

# QUALITY PUBLIC SERVICES ACTION NOW!

## The **Council of Global Unions** presents the “Quality Public Services - Action Now!” conference

12-14 October 2010

**Geneva International Conference Centre /  
Centre International De Conference De Geneve (CICG)  
17, rue de Varembe  
Geneva, Switzerland**

Our organisations, representing more than 176 million working people worldwide, share the belief that quality public services provide the essential foundation for decent work, democracy, equity, and quality of life for all citizens.

This conference will chart innovative strategies to improve and expand quality public services around the world.

Everyone is invited to add comments and suggestions now and throughout the conference to the proposed global charter and action plan for quality public services (see website for more details).

The 400+ conference participants include trade union, civil society and government representatives from across the globe. It's a dynamic opportunity to strengthen our alliances around public service issues.

[www.QPSconference.org](http://www.QPSconference.org)



VILLE DE  
GENÈVE

Rhône-Alpes Région

*With the support of the City of Geneva and Région Rhône-Alpes*



IAEA

**COUNCIL OF GLOBAL UNIONS (CGU)**  
**QUALITY PUBLIC SERVICES – ACTION NOW! CONFERENCE**  
**12-14 OCTOBER 2010**

Co-chairs: Aidan White, CGU Chair and Anita Normark, CGU Former Chair  
Draft program content & speakers (updated 28 Sept 2010)  
All plenary sessions will take place in Room 2

DAY 1	TUESDAY 12 <sup>TH</sup> OCTOBER	Speakers/panelists
10h00-10h30	<b>Welcome</b>	<ul style="list-style-type: none"> <li>• <b>Sandrine Salerno</b>, Mayor, City of Geneva</li> <li>• <b>Charles Beer</b>, State Councillor, Republic and Canton of Geneva</li> <li>• <b>Stefan Giger</b>, General Secretary, Schweizerischer Verband des Personals öffentlicher Dienste/ Syndicat Suisse des Services Publics/ Swiss Public Services Union (VPÖD/SSP), Switzerland</li> </ul>
10h30-10h45	<b>Real work, real value: a global agenda for quality public services</b> An invitation to discuss and build on the proposed Geneva Charter for Quality Public Services, and Action Plan through the conference forums and workshops.	<ul style="list-style-type: none"> <li>• <b>Peter Waldorff</b>, Vice Chair, Council of Global Unions, and General Secretary, Public Services International (PSI)</li> </ul>
10h45-11h05	<b>The turning point - Keynote address</b> We are faced today with the inextricably linked challenges of poverty and global warming. In order to meet commitments on Millennium Development Goals and to address climate change, we must redefine notions of what qualifies as progress and factor the costs of inequality into economic reasoning. Decent work and ecologically sustainable development must be at the core of economic recovery strategies. Quality public services provide equitable redistribution of wealth and build social stability. They are an engine for growth. The challenge lies in how governments, trade unionists and other citizens work together to build a strong foundation of quality public services to address climate change, effectively promote peace and end poverty.	<ul style="list-style-type: none"> <li>• <b>Kumi Naidoo</b>, Executive Director, Greenpeace, and Co-Chair, Global Call to Action Against Poverty (GCAP)</li> </ul>
11h05-13h00	<b>Power shift</b> In the wake of the global economic crisis, unemployment rates are skyrocketing in many countries. Young people and women are particularly hard-hit. At the same time, access to public training, health, unemployment supports and pensions is being reduced. The result is increased crime, inequity and despair. There can and should be no “return to normal” in business or government practices that put profit before human needs. However, corporate power is now often greater than can be regulated by local or national governments alone. We need new forms of international governance and sustainable economic policies directly linked to local levels.	<ul style="list-style-type: none"> <li>• <b>Sharan Burrow</b>, General Secretary, International Trade Union Confederation (ITUC)</li> <li>• <b>Poul Nyrup Rasmussen</b>, President, Party of European Socialists (PES)</li> <li>• <b>Sylvia Borren</b>, Co-Chair GCAP</li> <li>• <b>Vicente P. Yu</b>, Coordinator, Global Governance for Development Programme, South Centre</li> <li>• <b>Kumi Naidoo</b>, Executive Director, Greenpeace, and Co-chair, GCAP</li> <li>• <i>Facilitator:</i> <b>Aidan White</b>, CGU Chair, and General Secretary, International Federation of Journalists (IFJ)</li> </ul>
13h00-14h30	<b>Lunch break</b>	

