

To all affiliates

To members of the UNI World Executive Board (titular and substitute members)

Making it Happen – Towards Liverpool

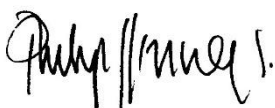
The world of work is changing at an incredible speed. The 4th Industrial Revolution is here, where products are no longer products – they are services leading to fluid, changeable sector boundaries. The core set of skills we know today are becoming obsolete, others are rising in demand. Artificial intelligence is becoming commonplace, yet its ethical and practical boundaries remain undefined. Space and time is compressed as digital solutions make the global market for labour, for services larger. A multitude of new business forms are entering the market that require new regulatory solutions, new forms of organising and a new understanding of global solidarity. Unions must innovate.

The new world of work is one of the global union movement's biggest challenges. Although in one sense, the data-driven digital economy, is space-less, it also thrives on the exploitation of global differences. As the supply of digital labour is global, the source of demand is geographically limited. Digital workers spend an average of 18 hours per week browsing, applying for and reading about jobs. Workers across the world are increasingly offered precarious contracts. As the Digital Footprint project has shown, crowd-workers typically work on several platforms at once. Piecemealing a livelihood that is risky, uncertain and often poorly paid. The downward pressure on wages and working conditions occurs everywhere, robotization, artificial intelligence, digitisation affects us all. Yet research, reports and real-life stories report that workers in the Global South will be worst hit by the substitution of worker by machine, and by big data imperialism.

This future world of work is already the new reality for workers. It can unfold in many ways. This is why UNI Global Union's 2018 Liverpool Congress will have The Future World of Work as one of its main themes. We are the unions for services workers, and our voice, our demands must become centre stage in the political, economic and social global development. Our sectors are working on this already. UNI Post & Logistics together with UNI Commerce recently held an e-commerce conference. Last week UNI Finance World Steering Group had digitalisation as its core theme and UNI Europa Women decided to focus on digitalisation and inequality in 2017. In January, UNI ICTS will hold a Global IT organising conference.

Our Breaking Through strategy is equally relevant to the Future World of Work as to the current one. Following the first Leadership Summit on the Future World of Work, the World Executive Board 2016 took concrete decisions that will put us on our path to Liverpool. These decisions are united under the Leadership Summit 2017 heading of the Future World of Work – Solutions.

This document sums up the key findings from the Leadership Summit and lists the concrete decisions made by the World Executive Board. The path is clear, and we will Make it Happen.



Philip Jennings

UNI Global Union, General Secretary

Leadership Summit 2016, findings and next steps

Under the moderation of Nomia Iqbal from the BBC, five high-level experts discussed a range of topics related to the digital economy and the future world of work (FWoW). The following sums up the main conclusions, but also lists the subsequent commitments made by the World Executive Board (WEB). Links to the presentations made available by the speakers are provided at the end of this article together with links to the video interviews with the speakers.



The two professors on artificial intelligence (AI), Maja Pantic and Vanessa Evers, kicked off the Summit by speaking about the positive contributions AI will make to our societies, economies and labour markets. Interestingly, both did not support Stephen Hawking's words that "the development of full artificial intelligence could spell the end of the human race." On the contrary, Evers cautioned us to focus more on the potential damage humans

can do by misusing the new technologies and the big data that will be produced. Two days later during the World Executive Board's (WEB) discussion on the FWoW, it was agreed that UNI should fill the void and focus on the **necessary ethics of AI, of big data, data privacy and how these new technologies affect employees.**

Having established that what many still think is a science fiction is already a reality that will expand and grow at great speed, Saadia Zahidi took the floor and shared with us her research findings for the World Economic Forum. Zahidi spoke of the changing skills requirements, where in just five years, 35% of today's core skills will change. She also presented the changing employment landscape, which sees an especially sharp decline in office and administration work - jobs that typically employ many women. Manufacturing and production

The future of jobs and implications for skills

Key Findings: A Changing Employment Landscape

Employment effect of drivers of change, by job family
Compound growth rate, 2015-2020, %

Manufacturing and Production	-1.63%
Adv. materials, biotechnology	0.67%
Robotics, autonomous transport	-0.83%
Geopolitical volatility	-2.47%
Adv. manufacturing, 3D printing	-3.60%
Architecture and Engineering	2.71%
Robotics, autonomous transport	4.49%
Climate change, natural resources	3.68%
Internet of Things	3.54%
Adv. manufacturing, 3D printing	3.33%



as well as construction and extraction will decline too, whilst business and financial operations, management and lastly computer and mathematical jobs will grow. Zahidi concluded that the world is ill-prepared for what is to come and mentioned that some of the world's largest multinational companies have not adjusted their thinking and strategies to the new reality. The rapid changes, in skills, job functions and business models was taken up by the WEB. Here, the key role of skills development, and the **necessity to ensure that all workers, in all forms of employment must have access to skills development** was stressed. **This is especially important to ensure a just transition to the new digital economy**, where not least displaced workers have a fair opportunity to re-skill and upskill.

