technicians) were put in charge of allocating rooms at the hospital. The outcome was the establishment, in 2008, of a meditation area open to all philosophies and religions. They initially faced two difficulties. The Catholic chaplain was the first person to raise a concern with union representatives but the union representative was able to intervene as a mediator between the chaplain and the hospital management, where the concerns were resolved. The second concerned the position

of secular members of the Board of Directors who had favoured removing all religious symbols from the hospital. However, the Board was persuaded to agree to the planned meditation facilities, open to hospital patients, visitors and workers. The CSC supported the project from the start, and gave its full approval to it. The union representative was kept informed about the progress of the project through the social dialogue process.

IMPACT AND SUCCESS STORIES

The initiative was introduced with the complete agreement of the Board of Directors, the Director, the staff, the trade unions, the NGO and the Mosques' representatives. The outcome has been to encourage a debate around religion at the workplace in a service public trade union committee where the delegates were asking for concrete solutions. It also raised awareness of religion as an important dimension of diversity. It has promoted recognition that religion should be understood as an issue of well-being at work and within the remit of the health and well-being committees. Moreover, it led to the regional official wanting to understand better the place of religion in the workplace, encouraging his attendance at a trade union seminar on the issue. In turn this led to a member of the Belgian Association of Muslim Professionals (a CSC health and safety representative) being invited to present a report to union delegates at a diversity training session on the different trends in Islam. Religion was also to be included in the agendas of the monthly diversity group meetings of the CSC that bring together diversity advisers from Brussels and the Walloon area.

► **Further information:** <http://www.csc-en-ligne.be/>

Case study 11: A trade union organising for rights and against discrimination

CGIL is one of the three main Italian trade union confederations. It organises in all sectors of the economy. The case study covers a number of initiatives taken by the union in the areas of LGBT and racial/ethnic origin discrimination.

CHALLENGES AND SOLUTIONS

Two key challenges faced by the union include a tightening of immigration laws and the need to respond to homophobia in Italian society in general. The union's anti-discrimination policy is based on having influence on decision-making, either directly or through collective bargaining, as well as on instituting changes to organisational structures. CGIL has adopted different approaches: the development of internal skills, in the case of 'traditional' discriminations (race, gender and disability) and a networking approach based on activities with external NGOs and community associations, in the case of 'new' forms of discrimination (sexual orientation and religion).

To respond to the first of these challenges the union initiated legal action against the latest immigration law while also campaigning for an effective transposition of the equality directives. It has also participated in national consultation bodies aimed at combating discrimination and has worked for the regulation of mainly female migrant workers in the private care sector. It publishes advice for migrant workers. It utilises its collective bargaining strategies to ensure the same contractual rights for all workers, both indigenous and migrant. Much of its work has been around awareness-raising through campaigns such as 'Same blood, same rights', based on the principle that all are equal, regardless of ethnic origin.

In the area of LGBT issues it has promoted legislation aimed at providing for codes of conduct to combat discrimination on the ground of sexual orientation. In the region of Emilia-Romagna it has an agreement with Arcigay, an LGBT NGO, on changing

perceptions in the union and in the workplace. The agreement resulted in a guide on the rights of LGBT workers, as well as a 'glossary of terms' and training courses. The Calliope project, coordinated by Arcigay and the Gay Help Line and financially supported by the CGIL Lazio Region, is aimed at designing a training programme for women to increase awareness of discrimination on the grounds of sexual orientation and gender identity. Organisational changes have been the third solution adopted by CGIL to deal with discrimination issues. Specific structures dedicated to immigration and disability issues have been set up. Migrants now hold a number of senior positions in CGIL. A 'New rights' section has been created with the aim of coordinating different theme-based departments on the subject of sexual orientation and gender identity. At local level, there are 'New rights' desks, whose management generally has been outsourced to gay rights associations.

IMPACT AND SUCCESS STORIES

The work of the CGIL and the two other confederations forced the government to fully transpose the directive by amending the law. In relation to disability, the union believes that its contribution, together with that of other trade unions, has been vital in achieving the 'compulsory employment' of disabled people. It argues that through the use of traditional union methods (demonstrations, strikes and engagements with NGOs), the quality of life of workers who have experienced discrimination has improved. The union reports an increasing number of migrants and young workers in its membership demonstrating the effectiveness of the strategies — youth membership grew by 13% and migrant membership by 11% between 2007 and 2008.

The large number of events organised jointly with NGO organisations and civil associations throughout the years has contributed to the development and consolidation of local networks that have organised against renewed attacks on ethnic minority workers.

► **Further information:** <http://www.cgil.it/>

Case study 12: Partnership for equality: promotion of anti-discriminatory practices regarding sexual orientation at the workplace

The Association of Free Trade Unions of Slovenia (ZSSS) is the largest trade union confederation in Slovenia with 23 representative branches. Since 2004 the union has been active in combating LGBT discrimination at work. Its main activity is the result of the union's participation in the 'Partnership for equality' initiative under EQUAL and its partnership with the NGO Društvo Škuc, or more precisely the Škuc-LL (Lesbian section — LL) and the Employers' Association of Slovenia (Združenje delodajalcev Slovenije — ZDS).

CHALLENGES AND SOLUTIONS

The 'Partnership for equality' project was conducted between 2004 and 2007. Within the union, the central office, the Committee of ZSSS for Equal Opportunities, planned (and coordinated) the project.

Within the union there was no opposition to participating in the 'Partnership for equality' project. There was, however, some hesitation regarding the real impact the project could have (if it would lead to any changes at the workplace) to make sexual orientation discrimination a priority on trade union agenda.

Nevertheless, for the union, participation in the project has encouraged further partnerships such as cooperation with the ETUC on the same issue. A leaflet was prepared in Slovenian on 'Ten things the unions can do to promote the equality of LGBT people at the workplace'. The leaflet was distributed to regional and local union officials and activists. Further cooperation also followed the 'Partnership for equality' project, and the union, together with the same partners, cooperated in the 'Diversity management in employment' project that took place between 2008 and 2009 and was a follow-up from the previous project.

IMPACT AND SUCCESS STORIES

The partnership aimed to educate, raise awareness and develop the anti-discrimination policies of the social partners that are major actors in the field of employment and the labour market. The involvement of trade unions and employers, as partners in the project, has contributed to the development and implementation of anti-discrimination policies for an inclusive and safe work environment and equal opportunities for all employees, regardless of personal circumstances. For the union, participation in the project fits well within the overall union's strategy of equality in employment. In 2007 ZSSS prepared its 'Plan for equality 2007–11', which was approved at its fifth congress. The main aim of the plan has been to enforce the principle of equal opportunities in employment and in the union organisation itself, and to prevent all forms of direct and indirect discrimination, including and highlighting sexual orientation discrimination.

The project has been successful and has encouraged the exchange of good practices with transnational partners. Bringing together employers, trade unions, governmental public bodies, researchers and NGOs, working together against discrimination on grounds of sexual orientation, the network TRACE (Transnational Cooperation for Equality) was established with LGBT non-governmental organisations from different European countries — France, Lithuania, Slovenia and Sweden.

The project also produced two toolkits, (i) 'Measures against discrimination in the workplace for employers' and (ii) 'Measures against discrimination in the workplace for trade unions', and undertook research on the attitudes of trade unions and employers towards discrimination in the workplace. The TRACE transnational collaboration produced the brochures 'Open up your workplace and norms at work' and TV commercials that were shown at least 150 times on national TV stations while 13 regional seminars for trade unions and employers were organised. The project's main achievements have been in raising awareness on discrimination issues and equal opportunities among both trade unions and employer organisations.

► **Further information:** <http://www.zsss.si/>

3.4. Union training to promote equality

The study found a large number of examples of trade unions using training to assist in the promotion of equal opportunities, providing both members and activists with strategies to counter discrimination and raising awareness. Of the 130 initiatives, 47 were related to training or awareness-raising. Training through seminars and workshops covered three main areas:

- general training, providing information on discrimination;
- activist training;
- training directed at discriminated groups — to gain qualifications or to support solidarity.

Training initiatives were generally at national level (39), with just four initiatives at sectoral level and three at regional level. Of the three regional-level initiatives one was by USOC, Spain while another was by the UIL, Italy.

Figure 16: Training and awareness-raising initiatives by scope

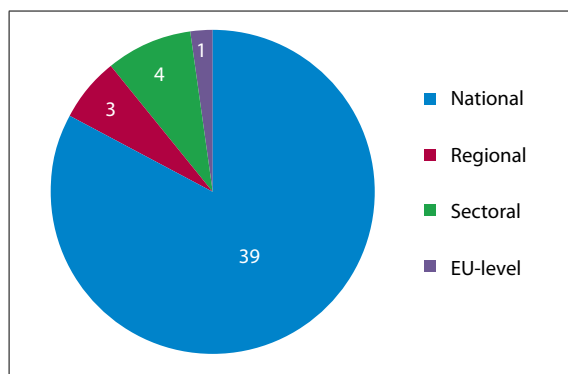


Figure 16 provides information on the anti-discrimination training initiatives and shows them by level of initiative. Almost all were at national level, but four were at sector level and one at EU level.

Figure 17 shows a breakdown of the anti-discrimination training initiatives by the strands of discrimination they covered. It shows the greatest number of initiatives on discrimination on grounds of racial or ethnic origin (20), and the second highest number (nine) concerned training on disability, followed by sexual orientation (seven).

Figure 17: Training and awareness-raising initiatives by discrimination strand

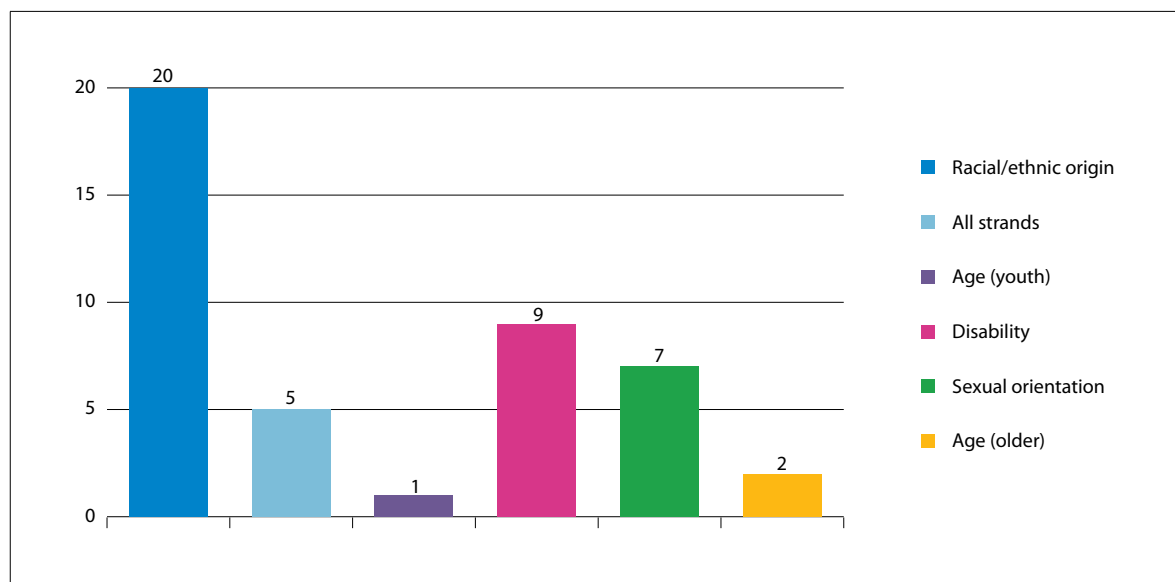


Figure 17 demonstrates that training and awareness-raising in relation to racial/ethnic origin was the most common.