DAY 1	TUESDAY 12 <sup>TH</sup> OCTOBER	Speakers/panelists
14h30-16h15	<p><b>Investing in the common good</b>  Democracy and universal access to public services are linked to fair taxation policies and accountable decision-making processes. The growing gap between rich and poor in many countries can be explained by the fact that governments are selectively taxing less and, at the same time, spending less on social services. The economic crisis is providing more excuses for cutting public funding. Yet, investing in public services is the most effective way to create new jobs. And without quality public services, the private sector cannot function well. How do we ensure that citizens and public service workers stop paying the price for the greed of international financial players?</p>	<ul style="list-style-type: none"> <li>• <b>Edouard Dayan</b>, Director General, Universal Postal Union (UPU)</li> <li>• <b>Stephanie Smith</b>, Executive Member, Child Care Sector Council and British Columbia Government and Service Employees' Union, Canada</li> <li>• <b>Dave Hall</b>, Research Unit Director, University of Greenwich, UK</li> <li>• <b>Véronique Moreira</b>, Vice President, Rhône Alpes Regional Council, France</li> <li>• <b>Pierre Hubbard</b>, Senior Policy Advisor, Trade Union Advisory Committee to the OECD (TUAC)</li> <li>• <i>Facilitator: John Evans</i>, General Secretary, TUAC</li> </ul>
16h15-18h00	<p><b>Catalysts for change</b>  It's time to reclaim the state. This session offers the opportunity to exchange best practices and alternative visions for delivering and rebuilding public services around the world.</p>	<ul style="list-style-type: none"> <li>• <b>David McDonald</b>, Professor, Queens University, Canada</li> <li>• <b>Hilary Wainwright</b>, Research Director, Transnational Institute, UK</li> <li>• <b>Richard Samans</b>, Managing Director, World Economic Forum (WEF)</li> <li>• <b>Dukens Raphaël</b>, General Secretary, Confédération des Travailleurs et Travailleuses des Secteurs Public et Privé/ Confederation of Public and Private Sector Workers (CTSP), Haïti</li> <li>• <i>Facilitator: Anita Normark</i>, former General Secretary, Building and Wood Workers' International (BWI)</li> </ul>

DAY 2	WEDNESDAY 13 <sup>TH</sup> OCTOBER	Speakers/panelists
09h00-09h30	<p><b>The South and the crisis</b> Egyptian economist Samir Amin contends that the current financial crisis is the crisis of an ageing and “senile” capitalist system, and analyses how the crisis has affected southern countries differently than northern countries. Despite the failure of the neoliberal model – “apartheid on a global scale” – he outlines obstacles that remain in the “long road towards the transition to global socialism” that he proposes.</p>	<ul style="list-style-type: none"> <li>• <b>Samir Amin</b>, Director, Third World Forum</li> </ul>
09h30-10h30	<p><b>Co-operation, not co-option</b> An involved workforce stands at the heart of quality workplaces and quality services. Government employers and public sector trade unions in Norway are engaging in innovative forms of social dialogue to deliver real economic and social improvements.</p>	<ul style="list-style-type: none"> <li>• <b>Anne Grete Krogh</b>, Head of the Restructuring Unit, Fagforbundet, Norway</li> <li>• <b>Anders Werp</b>, Member of Parliament, Norway</li> <li>• <i>Facilitator:</i> <b>Fred van Leeuwen</b>, General Secretary, Education International (EI)</li> </ul>
10h30-13h00	<p><b>Public services for all (workshop A)</b> <i>Room 2 (English, French, Spanish interpretation)</i> Universal access to public services should be considered a human right and a cornerstone of democracy. Public services differ from other services in that public authorities have a responsibility to ensure their supply regardless of whether they are profitable in a free market. Affordable safe food and water, public education, healthcare and transportation services, and opportunities to engage in arts and cultural activities, all improve our quality of life. People deserve bread and butter <i>and</i> roses.</p>	<ul style="list-style-type: none"> <li>• <b>Anna Marriott</b>, Health Policy Advisor, Oxfam, UK</li> <li>• <b>Irene Duncan-Adanusa</b>, General Secretary, Ghana National Association of Teachers (GNAT) and EI Vice-President</li> <li>• <b>Assane Diop</b>, Executive Director, Social Protection, International Labour Organisation (ILO)</li> <li>• <b>Lucinda O’Hanlon</b>, Special Procedures Division, United Nations Office of the High Commissioner for Human Rights (OHCHR)</li> <li>• <i>Facilitator:</i> <b>Caroline Dommen</b>, Global Economic Issues Representative, Quaker United Nations Office</li> </ul>
	<p><b>Sustainable cities (workshop B)</b> <i>Room 3 (English, French, Spanish, Japanese interpretation)</i> How can visionary urban and public service planning strengthen our societies? Hear inspiring stories of innovative changes that are improving the lives of local citizens such as the transport policy of Curitiba, Brazil that puts the needs of people, not private cars, first.</p>	<ul style="list-style-type: none"> <li>• <b>Gunde Odgaard</b>, Head of Secretariat, Sustainable Cities campaign, BAT Cartel-LO, Denmark</li> <li>• <b>Fiona Murie</b>, Health and Safety Director, Building and Wood Workers’ International (BWI)</li> <li>• <b>Olga Mara Prestes</b>, Manager of Urban Mobility, Curitiba Urban Planning, Brazil</li> <li>• <b>Stefan Giger</b>, General Secretary, VPÖD/SSP, Switzerland</li> <li>• <i>Facilitator:</i> <b>Mac Urata</b>, Secretary, Inland Transport Section, International Transport Workers’ Federation (ITF)</li> </ul>
	<p><b>People are the profit (workshop C)</b> <i>Room 4 (English, French, Spanish)</i> What are public-public partnerships, and why are they better than public-private partnerships? Why are some governments reclaiming public services from private contractors?</p>	<ul style="list-style-type: none"> <li>• <b>Luis Isarra Delgado</b>, General Secretary, Federación de Trabajadores del Agua Potable y Alcantarillado/ National Water and Waste Workers’ Federation (FENTAP), Peru</li> <li>• <b>Anne Le Strat</b>, Deputy Mayor of Paris (responsible for water), France</li> <li>• <b>Mildred Warner</b>, Professor, City and Regional Planning, Cornell University, USA</li> <li>• <b>Emanuele Lobina</b>, Researcher, Greenwich University, UK</li> <li>• <i>Facilitator:</i> <b>David Boys</b>, Utilities Officer, PSI</li> </ul>