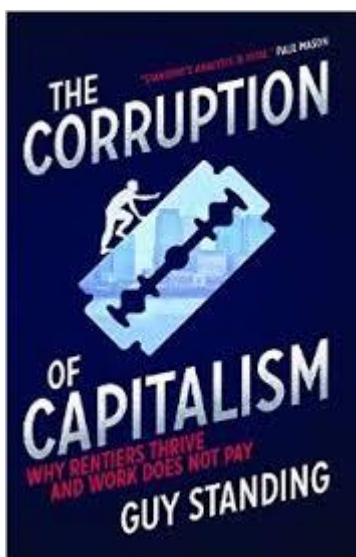
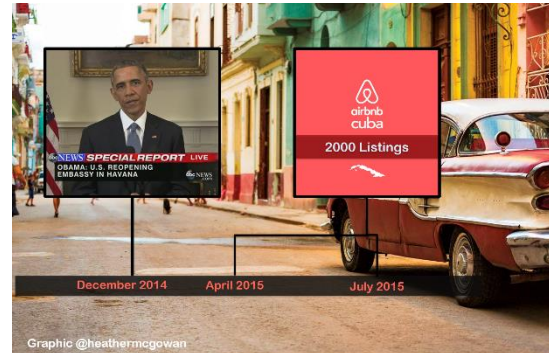
Professor Mark Graham further accentuated these points in his speech that called for the establishment of a Fair Work movement. Graham spoke of the dissolution of national boundaries as the new economy knows no limits. He mentioned the growing number of 'invisible workers' and a deepening of global inequalities, as the future world of work hits the



Global South far more negatively than anywhere else. He underlined that fair work for all requires the establishment of global digital unions that unite workers through occupations, or employment forms. He moved on to speak about digital picket lines and digital spaces of resistance as the new forms and places of protest. The World Executive Board took good note of this, and demanded a **push for global standards of good corporate behaviour in the offline as well as the online world, and up, as well as**

down, the supply chain. Mirroring this, the WEB also underlined the importance of **Union Innovation**. What are the requirements for change and how are affiliates already adopting new strategies? To share experiences, it was agreed that a **web group of digital experts from affiliates** will be established. The importance of bringing in the **voice of the youth** for whom the future world of work will be *the* world of work was stressed. And lastly, a project aimed at investigating the **digitalisation of Africa**, the alleged loss of data ownership in return for the big 4's digital infrastructure investments, and the disproportionate loss of jobs was presented.

Reflecting Graham's research, Robin Chase spoke about the growth of the platform economy, the significance it has in markets, and what she perceived as the benefits of the sharing economy. In Chase's view, the sharing economy, if developed correctly around a Peer Model, is more climate and resource friendly as it makes use of excess capacity. It too will empower workers, as well as customers, as they will cooperate around finding flexible and acceptable solutions that benefit both. Chase also urged companies and governments to move towards open data, where data is freely available to the benefit of those wanting to explore its potential. Chase, as such, echoed Evers' concern that the 'big four' tech companies Google, Facebook, Amazon and Microsoft own the vast majority of the world's public and private data. Discussions at the WEB centred on the absolute necessity of **union strategies to engage with platforms**, organise workers, combat obsolete and preventative legislation, take the lead on creating global standards for good platform behaviour and ultimately ensure Fair Work for the workers. The WEB agreed to the necessity of unions to push governments, platforms and companies to take action and assume responsibility.



Guy Standing ended the Future World of Work Leadership Summit by passionately defining the necessary Future of Solidarity. As he claimed, in a world with growing income and wealth inequality, a plunder of the commons, a manipulation of capitalism so it benefits the rentiers at the expense of everybody else, a commodification of labour as well as education and a rise in numbers of the precariat (those employed on precarious contracts), new solutions are called for. Standing believes that a universal, individual and unconditional citizen income is a viable way forward that will strengthen the bargaining power of individuals. He also believes that the precariat - the modern day's sans-cullotes - will unite and claim back power. The WEB recalled Polanyi's "The Great Transformation" in their discussions and Polanyi's warnings of social dislocation following the commodification of labour and land. The WEB

acknowledged that strategies and solutions aimed at states and institutional change on the one hand, and companies, platforms and new business models on the other are essential for strengthening the bargaining power of labour in the future world of work. Committed to this, the WEB asserted that **UNI Global Union will build world class responses that global institutions will notice.**

2017 activities

In conclusion, the UNI Global Union World Executive Board has decided on the following strategic areas of actions and activities for 2017. They will feed into the 2017 Leadership Summit – Future World of Work, Solutions! and are key to the political priorities that are at the centre of the Liverpool Congress in 2018 – Making it Happen.

Priorities and Activities 2017

1. **Seek influence and change opinions** as we commit to being the voice and the story teller of workers
 - a. Build our arguments on innovative research, such as the global expansion of the Digital Footprint project conducted by UNI Europa, FES and the University of Hertfordshire.
2. **Push for an ethical discussion** over the role of **artificial intelligence**, robotics, data privacy and worker monitoring
3. Expand the global standards for good corporate behaviour and global supply chain work to include platforms, including:
 - a. **global standards for platforms** – including workers' rights and conditions, sustainability impact and transparency
 - b. investigating a **three-way rating system**, where the companies (platforms) can be rated for their conduct.
 - c. **Workers' rights** – push for Fair Work
4. Lay the foundation for **global framework agreements in the online world**.
5. Given the rapid development in skills requirements and the changing nature of skills, models that **guarantee the right and access to further education and training** to all workers in all forms of employment should be explored.
6. Instigate research into the digitalisation of Africa and its implication for workers in selected UNI sectors.

To facilitate the above actions:

7. **Crowdsource the digital experts from UNIs four regions and sectors in an e-network** to pool resources, learn from good and bad experiences and develop global knowledge.
8. Build **alliances with external experts** from international bodies as well as researchers to optimise our knowledge and knowhow.
9. Combine, highlight and promote our global experiences, organising efforts and strategies, our policies and positions on a **dedicated Future World of Work website** aimed to attract policy makers, opinion makers, experts, unions, employers and

citizens. The website will include links to relevant research, case stories and other interesting information as well as have a dedicated twitter feed.

Click [here](#) to see the video interviews with the Future World of Work speakers

And find the available presentations here:

[Maja Pantic](#) [Mark Graham](#) [Saadia Zahidi](#) [Robin Chase](#)