Focusing on the regional spread of the training, the majority (24) came from countries in northern Europe, while 16 came from countries in southern Europe. A smaller number (six) were located in central and eastern Europe.

Figure 18: Regional distribution of training and awareness-raising initiatives

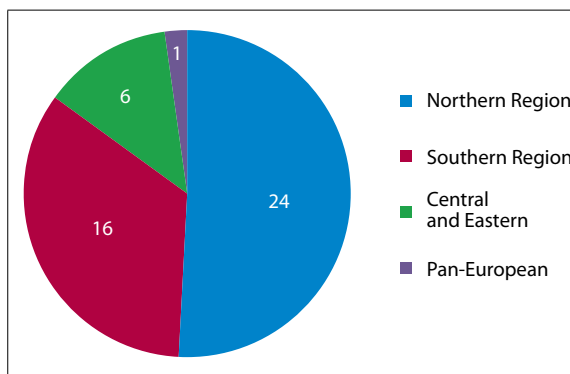


Figure 18 shows the regional distribution of the 47 training initiatives, demonstrating that a majority came from northern Europe.

The most frequent type of training was general, providing information on discrimination. It was used by trade unions to raise the profile of their anti-discrimination policies and to educate their members and in some cases a wider public. Examples include the publication of training materials in other languages (DEOK, Cyprus), training on identifying discrimination (Salaried, Finland), a campaign to make job adverts non-discriminatory (SSM, former Yugoslav Republic of Macedonia), a poster by the youth section, (VerDi, Germany) and a campaign badge against racism (ASI, Iceland). CGT (France) organises a seminar on the concepts of discrimination during the month of May each year; DGB (Germany) offers training in teaching individuals how to act towards different situations of discrimination and racism.

There was also an acknowledgement of the need to engage with trade union members to heighten awareness of the importance of combating discrimination and fighting for equality and recognition that there was a major role for trade unions in challenging prejudices within their own memberships. The importance of empowering union members to act in their own interests was highlighted. A number of examples were gathered, including the development of 'champions' and of self-organisation. The necessary requirements for success were identified as a combination of self-interest and public interest.

One initiative classified as significant was that of OLME (Greece). It had played a leading role, along with an organising campaign, in supporting the right of a Muslim student to carry the Greek flag at a celebratory event. The union has also campaigned to remove religious symbols from schools. Although a one-off initiative, it was important in the context of prevailing attitudes and its impact continues to be recognised in Greece.

For some unions the priority was to train their activists to understand discrimination so that they could provide support for members. DGB (Germany) organised courses for works council members on the new anti-discrimination laws.

Unions provided examples of having organised joint training with employers and/or NGOs. These included training run by Fenfprof (Portugal), which has worked with an anti-racism organisation, SOS Racism, organising initiatives directed at teachers and pupils; the CCOO (Spain) organises training on equal opportunities that are also attended by employers.

Some training was targeted at specific groups experiencing discrimination and was aimed at addressing particular challenges experienced by the group. For example, VIDA (Austria) had developed specific courses to address the problems of chronically ill or disabled colleagues. In some cases unions worked to secure quotas of employment for disabled members, in others the focus was on adapting workplaces. There were also examples of measures adopted by trade unions to promote the employment of workers with disabilities.

The outcomes of training and awareness-raising were in terms of equipping members better to respond to issues of discrimination, ensuring a better understanding of equality issues, bringing discrimination issues to a wider public — including beyond the trade union — and reaching out to address issues of discrimination that extend beyond the workplace⁽²⁵⁾.

The case studies indicated that union initiatives on training had the potential to give access to new skills to workers excluded from the labour market, whether on the grounds of ethnicity or age (CSDR, Romania; TIB, Denmark; and LPSK, Lithuania).

⁽²⁵⁾ See Appendix 2, Table A6, for seven examples.

Union training to promote equality

Case study 13: Positive discrimination in collective bargaining for older workers

The Confederația Sindicatelor Democratice din România (CSDR) is one of four major confederations, organised along employment sectors and political affiliations. This case study presents the experience of the initiative 'The TIC caravan' initiated by the Postgraduate Institute Phoenix, in partnership with the Transylvanian Plains Inter-Municipal Cooperation, with the engagement of equality experts from the CSDR.

CHALLENGES AND SOLUTIONS

The aims of the initiative were to reduce the level of reticence in the case of older workers living in rural areas, especially women, working mainly in the subsistence agricultural sector, to engage in adult professional training programmes and to actively seek alternative employment opportunities. The origins of the scheme are traceable to three major events in the recent history of the country: large-scale redundancies as a result of the restructuring, reorganisation and privatisation; the establishment of the tripartite social and economic council (CES) and the National Commission for Equal Opportunities; and the law on unemployment insurance and the stimulation of employment. The main challenge to implementation of the action plan was to ensure that older workers got involved in the professional conversion and career development programmes on offer. A factor inhibiting participation is the low self-esteem and long working hours of those employed in agriculture. To boost participation, organisers formed a partnership with the local government, the local inter-municipal association and civil society organisations. Work was carried out in small groups. The initiative to increase

employment opportunities for older women workers in rural areas targeted 250 persons.

A CSDR representative within the partnership had responsibility for the coordination of job search training and career counselling sessions, which focused on familiarising beneficiaries on their rights at work and on equal opportunities laws. This initiative was in line with earlier efforts of the trade union to promote the labour rights of women in general and older workers in particular.

IMPACT AND SUCCESS STORIES

The cooperation of different social actors, local government, trade union and civil society organisations has resulted in bringing much needed adult learning services to rural areas by taking advantage of local skills and resources.

By 31 August 2009 some 63 people had participated in the job search training sessions, and 62 in the career counselling; of these, 86% were women and 14% were men. The initiative was continuing until the end of 2009. Similar actions are under consideration for people in rural areas, especially those from the Roma minority. The same consortium of organisations, with the possible engagement of other partners, is developing both youth and adult programmes for the labour market integration of people belonging to the Roma minority. These actions planned for 2010 will include, beyond labour skill development, the familiarisation of beneficiaries with their labour market rights and the current national anti-discrimination legislation, along with the institutional structures to protect their labour rights.

► **Further information:** <http://www.confederatii.ro/article/252/C-S-D-R-Confederatia-Sindicatelor-Democratice-din-Romania>

Case study 14: A training programme for young ethnic minority workers

The TIB (Forbundet Træ-Industri-Byg Danmark), the Timber and Construction Workers' Union in Denmark, represents approximately 70 000 members in the construction, wood and furniture industry. Just 4% of its membership is of migrant or ethnic minority origin. The initiative undertaken was the introduction of a trial pre-apprenticeship trainee programme, the outcome of an agreement between the union and the employers' organisation.

CHALLENGES AND SOLUTIONS

The programme ran between 2005 and 2006 and its purpose was for young ethnic minority people to acquire relevant skills, as well as to gain an insight into the industry, the companies and the professional, personal and social demands required to successfully complete a vocational training course in this area of work. A successful trainee programme would then lead to an apprenticeship.

Young ethnic minority workers are under-represented in the industry, with few in apprenticeships, despite this being the main route into the sector. To address this, the employers' association, the DST, initiated the initiative, inviting the union to work with it on the development of the project. The two organisations sought approval from the Danish Working Environment Services, which is responsible for the maintenance of standards on working conditions and health and safety.

The trainee programme targeted young persons aged between 15 and 18 years and was to last between three and nine months, after which the aim

was an apprenticeship contract between the young person and the company. The TIB took responsibility for finding suitable young people while DST had responsibility for finding companies willing to participate. The TIB visited local employment agencies and youth counsellors, as well as municipal primary and secondary schools to inform them of the project. Although the initial goal was between 10 and 12 trainees, this turned out to be a challenging target for the social partners, but they did set up three traineeships.

IMPACT AND SUCCESS STORIES

The project was formally evaluated by the two organisations after a year of operation. While it was decided not to continue it, the programme has given rise to requests for similar agreements from other employers in the sector, aimed at increasing the participation of young people generally and leading to further agreements between the TIB, the Confederation of Danish Industry and the Danish Construction Association. Additionally, the TIB has signed an agreement with a secondary school, where the union advises school students about work and apprenticeship in the crafts sector. The initiative involved the use of significant resources, both in terms of work input and financially for the TIB and the DST although they had some financial assistance from the Danish Ministry of Integration. The initiative has been viewed as a success even though the numbers participating were fewer than anticipated. The TIB has publicised it in a special issue of its union journal, with an article on Pirasath Satkonam, a successful trainee.

- **Further information:**
<http://www.tib.dk/sider/forside/>

Case study 15: Support network for the reintegration of older workers into the labour market

The Lithuanian Trade Union Confederation (LPSK) conceived this project on older workers in the labour market although it involved a partnership with other regional and international bodies such as NGOs, Equality bodies and educational establishments. The project 'Support network for reintegration into the labour market in the region of Utena and Vilnius' was aimed not only at identifying and drawing the attention of government representatives, employers and society to the problems of mature older people within the national labour market, but also at resolving them.

CHALLENGES AND SOLUTIONS

The project was part-funded by the European Social Fund and sponsored by the Republic of Lithuania. The initiative was carried out within the EQUAL programme framework, in a four-year project between 2005 and 2008.

Age discrimination is common in Lithuania; however, its impact is subtle and difficult to substantiate. Lithuanian society has been affected by rapid social and economic change creating a demand for a new highly qualified labour force. Many older people, who gained their skills and qualifications during the Soviet era, are not able to cope successfully in a new high technology and highly competitive environment. People of pre-retirement age are over-represented among the unemployed and long-term unemployed. It is difficult for them to gain new skills and stay in paid employment. As part of the project, the LPSK Education Support Fund did a considerable job in researching mature older people's reintegration into the labour market, recruiting them to training and re-qualification programmes, putting forward the issues of age discrimination, turning government, policy-makers' and employers' attention to the problems of older workers. Several important surveys were carried out under the initiative. One of them was an analysis of age discrimination and the reasons for the inequality of pre-retirement age people in the regions of Utena and Vilnius. Both pre-retirement age employees and their employers were questioned in this survey. More than 40% of the workers who took part in the survey reported that they

had experienced discrimination on the grounds of age. In addition, the survey revealed that employers were reluctant to employ older workers and that they did not create enough opportunities for skills upgrading, re-qualification and in-service training courses for their older employees. Almost 82% of respondents reported that their employer had never offered them any retraining or skills upgrading opportunities.

To combat prejudice against older age workers a live radio programme, 'From salary to salary', was broadcast on the First Programme of the National Radio of Lithuania. This programme not only made Lithuanian society aware of older workers' problems, but also motivated and recruited older people to join the initiative. The project also attempted to enhance older people's capacities to stay in and to compete in the labour market. It therefore encouraged life-long learning and skills advancement. Project partners, through forums in various cities, participated in motivational campaigns, which inspired members of the target group to participate in the initiative and take action to overcome age discrimination and enhance their social and human capital.