DAY 2	WEDNESDAY 13 <sup>TH</sup> OCTOBER	Speakers/panelists
	<p><b>Working on the edge (workshop D)</b>  <b>Room 5-6 on Floor 3 (English only)</b></p> <p>The economic crisis is being used as an excuse to further erode the quality of work, permanent, direct and secure employment in both private and public sectors. Across the public sector, precarious working conditions are fast becoming common. Women, young people and migrant workers are particularly vulnerable as the primary workers in 'precarious' employment that is temporary or casual, is generally low-paid, with little or no social protection. How can trade unions turn the tide and address employment relationship and status issues in order to ensure decent work for all?</p>	<ul style="list-style-type: none"> <li>• <b>Sofi Taylor</b>, Co-founder, Overseas Nurses and Care Workers Network</li> <li>• <b>Favianna Rodriguez</b>, Artist and Co-founder, Presente.org, USA</li> <li>• <b>Carla Coletti</b>, Director, Trade and Development, International Metalworkers' Federation (IMF)</li> <li>• <b>Alice Dale</b>, Head of Department Property Services, UNI Global Union (UNI)</li> <li>• <b>Shannon Lederer</b>, Assistant Director, International Affairs, American Federation of Teachers (AFT), USA</li> <li>• <i>Facilitator:</i> <b>Jin Sook Lee</b>, Director, Global Migration Campaign, BWI</li> </ul>
13h00-14h30	<b>Lunch break</b>	
14h30-16h15	<p><b>Revaluing women</b></p> <p>Women perform the majority of public service work, but all too often are not paid fairly and according to the true worth of that work. The growing participation of women in the public sector workforce has not been accompanied by substantially improved job quality and security, earnings or benefits for women. It's time to revalue and reclaim women's work under new terms. Worldwide women earn 20-30 per cent less than men. While the gap is smaller in many unionised jobs, achieving pay equity remains a priority issue for trade unions. Furthermore, equitable representation in unions remains a challenge.</p>	<ul style="list-style-type: none"> <li>• <b>Suma Shivarama</b>, Representative, Karnataka State Government Employees' Association, India</li> <li>• <b>Haldis Holst</b>, Vice President, Union of Education, Norway, and EI Vice President</li> <li>• <b>Jeanette Piñango</b>, National Executive Secretary, Sindicato Único Nacional de Empleados Públicos del Sector Salud/ National Union of Public Employees - Health Sector (SUNEP-SAS), Venezuela</li> <li>• <b>Miriam Gurajena</b>, Zimbabwe Nurses' Association (ZNA), Zimbabwe</li> <li>• <b>Pedro González López</b>, General Secretary, Federación de Enseñanza de Comisiones Obreras/Federation of Education Workers' Commissions (FECCOO), Spain</li> <li>• <i>Facilitator:</i> <b>Chidi King</b>, Equality and Rights Officer, PSI</li> </ul>
16h15-18h00	<p><b>The culture of public service: unions matter</b></p> <p>Culture, media and journalism carry out a major public service mission as they inform and educate the public, but they also play the role of watchdogs of democracy. However, cultural services including media, live performance and libraries are put under economic pressure. The growth of casual and forced freelance workers in this sector means that unions have to develop new efforts to protect workers of the industry and to empower professionals to shape their own futures.</p>	<ul style="list-style-type: none"> <li>• <b>Jane Vizard</b>, Director, Legal and Public Affairs, European Broadcasting Union</li> <li>• <b>Favianna Rodriguez</b>, Artist and Co-founder, Presente.org, USA</li> <li>• <b>Roberto Natale</b>, President, Federazione Nazionale della Stampa Italiana/ National Federation of Italian Press (FNSI), Italy</li> <li>• <b>Marc Slyper</b>, General Secretary, Syndicat National des Artistes Musiciens-Cgt/ National Musicians Union (SNAM), France</li> <li>• <i>Facilitator:</i> <b>Aidan White</b>, General Secretary, International Federation of Journalists (IFJ)</li> </ul>