IMPACT AND SUCCESS STORIES

A significant outcome of the project was a set of recommendations brought to the Tripartite Council in 2008 and then accepted and implemented into collective agreements and brought into the Labour Code of the Republic of Lithuania. Recommendations included elements of job protection for those coming up to retirement and paid time-off for retraining, particularly for workers under threat of redundancy. New support networks consisting of trade unions, employers, public organisations and vocational schools were created. In all, 352 older age workers, among them 74 unemployed individuals, took part in the training modules developed by the project. Fifty-two unemployed individuals found jobs or new employment at the end of this project; four older workers rose to become directors and chief executives. The initiative did not die with the end of the project. At present, issues of older workers are discussed at the trade union meetings and represented at the Tripartite Council if needed.

► **Further information:** <http://www.lpsk.lt/en/>

4. Identifying potential gaps in trade union initiatives

The study has demonstrated that trade unions have developed a large number of initiatives, both significant and innovative, in challenging discrimination and in promoting equality of opportunity. However, this does not mean that all discrimination issues have been successfully dealt with and that there is no room for improvement or for further progress. There is also uneven progress on some of the strands of discrimination. While some unions provided evidence of their involvement in all the strands, others indicated that there were areas of discrimination that they were more reluctant to tackle (with LGBT issues and issues of religious discrimination being raised).

Several trade unions stressed the importance of going beyond individual discrimination cases to focus on the collective dimension of equality. While welcoming the increasing number of anti-discrimination initiatives many unions acknowledged that the scope and impact of union policies could be further developed. There were, for example, very few cases where unions systematically evaluated, monitored or audited their practices. An example of auditing from the TUC (UK) was informative, as it had allowed the union to assess the impact of actions over time, with a view to constantly improving them, as well as designing more efficient policies.

4.1. The recently acceded Member States and candidate countries

The geographical spread of the initiatives and their areas of coverage suggest that there are significant differences in union experiences. It was to be expected that discrimination initiatives would be more developed in those countries where legislation promoting equality of opportunity and proscribing discriminatory practices was longer established. There were thus more trade union initiatives reported in the pre-2004 accession Europe than in the countries that acceded or were accepted as candidates later, but the picture is far from uniform:

- one initiative only: Bulgaria, Croatia, Cyprus, the former Yugoslavian Republic of Macedonia, Greece, Liechtenstein, Lithuania and Romania;
- two to five initiatives: Austria, Belgium, the Czech Republic, Denmark, Finland, France, Germany, Iceland, Ireland, Norway, Poland, Slovenia and Sweden;

- more than five but less than eight initiatives: Luxembourg and Portugal;
- more than eight initiatives: Italy, the Netherlands, Spain and the United Kingdom.

In the 2004/07 accession states there was a tendency to relate discrimination principally to issues of gender, as gender inequality was the main concern that unions were attempting to address through policies and initiatives. However, this meant that there were fewer initiatives on other strands of discrimination. For example, the number of initiatives dealing with racial and ethnic origin in those countries (four) is proportionately much lower than in the countries of the pre-2004 EU (where this area comprised around half of their initiatives).

However in these recent accession countries there was a greater focus on the more traditional areas of discrimination, in particular on disability and on age (older workers) discrimination. This emphasis reflects union concerns with protecting the jobs of those currently in the labour market — both those injured while in work and older workers whose skill mix is no longer suitable.

The number of initiatives on sexual orientation (three) is less than the number in the previous EU 15 (12) and is also concentrated in fewer trade unions, three in just two countries (Poland and Slovenia). The interviews with trade union officials indicated that for many in the newer Member States LGBT issues were particularly challenging, with unions showing more reluctance in pursuing initiatives where they believed there was institutional hostility to them.

4.2. Taking up issues of multiple discrimination

Although several of the case studies did address multiple forms of discrimination some of the difficulties in tackling such cases and the need to work further in this area was recognised. The interviews with trade union officers, conducted during the study, suggested a limited comprehension of issues of multiple discrimination among a majority and there was a strong tendency to deal with each strand of discrimination separately.

The study found only a few examples of multiple discrimination being addressed by trade unions. Although 18 of the 130 initiatives covered all grounds of discrimination, this did not mean that

they recognised the concept of multiple discrimination. Rather, it meant that the union had developed general initiatives on discrimination. The only areas where multiple discrimination was tackled were in cases of disability discrimination, where some initiatives had addressed it in relation to age or ethnicity. Three initiatives from the Netherlands, from CNVO, FNV and FNV Yong, tackled age and disability discrimination together, focusing on young, disabled workers, while an initiative from the TIB (Denmark) focused on racial and ethnic origin along with age (younger) discrimination. Additionally the TUC (UK) had changed the structures of its committees so as to enhance diversity by providing reserved seats on the LGBT and disability committees so that black, women and disabled members were represented on each.

4.3. Gender mainstreaming

Gender mainstreaming involves the promotion of gender equality in all policy areas and activities⁽²⁶⁾. The Mapping study did not cover gender as one of the strands of discrimination but sought to investigate the extent to which Europe's trade unions had mainstreamed gender in tackling discrimination on the other five strands and it was noted by participants that gender had to be a cross-cutting issue in fighting any kind of discrimination. The evidence obtained through the interviews with trade union officials suggested that only a minority of trade unions had a gender mainstreaming focus when it came to developing discrimination initiatives. When questioned in relation to the issue, union officials generally did not distinguish between gender discrimination and gender mainstreaming. This meant that they either focused on gender to the exclusion of other forms of discrimination, or focused on the other forms without taking gender into account. Consequently, none of the 130 initiatives was found to have had a clear focus on gender mainstreaming.

⁽²⁶⁾ The ILO action plan for gender equality 2008–09 defines it as 'the process of assessing the implications for women and men of any planned action, including legislation, policies or programmes, in any area and at all levels. It is a strategy for making the concerns and experiences of women as well as of men an integral part of the design, implementation, monitoring and evaluation of policies and programmes in all political, economic and societal spheres, so that women and men benefit equally, and inequality is not perpetuated' (http://www.ilo.org/public/libdoc/ilo/GB/300/GB.300_5_engl.pdf).

5. Suggestions for further action

Equality of opportunity is fundamental to the development of an open and fair European society. At a time when workers face challenges in relation to restructuring and job losses, the study shows that Europe's trade unions have continued to focus on initiatives that promote equality.

The primary responsibility for adopting such initiatives rests with the trade unions themselves, whether operating at European confederation level, European trade or sector federation level, or at national level. But there are some directions that can be suggested and on the basis of the study a number of suggestions for further action, for both European and national-level trade unions, have been developed. Similarly, in relation to the European Commission the study points to a number of areas where it could assist trade union initiatives.

The study demonstrates that Europe's trade unions at all levels have focused on initiatives that promote equality and diversity. The suggestions that follow arise from the 130 initiatives identified, including the 15 case studies. The initiatives that trade unions will adopt will vary from country to country and will be strongly influenced by their own industrial, political and historical origins and may also be dependent on their existing levels of membership and influence. This means that the suggestions for further action should not be seen as a checklist that each union must sign up to. Rather, they are a way of identifying what has worked and should motivate trade unions to see what they can initiate on the basis of their own experiences.

What trade unions can do

Publicise what works

Unions could do more to ensure that they incorporate dissemination into their anti-discrimination strategies. A website could be established and maintained where initiatives by trade unions and employers could be highlighted. Such a website could provide information on recent anti-discrimination initiatives; key cases of discrimination; recent developments or amendments in national and EU anti-discrimination legislation and in workers' rights; announcements; events and so forth and would provide an open portal to make equality practices more visible.

Promote workplace diversity through addressing multiple forms of discrimination

Discrimination is not always addressed by trade unions in its multiple forms. The diversity of Europe's workforce means that for discrimination to be tackled effectively trade unions need to develop initiatives that challenge all of its forms. To do this they could do more to improve awareness of the concept of multiple discrimination, by carrying out more training and other initiatives, aimed primarily at union officials.

Focus on initiatives that raise awareness

Creating greater visibility for trade union activities can be achieved through the methods used to conduct the initiative. Surveys and other forms of opinion gathering can be both a means to collect useful data but also to bring issues to the attention of members. The ETUC initiative on LGBT issues is a good example of how this can be done. By surveying all of its affiliated trade unions, the project not only acquired the data on trade union actions, but also prompted some national trade unions into taking up issues of LGBT discrimination.

Give anti-discrimination initiatives a human face

Publishing initiatives through focusing on individuals both raises the profile of the union and the initiative. Members and the wider public can understand the value of an initiative when they can see who it is that has benefited directly from it. While it is not always possible for confidentiality reasons, the case study examples from Denmark and Ireland illustrate how unions can use their own publications to highlight their work on discrimination and to demonstrate the real benefits of equality for real people.

Working together works better

Working with employers gives more credibility and sustainability to trade union initiatives. It shows that discrimination is not welcome in the workplace and is the best tool to prevent discrimination from taking place in the first instance. Also it can avoid resorting to costly and lengthy anti-discrimination litigation cases brought by unions. Working with NGOs brings trade unions into contact with new ideas. It shows that trade unions have a role with others in helping create an anti-discrimination culture throughout

society, and gives the unions a higher and more positive profile generally. Cooperating more closely with other trade unions, either at national or at EU level, can also help to generate new forms of organising that confirm the advantages of trade union unity. The case study examples from Spain and from Italy demonstrate what can be achieved.

Be ready to adapt and develop new structures

Developing new organisational structures that reflect the needs and aspirations of newer members or members from different communities can reinvigorate trade union organising. Unions that have specially involved members or recruited new members from discriminated groups have been able to use their energies to promote anti-discrimination. The examples from Poland and the UK demonstrate this.

Understand that mainstreaming gender is not just an additional option

Challenging gender discrimination is a fundamental principle of all equality actions. Unions do need to ensure that the concept is fully understood and that gender is not just a separate issue but is something to be taken into account in tackling all other forms of discrimination. This requires that gender mainstreaming be given a higher profile, not just at European level, but also at national level and that it becomes a specific focus of union training and awareness-raising.

Recognise that equality and diversity are not just for the good times

Equality and diversity issues are not luxuries to be disregarded in times of economic crisis when the risk of discrimination in employment increases. Equality actually becomes more important when people's rights to equal treatment are more likely to be challenged. Taking specific initiatives against discrimination and for fair and equal treatment can be introduced as a way of responding to economic downturn, and indeed as a way of challenging the rationale of economic downturn, while promoting equality agendas. The case study examples from Romania and Lithuania show how this can be done. Mainstreaming equality and diversity in policy initiatives, as part of ex ante and ex post impact assessments, avoids the risks of discrimination and unfair treatment.

Know what works and what does not

For equality initiatives to be effective trade unions need to develop methods that monitor, evaluate and audit the initiatives on a regular basis. This not only ensures that initiatives are effective but raises the union's equality profile. The case study example from the UK shows how audits can push forward trade union equality agendas.

Working with employers on diversity issues

While diversity codes and charters are useful tools to engage on equality issues and encourage all to think about diversity, meaningful dialogue between employers and trade unions needs to be based a common definition of 'diversity' and on the firm basis of both promoting diversity and fighting discrimination.

Focus on issues relevant to Europe's Roma populations

The study found some good examples of initiatives both at European level (the ETUCE initiative on Roma children, for example) and at national level (FSG, Spain) in addressing discrimination against Europe's Roma populations. However, Roma issues need to be addressed more widely by the unions.

How the European Commission can better support the awareness of trade union activities in the area of anti-discrimination

The dissemination of the findings of this mapping study is one way that the Commission can highlight

the work of Europe's trade unions. Awareness-raising can also be accomplished by the Commission highlighting, in its work on discrimination generally, the role of the trade unions in exploring ways of combating discrimination and the important position they hold as conduits for information to the more than 60 million members they represent throughout Europe and as social partners.

Encourage engagement

Taking into account repartition of competences with the EU Member States and the autonomy of social partners, the European Commission can encourage Member States to engage with trade unions on issues of discrimination. This should include involving unions in a more systematic way when working to combat discrimination, by ensuring that they are party to any consultation or programmes at different levels addressing equality, given that they have demonstrated that they are relevant actors in tackling discrimination.

Promote research by and on trade unions

Promoting, encouraging and funding research that focuses on trade unions in Europe would provide important baselines from which trade unions could assess their equality agendas and learn further from the best practices of others. The financial support given by the European Commission in relation to equality activities promoted by trade unions should be continued. In addition seminars, such as that organised in Madrid and supported by the European Commission, are a useful method of sharing knowledge and good practice.

Appendix 1: The reported initiatives

Table A1: The 130 initiatives

Country/ coun- tries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
EU level	Organisation around World Outgames	Significant	Campaign	Current	Continuing	Sexual orientation	ETUC	European	Working with NGOs
	Work with EU-level NGOs: joint declaration 'Fight discrimination and guaran- tee equality for all'. Also 'Workplace Europe' which focused on transnational cooperation regarding migration of workers (http://www.etuc.org/a/4114).	Significant	Campaign	Current	Continuing	Racial/ ethnic origin	ETUC	European	Working with NGOs
	Specific work around the 'Extending equality' report	Significant	Research	2007	Continuing	Sexual orientation	ETUC	European	Working with NGOs
	Project on Roma children followed up by national action plans	Significant	Project	2004	2006	Racial/ ethnic origin	ETUCE	European	Working with NGOs
	Trade union actions at EU level to ensure inclusion of sexual orientation	Significant	Campaign	2004		Sexual orientation	ETUC	European	Working with NGOs and other unions
	Campaign with NGOs on specific migration projects	Significant	Campaign	n/k		Racial/ ethnic origin	ETUCE	European	Working with NGOs
	Campaign on disability and poverty	Innovative	Campaign	future		Disability	ETUCE	European	Working with NGOs
	Keep Chances Office, social partner ini- tiatives originally funded through EQUAL. Provides support for disabled workers	Innovative	Structural issue	Current	Continuing	Disability	OEGB	National	Social partners
	Promoting worker representatives with a migrant background	Innovative	Union organising initiative	Current	Continuing	Racial/ ethnic origin	OEGB	National	None
	Creation of youth representatives and incorporation within bargaining str ucture. Followed by campaign aimed at youth against discrimination	Significant and Innovative	Structural issue	Current	Continuing	Age — youth	OEGJ	National	None
Social partner training in anti-racism	Significant	Training	Current	Continuing	Racial/ ethnic origin	GdG	Regional	Local state ad- ministration and employer	
Policy of promoting candidature of disabled members	Innovative	Structure	Current	Continuing	Disability	GdG	National	None	

N.B. n/k=not known

Country/ coun- tries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
Belgium	Territorial pact on employment	Innovative	Training	Current	Continuing	Racial/ ethnic origin	FGTB	Regional	Social partners
	Negotiated breaks for Muslim workers	Significant	Collective bargaining	Current	Continuing	Religion	CSC	Local	Social partners
	Working group on the extreme right; also encourages candidates for union office from ethnic minority representatives. Also organises with other Belgian confederations a forum on diversity	Significant	Campaign	Current	Continuing	Racial/ ethnic origin	CSC	National	None
Bulgaria	Project which targets recruitment for jobs at disabled workers	Innovative	Union organising initiative	Current	Continuing	Disability	Pod- krepa	National	Social partners
Croatia	Project on Employer of the year for disabled persons	Significant	Project	2007 onwards	Continuing	Disability	ITUC	National	Social partners and government
Cyprus	Publication and distribution of leaflets in seven languages with information about the rights of Turkish Cypriots	Innovative	Union organising initiative	Current	Continuing	Racial/ ethnic origin	DEOK	National	None
Czech Republic	Council at Skoda which monitors employment agencies and thus Polish migrants	Significant	Union organising initiative	Current	Continuing	Racial/ ethnic origin	OS KOVO	Local	Social partners
	Cooperation pact between Czech and Slovak unions on basis of presence of Slovak migrants in the Czech Republic	Significant	Union organising initiative	Current	Continuing	Racial/ ethnic origin	OS KOVO	National	Trade unions /government
Denmark	Scheme to get migrant workers into construction apprenticeships	Significant and Innovative	Training	Current	Continuing	RRacial/ ethnic origin and age — young	TIB	National	Social partner
	Creation of equality unit	Innovative	Structural issue	Current	Continuing	All grounds	3F	National	Trade union
Finland	Establishment of a new organisation for migrant teachers	Innovative	Union organising initiative	Current	Continuing	Racial/ ethnic origin	OAJ	National	None
	Training organised by the union on how members can identify disability and provide support	Innovative	Training	Current	Continuing	Disability	Sala- ried	National	None

Country/ coun- tries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
France	Establishment of a new diversity committee which has the legal power to bring cases to the equality body, HALDE. Diversity strategy being pursued by ethnic minority activists	Innovative	Structural issue	Current	Continuing	All grounds	CGT	National	None
	National agreement on diversity covering recruitment and training	Significant	Collective bargaining	2003	2006	All grounds	CGT	National	None
	Sectoral agreements to establish a discrimination observatory	Significant	Collective bargaining	Current	Continuing	All grounds	CGT	Sectoral	None
Former Yugoslav Republic of Macedonia	Campaign to make job adverts non-discriminatory	Innovative	Legal	Current	Continuing	All grounds	SSM	National	None
Germany	Standing Committee on Migrant Labour and Ethnic Discrimination. Campaign by youth section against racism	Significant	Structural issue	Current	Continuing	Racial/ ethnic origin	DGB	National	Social partners
	Poster by the youth section	Innovative	Campaign	Current	Continuing	Racial/ ethnic origin	Verdi	National	None
Greece	Support for non-denominational school	Innovative	Campaign	n/k	One-off	Religion	OLME	National	Local communities
Iceland	Campaign badge against racism	Innovative	Campaign	Current	Continuing	Racial/ ethnic origin	ASÍ	National	Local communities
	Campaign to protect the jobs of older workers	Innovative	Campaign	Current	Continuing	Age — older	ASÍ	National	None
	Collective bargaining to achieve equal pay for migrant workers	Innovative	Collective bargaining	2007	Completed	Racial/ ethnic origin	VR	National	Social partner
Ireland	Establishment of self organised LGBT body	Significant	Structural issue	Current	Continuing	Sexual orientation	INTO	National	None
	Conduct of a disability survey	Innovative	Research	2008	2009	Disability	INTO	National	None

Country/ coun- tries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
Italy	Campaign 'Same blood same rights'	Significant	Campaign	Current	Continuing	Racial/ ethnic origin	CGIL	National	Local communities
	Collaboration project between Italy and Brazil for teachers	Innovative	Project	Current	Continuing	Racial/ ethnic origin	UIL Scuola	Sectoral	Cross-border
	Cooperation project with NGOs on rights for migrant workers; also campaign 'Give immigrant workers a voice'	Innovative	Project	2009	Continuing	Racial/ ethnic origin	UIL	Regional	Working with NGOs
	Production of a guide on LGBT rights	Significant	Campaign	Current		Sexual orientation	CER	National	Working with NGOs
	Campaign to promote the rights of young workers	Innovative	Campaign	Current	Continuing	Age — youth	CER	National	Working with NGOs
	Services related to non-work issues to members of disadvantaged groups	Innovative	Union organising initiative	Current	Continuing	All grounds	UIL	National	None
	Research and training on issues of disability	Innovative	Research and training	Current	Continuing	Disability	UIL	National	None
	Handbook for pupils and parents from abroad	Innovative	Campaign	Current	Continuing	Racial/ ethnic origin	UIL	National	None
	Working in supporting young people access the jobs market. Establishment of national youth forum	Significant	Union organising initiative	Current	Continuing	Age — youth	UIL	National	None
	Collaboration with NGO on a project on multiple discrimination	Innovative	Project	Current	Continuing	Sexual orientation	CGIL	National	Working with NGOs
	Work with a union-sponsored NGO on cross-national cooperation projects	Innovative	Project	Current	Continuing	Racial/ ethnic origin	CGIL	National	Working with NGOs
	Projects on supporting people with severe disabilities	Significant	Collective bargaining	Current	Continuing	Disability	CGIL	National	Working with NGOs
	Establishment of a 'New rights' desk to support victims of discrimination	Innovative	Structural issue	Current	Continuing	All grounds	CGIL	National	Working with NGOs
	Education programme for all delegates on raising awareness about discrimination	Significant	Training	Current	Continuing	Racial/ ethnic origin	CGIL	National	None
	Production of a textbook on sustainability and work on combating discrimination on religious grounds	Innovative	Training	Current	Continuing	Religion	CGIL	National	Other trade unions

Country/ coun- tries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
Italy	Campaign involving distribution of postcards on incomplete transposition of the directive	Innovative	Campaign	n/k	n/k	All grounds	CGIL	National	None
	Establishment of an office to deal with migrant worker concerns.	Innovative	Structural issue	Current	Continuing	Racial/ ethnic origin	CGIL	National	None
	Legal support for migrants in collaboration with NGO	Innovative	Legal advice	Current	Continuing	Racial/ ethnic origin	CSIL	National	Working with NGOs
	Project on all forms of discrimination with eight unions	Significant	Project	Current	Continuing	All grounds	CSIL	National	Other trade unions
Liechtenstein	Working with NGOs to provide rights information to migrant workers	Innovative	Legal advice	Current	Continuing	Racial/ ethnic origin	LANV	National	Working with NGOs
Lithuania	EU-sponsored project on aging workers with recommendations for collective bargaining	Significant	Project	n/k	2008	Age — older	LSPK	National	None
Luxembourg	Establishment of an NGO working on older workers	Innovative	Structural issue	Current	Continuing	Age — older	LCGB	National	Working with NGOs
	Social partner engagement in language training	Innovative	Collective bargaining	Current	Continuing	Racial/ ethnic origin	OGBL, LCGB	National	Working with social partners
	Working with NGOs on transport for the disabled	Innovative	Campaign	Current	Continuing	Disability	OGBL	National	Working with NGOs
	Support for double Nationality law	Significant	Campaign	2008	n/k	Racial/ ethnic origin	OGBL	National	Working with NGOs
	Organisation of conferences around issues of concern to migrant workers	Innovative	Training	Current	Continuing	Racial/ ethnic origin	OGBL	National	None
	Social partner engagement on disability issues	Innovative	Collective bargaining	Current	Continuing	Disability	OGBL	National	Social partners
	Training for representatives on disability issues	Innovative	Training	Current	Continuing	Disability	OGBL	National	None