DAY 3	THURSDAY 14 <sup>TH</sup> OCTOBER	Speakers/panelists
09h00-09h30	<b>Action now for quality public services!</b> Introduction to final day of conference, and short presentation of workshop summaries.	<ul style="list-style-type: none"> <li>• <b>Aidan White</b>, CGU Chair and Anita Normark, CGU Former Chair</li> </ul>
09h30-10h30	<b>Climate justice requires social justice</b> Working people everywhere need to be assured of a just transition to a new green jobs economy. This requires social protection including re-training programs, and investment in clean energy alternatives. To achieve such goals, loggers are joining with public service workers and environmentalists through the Climate Justice project in British Columbia, Canada. In the United States, Green For All connects people on programs and policies to address climate change and create pathways out of poverty through green-collar jobs. This session will also address how people who are least responsible for climate change, including indigenous populations and those in the global south, are hardest hit by its effects.	<ul style="list-style-type: none"> <li>• <b>Phaedra Ellis-Lamkins</b>, Chief Executive Officer, Green for All, USA</li> <li>• <b>Marc Lee</b>, Senior Economist, Canadian Centre for Policy Alternatives, Canada</li> <li>• <b>Anabella Rosemberg</b>, Occupational Health and Environment Policy Officer, ITUC-TUAC</li> <li>• <i>Facilitator:</i> <b>Roger Toussaint</b>, International Vice President, Transport Workers' Union of America (TWU), USA</li> </ul>
10h30-11h45	<b>Building progressive alliances</b> Members of civil society are working together in specific campaigns around the world to defend and develop quality public services. Join in the discussion on how trade unionists, pensioners, farmers, migrant workers, environmentalists, poverty and human rights activists can work together to build wider alliances that support the Quality Public Services Charter and engage in the Action Plan.	<ul style="list-style-type: none"> <li>• <b>Asbjørn Wahl</b>, National Co-ordinator, Campaign for the Welfare State, Norway</li> <li>• <b>Amitabh Behar</b>, GCAP Co-Chair</li> <li>• <b>Jackie Simpkins</b>, Trade Unions Officer, War on Want</li> <li>• <i>Facilitator:</i> TBA</li> </ul>
11h45-12h00	<b>PSI Quality Public Services Trade Union Award</b>	<ul style="list-style-type: none"> <li>• <b>Peter Waldorff</b>, PSI General Secretary</li> </ul>
12h00-13h15	<b>Lunch break</b>	
13h15-14h00	<b>Geneva Charter on Universal Access to Quality Public Services and draft Action Plan</b> Presentation and discussion.	<ul style="list-style-type: none"> <li>• Charter: <b>Susan Hopgood</b>, EI President</li> <li>• Action Plan: <b>David Cockroft</b>, ITF General Secretary</li> <li>• Statements of commitment from global union leaders.</li> </ul>
14h00-16h00	<b>Our turn, our future: unions fight forward!</b> For our world to emerge from recession and reduce social inequality, we must apply a fresh vision of the future built upon principles of decency, democracy and quality of life for all. Sustainable global remedies require processes that stimulate democratic solutions, improve observance of the rule of law and the quality of governance, rebuild public services, and generate effective dialogue. How can the proposed Quality Public Services Charter and Action Plan be applied to current situations? This interactive forum features the voices of workers who are facing challenges or have achieved successes in their struggles for justice.	<ul style="list-style-type: none"> <li>• <b>Masaaki Sako</b>, President of Hiroshima Railway Workers' Union, Japan</li> <li>• <b>Roger Toussaint</b>, International Vice President, TWU, USA</li> <li>• <b>Emma White</b>, Secretary, Child Support Agency, Community and Public Sector Union (CPSU), Australia</li> <li>• <b>Frances O'Grady</b>, Deputy General Secretary, Trades Union Congress</li> <li>• <i>Facilitator:</i> <b>Guy Ryder</b>, Executive Director, Standards and Fundamental Principles and Rights at Work Sector, International Labour Organisation (ED/NORM, ILO)</li> </ul>
16h00-16h15	<b>Conference summary</b>	<ul style="list-style-type: none"> <li>• <b>Aidan White</b> and <b>Peter Waldorff</b> for the Council of Global Unions</li> </ul>