Country/ coun- tries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
Netherlands	Work against anonymous applications but around a 'Proud of your name' campaign	Innovative	Campaign	Current	Continuing	Racial/ ethnic origin	CNV Jong- eren	National	Social partners
	Study on ethnic diversity	Innovative	Research	Current	2009	Racial/ ethnic origin	CNV	National	None
	Covenant signed between trade unions on LGBT issues	Innovative	Campaign	2009	Continuing	Sexual orientation	CNV Pub- like Zaak	National	Social partners
	Establishment of a youth section with rise in youth membership	Innovative and signifi- cant	Structural issue	Current	Continuing	Age — youth	FNV Jong	National	None
	Campaign to combat wage discrimination against young workers	Innovative	Campaign	2009	Continuing	Age — youth	FNV Jong	National	None
	Research on ethnicity leading to government acceptance of recommendations	Innovative	Research	n/k		Racial/ ethnic origin	FNV Jong	National	None
	Research and policy development on young disabled persons	Innovative	Research and training	Current	Continuing	Disability and youth	FNV Jong	National	None
	Training programme 'With all respect' on diversity issues	Significant	Training	Current	Continuing	Disability and young people	NPB (FNV)	National	None
	Social partner project funded by government on LGBT workers	Significant	Project	Current	Continuing	Sexual orientation	FNV	National	None
	Projects on how to translate law into collective negotiations	Significant	Project	Current	Continuing	Disability and young people	CNVO	National	Social partners
	Collective agreements protecting older workers	Significant	Collective bargaining	Current	Continuing	Age — older	CNVO	National	Social partners
	Reorganisation of the union structure	Innovative	Structural issue	Current	Continuing	All grounds	CNVO	National	None

Country/ countries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
Norway	Weekly open house project as advice/ support centre for migrant workers	Innovative	Legal advice	Current	Continuing	Racial/ ethnic origin	Bygg- maker- foren- ing	National	None
	Promotion of Sami population rights to knowledge	Significant	Campaign	Current	Continuing	Racial/ ethnic origin	UEN	National	None
	Dissemination of knowledge on LGBT issues in schools	Innovative	Organising	Current	Continuing	Sexual orientation	UEN	National	None
	Working abroad to support shelters for chil- dren but also supporting trade unions	Innovative	Organising	Current	Continuing	Racial/ ethnic origin	DELTA	Cross- national	None
Poland	Effects of restructuring and layoff. Workshops for experienced employees who had lost touch with new technologies and support for companies.	Significant	Training	Current	One-off	Age — older	NSZZ	Sectoral	Social partners
	Establishment of LGBT officer post	Significant	Structure	Current	Continuing	Sexual orientation	OPZZ	National	None
	Annual meetings to commemorate teachers who died in the concentration camps	Significant	Campaign	Current	Continuing	Religion	ZNP	Sectoral	None
	Organisation of a campaign to protect LGBT teachers	Significant	Campaign	n/k		Sexual orientation	ZNP	Sectoral	Working with NGOs
	Participating in Pride and other events	Significant	Campaign	Current	Continuing	Sexual orientation	UGT/ CGTP	National	Working with NGOs
	Participating with NGOs on disability issues	Innovative	Campaign	2004	n/k	Disability	CGTP	National	Working with NGOs
Portugal	Negotiations on accumulating holiday period for migrant workers	Significant	Collective bargaining	Current	Continuing	Racial/ ethnic origin	CGTP	workplace	Social partners
	Organisation of annual 'Run against racism'	Innovative	Campaign	Current	Continuing	Racial/ ethnic origin	CGTP	National	None
	Cooperation with unions in other countries over migrant worker issues	Significant	Organising	Current	Continuing	Racial/ ethnic origin	CGTP	Cross- national	Trade unions /government
	Union involved in raising issues related to disability in relation to school pupils	Innovative	Organising	Current	Continuing	Disability	Pen- prof	National	government
	Participation in immigration platform	Innovative	Organising	Current	Continuing	Racial/ ethnic origin	CGTP	National	Working with NGOs

Country/ coun- tries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
Romania	Provision for protection of older workers nearing retirement	Significant	Collective bargaining	Current	Continuing	Age — older	Petri- context	National	Social partner
Slovenia	Annual 'Show racism the red card' campaign	Significant	Campaign	Current	Continuing	Racial/ ethnic origin	ZSSS	Sectoral	None
	Projects with NGOs on LGBT issues	Significant	Project	n/k		Sexual orientation	ZSSS	National	Working with NGOs
	Preparation of a document on LGBT harassment issues	Significant	Publication	Current	Continuing	Sexual orientation	SVIZ	National	None
	Partnership with immigration police targeting discrimination, in return for undocumented workers' rights to remain. Also foundation 'pazy solidaridad'; created with the aim of helping women trade unionists in Latin America.	Innovative	Organising	Current	Continuing	Racial/ ethnic origin	CCOO	National	Working with NGOs
Spain	Annual collective agreement on holidays during Ramadan	Significant	Collective bargaining	Current	Continuing	Religion	CCOO/ UGT	National	Social partner
	Social partner training on discrimination issues	Significant	Training	Current	Continuing	All grounds	CCOO	Regional	Social partners
	Involvement in citizens' forums with local community organisations	Innovative	Organising	Current	Continuing	All grounds	CCOO	National	Working with NGOs
	Andalusian equality plan aimed at involving discriminated groups in bargaining structures	Significant	Organising	Current	Continuing	All grounds	CCOO	Regional	None
	Campaign to remove all religious symbols from schools and hospitals	Significant	Campaign	Current	Continuing	Religion	CCOO	Regional	Social partners
	Proposed establishment of a quota for the employment of young people	Significant	Collective bargaining	Current	Current	Age — youth	CCOO	National	Local state ad- ministration and employer
	Negotiations on bereavement leave for migrant workers	Innovative	Collective bargaining	Current	Continuing	Racial/ ethnic origin	CCOO	National	Social partner
	Training schemes addressing needs of Roma workers	Significant	Training	Current	Continuing	Racial/ ethnic origin	FSG	Regional	Social partners

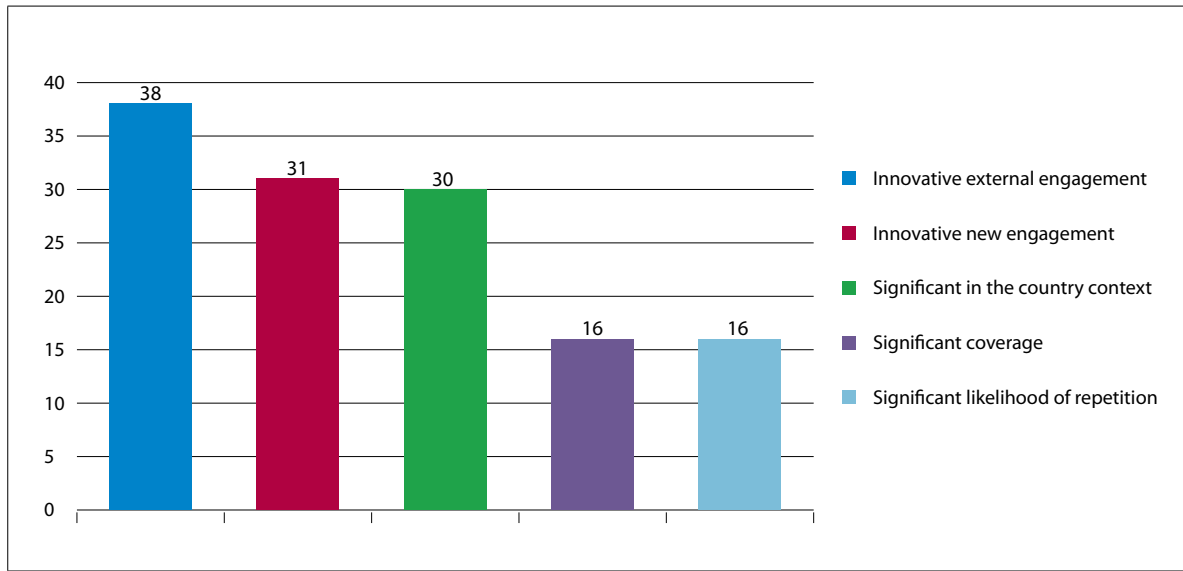
Country/ countries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
Spain	Creation of seats for equality specialists on the works council	Innovative	Collective bargaining	Current	Continuing	All grounds	CCOO	Regional	Social partners
	Social agreement prioritising youth employment	Significant	Collective bargaining	Current	Continuing	Age — youth	CCOO	Regional	Social partners and local administration
	Online collection of documents to enhance awareness on LGBT issues	Innovative	Publication	Current	Continuing	Sexual orientation	UGT/ CCOO	National	Working with NGOs
	Close working with community NGOs particularly where specialising in cooperation with Africa	Innovative	Organising	Current	Continuing	Racial/ ethnic origin	USOC	Local	Working with NGOs
	Collaboration agreement with NGOs	Innovative	Collective bargaining	Current	Continuing	Sexual orientation	USOC	Regional	Working with NGOs
	Council for integration in working life works on discrimination, provides advice and support, visits workplaces and offers training	Significant	Collective bargaining	Current	Continuing	Racial/ ethnic origin	LO	National	Social partners
Sweden	Establishment of a centre for paperless workers	Significant	Structural issue	Current	Continuing	Racial/ ethnic origin	Han- dels, local sec- tion	National	None
	'All clear' joint training with NGO	Significant	Training	Current	Continuing	Sexual orientation	Han- dels	National	Working with NGOs
UK	Work in schools around LGBT month	Innovative	Campaign	Current	Continuing	Sexual orientation	TUC	National	Working with NGOs
	Legal action challenging content of the Religious discrimination regs	Significant	Illegal action	2005	2007	Sexual orientation	TUC	National	Working with NGOs
	Establishment of Disability Champions	Innovative	Structural issue	Current	Continuing	Disability	TUC	National	None
	Working with the employer for more targeted recruitment of ethnic minority workers	Significant	Collective bargaining	Current	Continuing	Racial/ ethnic origin	FBU	National	Social partners

Country/ coun- tries/ regions involved	Brief description of initiative	Signifi- cance/ innovation	Type/nature/ content of the initiative	Date of initiative	One-off/ wider programme	Grounds covered by article 19 of TFEU	Trade union	Level of activity	Extent of cooperation with other partners
UK	Training school with courses for ethnic minority members	Significant	Training	Current	Continuing	Racial/ ethnic origin	FBU	National	Social partners
	Union activity in fighting the far right	Significant	Campaign	Current	Continuing	Racial/ ethnic origin	PCS	National	None
	Creation of equality representatives	Innovative	Structural issue	Current	Continuing	All grounds	TUC	National	None
	Union policy on domestic violence and multiple discrimination	Innovative	Policy	Current	Continuing	All grounds	PCS	National	None
	Social partner document on 'Talent not tokenism'	Significant	Publication	Current	Continuing	Racial/ ethnic origin	TUC	National	National social partner joint statement
	Self-organised conferences and other events	Significant	Structural issue	Current	Continuing	All grounds	NUT	National	None
	Creation of a political fund to campaign against extreme right candidates	Significant	Campaign	Current	Continuing	Racial/ ethnic origin	NUT	National	None
	Training members to identify dyslexia	Innovative	Training	Current	Continuing	Disability	TSSA	National	None
	Campaign addressing all members not to support fascist parties	Significant	Campaign	Current	Continuing	Racial/ ethnic origin	TSSA	National	None
	Changes to union rules to eliminate age requirements	Innovative	Structural issue	Current	Continuing	Age — older	TSSA	National	None
	Working with NGOs on variety of issues	Innovative	Campaign	Current	Continuing	All grounds	GMB	National	Working with NGOs
	Creation of new structures to challenge discrimination	Innovative	Structural issue	Current	Continuing	All grounds	GMB	National	None
	Respect@Work campaign to negotiate on discrimination issues	Innovative	Collective bargaining	Current	Continuing	All grounds	GMB	National	None
	'Move on up' campaign that puts ethnic minority young people seeking jobs in media directly in touch with employers	Significant	Structure	Current	Continuing	Racial/ ethnic origin	BECTU	National	Social partners

Appendix 2: Significant and innovative initiatives

The study first defined and then distinguished between significant and innovative initiatives. Figure A1 shows the 130 initiatives broken down by the kinds of significance and innovativeness they represent.

Figure A1: All initiatives, by significance and innovation



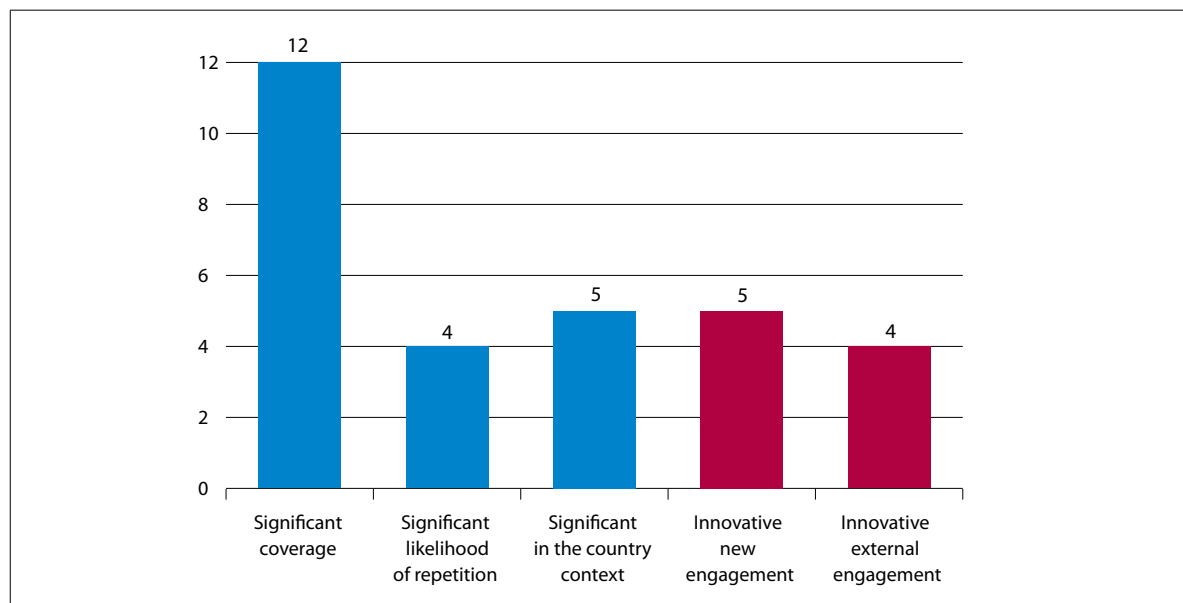
This figure shows that the highest number of initiatives (38) was classified as innovative in the context of the unions' engagement with other organisations/bodies, for example, other civil society organisations, or government or local or regional bodies. The second largest group was innovative new engagement — through the adoption of new ways of engaging people in anti-discrimination activities, through new structures or new ways of organising (31). Nearly the same number (30) were classified as significant due to the context in which they had taken place, either because the union was challenging existing societal norms or because it was raising new issues with its membership. Sixteen initiatives were analysed as significant since they were sustainable, ongoing initiatives with the likelihood of being repeated, while another 16 were classified as significant in terms of their wide coverage, affecting large groups of workers⁽²⁷⁾.

⁽²⁷⁾ Note that the figures add up to more than 130 as a small number of initiatives were classified as both significant and innovative. For details of the classification of all of the initiatives see Appendix 1, Table A1.

Initiatives on social dialogue

Twelve of the 29 initiatives on social dialogue were classified as significant in terms of their coverage. Four were classified as significant because of their sustainability and five because of the national context. Five initiatives on social dialogue were classified as innovative for engaging in new areas of work and four as innovative for engaging with bodies beyond the union (see Figure 15). Social dialogue initiatives thus were more likely to be significant in terms of their coverage than were the initiatives in general but they were less likely to have involved the union in innovative practices either internally or externally.

Figure A2: Social dialogue initiatives, by significance and innovation



The initiatives listed in Tables A2 and A3 demonstrate that joint working with social partners has delivered considerable benefits to the trade unions concerned, while also advancing their equality agendas. Reported impacts are that the initiatives have led to better working relationships between the social partners, resulting from a shared understanding of the need to jointly tackle inequality. They have also provided improved access to the labour market to groups that might previously have been excluded.

Table A2: Joint initiatives combating discrimination

Ground	Background Information	Impact/added value
Disability (innovative)	The social partner engagement within the Vienna City administration is classified as significant, where training on mutual respect and on how to work together with disabled people has been jointly organised by the employer and the GdG (Austria).	A working group was also set up on anti-discriminatory conduct, including harassment. Furthermore, for managers and supervisors, training courses were offered on social competences, conflict management, how to work with disabled or chronically ill persons, and on anti-discrimination. The agreement sets out how grievances are processed from their submission to conflict specialists through to the human resources department.
Racial/ethnic origin (significant)	BECTU (UK) has an initiative aimed at securing a pathway for young ethnic minority workers into the media . This initiative is classified as significant. It sees the union working with employers around the 'Move on up' project that puts young ethnic minority people, seeking a career in the media, directly in touch with media employers. This is done through a large-scale event when all of the major media employers set aside time to meet one-to-one with those seeking jobs in the sector.	The outcomes, which are evaluated and measured, suggest that more than 60% of the young ethnic minority young people taking part have subsequently gained jobs in the media.
Sexual orientation (innovative)	CNV (Netherlands) had recently signed a covenant between FNV, VNO-NCW and FDTU and individual companies who were united in the Company Pride Platform on Sexual Orientation under the slogan 'Equal treatment at the workplace regardless of sexual orientation', aimed at stimulating the labour market participation of LGBT people.	This is an innovative initiative in extending the work of the parties in the Company Pride Platform in combating discrimination in access to jobs. It is building on the existing work of the platform, taking it beyond organising to employment.
Religion and racial/ethnic origin (significant)	The FBU (UK) negotiated a pre-entry course for firefighters , to encourage more ethnic minority workers into the sector. This is classified as significant in the fact that the union was focusing not just on its existing membership but on potential firefighters. To deal with the issue of facial hair and breathing apparatus (relevant for Sikhs and some Muslims), the union persuaded the employer to fund research on equipment and there were found to be no sound reasons for excluding such applicants on health and safety grounds.	In terms of outcomes, pre-entry training did lead to greater numbers of black and ethnic minority people joining the service. The union has also pursued specific issues relevant to the employers' recruitment policies and the need to consider religious requirements. These initiatives have resulted in more targeted recruitment.
Disability (innovative)	CGIL (Italy) has worked to increase access for disabled people to the labour market by eliminating the barriers faced by disabled people. Initiatives around disability see the union engaging in projects aimed at supporting people with severe disabilities in reaching independency and autonomy.	An innovative initiative is the agreement that the union has won in the public sector for the relatives of disabled people to have up to two years off work on full pay. This is a clear outcome that can impact on the rights of disabled people and their families.

Ground	Background Information	Impact/added value
Disability (significant)	ITUB (Croatia) has collaborated with the Croatian Employment Service in the implementation of the project entitled Employer of the Year for Disabled Persons . This is classified as significant in the context of social partner relationships. The project is about presenting an annual award for the best employer of persons with disabilities. The 'Employer of the Year' awards cover three categories: public enterprises, small and medium-sized enterprises and large enterprises.	The initiative is sustainable as, for the second year running, the Fund for Occupational Rehabilitation and Employment of Persons with Disabilities actively participates in this project. The final goal of the project is to raise the awareness of the general public, especially employers, about the importance of employing persons with disabilities by providing positive examples of recruitment and work of persons with disabilities.
Racial/ethnic origin (significant)	FBU (UK) works with employers to run joint equality training , particularly over employer responsibilities under race discrimination legislation or when employers are running equality training for managers; they now invite union reps along too. This joint initiative is classified as significant and has had demonstrable outcomes.	This has saved the social partners significant sums of money by pooling their resources. At the same time it improved industrial relations by bringing together parties who normally do not cooperate well. The initiative also gives ethnic minority workers the opportunity to meet and discuss issues of common interest.
Disability (significant)	Podkrepa (Bulgaria), the Union of the Productive Cooperatives, promotes an innovative method of creating jobs for disabled people . It runs recruitment campaigns targeting disabled workers and cooperates with organisations that support disabled people.	In terms of outcomes the initiative is significant and has contributed to an increase in disability access areas on the streets and to administrative buildings.

Table A3: Initiatives resulting in collective agreements

Ground	Background information	Impact/added value
Racial/ethnic origin (significant)	The CGTP (Portugal) had negotiated an agreement for cleaning workers in manufacturing that allows migrants to accumulate two months of their holiday entitlement to travel to their home countries. This is classified as significant due to the occupations of the workers covered by the agreement, as these are jobs where flexible forms of work are often less available.	The fact that it is incorporated into an agreement ensures that it has a defined impact.
Racial/ethnic origin (significant)	This is an example from the CSC, Belgium, that negotiated with a company where Muslim workers wanted, during Ramadan, to take their break at a time when they could eat. This is classified as significant in the way that it sought to engage with all workers on the issue of the timing of breaks . The workplace representatives negotiated with the employer to make the break-time flexible for all and now all workers can choose the timing of their break. In so doing the delegates transformed a specific demand to an advantage for all workers.	The delegates thus succeeded in having a sustainable outcome by negotiating not only for Muslims but have moved beyond this to a discussion on breaks in general and on a new clocking in and out system.
Religion (significant)	Every year, the UGT (Spain) and the other main Spanish trade unions, the public administration and employers' organisations sign an agreement about Muslim employees' working hours during Ramadan . This is important particularly when Ramadan takes place in the summer when the temperature can rise to 38°C (as for example in the summer of 2009). In order to reduce the risk of work accidents and to reconcile religious needs, all parties have agreed to adapting activity to these needs. This is a significant initiative in addressing the religious needs of workers. In a food company the union has negotiated an agreement that provides appropriate headwear for Muslim women.	According to the union the most relevant aspect of this measure has been the internal process of the company management and the involvement of the workers affected. There was a specific outcome in encouraging the women's participation in the debate and in the search of a solution where they investigated different options from all over the world
Age — older (significant)	Petricontex (Romania) had negotiated a collective agreement with employers at federation level to deal with collective job losses in cases of restructuring. This is classified as significant as it provides specific protection from dismissal to workers with less than three years to go to retirement and in the context of large-scale restructuring this is an important protection. The union does not provide solely for older workers as it also has a major focus on the enforcement of working time and training provisions, aimed at protecting the employment rights of young workers.	These initiatives, given that they are based on binding collective agreements, had defined outcomes and impact on the job security of workers where age is a significant factor.
Racial/ethnic origin (innovative)	In Belgium, the government and the social partners signed an agreement in 1998 on raising awareness of labour market discrimination against ethnic minority workers . Affirmative action plans in 35 companies were initiated a year later. A collective agreement signed in 2003, which also involved NGO representatives, established the posts of trade union diversity advisers, targeting young ethnic minority workers but this time along with disabled workers and in 2006 expanded further to include age discrimination.	The most recent agreement in 2007–08 included, for the first time, non-discrimination and diversity measures. The fact that the areas covered have expanded with each agreement demonstrates the impact and sustainability of the initiative.

Initiatives on union practices

Figure A3: Union practices, by significance and innovation

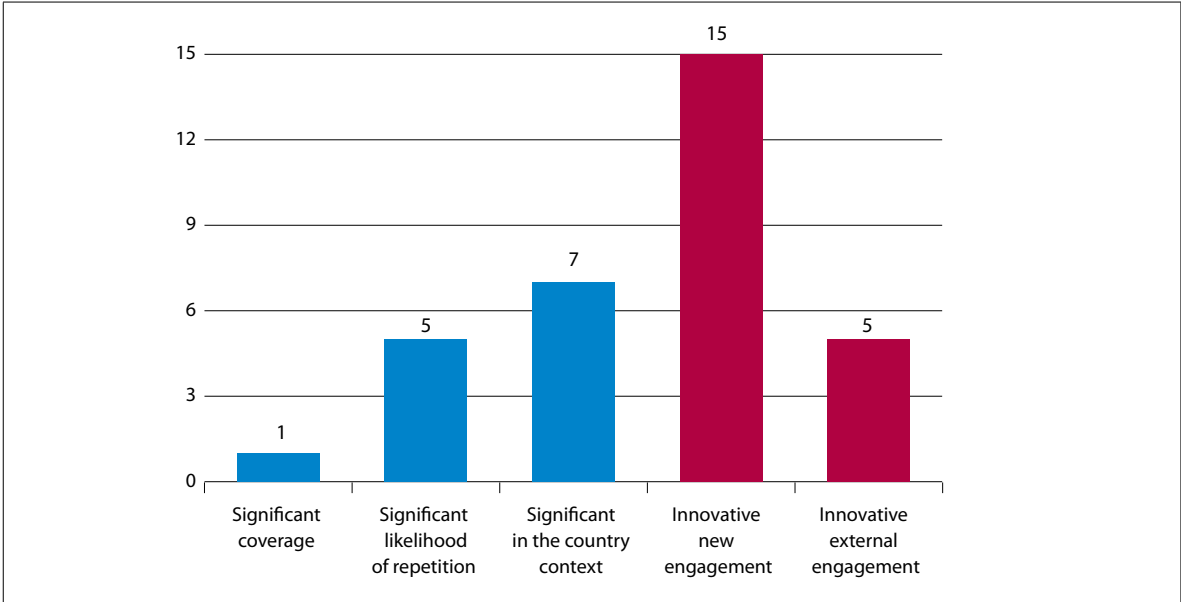


Figure A3 shows that 15 initiatives on union practices were classified as innovative for engaging in new areas of work while seven were significant in their country context, generally where they challenged existing societal norms. It classified five as significant in terms of their sustainability and another five as innovative for engaging with bodies beyond the union. Union practices thus were significantly more likely to be innovative compared to the initiatives in general but were slightly less likely to have been classified as significant in the country context ⁽²⁸⁾.

⁽²⁸⁾ Note that the figures add up to more than 31 initiatives as some were classified as both significant and innovative.

Table A4: Initiatives on changes in structures

Ground	Background information	Impact/added value
Racial/ethnic origin/disability/sexual orientation (significant)	Self-organised groups are well established in the NUT (UK). Every year, the union organises conferences for black teachers, LGBT teachers and disabled teachers, where members can come together and discuss issues they are most concerned about. At these self-organised conferences, the members come up with motions that are further discussed/debated at the union's annual conference. The first of these conferences was held 20 years ago. The disabled teachers' conference is the newest, having been held in the last three years only.	In 2008, for the first time, the three conferences were allowed to have a common motion that was put forward for debate under a separate section on the agenda of the annual conference. These are sustainable initiatives with some 20 years of existence.
Age (innovative)	The FNV Jungfound (Netherlands) campaigns on young workers and on disability have resulted in more young people wanting to be active in the union. Young talented members have been attracted to become active and furthermore to remain as active members of the union. The union believes that its anti-discrimination policies have attracted more people to join the union and, as a result, it has developed a more diverse membership. More ethnic minorities, and women and youth have joined, which in turn has led to many new insights for the union itself and how to best represent their interests. Furthermore its campaign to recommend measures to increase awareness among young ethnic minorities has now been accepted by the government. These all point to initiatives with sustainable impacts.	The innovations have contributed to the rejuvenation of the FNV itself, as more young members are now active at various levels of the union, producing a sustainable impact for the union.
Disability (significant)	The GDG (Austria) has a policy of deliberately promoting the candidature of disabled members and although there is no quota the union reports that it achieves representation in this way.	This is a significant initiative with outcomes that are clearly measurable through the fact that, in the City Administration of Vienna, where it organises, there are 108 representatives for disabled employees, whose main duties are to represent their colleagues vis-à-vis the employer or in front of the labour court, to accompany colleagues to offices concerned with benefits for persons with special requirements, and generally function as main expert contacts at the workplace.
Age (innovative)	The TSSA (UK) has removed the requirement in the union rulebook for candidates for union office to declare their age or date of birth. Prior to adoption of the rule, the union had already developed the practice of removing all information from job applications that might reveal the applicant's age, such as details of education and experience to the interviewing panel, making ability to fulfil the job specification the sole criterion for selection. Additionally the compulsory retirement age of 60 had been removed, although retirement is now compulsory at 65.	The initiative is innovative in that it opens up the union's structures to the participation of all members, regardless of age. It is sustainable as it represents a permanent change to the union's rules.

Ground	Background information	Impact/added value
Racial/ethnic origin (innovative)	The CGT (France) has organised to develop activists engaged in challenging racism who are of north African origin and believes that the struggle for equality has created a new generation of activists. Since 2003 there have been many struggles for equality and justice in large companies in France, in workplaces where jobs are divided by ethnicity and where discrimination is structural.	The innovative factor in the struggle of workers in these situations is that the organisers are from the second generation of ethnic minority communities, whose parents had occupied low-level positions in the same companies.
Disability (innovative)	The Keep Chances Office, founded in 2002 through an EQUAL project, is a social partner initiative with its headquarters at the OEGB (Austria). Its main tasks are to support and promote disabled employees , employees with chronic illnesses and older employees at their workplace. In the last seven years the office has considerably expanded its activities, also employing a large number of disabled workers.	In 2007 the federal assembly of the OEGB decided to employ a representative of disabled people to manage the Keep Chances Office. The initiative was innovative in its methods of organisation and the fact that it has existed and expanded since its foundation demonstrates that it is sustainable.
Racial/ethnic origin (innovative)	Oslo Byggmakerforening (Norway) every week organises an 'open house' when the office is open until late and when there will always be staff present who speak the main ethnic minority languages. Forty per cent of its members are from outside of Norway and membership has doubled since a merger in 2003.	The initiative is classified as innovative as it brings the union into contact with ethnic minority workers from all communities. Furthermore its outcomes are quantifiable in relation to membership growth among these groups.
Sexual orientation (significant)	The OPZZ (Poland) has established the OPZZ Gay and Lesbian Liaison post . The establishment of the post comes from an acknowledgement of it as a social problem facing trade union members and as a policy that has to be actively incorporated into trade union strategies. (Statement from the union of 1 September 2009 on announcing the establishment of the post.)	This is a significant initiative in a post-2004 Member State, in taking up the defence of LGBT members through the creation of a specific officer post. While the post has only recently been established, its impact on both trade union actions on LGBT issues and on raising the issue of discrimination on this ground is significant.
Racial/ethnic origin, sexual orientation (innovative)	The New Rights section of the CGIL (Italy) was established specifically to address issues of newly emerging rights ⁽²⁹⁾ . It is a horizontal body created with the aim of coordinating the different theme-based departments (labour policies, organisation and collective bargaining), chambers of labour, regional industry unions, together with NGOs on active aging and on LGBT issues in defending 'new rights' emerging from the new scientific findings and non-recognised fundamental rights regarding genetics, artificial insemination, freedom of communication on the net, defence of privacy, the relationships among between state, church and laity, the fight against homophobia and transphobia and other aspects related to sexuality.	The setting up of the New Rights section is one of the results of the regional agreement undersigned by CGIL Emilia-Romagna and the regional associations in 2001 and adopted in 2003. The initiative has created new ways of working and enabled the union to reach out to other civil society organisations as well as social partners and government.

⁽²⁹⁾ See: Newsletter della CGIL Roma e Lazio, 2009, No 3216, October 2009 (www.lazio.cgil.it).

Working with NGOs

Figure A4: Unions working with NGOs, by significance and innovation

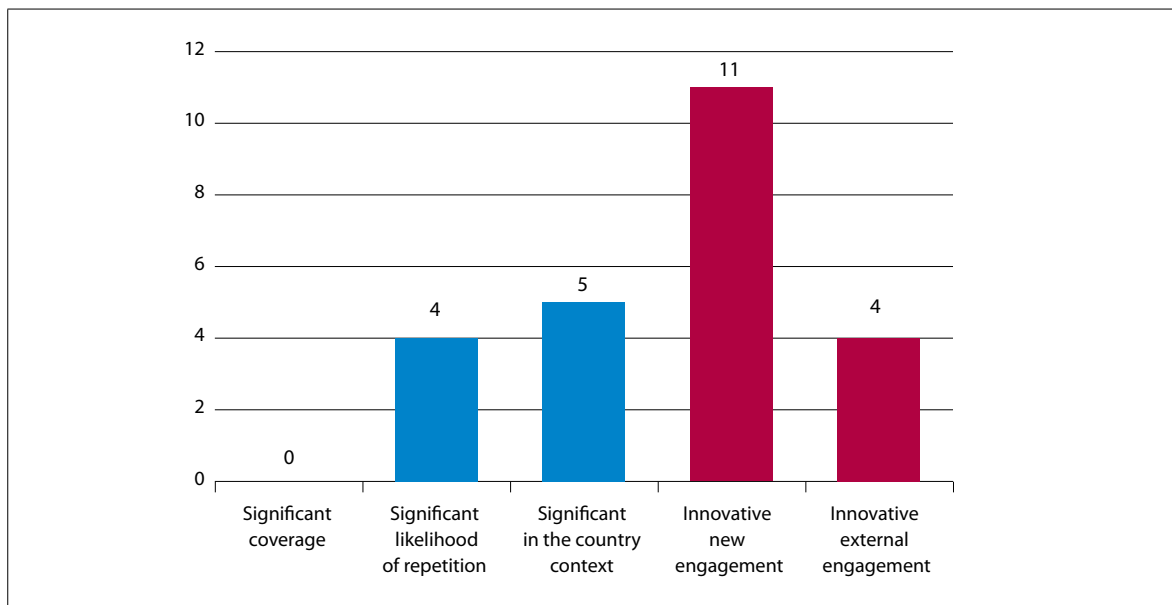


Figure A4 shows that the greatest number of initiatives by trade unions in working with NGOs was classified as innovative because they reached beyond the trade union membership boundaries (11). There were four classified as representing innovative new forms of activity. Five initiatives were significant in the national country context because they challenged cultural assumptions in an important way, and four were significant because they were either continuing or there was a strong chance they would be repeated. None of these initiatives with NGOs were considered to cover significant numbers of members or workers.

Table A5: Three initiatives involving working with NGOs

Ground	Background information	Impact/added value
Racial/ethnic origin (Innovative)	Nexus now operates as an NGO but was originally a committee of the CGIL (Italy) responsible for dealing with cooperation projects to support socio-economic development in developing countries . It is an innovative initiative where a union has been the catalyst for the creation of an NGO. Since 1991 Nexus has operated as an independent organisation, employing six people and a few volunteers. Nexus operates in developing countries and in Italy.	Nexus organises events where discrimination issues are publicly discussed, in order to raise awareness around these themes. The fact that it has been in operation for almost 20 years indicates the sustainability of the initiative.
Age — youth (significant)	The UIL (Italy) was one of the founders of the National Youth Forum, which is an umbrella organisation of 80 youth organisations. The key objective of this new institution is to lobby central government to increase the number of young people in strategic positions in politics, public administration and in workplaces in general.	While this is a relatively new organisation, the initiative is significant as the union is playing a role in the formation of a national network of youth organisations. Working with other youth organisations means that the project has a greater possibility of being sustained.
Racial/ethnic origin (innovative)	The UIL Industry Federation of Food and Beverage (Uila, Italy) has developed a project 'Speech to migrants' (La parola agli immigrati) that is just starting. This was classified as innovative in terms of its aims and geographic spread. The project is being carried out in 18 Italian provinces and in each of them Uila is committed to cooperation with the existing local NGOs dealing with migrants .	The initiative will involve both workers and employers in preparation of a common questionnaire to investigate the issue of migrants and discrimination. It is early to evaluate the initiative but the range of organisations that are cooperating points to a sustainable outcome.

Union training and awareness-raising to promote equality

Figure A5: Training and awareness-raising initiatives by significance and innovation

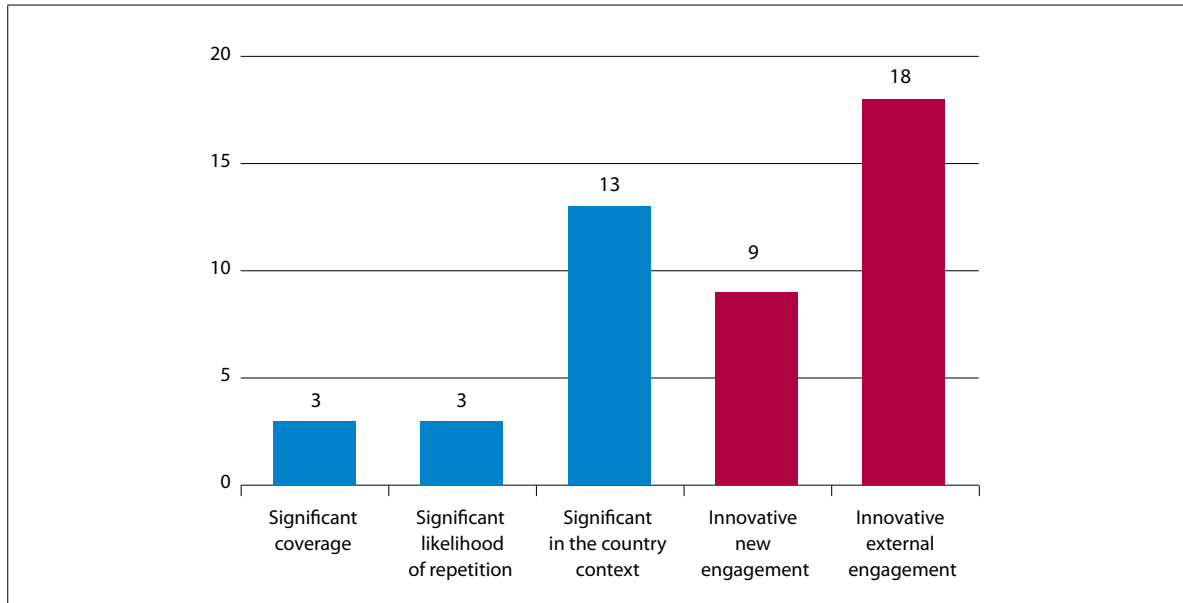


Figure A5 shows that nearly half of the initiatives combating discrimination through union training and awareness-raising were considered significant: 13 were significant because of their national context; and three each because of their wide coverage and their sustainability. More were considered innovative: 18 were classified as innovative for engaging with bodies outside the union, while nine were innovative for engaging in new areas of work⁽³⁰⁾.

⁽³⁰⁾ Note that the figures add up to more than 31 initiatives as some were classified as both significant and innovative.

Table A6: Seven initiatives involving union training and awareness-raising

Ground	Background information	Impact/added value
Racial/ethnic origin (significant)	The FNV (Netherlands) training initiative 'With all respect' is classified as a significant initiative mainly because it is unique in the type of intensive training on diversity issues it provides to members who are then supposed to actively work on diversity and on change to organisational cultures within the whole workforce, either on a one-to-one basis or through the works councils.	The output of the training is in the development of activists working on diversity issues.
Disabled (innovative)	The work of Salaried (Finland) is classified as innovative as its members working with disabled persons have been asking for help so that they know how to treat the people they work with correctly. The union has therefore been providing training in how the employer can identify cases where the ability to work is partly lost and how they can act and provide support in these kinds of cases.	The impact is to provide union members with the tools to be able to support disabled persons.
Racial/ethnic origin (significant)	The CER/CGIL (Italy) initiated the campaign 'Same blood, same rights' . The campaign addresses workers, citizens, young and old people, Italians and immigrants, bringing together traditional and new methods to involve the highest possible number of persons in understanding discrimination. The methods used included posters, a travelling exhibition, the promotion of books on the subject of immigration and integration, providing videos and audio products and organising seminars and meetings.	The initiative is significant in that it looks at new ways of working to encourage participation. In terms of its outcomes it has brought the issue of discrimination to a wide audience beyond the workplace.
Age (innovative)	VR (Iceland) has campaigned for the rights of older people through production of a TV commercial and newspaper advertisements aimed at making people rethink their attitudes to older people.	This use of the media and in particular television is innovative and also has the capacity to reach out to wider audiences; therefore in terms of its outcomes it brought issues of discrimination to the general public. VR has also won various prizes for the campaigns.
Disability (innovative)	TSSA (UK) had been training its activist representatives on the recognition of dyslexia . The initiative was funded under the government's Union Modernisation Fund and has an important outcome in relation to lifelong learning as it provides union representatives with the necessary tools to understand what to do in the first stage of the identification of dyslexia, avoiding the necessity of initial referral to outside agencies.	The initiative was important because it allowed the union to raise awareness of people's different positions in society and how different treatment is generated.
Disability/age (innovative)	PENPROF (Portugal) has addressed disability in relation to school pupils looking at the capacity of schools to answer the particular problems of disabled schoolchildren. The union had to challenge government policies that it believed undermined the capacity of the schools to deal with this problem.	The initiative is innovative in reaching out beyond issues of employment terms to looking at service provision and service standards.
Racial/ethnic origin (Innovative)	ASÍ (Iceland) had developed two campaigns in support of migrant workers . The first was conducted by distributing badges that said 'I'm learning Icelandic', 'I speak five languages', or 'I speak a little bit Icelandic'. The other was called 'One right, no cheating' which aimed to get the same pay rights for all workers, regardless of origin.	Both these campaigns were innovative and in relation to the second there were quantifiable outcomes in terms of improved terms and conditions.

Appendix 3: Glossary of trade union names

	Acronym	Trade Union
Austria	Klagsverband	Litigation Association of NGOs Against Discrimination
Austria	OEGB	Austrian Federation of Trade Unions
Austria	OEGB OO	Regional organisation of the Austrian Federation of Trade Unions
Austria	OEGJ	Youth organisation of the Austrian Federation of Trade Unions
Belgium	CSC	Confederation of Christian Trade Unions
Belgium	FGTB	General Federation of Belgian Labour
Croatia	ITUC	Independent Trade Unions of Croatia
Cyprus	DEOK	The Democratic Labour Federation of Cyprus
Czech Republic	OS KOVO	Czech Metalworkers' Union
Denmark	LO	Danish Confederation of Trade Unions
Denmark	TIB	Timber, Industry and Construction Workers' Union
Finland	OAJ	Trade Union of Education
France	CFDT	French Democratic Confederation of Labour
France	CGT	General Confederation of Labour
Former Yugoslav Republic of Macedonia	SSM	Macedonian Federation of Trade Unions
Germany	DGB	German Confederation of Trade Unions
Germany	Verdi	German public sector union Verdi
Greece	OLME	Federation of Secondary School Teachers
Iceland	ASÍ	Icelandic Confederation of Labour
Iceland	VR	Commercial Workers' Union
Ireland	INTO	Irish National Teachers' Organisation
Ireland	SIPTU	Services Industrial Professional and Technical Union
Italy	CER	CGIL Emilia Romagna
Italy	CGIL	Italian General Confederation of Labour
Italy	CSIL	Italian Confederation of Workers' Trade Unions
Italy	UIL	Italian Union of Labour
Liechtenstein	LANV	Liechtenstein Federation of Employees
Lithuania	LPSK	Lithuanian Trade Union Confederation
Luxembourg	LCGB	Luxembourg Christian Trade Union Confederation
Luxembourg	OGBL	Trade Union Confederation
Netherlands	CNV	National Federation of Christian Trade Unions
Netherlands	CNV Jongeren	Christian Youth Trade Union
Netherlands	CNVO	CNV Education
Netherlands	CNV Publieke Zaak	CNV Public Case
Netherlands	FNV	Netherlands Trade Union Confederation
Netherlands	FNV Jong	Netherlands Trade Union Federation Young
Netherlands	NPB (FNV)	Dutch Police Union
Norway	Byggmakerforening	Construction Workers Union
Norway	DELTA	Public Sector Union
Norway	UEN	Union of Education Norway
Poland	ZNP	Polish Teacher Union
Portugal	CGTP	General Confederation of Portuguese Workers
Portugal	STAD	Trade union for the workers of services of surveillance, reception, cleaning and domestic services and similar activities
Romania	Petricontex	Federation of Light Industry Trade Unions

	Acronym	Trade Union
Slovenia	SVIZ	Trade Union of education, science and culture Slovenia
Slovenia	ZSSS	Association of Free Trade Unions of Slovenia
Spain	CCOO	Trade Union Confederation of Workers' Commissions
Spain	FSG	Secretariado Gitano Foundation
Spain	UGT	General Workers' Union
Spain	USOC	Workers' Union
Sweden	Handels	Commercial Workers Union
UK	EHRC	Equality and Human Rights Commission
UK	FBU	Fire Brigades Union
UK	GMB	Britain's General Union
UK	NUT	National Union of Teachers
UK	PCS	Public and Commercial Services Union
UK	TSSA	Transport Salaried Staffs' Association
UK	TUC	Trades Union Congress
UK	Unison	Public Service Trade Union

European Commission

**Trade union practices on anti-discrimination and diversity -
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in fighting discrimination and promoting diversity - Report**

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The European trade union anti-discrimination and diversity study identifies 130 significant or innovative initiatives among 280 anti-discrimination and pro-equality trade union initiatives in 34 European countries. The study maps out the geographical distribution of these initiatives and outlines the forms of discrimination they aim to combat. It also looks at the thematic areas covered and the role played by both legislation and equality bodies. 15 case studies were selected and are presented in detail. Finally, gaps in the current action are identified and suggestions made for the future. A summary (ISBN: 978-92-79-16256-5), which sets out the key findings of the study and suggestions for future action, is also available.

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